



Eatons Hill OSH Club

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EATONS HILL STATE SCHOOL 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 into our care. Our educators are committed to providing your children with quality learning opportunities, delivered 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*, the School Aged Framework, *My Time, Our Place* and other relevant government regulatory bodies.

The School Aged Framework *My Time, Our Place*, aims to provide school aged children 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 and their families, guide children's learning by identifying their strengths and interests. Our aim is to extend and enrich children's wellbeing by providing stimulating, positive leisure experiences that foster self-esteem and confidence. We strive to achieve this by providing new experiences and teaching life skills while recognising that children need time to interact with friends, practice social skills, and solve problems. This enhances children'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 the service. Eatons Hill State School Parents and Citizens Association holds monthly meetings in the Community Hall and executives are elected yearly at the Annual General Meeting (AGM) held in March. Policies and management issues in regards to OSHC should be directed to the P&C Association 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 in each session:

- Before School Care (BSC) – 200
- After School Care (ASC) – 255
- Vacation Care (VAC) – 150.

Care is available to primary school aged children from Prep to Grade 6 from the beginning of the calendar year in which children will attend school, meaning newly enrolled preps can begin attending vacation care at OSHC as of 1st January, of the year they enrol for prep.

Parents are required to complete a new enrolment form each year before their child can attend. A Debitsuccess payment form is also required the first year of enrolment and thereafter when details change. In October, existing families are given a 4-week priority period to register their care needs for the following year. Once this priority period expires, enrolment is opened to all families. Information acquired through the enrolment process will be handled with confidentiality and sensitivity and only accessed for purposes for which it was attained.

Parents are responsible for informing the OSH Club of any changes to their personal information such as telephone numbers, addresses, authorised persons to collect children, and any medical or dietary considerations.

We hope you will be satisfied with the care and assistance provided by our experienced educators at Eatons Hill OSH Club and the information contained in your Family Handbook will be helpful to you during your association with 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 this means to us:

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.

1.2 Goals of Eatons Hill OSH Club

Eatons Hill OSH Club has a number of goals on which our Service is based. These goals are based on the outcomes for children as outlined in the *My Time, Our Place* Framework for School Age Care.

Our goals are to encourage children to:

- ✓ **Have a strong sense of identity** – our Service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- ✓ **Be connected with and contribute to their world** – our Service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- ✓ **Have a strong sense of wellbeing** – our Service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- ✓ **Be confident and involved learners** – our Service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- ✓ **Be effective communicators** – our Service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

1.3 Approved Provider Information

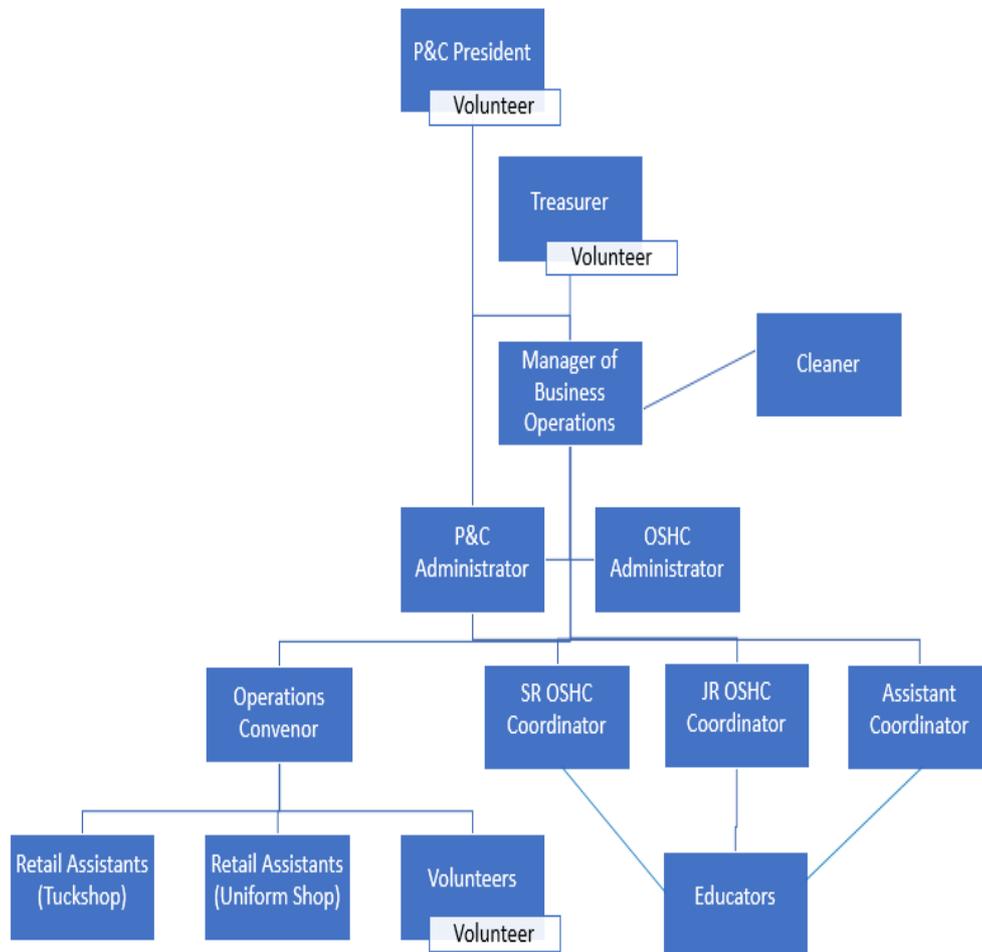
Eatons Hill OSH Club is managed by the Eatons Hill State School Parents and Citizens Association. The President of the P&C is the Approved Provider and ultimately accountable for all functions of the service.

