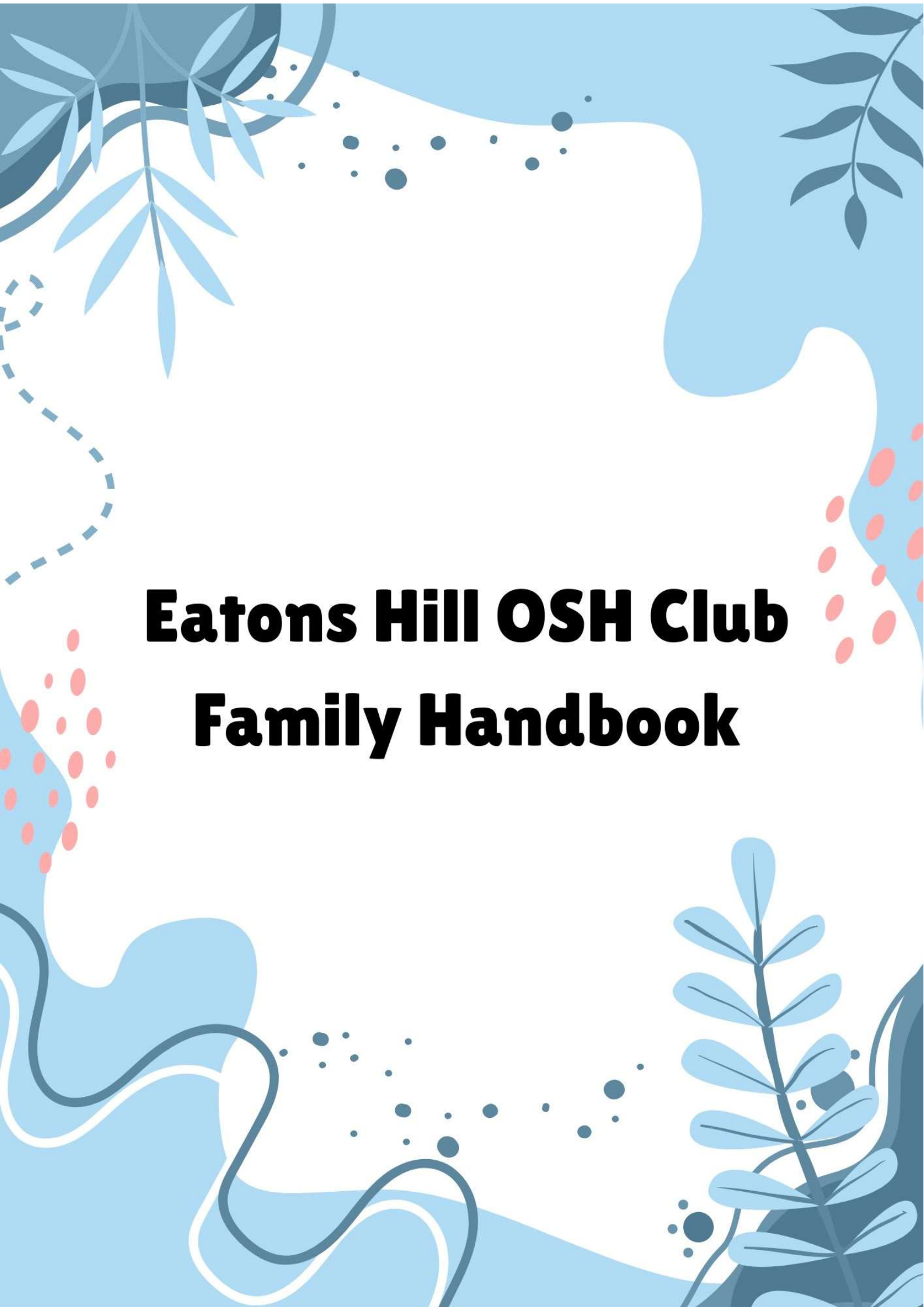




Eatons Hill OSH Club Family Handbook

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Welcome To Eatons Hill OSH Club

On behalf of all the staff at Eatons Hill OSH Club, we would like to extend a warm welcome to our new and returning families and thank you for entrusting your children and young people into our care. Our educators are committed to providing a quality service for primary school children and young people that meets the needs of everyone in a safe, secure, and stimulating environment.

Our Educators have a wide variety of experience in childcare and are guided in best practice by the *Education and Care Services National Law Act 2010*, *National Regulations 2011*, and the *School Aged Framework My Time, Our Place*.

The School Aged Framework My Time, Our Place, aims to provide school aged children and young people in Outside School Hours Care with high-quality care that promotes their learning and development while recognising the importance of social interactions and recreation.

Educators working in collaboration with children, young people, and their families, guide their learning by identifying their strengths and interests. Our aim is to extend and enrich children and young people's wellbeing by providing stimulating, positive leisure experiences that foster self-esteem and confidence. We strive to achieve this by offering new experiences and teaching life skills while recognising that children and young people need time to interact with friends, practice social skills, and solve problems. This enhances children and young people's physical, emotional, and social development while recognising the importance of creating a safe, caring, and supportive environment.

Eatons Hill OSH Club is managed by the Eatons Hill State School Parents and Citizens Association. The President of the P&C is the Approved Provider and ultimately accountable for all functions of our Service. Eatons Hill State School Parents and Citizens Association holds monthly meetings in the Community Hall and executives are elected yearly at their Annual General Meeting (AGM). Policies and management issues regarding the OSHC should be directed to the P&C Associations rather than through the Principal or School.

Eatons Hill OSH Club is only licensed to provide care for up to a specific number of children and young people in each session:

- Before School Care (BSC) – 245
- After School Care (ASC) – 305
- Vacation Care (VAC) – 150

Care is available to primary school children and young people from Prep to Grade 6, from the beginning of the calendar year in which they attend school, meaning newly enrolled Prep students can begin attending vacation care sessions at OSHC as of the 1st January of their enrolled year.

Families are required to complete a re-enrolment form each year before their child or young person can attend the Service. Direct debit details should be provided during enrolment via the DebitSuccess system, and it's the responsibility of the parent or guardian to ensure that their current details are kept up to date. Parents and guardians are also responsible for informing the OSH Club of any changes to their personal information such as telephone numbers, home addresses, authorised contacts and any medical, cultural, religious, or dietary considerations.

We hope you will be satisfied with the care and assistance provided by our experienced staff at Eatons Hill OSH Club.

Details in our *Family Handbook* were correct at the time of printing; however, policies and procedures are always subject to future amendments.

Section 1 – About Our Service

1.1 Philosophy Statement

CARING educators offering FUN

in a SAFE & SUPPORTIVE environment

makes a QUALITY Service.

What the Philosophy Statement means to Eatons Hill OSH Club

Caring – ensuring all children have a sense of belonging as we endeavour to build meaningful relationships with children, families and the wider community; having a genuine interest to listen and acknowledge concerns, ideas and feelings; each child's best interests is at the heart of our actions.

Fun – ensuring all children have a sense of being by enjoying themselves in an engaging, inclusive environment; providing new opportunities and allowing children's interests to guide their experiences.

Safe – conducting daily risk assessments of environment before each session; ensuring all students feel secure and welcomed within the environment; consistently utilising effective policies and procedures; active supervision and awareness.

Supportive – developing a sense of becoming by taking a holistic view to support the emotional and physical well-being of each child; positively supporting children in their choices and guiding them when they seek assistance to overcome challenges; allowing children to make mistakes and then grow and learn from them.

Quality – Staff with relevant knowledge and a high skill level from ongoing training and professional development; reflection on practice for continuous improvement; documenting purposeful events and interactions.

For more information, please refer to Goals of Eatons Hill OSH Club Policy

1.2 Goals of Eatons Hill OSH Club

Eatons Hill OSH Club has a number of goals on which the Service is based. These goals are based on the outcomes for children and young people as outlined in the *My Time, Our Place Framework for School Age Care*. The Service's goals are to encourage children and young people to:

- **Have a strong sense of identity** - the Service aims to teach children and young people to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children and young people to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the Service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children and young people to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the Service aims to teach children and young people to show self-regulation and manage their emotions in ways that reflect the feelings and needs of others by showing care, understanding and respect for all children and young people.
- **Be confident and involved learners** – the Service aims to teach children and young people to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children and young people to communicate and make visible their

ideas, theories, collaborate with children and young people and model reasoning, predicting, and reflecting processes and language.

- **Be effective communicators** – the Service aims to teach children and young people to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children and young people to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

For more information, please refer to Goals of Eatons Hill OSH Club Policy

1.3 Approved Provider Information

Eatons Hill OSH Club is managed by the Eatons Hill State School Parents and Citizens Association. The President of the P&C is the Approved Provider and ultimately accountable for all functions of the service.

Eatons Hill State School Parents and Citizens Association Executive Committee meet on the third Tuesday of every month. General meetings for P&C members occur six times per year in February, March, May, July, October, and November immediately following the Executive Committee meeting of that month. Meetings are held in the Community Hall where parents, guardians, and other community members are encouraged to attend these meetings to express their thoughts on any subject. The meetings cover a variety of topics, with an agenda to keep the meeting focused on each issue. Items for discussion can be submitted to the P&C Operations Manager at opsmanager@eatonshillpandc.org or directly to the P&C at info@eatonshillpandc.org. The annual election of the Eatons Hill State School P&C Executive occurs at the Annual General Meeting (AGM) in March

The annual election of the Eatons Hill State School P&C Executive occurs at the Annual General Meeting (AGM) in March.

Policies and management issues in regard to OSHC should be directed to the Operations Manager, rather than through the principal or school.

1.4 Policies and Procedures

The *Family Handbook* provides a snapshot of policies, which may affect families during their time with us. Eatons Hill OSH Club has an extensive policy and procedure manual that is displayed at the Family Information Areas and is available for families to read. The policies and procedures reflect the philosophy of the Service and OSH Club's commitment to providing quality care. Policies and procedures are reviewed annually or as changes occur with parent, guardian, children, young person, and educator involvement. They are then adopted and ratified by Eatons Hill State School P&C Association. This process ensures fair and equitable decisions are made for the Service.

For more information, please refer to Eatons Hill OSH Club Policies & Procedures Manual

1.5 Enrolment

Enrolment at Eatons Hill OSH Club is for school-aged children and young people in Prep-Grade 6. Children and young people who are registered to start Prep during the current school year may utilise the service from the beginning of the calendar year in which they will attend school. Families may be required to provide documentation relating to proof of age prior to the enrolment being accepted.

Grade 6 students are able to access care until the end of the year of which they graduate.

Parents and guardians are required to register and submit an enrolment form each year for their child or young person before care can be provided by the service. During the re-enrolment and enrolment period, we kindly ask for families to allow up to 6 weeks for the re-enrolment and enrolment process to be

completed. At all other times, processing takes approximately 48 hours to 1 week, depending upon the current workload of the service.

It is recommended that new families attend the Prep Orientation Night to discuss enrolment, be informed of the service routines, and meet the Leadership and Administration Teams. Additional private meetings can be scheduled to discuss any additional needs, including support for medical conditions if required.

All information obtained through the enrolment procedures will be kept in strictest confidence and only used for the purposes for which it is obtained. Eatons Hill OSH Club cannot provide its service to a child or young person, and may refuse to do so, if the parent or guardian refuses to give any, or all, of the above information, as Eatons Hill OSH Club will not be able to discharge its duty of care and other responsibilities to the child or young person without this information. Should an enrolment, or re-enrolment, be submitted that omits important information regarding the child or young person's health, the service will not be able to accept the enrolment or re-enrolment. To receive care, the parent or guardian will be required to resubmit the enrolment or re-enrolment form, and their application will be counted at the time that the resubmission is received.

Parents and Guardians are required to update the enrolment within 7 days of any change in circumstances including contact details, authorised persons to collect, medical or dietary considerations and living arrangements.

For more information, please refer to Access Policy, Enrolment Policy, and Bookings & Cancellations Policy

1.5.1 Annual Enrolment

Enrolments do not roll over to the new year - every family must re-enrol for care for the following year by completing and submitting an enrolment, or re-enrolment, form. Once the enrolment is accepted, the child or young person is eligible to attend for care during the calendar year.

The enrolment process will commence with a link posted to the Eatons Hill OSH Club Facebook page, and in the Xplor app, where the family will be provided with access to the enrolment, or re-enrolment, form. Within the form there will be access to the *Family Handbook*.

Enrolments are processed in the order they are received, and priority of access is based upon the *Department of Education's Child Care Provider Handbook*.

Payment of the non-refundable *Annual Enrolment Fee* will be required at the time the enrolment is processed and confirmed.

For more information, please refer to Access Policy, and Enrolment Policy

1.5.2 Shared Custody

Eatons Hill OSH Club collaborates with families with shared custody arrangements. Parents and guardians are encouraged to create separate Xplor accounts and complete the enrolment process. During the enrolment process, each parent or guardian will be asked for consent for OSH Club staff to communicate with, and contact, the other parent or guardian whilst the child or young person is in their custody.

Should the parents or guardians wish to create a joint enrolment and profile, they must clearly outline their joint custody arrangements, including dates and times that the children or young people are in their care.

If a child or young person requires medication to be administered during OSHC hours, both parents must provide:

- an accurate and up-to-date *Medication Authority Form*,
- *Medical Risk Minimisation and Communication Plan*, and

- appropriate medication.

Each form will only be in effect during the custody time of the parent or guardian that provides it. Hence, that medication can only be administered in accordance with the instructions provided on the respective parents or guardians' *Medical Authority Form*.

If the child or young person has any behavioural support or generalised support plans in place, each parent or guardian is responsible for providing any needed information.

The Service remains neutral and outside of any disputes or disagreements between parents or guardians that do not directly and specifically affect the Service. The Service requests that parents and guardians refrain from involving the Service in any and all disputes unrelated to their child or young person's experience at the Service. However, if any disagreement is related to a child or young person's safety or wellbeing while at the Service, OSH Club will encourage parents and guardians to immediately bring this to the attention of the Service Coordinator or Nominated Supervisors.

If both parents or guardians are listed as an authorized contact with authority to provide medication on each other's accounts, one *Medication Authority Form*, one *Medical Risk Minimisation and Communication Plan*, and one medication may be supplied to be used on both accounts.

For more information, please refer to Shared Custody Policy

1.5.3 Access

Eatons Hill OSH Club is available to primary school children and young people from Prep to Grade 6 and is primarily for those whose parents and guardians work or study. The program is designed to include children and young people irrespective of their family backgrounds e.g. cultural, religious, gender, disability, marital status, and income.

Eatons Hill OSH Club is licensed to provide care for up to a specific number of children and young people in each session:

- Before School 245
- After School 305
- Vacation Care and Pupil Free Days 150.

Priority of access at the service is granted to primary school children and young people between Prep to Grade 6.

If demand for places provided at this service exceeds the approved number of places, priority of access will be considered based on requirements provided by the *Department of Education Child Care Provider Handbook*:

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

For more information, please refer to Access Policy

1.5.4 Inclusion and Anti-Bias

Eatons Hill OSH Club supports the principles of equity through implementing inclusive and anti-bias practices. At the service, the common aim in equal opportunities is to:

- Achieve equal relations between nationalities, races, religions, genders, and additional needs;

- Cultivate each child and young person's ability to stand up for themselves and for others to act to promote equity and justice;
- Develop programs which support the goals of an anti-bias program;
- For each child and young person to be able to recognise and challenge bias; and
- Regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.

If a child or young person has additional needs, families are encouraged to schedule a meeting to gather information between relevant parties before the child commences. Topics discussed will include:

- Level of support that the child requires;
- Duration of support;
- Necessary training of staff and volunteers;
- The safety of all children and young people enrolled;
- Environmental factors;
- Sources of information and resources/support services that will ensure the best possible care of the child.

This information will help the service to meet the needs of children and young people and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained.

For more information, please refer to Inclusion & Anti-Bias Policy

1.5.5 Children and young people related to Employees

Children and young people related to employees shall be permitted to be enrolled in and attend Eatons Hill OSH Club using the priority of access guidelines as defined in 1.5.3.

Children and young people of employees shall be provided with consistent care, consideration, and involvement in the Service as any other child or young person participating in the program. The behaviour of children and young people of employees shall be managed as it would any other child or young person participating in the program.

No preferential treatment will be given by the staff member to their children and young people.

For more information, please refer to Children of Employees Policy

1.6 Communication with Families

There are a number of ways OSH Club communicates with families. Verbal communication between educators and families is the most commonly used form of communication. These brief updates can happen at drop-off or pick-up times. If a longer period of time is needed, a meeting can be arranged so that the necessary parties can be involved.

The Service mainly relies upon email for any communications specific to care requirements needed by families. Any vital communication is requested to be in writing to avoid any miscommunications.

General information and updates are communicated through group email distributions, newsletters, and notices at the Family Information Areas and front entrances. Group communications are also posted on Eatons Hill OSH Club's Facebook page and website - it is highly recommended that parents and guardians follow the OSHC Facebook page as useful reminders are frequently posted here.

The Management Team will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required

information. For new families at Eatons Hill OSH Club, the first point of contact will be the Management and Administration Teams, who will be available to discuss with the parents or guardians the child or young person's needs and to answer any questions. Families are welcome to attend Eatons Hill OSH Club or talk to educators during operating hours.

Upon enrolment a *Family Handbook* will be provided, as part of Eatons Hill OSH Club enrolment package. The information contained in the *Family Handbook* is based upon Eatons Hill OSH Club policies and procedures and should be used as a reference.

Families are invited to give feedback in person through discussion, or by email to oshclub@eatonshillpandc.org, addressed to the Management Team.

For more information, please refer to Communication with Families

1.6.1 Family Feedback/Complaints Handling Procedures

Eatons Hill OSH Club invites comments, compliments and complaints from children, young people, parents, guardians, staff, and the community, to ensure that it is providing a service which is in keeping with the policies and procedures and other applicable requirements. The Service respects and considers all complaints, which require a resolution and attempts to find a satisfactory resolution, wherever possible.

The Responsible Person or Coordinator shall be the first contact for all complaints. However, the Service Coordinator will permit and, if appropriate, encourage the complainant to contact the Nominated Supervisor directly if the:

- Complaint is about the conduct of the Coordinator;
- Complainant is not comfortable to take the complaint to the Coordinator;
- Complainant is not satisfied with how the Coordinator has handled the complaint;
- Complaint is about a matter of Management and Administration Policy.

For this purpose, families will have access to the current contact details of the Nominated Supervisor through the webpage.

Complaints should be submitted in writing using the *Notice of Complaint Form* as soon as possible so that the matter can be investigated in a timely manner. The complainant should sign this form and submit via email to opsmanager@eatonshillpandc.org. The Nominated Supervisor or Management Team will investigate the situation and notify the complainant of the resolution if appropriate.

If the complainant is still not satisfied with the outcome, they can submit a written request to have the complaint and decision reviewed by the P&C Executive for a final determination.

The happiness and well-being of all children and young people is the top priority of the Service and OSH Club is continually striving to improve the quality of care provided.

For more information, please refer to Complaints Handling Policy

1.7 Parent, Guardian, & Visitor Code of Conduct

All families, parents, guardians, and visitors to Eatons Hill OSH Club have the following obligations to other visitors, parents, guardians, staff, children and young people:

- To comply with any lawful requests made by OSHC or school staff.
- Be courteous and polite, using appropriate language that is not offensive and is free from abusive words.
- Behave in a manner free from harassment and intimidation, or which can be seen as overbearing, bullying, or threatening.

- Not to smoke or vape whilst on school property.
- To supervise and to manage their own children and young people at all times; educators will defer to parent and guardian supervision whilst the parent or guardian is at the service for both enrolled and non-enrolled children and young people.
- To address any issues that arise between children or young people of other families with a senior member of the OSHC staff. **Parents and guardians are not permitted to verbally discipline, or discipline in any other way, the children of other families.** Should a guardian or family have an issue or concern regarding the conduct of another child, young person, family, or member of staff, they should follow the complaint procedures outlined in the *Complaints Handling Policy*.

Parents, guardians, and families will be asked to leave the school grounds immediately for violating any of the above rules or should the following occur:

- Their behaviour creates a risk or threat to others.
- They are not respectful or considerate of others.
- They fail to supervise their children or young people whilst at the service.

The police may be contacted if a visitor refuses to leave the service or their conduct within the service is threatening or violent.

Parents, guardians, and families who breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service at the discretion of the Operations Manager or P&C Executive.

For more information, please refer to Parent, Guardian, & Visitor Conduct Policy

1.8 Children & Young People's Property & Belongings

Children and young people should bring appropriate labelled items – clothing with sleeves, enclosed footwear, hats with wide brims, and water bottles to the Service for each session. Children and young people are generally discouraged from bringing personal toys or electronic items and will be asked to store these items in their bags during sessions. No responsibility shall be taken whatsoever for any items brought to Eatons Hill OSH Club which become lost or damaged.

The family shall be responsible for providing the child and young person with appropriate belongings and property required for active participation in the service. Such property may include, but not limited to:

- Enclosed Footwear,
- Clothing with sleeves,
- Hats with wide brims,
- Bags, lunch boxes, and water bottles.

All personal property and belongings shall be clearly named or labelled.

The Service shall inform the family through relevant newsletters and publications such, as the *Family Handbook*, of appropriate personal belongings required at the Service.

The Service shall not take responsibility for any of the children or young people's personal property or belongings, but will endeavour to:

- Actively encourage children and young people to care for their belongings,
- Remind children and young people appropriately when belongings need to be placed in storage e.g. lunch box into bag,
- Attempt to provide suitable storage to keep safe (at parent, guardian, family, child, or young person's request) any item of personal belonging which is either special, expensive or at risk of being damaged,

- Ensure that participation in service activities and experiences does not wilfully damage belongings,
- Provide protective equipment such as painting smocks for relevant activities.

Eatons Hill OSH Club does not encourage children and young people to bring personal belongings to OSH Club, including Vacation Care and Pupil Free Days, however children and young people may, on occasions bring personal belongings, for a special program or celebration. This shall be done solely at the discretion of the Management Team, in consultation with the Nominated Supervisor, and of the family. No responsibility shall be taken whatsoever for any items brought to Eatons Hill OSH Club which become lost or damaged.

Children and young people are not to bring mobile devices such as iPads, game consoles and mobile phones into the Service unless explicitly invited.

A separate secure area will be provided for the iPads of children and young people enrolled in the BYO iPad classes as a courtesy. However, OSHC staff cannot accept any responsibility for iPads.

The Service shall provide appropriate storage for lost property which shall be available to children, and young people, and families at all times.

Any grievances or concerns relating to lost, damaged, or stolen property of the children and young people shall be documented and followed up, in accordance with the grievance and complaints procedure.

For more information, please refer to Children and Young People's Property & Belongings Policy

Section 2 – Child Safety

The service regards as of utmost importance its role in the protection of children and young people in its' care. This includes OSH Club's moral and legal duties to care for children and young people associated with Eatons Hill OSH Club whilst not in the care of their parents, guardians, or other primary carers.

2.1 Confidentiality

In order to protect children and young people, and better provide its services, Eatons Hill OSH Club seeks and deals with personal and sensitive information relating to families, children, young people, and others. The service respects the privacy of all individuals and seeks only information which its needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Eatons Hill OSH Club supports the principles of privacy and confidentiality. Types of Information that are collected include personal information on employees, children, young people, and families which are used in the operation of the Service.

The Service protects the rights of the individual's privacy by ensuring that information collected is stored securely in a locked area.

The Approved Provider recognises the need to make information available to parents and guardians regarding children and young people's enrolment, participation, and attendance at the Service. Information shall be made available to families upon request so long as the request is reasonable, equitable and lawful.

For more information, please refer to Privacy & Confidentiality Policy; and Managing Requests for Information Policy

2.2 Child Protection

In accordance with the *Child Protection (Mandatory reporting – Mason's Law) Amendment Act 2016*, early childhood education and care professionals are mandated to report child or young person's safety concerns to Child Safety where there is a reasonable suspicion that the child or young person has suffered, is suffering, or is at unacceptable risk of suffering significant harm caused by physical, mental, emotional, or sexual abuse and/or neglect, and there is not a parent, guardian, or carer able and willing to protect the child or young person from harm. The Manager Team ensures that OSH Club staff are aware of all legislative requirements and changes relating to the protection of children, including under the *Education and Care Services National Law Act 2010, Regulations 2011, Working with Children Act 2000, Child Safe Organisations Act 2024*, and other relevant legislation. Staff will participate in annual training in child protection laws to ensure they are aware and up to date on current laws and legislation.

For more information, please refer to Statement of Commitment to the Safety & Well-Being of Children & the Protections of Children from Harm Policy, and Reporting of Child Abuse

2.3 Photos and Filming

Eatons Hill OSH Club acknowledges the privacy of families and encourages the appropriate use of photographic and video images of children and young people attending Eatons Hill OSH Club to support and promote their involvement in relevant programs and activities. Parent or guardian permission is obtained prior to any photographs and/or videos of children or young people being taken or displayed via enrolment and re-enrolment forms. Employees of Eatons Hill OSH Club shall only be permitted to photograph children and young people using equipment owned solely by Eatons Hill OSH Club. Processing

of photographs shall be conducted within the service using the printing equipment available. Photos will be displayed at the service and individual photos will be presented to their parents and guardians.