Eatons Hill State School Parents and Citizens Association holds monthly meetings in the Community Hall. These meetings are generally held on the third Wednesday of each month and parents are encouraged to attend these monthly 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 Business 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.

Policies and management issues in regards to OSHC should be directed to the P&C Association rather than through the Principal or school.

EATONS HILL OSH CLUB ORGANISATIONAL CHART



1.4 Policies and Procedures

Our Family Handbook provides a snapshot of policies, which may affect you and your family during your 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 you to read. Our policies and procedures reflect the philosophy of our Service and our commitment to providing quality care. Policies and procedures are reviewed annually or as changes occur with parent, children 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 our Service.

Refer: Policies and Procedures – Policy Development, Sourcing and Review

1.5 Enrolment and Orientation

The enrolment process will commence with an initial meeting between parents and the Nominated Supervisor (or their delegate), where the family will be provided with a Service enrolment pack, including but not limited to:

- General Information regarding fees and operations;
- Enrolment forms;
- Payment forms;
- Eatons Hill OSH Club Guidelines and Behaviour Expectations.

Parents are required to complete an enrolment form for their child before the child can attend Eatons Hill OSH Club and it takes approximately 24-48 hours to process.

Enrolment at Eatons Hill OSH Club is for school-aged children in prep through grade 6. Children 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 need to provide documentation relating to proof of age prior to enrolment being accepted.

Every family must complete a new enrolment form annually in order to receive care in the following year. Existing families are given priority for enrolment in the month of October with new families eligible to enrol from the beginning of November.

Eatons Hill OSH Club cannot provide its Services to a child, and may refuse to do so, if the parent refuses to give the requested information, as Eatons Hill OSH Club will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

By enrolling your child with Eatons Hill OSH Club, you consent to the following through the Enrolment Agreement:

- Sharing of information, relevant to the care of your child (e.g. health, wellbeing and/or cultural requirements) amongst educators and support workers who are working within the OSHC program and Eatons Hill State School;
- Adhering to all policies and procedures identified by the Service;
- Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving your child;
- OSHC educators to liaise with other health/medical professionals in relation to the care of your child;
- Your child being moved off the licensed premises if deemed necessary in the event of a drill or emergency.

Through the service enrolment process parents will have opportunity to give and/or refuse authority for the following:

- OSHC educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities.
- OSHC educators to take photos and videos of their child to record important events and special activities as part of the program.
- The use of photos/videos in the EHSS, P&C and OSHC newsletters, websites and or social media pages.
- Viewing of movies rated PG.

Parents are required to notify the Service within 7 days of any change in circumstances regarding the details outlined in the enrolment form including contact details and living arrangements. The Service will, on an annual basis, request families to update children's enrolment forms to ensure all parent and emergency contact information is current.

All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained.

Refer: Policies and Procedures – Enrolment Policy

Access

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

- Before School 200
- After School 255
- Vacation Care / Pupil Free Days 150.

The Service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children's backgrounds and provide opportunities and sensitivity to their needs.

To enable children with special/additional needs to attend, the Service will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at the Service, the Nominated Supervisor will invite and encourage all parents and their child to meet with educators regularly to review and evaluate how the Service is meeting the needs of the particular child.