To protect the privacy of all children, young people and families who utilise OSHC, families, guardians, children, young people, and visitors are not permitted to take photographs of other children or educators with their own devices.

For more information, please refer to Use of Photographic & Video Images of Children Policy

2.4 Health and Hygiene

Eatons Hill OSH Club strives, through specific policies and procedures, to provide a safe, clean, healthy environment where hygienic procedures are always practiced to promote and support the health, well-being and safety of children and young people.

Eatons Hill OSH Club shall implement a schedule of regular cleaning and sanitising to ensure all equipment, toys, and furniture are clean and hygienic for use. Noticeable signs and posters will be placed around Eatons Hill OSH Club to alert children and young people to the need to wash their hands for effective hand hygiene.

Each child and young person's health and physical activity will be supported and promoted, including appropriate opportunities to meet each individual's need for sleep, rest, and relaxation.

Cleaners are employed to thoroughly clean OSH Club including toilets daily. Educators complete cleaning and tidying daily checklists for all areas of OSHC. Equipment is routinely checked to ensure that it is well maintained, clean and safe for use.

All potentially dangerous cleaning substances will be stored and labelled as the manufacturer directs and away from children and young people.

Educators will conduct workplace health and safety risk assessments before every session. Facilities and equipment which are assessed to have potential for injury will not be used or action will be taken to allow safe usage.

For more information, please refer to Hygiene Policy, Cleaning & Sanitizing Policy, Workplace Health & Safety Policy

2.5 Toileting

Eatons Hill OSH Club recognises the need to ensure the safety of all children and young people whilst accessing the toilet and acknowledges that from time to time, children and young people may require additional support and assistance if they are unable to toilet independently. Thus, the service seeks to ensure that the personal health, hygiene and safety of children, young people, and educators are supported, through the consistent implementation of the following procedures to protect children and young people from risk of harm or injury.

In the Junior OSHC building, children and young people will be able to freely access the toilets as they are within the building. Children and young people may be encouraged to access the toilets if they show signs of needing to use the toilet, these signs may include wriggling or clutching at themselves.

In the Senior OSHC building, children and young people will be escorted to the toilets as they are located outside the building. Educators offer a toilet walk approximately every 15 minutes and clap to notify the children and young people. The educator will use a checklist, noting the date, time, and number of children and young people being escorted to the toilet before leaving the hall area. The educator is to unlock the toilet doors and wait on the patio for children and young people to come out of the toilet. Once the children and young people are done, the educator will perform a count to confirm that all

children and young people are accounted for and will then escort them back to the hall, leaving the main toilet doors open. For child safety purposes, educators shall escort children and young people to the toilet area and shall ensure that a minimum of two children or young people are escorted at any one time, if possible.

Other adults, including parents and guardians are not to enter the toilets that are designated for children and young people. Instead, all adults must be directed to the accessible toilets.

For more information, please refer to Children and Young People's Toileting Policy

2.5.1 Assisting Children and Young People with Toileting

Educators shall notify the Management Team that a personal hygiene incident requires their support and, where possible, a second team member shall be called to be present during the toileting support. Gender and developmental consideration should be given to the situation in ensuring the most appropriate educators manage the situation and that the process is open and transparent.

Educators will support the personal hygiene of children and young people with toileting when it becomes known to them that a child and young people needs assistance by verbally guiding them to clean themselves independently and ensuring that the child or young person cleans their hands afterwards. Children and young people who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes.

Educators shall support children and young people's emotional needs, demonstrating empathy and compassion and should not, under any circumstances, cause further embarrassment to the child or young person. Nor should they become forceful in their assistance.

If a child or young person requires a change of clothing due to a personal hygiene incident, spare clothes will be provided by the service where available. Parents or guardians will be notified and asked to collect their child or young person's soiled clothing at the time of pick-up. Families are encouraged to send younger children to OSHC with a spare set of clothes, in particularly during vacation care.

For more information, please refer to Children and Young People's Toileting Policy

2.6 Management of Medical Conditions

Children and young people with additional health needs or relevant medical conditions will have a *Medical Action Plan* provided completed by their medical practitioner. Additionally, the service will work collaboratively with parents, guardians, and families to ensure the service understands and addresses the risks associated with a child or young person's need or condition with a *Risk Minimisation Plan* and provides procedures to update information and actions as required.

Where a parent or guardian indicates through the enrolment that a child or a young person has one or more of the following, a medical management plan will be requested, and a risk-minimisation and communication plan will be developed:

- One of the following conditions:
 - Asthma,
 - Diabetes, or
 - Diagnosed at Risk of Anaphylaxis.
- Any allergy or health care need requiring:
 - Specific action to be taken during an incident,
 - The development of a risk-minimisation plan, or

- Relating to food safe handling, preparation, and consumption.

Any child or young person enrolled at the service who has been identified with a health need, allergy, or relevant medical condition will require:

- An *Action Plan* to be supplied by the doctor,
- A *Medical Risk Minimisation and Communication Plan* to be supplied from OSH, to the family,
- Relevant Doctor's Letter outlining medication, medication times, and dosage amounts,
- A *Medication Authorisation Form* provided by OSH, signed by the family, and
- If required, the development of a *Behavioural Support Plan*.

These plans must be in place before a child or young person can begin care. *Medical Action Plans* must be followed in the event of an incident relating to the child or young person's specific health care needs, allergy, or relevant medical condition. Parents and guardians will be provided copies of the *Medical Risk Minimisation and Communication Plan* and asked to confirm their approval. These records will be stored with the child or young person's enrolment. Upon enrolment and re-enrolment parents and guardians will be provided a copy of the *Family Handbook*.

The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training is in attendance at any place children and young people are being cared for, and immediately available in an emergency, at all times that children and young people are being cared for by the service.

Medical Action Plans, *Risk Minimisation and Communication Plans*, and *Medication Authority Forms* are stored together in the relevant OSHC office in a designated binder. This location provides discretion from public view and allows access for all educators of the service. In addition, any children and young people enrolled with medical needs are communicated to staff in team meetings and daily communication.

2.6.1 Medication

Parents and guardians have an obligation during the enrolment process to advise OSH Club of particular health needs, including medication, for their children and young people. Should an enrolment, or re-enrolment, be submitted that omits important information regarding the child or young person's health, the service will not be able to accept the enrolment or re-enrolment. To receive care, the parent or guardian will be required to resubmit the enrolment or re-enrolment form, and their application will be counted at the time that the resubmission is received. Any required medication must be provided to the service, and a *Medication Authority Form* must be completed before care commences.

In the interests of the health and wellbeing of children and young people, Eatons Hill OSH Club will only permit medication to be given to a child or young person if it is in its original packaging with a chemist label attached. The label must state the child, or young person's name and dose of medication required.

All medication will be administered by a first-aid qualified educator and witnessed by another educator. A *Medication Administration Form* will be completed via the Xplor App, and a notification will be sent to the parent or guardian's app.

Eatons Hill OSH Club recognises and acknowledges the skill and competence of children and young people when working collaboratively with families to enable children and young people to self-administer medications, with prior parent or guardian authority.

2.6.2 Anaphylaxis

Eatons Hill OSH Club is an Allergy Aware zone, thus excluding nuts and nut products including Nutella, muesli bars with nuts etc. Even though the school may be aware of allergies, OSH Club must be notified separately.

Parents and guardians will be requested to notify the service of any allergies that their child or young person may be suffering through the enrolment process. A *Medical Action Plan* developed by the child or young person's medical practitioner and an in-date EpiPen (epinephrine) will be required to be stored on-site before care can commence for any child or young person at risk of anaphylaxis. The service will develop a *Risk Minimisation and Communication Plan* in conjunction with the family and medical practitioner to reduce the risk of exposure. Authorisation for administering an adrenaline autoinjector (epinephrine) medication is not required in an emergency. Educators should administer medication, then notify the parent, guardian and/or emergency services as soon as practicable (*Regulation 94*). Appropriate medication shall be stored at the service for each child and young person in clearly labelled and marked containers. All expiry dates of auto-injector devices accessible at the service will be closely monitored. Parents and guardians will be notified immediately of an impending expiry date of these devices and provision to the service of an up-to-date device arranged.

OSH Club is unable to transport EpiPen's between the school and service.

Children and young people will not be allowed to attend the service without their in-date medication being available.

2.6.3 Asthma

All children and young people diagnosed with asthma must have a *Medical Action Plan* developed by the child or young person's medical practitioner, outlining what to do in an emergency. The *Medical Action Plan* and an inhaler will be required to be stored on-site before care can commence. A *Medical Risk Minimisation and Communication Plan* must also be developed to identify the triggers and how these will be managed and monitored within the service.

Educators will be made aware of the individual children and young people who suffer from asthma and provided with training to recognise the relevant triggers, and to follow the risk minimisation strategies and specific management plans to manage the condition.

Authorisation for administering asthma medication is not required in an emergency. Expiry dates of inhalers at the service will be closely monitored and parents and guardians are notified when they should be replaced. If a child or young person's medication has expired, administrators will contact the primary carer on at least two separate occasions to arrange its collection. If the medication is not collected within a reasonable timeframe, it will be disposed of safely and appropriately by the service.

OSH Club is unable to transport Asthma Inhalers between the school and service.

Children and young people will not be allowed to attend the service without their in-date medication being available.

2.6.4 Diabetes

Action to manage symptoms should be outlined in the individual's *Medical Management Plan*. Educators will follow the steps identified in the plan (*Regulation 90(c)(ii)*). However, where the plan does not specify actions, the educator will inform the Responsible Person in Charge. The service will phone the parent or guardian, and if needed, support the child or young person to ingest some sugar and rest. The child or young person will be actively monitored while resting.

Any child or young person presenting with severe symptoms of diabetes will require emergency medical attention. The Management Team, or their delegate, will respond by calling emergency services (000) for an ambulance immediately. Relevant first-aid practices will be used in the absence of emergency service advice and/or treatment.

Where diabetic management is required, the service will ensure that educators are adequately and appropriately trained in the use of insulin injection devices (syringes, pens, pumps) used by children and

young people at the service with diabetes. In the event of major concerns regarding insulin levels of a child or young person, the Management Team, or their delegate, will respond by calling emergency services (000) for an ambulance immediately.

OSH Club is unable to transport Medication between the school and service

Children and young people will not be allowed to attend the service without their in-date medication being available.

2.6.5 Children and Young People Self-Administering Medication

The service can permit children and young people over preschool age to self-administer medication; however, the relevant *Medication Authority Form* must be completed by the parent, guardian, or authorised person, prior to the child or young person administering the medication.

Where a child and young person intends to self-medicate, they must inform an educator they are intending to self-medicate and collect medication from the relevant office where it is stored. Educators will then supervise the child or young person who is self-administering medication/s, ask the child or young person when medication was last administered, and ensure each child or young person follows all administration of medication, health, and hygiene procedures.

The service will record all instances of supervised self-administration of medication. An administration register will be kept for the child or young person on the Xplor app. Details of the date, time and dosage of the medication administration will be recorded by the educator who witnessed the administration. The medication administration will be sent to the parent or guardian via the Xplor app.

For more information, please refer to Management of Medical Conditions Policy

2.9 Illness and Injury

OSH Club proactively strives to avoid injuries occurring at the service, and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents and guardians with respect to injuries and illnesses of their children and young people are acknowledged and will be considered in administering all procedures.

At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, will be in attendance at any place children and young people are being cared for and immediately available in an emergency, at all times children and young people are being cared for by Eatons Hill OSH Club.

In the case of a minor injury an educator will attend to the child or young person and an *Incident Report* will be completed to advise the parent or guardian of the details within 24 hours. The parent or guardian will receive a notice through the Xplor app where they will have access to the *Incident Report*.

In the case of illness or a moderate injury, the Leadership Team, or their delegate, will telephone the parent or guardian advising them of the situation. The child or young person will be provided a quiet area to rest while their parent and guardians are contacted.

In the case of a major illness or injury, medical attention will be immediately sought, an ambulance will be called, and the child or young person will be taken to hospital. It is vitally important for parents and guardians to ensure emergency contacts and numbers are updated as required. First-Aid trained, qualified educators will administer basic First Aid. The Nominated Supervisor, or their delegate, will contact the department and complete a *Notification of Serious Incident* within 24 hours.

In the situation regarding a significant injury to the head, the parent or guardian will be notified of the circumstances via phone including:

- The treatment administered, and
- Whether the child has returned to normal activities as deemed appropriate by the service Coordinator or Assistant Coordinators.

If a child or young person arrives at OSH Club unwell or becomes ill while at OSH Club, the parent or guardian will be contacted to collect the child or young person. The child or young person will be cared for until collected.

For more information, please refer to Incidents, Illness, Injury & Trauma Policy

2.9.1 Recording & Reporting Incidents, Injuries, Illness & Trauma

An *Incident, Injury, Illness and Trauma Report* will be completed, as soon as reasonably possible after a child or young person is involved in an incident, suffers an injury, illness, or trauma by the educator who administered care or first-aid to the child or young person.

Parents and guardians will be notified of the incident, illness, injury, or trauma as soon as practical, but not later than 24 hours after the occurrence. A push notification from the Xplor app will alert the primary carer of an incident report, which will be accessible to read and sign through the app. Parents and guardians shall read, understand, and sign the digital incident/illness report. Parents and guardians are encouraged to contact Eatons Hill OSH Club if they have questions or concerns regarding an incident/illness report.

For more information, please refer to Incidents, Illness, Injury & Trauma Policy

2.10 Infectious Disease

Eatons Hill OSH Club strives to remove immediate and serious risks to the health of the children and young people 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, young people, educators, parents, and guardians with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

It is the responsibility of parents and guardians to inform OSH Club of any infectious or communicable diseases that their child, young person, or other immediate family members may have. Staff, children, and young people who have a contagious infectious disease will be excluded from OSH Club for the period they can transmit the disease to others. Depending on health regulations, a doctor's certificate may be required before a child or young person who has had an infectious disease is allowed back to OSHC. Information regarding exclusion periods is available at OSHC.

A notice of an occurrence of an infectious disease will be displayed within the service, and communicated via email and Xplor communication.

All people, including children, young people, and educators, who are suffering from any infectious diseases need to be excluded from Eatons Hill OSH Club to prevent others from being introduced to the infection. For diseases which are from time to time published as requiring a doctor's certificate clearing the child, young person, or educator, the doctor's certificate will be required before the child, young person, or educator is re-admitted to Eatons Hill OSH Club.

To be eligible to receive the Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS), children and young people under twenty must either meet the *Australian Department of Health, Disability & Ageing's* immunisation requirements or be on an approved catch-up schedule; or have an approved exemption from the requirements. Children, young people, and educators will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised.

When infectious disease is referred to in this handbook, it means communicable diseases and notifiable diseases (see *Commonwealth Department of Health* at www.health.gov.au).

Information can also be obtained from the *National Health and Medical Research Council* at www.nhmrc.gov.au.

For more information, please refer to Dealing with Infectious Diseases Policy

2.11 Arrivals & Departures

Eatons Hill OSH Club uses an online system called Xplor to track attendance. Account holders and any other people they nominate on the enrolment form as authorised for drop off and pick up, known as authorised nominees, will be set up with electronic access. Each authorised nominee will have a unique user ID, consisting of their mobile phone number and pin. All users must adhere to the following guidelines:

- The user ID and PIN are tied to the individual and **should never be shared** for other's use.
- As the account holder, it is illegal for someone else to use their user ID and PIN, representing themselves as the account holder; this may interfere with the continued eligibility for Child Care Subsidies (CCS).
- It is a legal requirement that all children and young people will be signed in and out by the parent, guardian, or authorised nominee, or subsequently in writing, as being authorised to do so.
 - *Before School Care*: All children and young people must be signed in to the service by an authorised person who is over the age of 18* and signed out to the school by an educator.
 - *After School Care*: All children and young people must be signed in from school by an educator and signed out by an *authorised person who is over the age of 18.
 - *Vacation Care/Pupil Free Days*: All children and young people must be signed in and out by an *authorised person who is over the age of 18.
- PINs can be easily reset if someone forgets – identification will be required before the passcode is reset if the individual is not known to educators.
- Children and young people are not allowed to touch or use the iPad kiosks.
- If the account holder provides a one-time authorisation for someone to drop off or pick up their child, they will not be set up with Xplor access. The child or young person will be signed in or out of the system by an educator and identification will be required if the individual is not known to the staff.
- Account holders are required mark sessions as an absence if their child will not be attending.
- Parents and guardians may not sign a child or young person in and then immediately out of the attendance system to avoid the child or young person being marked as absent. A child or young person must be received into the care of an educator before they are considered to have attended the session. For any sessions that appear to have the process manipulated, the session will be changed to an absence.

*In certain circumstances, parent or guardians may make an application to the P&C Executive to allow an individual who is over the age of 16 but under the age of 18 to be authorised to pick up their child or young person as an authorised nominee. The parent or guardian must provide a signed statement that they accept full responsibility for any risks or incidents that may occur once the child or young person and underage authorised nominee have departed from the service. Also required with the request is a declaration from someone other than a family member stating that in their opinion the underage nominee is responsible and mature enough to fulfil the duties of collecting the child or young person from the OSH Club.

For more information, please refer to Arrivals & Departures of Children Policy

2.11.1 Acceptance and Refusal of Authorised Persons

There are four types of authorities that a person can have: collection from service; excursions; medical; and emergency.

Written authorisation is required for administration of medication, and for collection of children and young people by someone other than a named contact. This authorisation extends to collection for extra-curricular activities wherein children and young people are removed from the premises, or are required to leave the service early, such as on an excursion. The requirements for authorisation must be in writing and include the child or young person's full name and date for which it applies, or the Management Team reserves the right to refuse the authorisation.

Authorisation privileges are typically assigned on the enrolment form to authorised nominees and remain in place until the end of the year or when revoked, whichever occurs first. Families can provide new or alternative authorised nominees at any time.

Authorised nominees must be over the age of 18 unless P&C Executive approval is granted.

If a person who is not listed as an authorised nominee is required to collect a child or young person, permission will be accepted in writing via email from the parent, guardian, or account holder. The adult collecting will be required to provide identification upon arrival at the service.

Only in emergency situations will verbal permission for release be accepted over the phone.

For more information, please refer to Acceptance & Refusal of Authorisations Policy

2.11.2 Arrival Procedures

Children and young people must be accompanied into the service and signed in by the parent, guardian, or authorised nominee. Under no circumstances are parent or guardians allowed to:

- Leave their child or young person unattended before the opening of the service.
- Drop their child or young person off in the parking lot.
- Send their child or young person inside with a sibling or person other than an authorised nominee.

OSH Club opens strictly at 6:30am each day. No person will be admitted prior to this time due to legal restrictions and the service cannot be responsible for children and young people before this time.

- If the parent or guardian has children and young people enrolled in each OSHC building, the parent, guardian, or authorised nominee, must bring both children and young people into the Junior OSHC building to sign them in through the Junior Parent Station. Once the younger child has been handed over to an educator, the parent or guardian may then escort the older child to the Senior building.
- As from when the child or young person has been duly signed in and handed over by the authorised person, the Service takes responsibility for the child or young person until the child or young person is duly signed out by the authorised person collecting them, or until the educator signs them out for release in the morning.
- The morning transition to school typically begins at 8:25am with an accounting of present children and young people to the roll to create an accurate list of all prep children to be escorted to class. Any children and young people who have not arrived by this point are deemed absent for the session in the attendance system. The prep students then pack up and leave OSHC building at approximately 8:30am. If a child or young person arrives to be dropped after the group has left, the parent will be unable to sign their child or young person into the care of the Service. The attention of all educators is required to be focused solely on the children and young people during the movement to the classroom to maintain safety.

For more information, please refer to Arrivals & Departures of Children Policy

2.11.3 Departure Procedures

Children and young people may only leave the service premises under the following conditions:

- A parent, guardian, or authorised nominee, collects the child or young person by signing them out through the Xplor app.
- A parent, guardian, or authorised nominee provides written authorisation for the child or young person to leave the premises such as for emergency drills (authorised in enrolment form) or an extra-curricular activity (requires completion of *Extra-Curricular Activity Permission Form*).
- A parent or authorised nominee provides written authorisation for the child or young person to attend an excursion.
- The child or young person requires medical, hospital or ambulance treatment, or there is another emergency.
- An authorised nominee (an educator) signs a child or young person out at 8:30am to go to school.

Educators will not allow a child or young person to leave the service unaccompanied, or to be released to a person other than their parent, guardian, or to an authorised nominee except as permitted under the above procedure. If in doubt, the Responsible Person in Charge, or their delegate, will contact a parent or guardian immediately to discuss.

Where no written authority has been received to release a child or young person to another party for collection, the parent or guardian may give permission via email for the alternative person to collect the child or young person. The parent or guardian must provide the full name and description of any such person concerned and proof of their identity will be required upon arrival. Only in emergency situations will verbal permission for release be accepted over the telephone.

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

There is no collection allowed during the Prep transition from school to the OSHC building as the educators' focus needs to be on the safe transfer and supervision of the children. If a parent or guardian approaches the group, they will be asked to accompany the group to the OSHC building and will there be able to sign their child or young person out of care.

For more information, please refer to Arrivals & Departures of Children Policy

2.11.4 Escorting Children & Young People

Eatons Hill OSH Club will escort Prep children to and from their classrooms for the entirety of the school year, with a transition period in Term 4 in preparation for Grade 1. Children and young people in the remaining grades will travel to and from class by themselves unless a special consideration is requested.

In Term 4 the Prep children begin to transition in preparation for Grade 1. This transition is in line with the school's transition period. Children are encouraged to walk to and from OSHC and their classroom under supervision. Communication will be sent to families regarding the routine changes prior to them taking effect.

For more information, please refer to Escorting Children and Young People Policy

2.11.5 Late Arrival for After School Care

Parents and guardians must provide written notification to the service in advance if their child or young person is going to be absent from a booked session. Phone calls will also be accepted on the day, before the start of the session.

- It is **critical** to notify the service of any absences before an After-School Care session as the service must assume a child or young person is missing if they do not check in as scheduled. If a child or young person who is booked in to the service for After School Care has not arrived within ten minutes of expected arrival (3:20pm), educators will attempt to contact the parent or guardian to ascertain the child or young person's safety. Calls to families regarding missing children and young people are prioritised based upon the children or young person's ages with younger students being followed up first.
- If the service is unable to reach the parent or guardian, or there is no response from the parent or guardian within 10 minutes, the service will then attempt to call the emergency contacts on the numbers provided.
- If parents or guardians advise that the child or young person should be at the OSH Club:
 - The school office will be contacted to see if the child or young person has arrived there.
 - If staffing ratios allow, a staff member will also try to locate the child or young person by searching the school grounds and checking the family's normal meeting point for pick up.
 - If the child or young person is still missing, the EHSS Administration will be advised to assist with locating the child or young person
 - If the child or young person still cannot be located, the police, EHSS Principal, Operations Manager, and P&C President will be notified.
- If, after administration contact, parents or guardians advise that the child or young person will be absent:
 - The child or young person will be marked absent in the attendance system.
 - A *Finder's Fee* will be applied to the account.

If staff attempt to call parents or guardians and/or authorised nominees to determine the safety of a child, a *Finder's Fee* will be applied to the account. CCS does not apply to this charge.

For more information, please refer to Arrivals & Departures of Children Policy

2.11.6 Late Collection

If, at closing time (6pm), children and young people have not been collected; or parents or guardians have not made arrangements for collection within 10 minutes of normal closing time, an attempt to contact the parents or guardians and emergency contacts will be made.

In the event, there is no response or parents or guardians are unable to arrange collection, advice will be sought from the Operations Manager, P&C President, and police.

Under no circumstances will OSH Club place a child or young person in a rideshare, taxi, or allow them to travel home by themselves.

A *Late Collection Fee* will be charged after 6:00pm for each child or young person remaining at the service. This fee is charged at \$15.00 per child or young person, per 15 minutes or any part thereof. CCS does not apply to this charge.

For more information, please refer to Arrivals & Departures of Children Policy

Children and Young People Leaving Without Permission

- If a child or young person leaves Eatons Hill OSH Club in any other circumstances and for any reason without permission, the Responsible Person in Charge will assess the situation and:
 - Call the police.
 - Contact the school office for notification and to request assistance.
 - Call the parent or guardian.
- Educators will not leave Eatons Hill OSH Club or leave the school grounds to pursue a child or young person if:

- It will leave the other children and young people attending Eatons Hill OSH Club with insufficient supervision.
- It will or may expose other children, young people, or educators to an unacceptable risk or personal harm.