Priority for places at the Service is given to primary school age children between Prep and Grade 6.

If demand for places provided at this Service exceeds approved places, priority of access will be considered based on guidelines provided by the Department of Education Children's Services Handbook:

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

This reflects the Australian Government's intention to help families who are most in need and support the safety and well-being of children at risk in accordance with the *Framework for Protecting Australia's Children 2009-2020*.

Refer: Policies and Procedures – Access Policy

Inclusion and Anti-Bias

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

- Achieve equal relations between nationalities, races, religions, genders and special needs;
- Cultivate each child'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 to be able to recognise and challenge bias;
- Regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.

If your child has additional needs, a meeting should take place to gather information between relevant parties before the child commences. Issues discussed will include:

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

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

Refer: Policies and Procedures – Inclusion and Anti-Bias Policy

1.6 How We Communicate with Families

Eatons Hill OSH Club recognises and acknowledges the importance of effective communication with families and strives to encourage their participation to enhance the service provided. We encourage families to voice any concerns in a way that will assist us to provide a better service.

For new families at Eatons Hill OSH Club, the first point of contact will be the Nominated Supervisor, who will meet with the parents and the child to discuss our Service, the child's needs and to answer any questions.

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 on Eatons Hill OSH Club policies and procedures and should be used as a reference.

There are a number of ways we communicate with our 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 will be arranged so that the necessary parties can be involved.

Parents will have access to meet with the Nominated Supervisor by appointment, to discuss any issues or concerns with respect to their child and/or the Service. Information is available to families about their child which includes documentation of their child's learning, development and participation in the program.

General information and updates for parents are communicated through email distributions, newsletters, social media such as Facebook and notices at the Family Information Areas and front entrances. Families can also view program activities, evaluations and documentation on display at the Service.

Posters relating to National Quality Standards, health and nutrition are on display and brochures are available at the Family desk. Contact numbers for community support groups are included in the back of this handbook.

Refer: Policies and Procedures – Communication with Families Policy

Family Feedback/Complaints Handling Procedures

Eatons Hill OSH Club invites comments and complaints from children, parents, staff and the community, to ensure the Service is providing its service in keeping with these Policies and Procedures and other applicable requirements. OSH Club respects and considers all complaints, which require a resolution seriously and attempts to find a satisfactory resolution, wherever possible.

The Session Supervisor or the Coordinator shall be the first contact for all comments or 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 Family Handbook, newsletter, other appropriate forms of communication, and otherwise available upon request.

Complaints should be submitted in writing using the *Notice of Complaint* Form (available in the Family Information Areas or on the P&C website), 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 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 your child is our top priority and we are continually striving to improve the quality of care we provide.

Refer: Policies and Procedures – Complaints Handling Policy

1.7 Parent Code of Conduct

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

- 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 swear words;
- Behave in a manner free from harassment and intimidation or that which can be seen as overbearing, bullying or threatening;
- Not to smoke whilst on school property;
- To supervise and to keep their own children under control at all times; educators will defer to parent's supervision whilst the parent is at the service for both enrolled and non-enrolled children;
- To address any issues that arise with children of other families with a senior member of the OSHC staff. **You are not permitted to verbally discipline, or discipline in any other way, the children of other families.** Should you have an issue or concern regarding the conduct of another child, family or member of staff, you should follow the complaint procedures outlined in the Complaints Handling Policy.

You will be asked to leave the school grounds immediately for violating any of the above rules or for the following:

- Your behaviour creates a risk or threat to others;
- You are not respectful or considerate of others;
- You fail to supervise your children whilst at the service.

The Police may be summoned if a visitor refuses to leave the Service or their conduct within the Service is threatening or violent.

Parents who consistently 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.

Refer: Policies and Procedures – Parent and Visitor Conduct Policy

1.8 Children's Personal Property

Children should bring appropriate labelled items – clothing with sleeves, enclosed footwear, hats with wide brims and water bottles to the Service for each session. Children 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.

Lost Property

Lost property boxes are located near the entrances to both OSHC buildings. It is important to clearly write your child's name on personal items, not just initials. Any items that are not claimed will be placed in the lost property box near the school office each Friday morning.

Mobile Phones and ICT Equipment

Children are not permitted to have mobile phones or other ICT devices on them while attending Eatons Hill OSHC. These items need to be stored inside their bags during the entire session.