For the purposes of this policy, once a child or young person leaves the licensed areas of the service or an educator loses sight of a child or young person and they appear to be leaving the premises, the child or young person will be considered to have left OSH Club without permission.

2.11.7 Transportation of Children and Young People

Eatons Hill OSH Club endeavours to promote the safety of children and young people whilst travelling in transport provided by the service. All vehicles will be contracted through reputable companies that comply with the appropriate legislation and regulations. All vehicles used must be registered in Queensland. Drivers are to be licensed to carry the required number of passengers. Eatons Hill OSH Club will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion. Children and young people will not be left in the sole care and custody of bus drivers or others; educator ratios for the service will continue to apply during transportation. Excursion educator to child ratios will apply during transportation, as outlined in the specific excursion Risk Assessment.

For more information, please refer to Transportation of Children and Young People Policy

2.11.8 Court Orders and Release of Children & Young People

The service shall request that all families provide, upon enrolment of their child or young person, current copies of any parenting plans and court orders which may impact on the service to implement a duty of care.

The service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide current copies of any parenting plans and court orders which may impact on the service to implement a duty of care.

The service shall inform all employees of the intent of the court orders where it applies to them and impacts on their capacity to manage their own duty of care and that of the service towards the children, young people, and family.

The service employees shall respect and maintain the confidential nature of the documents through application of privacy principles and as reflected in the *Privacy and Confidentiality Policy*, and *Managing Requests for Information Policy*.

For more information, please refer to Court Orders & the Release of Children & Young People in Care Policy

2.11.9 Non-attending Children

Eatons Hill OSH Club shall observe their duty of care for children and young people who seek help from the OSHC service but are not booked in for care. The service will follow school procedure by making reasonable attempts to call parents, guardians or authorised nominees, sending children and young people to the School Office if they are not booked into OSHC and communicate with the office via telephone that the child or young person has been referred to the Office for collection by parents or guardians. Eatons Hill OSH Club will ensure children or young people who arrive at OSHC with no booking are safe and secure but are not participating in programmed activities of the service. Eatons Hill OSHC will contact the police for support when a reasonable time has passed without any notification.

For more information, please refer to Managing Duty of Care for Non-Attending Children & Young People Policy

2.11.10 Breach of Policy

Parents and guardians who breach the *Arrivals and Departures* policy and procedures may have their bookings cancelled.

Upon reapplication, the parent or guardian will be required to present in writing as to why they should be offered permanent or casual care and commit to adhering to all Eatons Hill OSH Club policies and procedures. It is at the complete discretion of Eatons Hill OSH Club Management Team if the place will be offered again to the family.

For more information, please refer to Arrivals & Departures of Children Policy

2.12 Emergency Evacuations and Drills

Eatons Hill OSH Club acknowledges and understands the need to ensure that educators, parents, guardians, children, and young people are aware of, and understand evacuation and lockdown procedures in the event there is an emergency. The service therefore takes a proactive approach through the regular implementation of practice drills and evaluations of the procedures followed.

Should parents and guardians be present during a drill, OSH club kindly asks them to follow the directions of the person in charge. Regular evacuation and lockdown drills give children, young people, and staff an opportunity to become familiar with the routine and planned evacuation and lockdown procedures. Every effort will be made to make evacuation drills peaceful for the children and young people.

For more information, please refer to Emergencies & Drills Policy

2.13 Sun Safety

Sun safety is practiced at OSH Club throughout the year.

Parents and guardians will be asked to provide a hat which provides adequate protection for the face, nose, neck and ears. Children and young people are not to wear hats belonging to other children or young people. Children and young people will be required to wear a hat when playing outside and on excursions. If all children and young people are outside and a child or young person does not have a hat, they will be required to stay in a shaded area out of the direct sunlight.

Parents and guardians will be asked to provide appropriate sun protective clothing that covers as much of the skin as possible. Clothing made from close weave materials such as cotton, polyester and linen are more effective. Sleeveless shirts or dresses with thin straps or that expose the shoulders are not acceptable.

When the service participates in water related activities outside, children and young people will be required to cover the upper portion of their bodies with a “rashie” made from Lycra that stays sun protective when wet, or a shirt.

Educators will assist younger children to apply sunscreen if required. If the parent or guardian has not granted permission for educators to provide sunscreen for their child or young person, they are responsible for ensuring they have sunscreen in their child or young person’s bag or provide other sun safe measures for their child or young person to utilise.

Educators strive to minimise sun exposure to children and young people between 10:00am and 3:00pm during vacation care. If the UV index is high at a level of 6 or above, outside play may be postponed.

For more information, please refer to Sun Safety Policy

2.14 Water Safety at OSHC

The service aims to provide children and young people with water experiences that are safe and fun. The safety and supervision of children and young people in, and around, water is of the highest priority. This relates to swimming activities, water play, excursions near water, hot water, and drinking water within the service environment.

Hot water that may be accessible to children and young people during service operation will be maintained at an appropriate temperature (43.5°C or less).

Hot drinks will not be allowed on the service floor during sessions. If hot drinks are offered to adults during community events, they will be required to have a lid, and cautionary signage will be used.

For more information, please refer to Water Safety Policy

2.15 Sleep, Rest, & Relaxation at OSHC

Educators are required to model and promote safe sleep, rest and relaxation practices within the service. To maintain safe environments a risk assessment is undertaken prior to each session commencing and maintenance of resources and equipment are undertaken regularly. Educators will ensure children and young people have appropriate access to rest and relaxation spaces.

For more information, please refer to Sleep, Rest & Relaxation Policy

2.16 Animals at OSHC

Eatons Hill State School 'Dogs in School Grounds' Policy states that dogs are not permitted in the school grounds including relevant play areas due to hygiene and safety concerns and must remain under supervision outside the school boundary.

Eatons Hill OSH Club recognises and acknowledges the role that animals may play in the lives of children and young people. Animals cared for by Eatons Hill OSH Club will be in keeping with any regulated requirements with adequate shelter provided.

The service will only keep animals:

- Where they are appropriate to the program of the service,
- If no children and young people and/or educators are allergic to that type of animal,
- If permitted by local authority regulations, and,
- If the service has sufficient and adequate space and area for the keeping of the animal.

For more information, please refer to Keeping of Animals Policy

2.17 No Smoking

Smoking and vaping are not permitted on Eatons Hill school grounds at any time by any person which includes Eatons Hill OSH Club.

For more information, please refer to Parent & Visitor Conduct Policy and Employee & Volunteer Code of Conduct

2.18 Risk Management & Minimisation

Eatons Hill OSH Club is a responsible organisation and seeks to demonstrate a risk awareness, including identifying and managing material risks and ensuring compliance as far as reasonably possible with all such requirements. The Management Team and Nominated Supervisors are responsible for monitoring

changes to laws and regulations, reviewing policy changes, and ensuring the Service complies with all laws and regulations.

High level risks and special events shall be identified within the program, through consultation with educators, management, and other relevant stakeholders. Such events may include, but are not limited to, excursions and incursions. The *Risk Assessment and Management* process shall be conducted for each of the activities identified as a high risk or special event and shall be conducted prior to the scheduled timeframe for the event or activity. All relevant stakeholders shall be informed of how the Service intends to manage high level and special event risks and appropriate training and support for stakeholders will be made accessible.

For more information, please refer to Risk Management & Minimisation Policy

Section 3 – Program, Practice, & Routines

3.1 Staffing

Eatons Hill OSH Club is committed to providing quality outcomes for children and young people through ensuring that educators' practices reflect the service's philosophy and goals as outlined in the *My Time, Our Place* Framework for School Age Care. The service applies professional standards to guide educator practices and decision making within the service and provides opportunities for educators to acquire the skills and knowledge to enable them to fulfil their role.

By law, an education and care service must have a Nominated Supervisor. Eatons Hill OSHC's Nominated Supervisors are from the P&C executive team. The list of Nominated Supervisors can be found within the service and in the reference sheet at the back of this handbook.

The educators have a wide variety of experience in childcare. Educator employment and training techniques are used to ensure that OSH Club employs suitable educators. All educators hold a current Commission for Children and Young People Positive Notice Blue Card. Most educators have first-aid, CPR, Management of Asthma & Anaphylaxis qualifications. At Eatons Hill OSHC, there will always be at minimum two educators on duty unless under extreme circumstances. Families are encouraged to view the profile and photos of all educators, displayed in each OSHC building and on the website.

3.1.1 Educator to Child Ratios

Educators must be working directly with children and young people to be included in the ratios.

At the service, the Nominated Supervisor and Responsible Person in Charge ensure that compliance with the following guidelines are maintained at all times:

- A maximum of 15 school aged children and young people to 1 educator (15:1).
- Educator qualifications are in accordance with the *Education and Care Services National Regulations*.
- There will be at least one educator with first aid qualifications in attendance where children and young people are being cared for, and immediately available in an emergency at all times.

3.1.2 Private Child-Minding & Babysitting by Staff

Eatons Hill OSH Club does not encourage nor endorse educators and parents or guardians entering into private babysitting arrangements outside of service hours. Eatons Hill State School P&C Association will take no responsibility nor accept any liability in relation to such arrangements. Additionally, Educators will not be permitted to drop-off, or pick-up children of no relation to them at the Service.

3.1.3 Employee and Volunteer Code of Conduct

Eatons Hill OSH Club is committed to providing a quality service for families and values honesty, integrity, respect, and truthfulness. These principles apply to employee and volunteer interactions with children, young people, families, community members, management, co-workers, and the general public. Staff and volunteers are expected to be familiar with this Code and adhere to its guidelines. Staff and volunteers should at all times: act in the best interest of children, young people, and families; observe all laws and regulations; treat others with respect and maintain a safe working environment; maintain confidentiality at all times; and dress appropriately during work hours or when representing the service.

Volunteers must hold a Blue Card before they begin volunteering. Copies of their Suitability Card or Positive Notice will be kept on the file for all volunteers who volunteer at the Service.

3.1.4 Responsible Persons at Eatons Hill OSHC

Eatons Hill OSH Club will always have a responsible person in day-to-day charge of the service. A Responsible Person can be the Approved Provider or a person with management or control; a Nominated Supervisor; or a person in day-to-day charge of the service.

A Responsible Person must be present at all times when the service is educating and caring for children and young people. If the Approved Provider or Nominated Supervisor is absent, an appointed Responsible Person will be placed in day-to-day charge of the service.

The Approved Provider or Nominated Supervisor will designate an educator, with their written consent, to be placed in the day-to-day charge of the service. In determining the responsible person, the Approved Provider or Nominated Supervisor must determine if that person is suitable by considering their capacity to ensure children and young people's safety and wellbeing, as well as their qualifications, skills, knowledge, work experience and age.

In accordance with regulatory requirements, a sign stating the name and position of the responsible person in charge must be displayed at all times when the service is providing care to children and young people.

For more information, please refer to Educator Ratios & Requirements Policy, Employee & Volunteer Code of Conduct and Role & Expectations of Educators policy.

3.2 Programming

Eatons Hill OSH Club uses the approved learning School Age Framework *My Time, Our Place* to inform the cycle of planning. The Educational Leader, in consultation and collaboration with educators, children, young people, and families, plans, designs, and provides the program. The program caters to the children and young people's ages, developmental needs, skills, interests, and abilities through a variety of challenging and recreational activities. This includes art and craft activities and a wide variety of indoor and outdoor activities with experiences planned for individuals and groups of children and young people. OSH Club recognises the importance of play, relationships, collaborative decision making, and respect for diversity.

In order to ensure that its programs are effective to deliver the values, aims, and objectives of Eatons Hill OSH Club, the service regularly evaluates the structure, process and content of its programs while actively seeking feedback from parents, guardians, children and young people.

Children and young people's learning experiences and activities are documented in a variety of ways to assist with ongoing reflection, evaluation, and assessment of their strengths, interests, behaviours, and relationships. Documented experiences will be collated and displayed for families, children, and young people.

A copy of the *Education and Care Services National Law and Regulations* will be made accessible at the service's premises at all times for use by the Approved Provider, Nominated Supervisor, Management Team, staff members, volunteers and parents and guardians of children and young people at the service.

For more information, please refer to Educational Program & Curriculum Development Policy; Program & Documentation Evaluation Policy; Educators Practice Policy; Managing Compliance with the National Quality Framework Policy; and Educational Leader Policy.

3.3 Daily Routines

3.3.1 Before School Care Routine

6:30am	Service opens in both Junior & Senior buildings Children and young people have free choice play inside
7:00am	Breakfast commences
7:30am	Outside play offered
7:50am	Final call for breakfast
8:00am	Breakfast ends
8:15am	Buildings are packed up and tidied Students playing outside transition inside, via toilets to wash hands
8:30am	Roll call and sign out Prep students are escorted to class
8:50am	Prep students are delivered to classrooms

Routines are subject to weather; alternative routines will be implemented during wet weather

3.3.2 After School Care Routine

3:00pm	Children and young people are signed in and visit toilets to wash hands Prep students are collected from classrooms and go to Junior OSH Building Afternoon tea is served
3:30pm	20-minute burst of physical activity outside Prep, Junior and Senior children and young people play on the top oval Bottom oval is offered to Grade 1-Grade 6
4:00pm	Children and young people have free choice play
5:00pm	Buildings are packed up and tidied by children Children and young people who are outside put away resources and transition inside
5:15pm	Late Snack is served; Senior children and young people transition down to the Junior building
6:00pm	Service Closes

Routines are subject to weather; alternative routines will be implemented during wet weather

3.3.3 Vacation Care Routine

6:30am	Service opens in both Junior & Senior buildings Children and young people have free choice play inside, programmed activities begin
7:00am	Breakfast commences
7:30am	Outdoor play offered
7:50am	Final call for breakfast
8:00am	Breakfast ends Free play and programmed activities inside and outside play continues
10:00am	Morning Tea for Junior and Senior
10:15am	Free play and programmed activities continue in Junior and Senior
12:00pm	Lunch
12:30pm	Free play and programmed activities inside and outside play continues

2:45pm	Afternoon Tea
3:15pm	Outside play burst
4:00pm	Children and young people transition inside Senior children and young people are transitioned down to the Junior building
4:15pm	Wind-down time inside with movie or physical activity is offered
5:00pm	Late Snack
6:00pm	Service closes

Routines are subject to weather; alternative routines will be implemented during wet weather

3.4 Homework

Eatons Hill OSH Club will offer a quiet area and supervised space for the students attending in order for them to work on homework. Families can notify the service that they want their children and young people to participate but educators cannot force participation. Educators will provide general assistance but will not be responsible for tutoring, monitoring and/or signing off on homework.

For more information, please refer to Homework Policy

3.5 Vacation Care

Vacation Care is provided by Eatons Hill OSH Club for all school vacation periods and Student-free days (excluding Public Holidays). A 2-week planned closure generally occurs over the Christmas period during the week of Christmas and the week of New Years.

A Vacation Care program is prepared in consultation with educators, children, young people, and families that includes excursions and incursions. All children and young people booked into OSHC for vacation care are required to attend excursions and incursions, as alternate arrangements cannot be made to provide care for children or young people. The program will be available to families approximately 3 weeks before each school holiday period.

For more information, please refer to Educational Program & Curriculum Development Policy, Excursions & Incursions Policy, and Bookings & Cancellation Policy

3.5.1 Excursions and Incursions

Eatons Hill OSH Club will include excursions and incursions as a valuable part of its overall program. Excursions and incursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between Eatons Hill OSH Club and the wider community. Risk assessments will be conducted with all safety precautions identified and maintained, and parent or guardian permission will be obtained before a child, or young person engages in an excursion or incursion. *The Education and Care Services National Regulations* require approved providers to ensure their services have policies and procedures in place for managing excursions.

When planning excursions and incursions, the Management Team will consider children and young people's age, interests, and abilities. All excursions and incursions, including risk assessments for each activity, are approved by the Approved Provider. Prior to the excursion or incursion, parents and guardians are required to complete a permission form which outlines key information of the activity including: the date of activity; destination; method of transport; approximate travel time; number of educators and adults attending; and the expected itinerary.

Children and young people are required to wear a Eatons Hill State School polo shirt to attend an excursion.

For more information, please refer to Excursions & Incursions Policy and Transportation of Children & Young People Policy

3.6 Food at OSHC

Eatons Hill OSH Club encourages and promotes the health and wellbeing of children and young people through providing positive learning experiences during meals and snack times where good nutritional food habits are developed in a happy, social environment. Parents and guardians are encouraged to participate in this approach to nutrition for their children and young people.

Eatons Hill OSH Club is an Allergy Aware zone, thus excluding nuts and nut products including Nutella, muesli bars with nuts etc. Even though the school may be aware of allergies, OSH Club must be notified separately.

If a child or young person is found to have a food product with nuts, it will be removed from them and moved out of the reach of children and young people. The parent or guardian will be able to retrieve the item upon pick up. Children or young people will be provided with an alternative food.

Eatons Hill OSH Club recognises the need for effective food handling and storage practices to ensure that food is not contaminated, or allowed to become contaminated, or unfit to be eaten. All food which is handled at the service is to be handled according to the recommended food handling and storage guidelines as set out in the *Australian and New Zealand Food Standards Code*, and by staff members that have completed a *Food Safety* course.

Food items cannot be heated or reheated by staff.

Water is always available to children and young people.

3.6.1 Breakfast

Eatons Hill OSH Club offers a free breakfast service to help busy families. Breakfast is offered between 7:00am and 8:00am with last call occurring at approximately 7:50am.

3.6.2 Afternoon Tea

A nutritious and well-balanced menu will be provided for afternoon tea. The weekly menu is displayed on the OSH Club boards in both buildings. Parents and guardians are reminded to inform OSH Club if their child or young person has any food allergies or has a special diet (including religious or cultural reasons).

3.6.3 Vacation Care

Parents and guardians must provide a nutritious morning tea and lunch for their children and young people in vacation care. Parents and guardians are kindly asked to please limit food with high-sugar or salt content and to place their child and young person's name on their lunch box and water bottle.

Water is always available to children and young people.

For more information, please refer to Management of Medical Conditions Policy, and Food & Nutrition Policy

3.7 Extra-Activities

Eatons Hill OSH Club recognises that extra-curricular activities provide opportunities for children and young people to engage in enriching extension programs which support their growth and development. Where possible, Eatons Hill OSH Club will support the provision of such activities within the legislative framework for OSHC.

Eatons Hill OSH Club will work with both the school and external providers of extra-curricular activities so that children and young people who are in the care of the service may participate. When an agreement

is made, either the service will escort the children and young people to and from the activity, or the external provider will collect them from the service and escort them upon return; children and young people are not allowed to travel to and from an activity provided by an external provider alone. Children and young people in grades 1-6 may walk alone to and from school sponsored and EHSS staff run activities such as instrumental music, choir practice and dance programs.

For all extra-curricular activities, parents and guardians are required to complete and submit an *Extra-Curricular Activity Permission* form prior to their child or young person being able to participate. No verbal permissions will be accepted, except in a situation deemed an emergency by the Management Team who may use their discretion. An example of an emergency situation might be where a child or young person is scheduled to attend a school sponsored activity involving an imminent excursion, but only verbal permission can be acquired.

When participating in an extra-curricular activity, the child or young person will not be under the care of Eatons Hill OSH Club therefore the service is not responsible for the child or young person from the time they are signed out and leave the OSH Club until they report back to the OSH Club staff upon their return.

For more information, please refer to Extra Activities Policy, Arrivals and Departures of Children Policy, and Escorting Children Policy

3.8 Behaviour Support & Management Policy

Eatons Hill OSH Club aims to provide an atmosphere where children and young people have positive and active experiences during their stay. The service aims to provide an environment that minimises the potential for boredom, frustration and/or conflict. The service believes that children and young people require guidance as to what to do, instead of what not to do. Therefore, educators endeavour to manage behaviour through a supportive model, which includes effective supervision and role modelling, directing, or re-directing children and young people to other activities and working with children and young people to set rules, follow the rules and understand the consequences of inappropriate behaviour.

Each child and young person will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity, religious beliefs, or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal, and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique.

Any child or young person displaying unacceptable behaviour will be supported with positive behaviour strategies. If unacceptable behaviour continues, safe, quiet downtime spaces will be accessed to allow the child or young person time and space to be calm and reflective with support from an educator. Parents and guardians will be notified and consulted with if disruptive behaviour persists, support will be sought from the Approved Provider. A written report will be sent to the parents and guardians if unacceptable behaviour continues.

A child or young person may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child, young person, Educator, or other person in the service.

3.8.1 Beliefs about Learning and Behaviour

Eatons Hill OSH Club is committed to quality learning and teaching in a safe and respectful environment. The *Behaviour Support and Management Policy*, and correlating *Behaviour Support and Management Procedure*, outlines the system for facilitating positive behaviours and responding to inappropriate and unacceptable behaviours.

We believe that:

- Individuals make choices about how they act and treat each other.
- Individuals are responsible for their behaviour and the choices they make.

- Behaviours are learned and individuals need to be taught appropriate behaviours.
- Students need explicit limits and consequences for inappropriate behaviour.
- Responses to inappropriate behaviour focus on the behaviour and not the individual.
- Consequences should be logical and natural.
- Students need positive recognition for appropriate behaviour.
- Behaviour management should reflect consistency and fairness.

3.8.2 Basic Service Rules

These beliefs are encapsulated in the following 3 core rules of the school and service:

- Be Respectful,
- Be Responsible, and
- Be Safe.

3.8.3 Behaviour Expectations

The following behaviour expectations which reflect the core rules of the service were developed in consultation with the children enrolled at the service.

We expect children and young people to:

- Follow instructions promptly.
- Play appropriately with others.
- Speak politely and use manners.
- Respect other peoples' personal space and property.
- Play within the boundaries and stay within sight of a staff member.
- Use and care for equipment appropriately.
- Clean up after play.
- Ask a staff member for help if needed.

These behaviour expectations are consistent with those of the school identified in the *Responsible Behaviour Plan* to provide stability and reinforcement of expectations whilst on the school campus. They are clear, child and young people focused, based on acceptable wider community standards, easy to understand and on display throughout the service. They are also communicated in the *Family Handbook* issued to all parents and guardians upon enrolment, and re-enrolment.

Educators are required to discuss the behaviour expectations with the children and young people on a regular basis, ensuring they are understood and reinforcing why they are necessary. The guidelines are also displayed for all staff, children, young people and families to view.

3.8.4 Educator Expectations

- Model appropriate behaviour, including using positive language, gestures, and facial expressions as well as using a calm tone of voice.
- Actively and diligently monitor children and young people's play, pre-empting potential conflicts or challenging situations and supporting children to consider alternative behaviours.
- Consistently use positive guidance strategies when reinforcing the service behaviour expectations.
- Support children and young people to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions.
- Acknowledge children and young people through encouragement or reward when they make a positive choice in managing their own behaviour.

3.8.5 Consideration of Individual Circumstances

This policy will apply to all students as consistency in implementation of the rules and consequences for behaviour is essential for the plan's effectiveness overall. Individual adjustments to the processes and procedures which ensure a consistent approach to behaviour will be made as and when necessary to support the students. Educators are trained to recognise and respond to the various developmental stages of the differing ages of the children and young people who attend the service and will apply appropriate behaviour support and guidance techniques.

3.8.6 Physical Intervention

Educators are not permitted to use physical, verbal, or emotional punishment or practices that demean, humiliate, frighten, or threaten a child or young person. Appropriate physical intervention may be used to ensure that the OSH Club staff demonstrates a duty of care to protect students and staff from foreseeable risks of injury. The use of physical intervention is only considered appropriate where the immediate safety of others is threatened, and the strategy used is to prevent injury.

Any physical intervention made must:

- Be reasonable in the particular circumstances.
- Be in proportion to the circumstances of the incident.
- Always be minimum force needed to reduce the risk of harm to self or others.
- Take into account the age, stature, disability, understanding and gender of the student.

3.8.7 Distinguishing Between Minor and Major Behaviours

When responding to behavioural incidents, the staff member determines if the problem behaviour is deemed minor or major. Minor behaviour incidents are handled by staff members at the time the behaviour happens while major behaviour incidents are referred to management.

Minor problem behaviours are those that:

- Are minor breaches of service rules.
- Do not seriously harm others or cause educators to suspect that a student may be harmed.
- Do not violate the rights of others in any serious way.
- Are not part of a pattern of inappropriate behaviours.
- Do not require management involvement.

Major problem behaviours are those that:

- Are considered major breaches of the service rules.
- Violate the rights of others in any serious way.
- Seriously harm others or cause educators to suspect that another student may be harmed.
- Require the involvement of management.

Major behaviours result in immediate removal from the other children and activities with a parent or guardian being called to pick up the child right away. The Management Team, in consultation with the Approved Provider will then review the incident and determine the appropriate consequence.