BYO IPAD Devices

A separate secure area will be provided for the IPADS of children enrolled in the BYO IPAD classes as a courtesy. However, OSHC staff cannot accept any responsibility for IPADS.

Refer: Policies and Procedures – Children’s Property and Belongings Policy

1.9 Respect for Children

Eatons Hill OSH Club recognizes and acknowledges that the children and their wellbeing, health and safety, are our main focus. Children are to be treated by educators and other staff members at all times, as unique and valued individuals and with respect and dignity.

Refer: Policies and Procedures – Respect for Children Policy

1.10 Child Protection

The Eatons Hill OSH Club Approved Provider, Nominated Supervisor and educators shall be committed to providing an environment that is safe and promotes the well-being of all children at all times. The Service regards as of utmost importance its role in the protection of children in its care.

The Nominated Supervisor and Approved Provider will:

- Ensure that educators receive annual training in child protection;
- Receive information and support on how to handle situations where information is disclosed to them by a child or by a member of the child’s family or other person.

Refer: Policies & Procedures – Statement of Commitment to the Safety and Wellbeing of Children & the Protection of Children from Harm

Refer: Policies and Procedures – Reporting of Child Abuse Policy

1.11 Photos and Filming

Eatons Hill OSH Club acknowledges the privacy of families and encourages the appropriate use of photographic and video images of children attending Eatons Hill OSH Club to support and promote their involvement in relevant programs and activities. Parent permission is obtained prior to any photographs/videos of children being taken or displayed.

To protect the privacy of families, children will not take photographs of other children or educators with their own devices (e.g. mobile phones, IPADS, etc.)

Refer: Policies & Procedures – Use of Photographic & Video Images of Children Policy

1.12 Confidentiality

In order to protect children and better provide its services, Eatons Hill OSH Club seeks and deals with personal and sensitive information relating to families, children and others. The Service respects the

privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Eatons Hill OSH Club supports the principles of privacy and confidentiality. Types of Information we collect includes personal information on employees, children and families which is used in the operation of our Service.

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

Refer: Policies & Procedures – Privacy and Confidentiality Policy

1.13 Staffing

Eatons Hill OSH Club is committed to providing quality outcomes for children 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.

Our 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.

The Management of Eatons Hill OSHC supports in-service professional development for all educators and believes this should continue throughout the career of each educator. Educators attend monthly meetings and contribute their ideas for our programming.

Families are encouraged to view the profile and photos of all educators, displayed in each OSHC building.

Educator to Child Ratios

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

At the Service, we comply with the following guidelines:

- A maximum of 15 school aged children to 1 educator.

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 are being cared for, and immediately available in an emergency at all times.

Refer: Policies and Procedures – Educator Ratios & Requirements

Private Child-Minding / Babysitting by Staff

Eatons Hill OSH Club does not encourage nor endorse educators and parents 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.

SECTION 2 – CARING FOR YOUR CHILD

2.1 Arrivals and Departures

For the safety and protection of children, and in keeping with Duty of Care considerations, Eatons Hill OSH Club has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Service.

Eatons Hill OSH Club uses a kiosk system through Qikkids 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 your user id and pin, representing themselves as you - this may interfere with your continued eligibility for child care subsidies.
- It is a legal requirement that all children will be signed in and out by the parent or authorised nominee, or subsequently in writing, as being authorised to do so.
 - *Before School Care*: All children 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 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 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 are not allowed to touch or use the IPAD kiosks.
- If you provide a one-time authorisation for someone to drop off or pick up your child, they will not be set up with QK kiosk access. The child 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. The account holder will be prompted the next time they sign in to the system to confirm the transaction.
- Account holders are required to confirm any sessions marked with an absence.
- You may not sign a child in and then immediately out of the attendance system to avoid the child being marked as absent. A child 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, parents 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 as an authorised nominee. The parent must provide a signed statement that they accept full responsibility for any risks or incidents that may occur once the child 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 from the OSH Club.

Arrival Procedures

- Children must be accompanied in to the Service and signed in by the parent or authorised nominee. Under no circumstances are parents allowed to:
 - a. Leave their child unattended before the opening of the Service;
 - b. Drop them off in the parking lot;
 - c. Send them inside with a sibling or person other than an authorised nominee.