EXAMPLES OF MINOR AND MAJOR MISBEHAVIOURS*			
	AREA	MINOR	MAJOR
BE RESPECTFUL	Others	• Not playing fairly • Minor disruptions to group • Minor defiance • Name calling • Swearing • Encouraging others to misbehave	• Bullying • Major disruptions to group • Blatant disrespect, including racial slurs • Major defiance
	Language	• Inappropriate verbal or written language which may be offensive • Low level disruption (Talking or Calling out) • Poor attitude • Disrespectful tone	• Offensive language or gestures possibly directed toward someone • Aggressive language • Verbal abuse/directed profanity
BE RESPONSIBLE	Play	• Incorrect use of equipment • Not playing school approved games • Playing in the toilets	• Throwing objects resulting in harm or vandalism
	Physical Contact	• Minor pushing and shoving • Touching others without permission	• Serious physical aggression • Fighting • Attempting to strangle or harm • Touching others without permission in inappropriate, or sensitive, areas
	Property	• Not putting items back in their right place • Petty Theft • Using other's property without permission • Lack of care for the environment • Littering	• Stealing/major theft • Wilful property damage • Vandalism/graffiti
	Follow Instructions	• Non-compliance • Uncooperative behaviour	
	Accept outcomes for behaviour	• Minor dishonesty	• Major dishonesty that impacts on others
	Technology	• Use of a personal device during a time in which it is prohibited	• Use of mobile phones or cameras to photograph/film other students
BE SAFE	Movement around Service	• Running inside hall • . Not asking before using the toilet or getting a drink of water • . Getting up during afternoon tea without asking permission • Not sitting while eating • Moving outside of vision of staff • Being in an out of bounds area including walking in parking lots/roads behind the school whilst transitioning between OSHC and school	• Leaving the boundaries of the Service without permission
	Being in the Right Place	• Arriving for afternoon check in after 3:15 pm • Not checking in with staff when moving between inside and outside play	• Leaving the approved areas or school grounds without permission

*This is not an exhaustive list. Other behaviours will be dealt with as appropriate.

3.8.8 Dealing with Inappropriate Behaviours

When a student exhibits low level of infrequent problem behaviours, the staff will remind the student of the expected behaviours and then ask them to change their behaviour so that it aligns with the expectations. If this does not change the behaviour, the staff member will then issue a verbal warning, again reinforcing what behaviour is inappropriate and identifying what consequence will occur if the behaviour continues. Further inappropriate behaviour will then lead to the consequences detailed below. Staff will determine the most logical consequence taking into consideration the age and developmental level of the child or young person as well as whether or not the rights and or safety of others was abused and the context of the situation.

Depending upon the seriousness of the incident, consequences may be escalated up to and including immediate suspension, especially if it is felt the student, children, young people, or educator's safety is at risk or physical aggression has resulted in harm. Continuous violation of service rules may result in suspension or expulsion from the service.

3.8.9 Behaviour Management Reports

In the first and second instance that a child or young person engages in major breaches of Eatons Hill OSH Club's Rules of Behaviour, an *Incident Report* will be completed to be discussed with the parent or guardian and presented to them for signing through the Xplor App.

3.8.10 Extended Incident Reports

After a third *Incident Report* has been recorded for a major incident, a period of suspension will be considered. If this is the case, a letter will be sent to the parent or guardian from the Management Team, stating that the child or young person cannot return to Eatons Hill OSH Club for a specific period of time. Prior to the child's return, a meeting must be held between at least two members of the Leadership Team, parent or guardian, and child or young person to identify strategies to address the behavioural concerns. The Leadership Team may also deem it necessary to utilise a *Behaviour Support Plan* which will be developed collaboratively with the Leadership Team, parent, guardian, child or young person, and other health or educational professionals as required.

3.9 Consequences

1. Level 1 Consequences (Staff implemented for minor behaviours):

- a. *Removal from activity* – the Child or young person will be unable to participate in a designated activity/area for a period of time.
- b. *Time In* – the Child or young person will be removed from all activities in order to attempt to manage their own behaviour and calm down. Once calm, the child or young person will be required to shadow an educator for a period of time, providing assistance as needed. This assistance includes, but is not limited to, assist with cleaning, or tidying, duty as a natural consequence of their behaviour. This may result in the loss of privilege or opportunity to take part in activities.
- c. *Writing out the broken rule or expectation* – the child or young person will be asked to complete a *Responsible Thinking Form* and detail how their behaviour violated the rules and expectations of the service.
- d. *Verbal or written apology* – the child or young person will be required to write an apology if their actions have caused harm to another party either verbally or physically.

- e. *Child Identified Solution/Consequence* – the child or young person will discuss with an Educator what occurred and help to identify an appropriate solution.
- f. *Behaviour Reflection Sheet* – the child or young person will be encouraged to think about their behaviour and how it may have affected others.

2. Level 2/3 Consequences (Major behaviours):

- a. *Child or young person will be removed from the group, and a parent or guardian is contacted for immediate pick up* – Removal from the group is to minimise risk of harm to the children and young people at the service, Educators, and to the individual child or young person. The child or young person will be encouraged to go to a quiet space e.g. Sensory Rooms, or OSH Office; the child will not be left unattended.
- b. *Child Support Plan* – Daily behaviour expectations are clearly stated and monitored, triggers are identified, and strategies are developed to support and change behaviour.
- c. *In-Service Suspension from Service*
- d. *Suspension from Service*
- e. *Loss of Service Privileges*
- f. *Expulsion from Service*

3.9.1 Documentation

Educators are required to follow the service behaviour management strategies and techniques, including completion of an *Incident Report* as soon as possible; this will be communicated to parents or guardian within 24 hours. An *Incident Report* will be completed when a minor behavioural problem occurs repeatedly, a major behavioural problem occurs, or a person is injured as a result of a child or young person's behaviour.

For more information, please refer to Behaviour Support & Management Policy, Exclusion for Behavioural Reasons Policy, and Anti-Bullying Policy

3.10 Information Technology and Digital Technologies at OSHC

Eatons Hill OSH Club acknowledges and recognises the significant role that information technology plays in society today and therefore aims to have suitable policies and procedures in place to ensure that information technologies are used appropriately and in the best interests of the children, young people, families, and employees who use the service.

Educators shall not be permitted to use personal mobile phone cameras or digital cameras to take photos of children and young people.

Mobile phones are not to be used by students at OSH and will be confiscated and handed to parents or guardians if children or young people use them at OSHC.

As per the *Parent Agreement* with the school, OSHC staff cannot accept any responsibility for iPads.

For more information, please refer to Children & Young People's Property & Belongings Policy

3.11 Exclusion for Behavioural Reasons Policy

Eatons Hill OSH Club has a duty of care to all children and young people who attend, and educators who work within, the service. A child or young person may be excluded from attending the service temporarily or, in some cases permanently in the following circumstances:

- If in the Management Team's reasonable opinion, the child or young person exhibits behaviour which threatens the safety or wellbeing of any child, young person, educator, or other person at OSH Club, and may reasonably cause physical danger to other children, young people, educators, or to the child or young person themselves.
- The child or young person leaves school grounds during their accounted time at Eatons Hill OSH Club.
- 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.

The Operations Manager or Responsible Person in Charge will:

- Consult with the Approved Provider to determine the appropriate length of suspension.
- Contact the parent or guardian to discuss the determination.
- Send a confirmation letter to the parent or guardian detailing the child or young person's behaviours, exclusion time, conditions of return and expected return date.

The Parent or Guardian will:

- Schedule a meeting prior to the return date with the Coordinator to identify strategies to address the behavioural concerns. A condition of return will also be to develop a *Behaviour Support Plan* for including the child or young person back into the program.

If the child or young person is included back into the program and the same behaviour continues upon return, the child or young person will be excluded from Eatons Hill OSH Club for a longer period of time. Another meeting will be required before returning to review the *Behaviour Support Plan* and professional strategies may be requested.

Any child or young person who is excluded from the OSH Club three times in a 6-month period for any reason, will be subject to a longer suspension of 6-12 months, or depending on the circumstances, may be excluded from the service.

Physical Danger to child, young person, educator, or others:

- If a child or young person's behaviour causes, or may reasonably cause, physical danger or harm to other children, young people, an educator, or to the child or young person themselves, the parent or guardian of that child or young person will be contacted immediately and asked to collect them. The child or young person will be removed from the group to minimise risk of harm to the children, young people at the service, educators, and to the individual child or young person. The child or young person will be encouraged to go to a quiet space e.g. Sensory Rooms, or OSH Office; the child or young person will not be left unattended.
- The child or young person will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Management Team and the Approved Provider.
- If a child or young person continues to display behaviour that may reasonably cause physical danger to other children, young people, educators or themselves and the parent, guardian, or emergency contact cannot collect the child or young person within a reasonable time frame the Albany Creek Police will be contacted to collect the child or young person.

3.11.1 Exclusion from school for Behavioural Reasons:

If the Management Team becomes aware of any child or young person, who usually attends the service, being excluded from the school, they will:

- Contact the school to confirm exclusion.
- Speak with the Principal to confirm if exclusion applies to Eatons Hill OSH Club.

- Contact the parent or guardian to confirm exclusion from the service, in accordance with Principal's direction.

For more information, please refer to Policies Behaviour Support & Management Policy, Exclusion for Behavioural Reasons Policy, and Anti-Bullying Policy

3.12 Anti-bullying

Eatons Hill OSH Club has a duty of care to all children and young people who attend Eatons Hill OSH Club, as well as staff who work within the service.

3.12.1 Educator Expectations:

- Model caring and tolerant behaviour towards children, young people, parents, guardians, and other educators.
- Manage all observed or reported incidences of bullying as set out in this policy under *Responding to a Bullying Incident*.
- Carefully monitor children and young people's behaviour while participating in any of the service's programs or activities.
- Encourage children and young people to report any incidents of bullying that they are either involved in or witness.
- Protect the target from further harm.
- Assist the bully to change their behaviour.
- Keep a record of bullying behaviour by completing a service *Incident Report* on the Xplor app.

3.12.2 Children and Young People Expectations:

- Report any incidents of bullying that they are either involved in or witness.
- Help someone who is being bullied.
- Do everything, they can to keep the play safe and happy.
- Implement the strategies that they have been encouraged to use to deal with a bullying incident.

3.12.3 Parents and Guardians Expectations:

- Encourage their child or young person to report if they are bullied.
- Watch for signs of bullying.
- Speak to Eatons Hill OSH Club educators if their child or young person is being bullied or they suspect bullying.
- Work with the Eatons Hill OSH Club in seeking a permanent solution.
- Model caring and tolerant behaviour when interacting with children, young people, educators, other parents or guardians.
- Promote strategies that enable their child or young person to feel empowered and confident if they have to deal with a bullying incident.

3.12.4 Responding to a Bullying Incident:

- Eatons Hill OSH Club is committed to implementing positive and permanent solutions to bullying. Educators, children, young people, parents and guardians will work together to stop all bullying as part of the no-tolerance approach.
- In the event that an Educator needs to respond to an observed or immediately reported incident, either by witness, victim, or third party, while such incident may still be occurring, the following procedure will be implemented:
 - The educator will intervene and discuss with the children and young people involved and witnesses. Mediation may be conducted between children and young people with the aim to

find an appropriate solution to the problem. Children and young people will be encouraged to use conflict resolution strategies. A back-up plan is considered in the event that the first solution proves unsuccessful,

- Agreed solution implemented. Back-up plan implemented, if necessary,
- Incident recorded on appropriate forms.
- For reports of repeat incidents (either by witness, victim or third party):
 - Interview with Service Supervisor, parents and guardians notified. Appropriate report on incident and management details completed. Appropriate consequences for incident discussed and implemented,
 - Monitoring of implementation of consequences.
- Further offences may result in suspension from the service. Re-entry may require an agreed behaviour contract.

For more information, please refer to Inclusion & Anti-Bias Policy, and Anti-Bullying Policy

3.13 Damage to Equipment or Facilities

As part of everyday experiences involving children or young people, the service recognises that wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but to a malicious or intentional act on the part of a child or young person, replacement or repair will become an expense to the parent or guardian.

For more information, please refer to Behaviour Support & Management Policy

Section 4 – Fees, Bookings, & Payments

4.1 Bookings

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

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

4.1.1 Permanent Bookings

Permanent bookings shall be entitled to a reduced fee as per the *Fees Policy*. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasions per fortnight. Individual permanent sessions cannot be cancelled.

All fees associated with permanent bookings should the child or young person not attend care due to illness or for any other reason, shall be required to be paid in full. CCS will apply in accordance with allowable and approved absence provisions.

For calculating purposes, the day ends at 6:00pm when the service closes, any notice received after this time will be marked as received on the following business day.

Families will be advised in writing of the availability of booking requests when their request is processed. If sessions are completely booked, children and young people will be placed on a waitlist, and parents and guardians will be advised in writing accordingly if places become available.

4.1.2 Casual Bookings

Families who are unable to provide 7 days' notice of care requirements, or are for irregular bookings, are defined as casual bookings.

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

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

Families will be advised in writing once their booking request has been processed. If a session is not available, families will be placed on a waitlist and will be contacted when places become available.

4.1.3 Vacation Care and Pupil Free Days Bookings

Vacation Care and Pupil Free Day Bookings are completed separately via the Xplor app with a distributed Vacation Care program approximately four-weeks before the session. Once the booking period closes, bookings cannot be cancelled, unless for extenuating circumstances, and will result in an absence.

4.1.4 Changes or Cancellations to Bookings

Changes to bookings and cancellations will only be taken:

- From an account holder, and
- In writing.

Confirmation emails will be issued upon processing.

Families providing 7-days' notice of a cancellation for a casual booking, or for the complete cancellation of their ongoing permanent bookings, will not be charged for those bookings.

Cancellations within the 7-day notification period will attract full fees.

Families receive 42 absentee days with full CCS benefits paid per year per child or young person for any reason.

If a booking hasn't been cancelled and the service makes attempts to locate the child or young person, the *Finder's Fee* will be added to the family accounts.

The service may contact any family that marks a permanent booking as absent three times in succession to discuss their booking requirements and the family may be required to release their permanent place.

For more information, please refer to Bookings & Cancellations Policy

4.2 Fees

Eatons Hill OSH Club aims to provide a quality service to families at a reasonable cost.

The Management Team will conduct an annual review of fees in co-operation with the P&C Executive Treasurer prior to September of each year. This review will consider historical financial outcomes and proposed budget requirements for the provision of quality childcare in keeping with the service's philosophy statement, program goals and policies and procedures.

The aim of the review is to achieve as minimal yearly adjustments to rates as required whilst ensuring the viability of the Service is maintained and objectives of both the OSH Club and P&C Association are met.

Childcare Subsidy is available to all families who meet eligibility guidelines.

4.2.1 Establishment of Fees

- The Operations Manager will develop a recommendation on fee levels and structure in coordination with the P&C Executive Treasurer prior to September of each year.
- The P&C Executive will discuss, refine, and provide approval.
- The recommendation will be tabled at the subsequent P&C General Meeting.
- The approved fees will be published in the enrolment materials distributed in October of each year.

- Existing families will be given at least four weeks' notice of any changes to fees.

Current fees can be found on the website, or through the Xplor app.

For more information, please refer to Setting, Reviewing & Managing Fees Policy

4.3 Payment of Fees

Direct debit via Debtsuccess is the **only** method of payment of OSHC fees. The parent or guardian may have the option to choose a Bank Account (no fees incurred) or Credit Card (fees apply) for the direct debit to be withdrawn. It is the account holders' responsibility to maintain up-to-date direct debit details. Families are prompted to check Direct Debit details annually via the annual re-enrolment process. Failure to keep these details current may result in Eatons Hill OSHC suspending care until they are updated. To ensure the safety of staff, under no circumstance will cash or cheques be accepted as a method of payment. Cash is not stored or handled within the OSH Club premises.

It is the responsibility of each family using the OSHC Service to ensure:

- That fees are paid on a regular fortnightly basis;
- That there are sufficient funds available in their nominated bank account or credit card account; and
- To check their fee statements on a regular basis.

Statements are issued fortnightly on a Monday. The statement will reflect fees associated with care for the prior 2 weeks. The *Balance Owning* amount will be withdrawn from the designated account on the Wednesday of the week the statement is issued.

Any costs, including bank fees, incurred by Eatons Hill OSH Club in the course of pursuing debts will be passed onto the user.

4.3.1 Debt Management

To ensure Eatons Hill OSH Club continues to operate as a service for the families, an efficient and equitable financial management system for collection of OSHC fees must be in place. The key to the efficient collection of debts by Eatons Hill OSH Club rests upon the early identification of debtors, successful and conciliatory negotiation with member's families in debt, and consistent application of debt recovery procedures.

Payment not received:

- If the direct debit fails due to any reason, families will be notified via email that they have 7 days from the original due date to settle their account. Families must make a payment using the PayNow feature via the Xplor App.
- If fees remain unpaid at the end of the 7 days from the original due date, a Late Payment Fee will be applied to the account and the account will be considered in poor standing. Payment will be attempted again with the following regular cycle.
- If fees remain outstanding for two consecutive regular cycles, the family will again be contacted via email and notified that they have 7 days to settle the account using the PayNow feature via the Xplor App. The email will also specify the date that care will be suspended if the payment is unsuccessful on the third regular cycle.
- If payment fails for the third regular cycle, the Administrator will email the family that their care has been suspended and that no further care will be offered until the account has been paid for in full.
- The Operations Manager will contact families to negotiate payment of fees in arrears.
- Any family experiencing a temporary financial hardship is encouraged to contact admin or Accounts to negotiate a payment plan.
- Any breach of a payment plan will result in immediate suspension of the account.
- When an account is suspended, initially all permanent and casual bookings will not be removed from the system. If the account is not brought up to date within a suitable time frame once suspended these

bookings will then be removed. At this point, the family will be responsible to request any needed permanent bookings which are subject to availability.

- A written record of all conversations and any agreements for P&C records will be kept.
- Families can lodge a formal objection at any time regarding this process to the Eatons Hill State School P&C Association for their consideration.

For more information, please refer to Setting, Reviewing & Managing Fees Policy, and Debt Management Policy

4.4 Additional Fees

4.4.1 Overdue Fees

In the event that the Debtsuccess payment is unsuccessful, the family will receive notification via email from the Administrator. Families must make a payment using PayNow feature via the Xplor App so that funds are received within 7 days of the original due date. If the fees are not received by this amended due date, a \$10 late payment fee will be applied to the account. CCS does not apply to this fee.

If fees remain outstanding for two (2) consecutive statement periods or the family breaches an agreed upon payment plan, the booking is subject to be suspended until the debt is paid.

Ongoing issues with payments may result in suspension or cancellation of enrolment.

4.4.2 Late Collection Fees

The closing time of OSH Club is 6:00pm. Parents and guardians who collect their children or young people after this time will incur a late fee which is \$15.00 per child or young person for every 15 minutes or part thereof for each child or young person. CCS does not apply to this fee.

4.4.3 Search Fee

An administration fee of \$10.00 will be charged where families or guardians have not advised OSHC that their child or young person will not be attending, and an educator is required to search for the child or young person or contact the family to determine the child or young person's safety and whereabouts. CCS does not apply to this fee.

4.4.4 Annual Enrolment Fee

An annual enrolment fee of \$25.00 per family is due, and payable, when an enrolment is processed for the year. This fee is non-refundable once the enrolment has been processed. CCS does not apply to this fee.

4.4.5 Debt Management Fee

If families receive more than 5 direct contacts from administration within a 12-month period due to an unsuccessful payment cycle, a \$10 administration fee will be charged to the family's account for each subsequent unsuccessful payment.

For more information, please refer to Setting, Reviewing & Managing Fees Policy, and Debt Management Policy

4.5 Absences

Parents and guardians must notify the service if their child is going to be absent from a booked After School Care (ASC) session by marking the child or young person absent in the Xplor App or a search fee may apply.

Cancellations made within the 7-day notification period will attract the prescribed fee for that session and will be counted towards the family's initial 42 absence days for the current financial year, as per the *Child Care Service Handbook*.

Each child and young person are allowed (42) allowable absences per financial year in accordance with Australian Government guidelines. Allowable absence days can be taken for any reason provided the day being reported as an absence is a day on which care would have otherwise been provided.

Allowable absences in regards to CCS cannot be recorded for a child or young person before the child or young person has physically begun care or after a child or young person has left care; this means that full fees will be due in this circumstance. As an example, a family cannot claim an allowable absence if they have notified the service that they are cancelling care on a set date and then do not send their child or young person for care during the 7-day notification period.

Absence from a before and after school session on the same day is counted as one allowable absence. It is critical to notify the service of any absences before an After-School Care session as the service will assume a child or young person is missing if they do not check in as scheduled.

Please note that the school office cannot take bookings or pass on cancellation information to OSHC. The service must be contacted directly by phone or email. This includes if the child is collected from school for illness or any other reason, it is still responsibility of the parents or guardians to inform OSHC.

Parents or guardians may not sign a child or young person in and then immediately out of the attendance system to avoid the child or young person being marked as absent. A child or young person must be received into the care of an educator before they are considered to have attended the session. For any sessions that appear to have the process manipulated, the session will be changed to an absence.

For more information, please refer to Arrivals & Departures of Children Policy, and Bookings & Cancellation Policy

4.6 Childcare Subsidy (CCS)

Families are required to provide all Centrelink information, as requested through the enrolment process, to be eligible for reduced fees. The Service will use this information to create an enrolment notice which will be submitted through the Child Care Subsidy System. The notice can only be set up within 14 days of the commencement date for care.

Parents and guardians will receive confirmation of their child or young person's subsidy enrolment. Parents and guardians are required to approve the CWA in the Xplor Home app and they will then be required to log on to MyGov within 7 days of the commencement date of care to confirm the arrangement for care between the Service and the family. If MyGov cannot be accessed, the parents or guardian can confirm their enrolment over the phone with Centrelink or by visiting a Centrelink office.

CCS Benefits will not be paid until this has been completed and claims will generally not be reviewed for payment after 28 days.

4.6.1 Allowable Absences

CCS will apply in accordance with allowable and approved absence provisions. Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42-day Allowable Absences for the current financial year. Absence days can be taken for any reason provided the day being reported as an absence is a day on which care would have otherwise been provided.

Absences cannot be recorded for a child or young person before they have physically begun care or after a they have physically left care – this means the parent or guardian is responsible for full fees if their child or young person does not attend for their first booked session or the last sessions during a notice period for cancellation. For example, two weeks' notice is given for cancellation, but the child or young person

only attends the first week and is absent for whole of second week and final day of care— full fees will be applied for the entirety of the second week.

4.6.2 Additional Absences

Absence days taken for the following reasons, after the initial 42 absence days have been used, are called “additional absence days”.

- Illness (with a medical certificate);
- Non-immunisation (with written evidence);
- Rostered days off/rotating shift work (with written evidence);
- Temporary closure of a school or pupil-free days;
- Periods of local emergency;
- Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation);
- Attendance at preschool (specific conditions apply);
- Exceptional circumstances.

There is no limit on the number of these days for which CCS may be paid as long as:

- They are taken for the reasons specified above,
- Supporting documentation (where required) is provided, and
- They are days on which care would otherwise have been provided.

See the DEEWR Child Care Service Handbook for information regarding additional allowable absences.

For more information, please refer to Arrivals & Departures of Children Policy; Bookings & Cancellation Policy, and Debt Management Policy.

EHSS OSHC - Easy Reference Sheet

CONTACT US

Postal address	Eatons Hill OSH Club PO Box 106, Albany Creek QLD 4035
Phone number	0488 698 611
Email address	oshclub@eatonshillpandc.org

HOURS OF OPERATION

Before School Care:	6:30am - 9:00am
After School Care:	3:00pm – 6:00pm
Vacation Care & Pupil Free Days:	6:30am - 6:00pm
Public Holidays:	CLOSED
Christmas Period:	CLOSED week of Christmas and New Year
Administration Hours	Monday-Friday 6:30am - 10:00am & 2:30pm - 6:00pm.

P&C PRESIDENT

Chris Smith
info@eatonshillpandc.org

NOMINATED SUPERVISORS

Chris Smith – P&C President
Catlin Gillam – P&C Vice President
Mark O'Reilly – P&C Treasurer

OSHC LEADERSHIP TEAM

Operations Manager	Monica Byng
Coordinator	Karly Otter
Educational Leader	Martin Schneider
Assistant Coordinator – Prep & Outside Play	Darci Paterson & Nicole Turton
Assistant Coordinator – 1/2 OSHC	Alycia Hansen
Assistant Coordinator – 3/4 OSHC	Letitia Brennan
Assistant Coordinator – 5/6 OSHC	Ruby Coult
OSHC Administrator	Jess McAllister

CCS REFERENCE NUMBERS OSHC Provider ID: 190005077V Family Assistance Office: 13 61 50	Family and Child Connect (07) 5490 8095 or 13 32 64 EARLY CHILDHOOD EDUCATION AND CARE www.qed.qld.gov.au/earlychildhood Information Services 13 QGOV (13 7468)
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