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

- If you have children enrolled in each OSHC building, the parent or authorised nominee must bring both children in to the JR OSHC building to sign them in through the JR kiosk. Once the younger child has been handed over to an educator, the parent may then escort the older child to the SR building.
- As from when the child has been duly signed in and handed over by the authorised person, the Service takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him 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 to the roll to create an accurate list of all prep children (and Year 1 children during the Term 1 transition) to be escorted to class. Any children who have not arrived by this point are deemed absent for the session in the attendance system. The prep children then pack up and leave OSHC building at approximately 8:30am. If you arrive to drop your child off after the group has left, you will be unable to sign your child into the care of the Service. The attention of all educators is required to be focused solely on the children during the movement to the classroom to maintain safety.

Departure Procedures

- Children may only leave the service premises under the following conditions:
 - A parent or authorised nominee collects the child by signing them out through the kiosk;
 - A parent or authorised nominee provides written authorisation for the child to leave the premises such as for emergency drills (authorised in enrolment form) or an extra activity like tennis lessons or school dance practice (requires completion of Extra Activity Permission Form);
 - A parent or authorised nominee provides written authorisation for the child to attend an excursion;
 - The child requires medical, hospital or ambulance treatment, or there is another emergency.

Educators will not allow a child to leave the service unaccompanied, or to be released to a person other than the parent of the child, or to an authorised nominee except as permitted under the above procedure. If in doubt, the Certified Supervisor will contact a parent immediately to discuss.

Where no written authority has been received to release a child to another party for pick up, the parent may give permission by email for this alternative person to collect the child. The parent 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 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 to an unacceptable risk of personal harm. If a child is taken in this manner the police and parent will be called immediately.

There is no pick up 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 approaches the group, they will be asked to accompany the group to the OSHC building and will there be able to sign their child out of care.

Children Leaving Without Permission

- If a child leaves Eatons Hill OSH Club in any other circumstances and for any reason without permission, the Service Supervisor will assess the situation and:
 - Call the police;
 - Contact the school office for notification and to request assistance;
 - Call the parent.
- Educators will not leave Eatons Hill OSH Club or leave the school grounds to pursue a child if:
 - It will or may leave the other children attending Eatons Hill OSH Club with insufficient supervision;
 - It will or may expose the child/children or educator to an unacceptable risk or personal harm.

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

Late Arrival for After School Care

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

1. It is **critical** to notify the Service of any absences before an After-School Care session as the Service has to assume a child is missing if they do not check in as scheduled. If a child 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 to ascertain the child's safety. Calls to families regarding missing children are prioritised based upon the children's ages with younger children being followed up first.
2. If the Service is unable to reach the parent or there is no response from the parent within 10 minutes, the Service will then attempt to call the emergency contacts on the numbers provided.

3. If parents advise that the child should be at the OSH Club:
 - a. The school office will be contacted to see if the child has reported there.
 - b. If staffing ratios allow, a staff member will also try to locate the child by searching the school grounds and checking the family's normal meeting point for pick up.
 - c. If the child is still missing, the EHSS Administration will be advised to assist with locating the child.
 - d. If the child still cannot be located, the police, EHSS Principal and P&C President will be notified.
4. If parents advise that the child will be absent:
 - a. The child will be marked absent in the attendance system.
 - b. A non-notification of absence fee will be applied to the account.

If staff have to contact parents and or authorised nominees to determine the safety of a child, a *Non-notification of Absence* fee will be applied to the account. CCS does not apply to this charge.

Late Collection

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

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

Under no circumstances will the OSH Club place a child in a taxi or allow them to walk home by themselves.

A late collection fee will be charged after 6:00pm for each child remaining at the Service. CCS does not apply to this charge.

Escort to Class

Prep children are escorted to and from class all year.

Year 1 children will participate in a transition process during term 1 of the school year which will help them identify the appropriate path and land marks to build confidence for them to achieve this task on their own by the end of term1.

Refer: Policies and Procedures – Arrival and Departures of Children Policy

2.2 Absences

Parents must notify the Service if their child is going to be absent from a booked After School Care (ASC) session or a **non-cancellation fee will apply**. They should do this in written form by email in advance of the 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 has to assume a child 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. OSH Club must be contacted directly by phone or email. This includes if you collect your child from school for illness or any other reason, it is still your responsibility to inform OSHC.

Refer: Policies and Procedures - Arrivals and Departures of Children Policy

2.3 Extra-Activities

Eatons Hill OSH Club will work with both the school and external providers of extra activities so that children who are in the care of the Service may participate. The Service requires any external provider to collect and return the child from the OSH Club; children are not allowed to travel to and from an activity provided by an external provider alone. Children in grades 1-6 may walk to and from school sponsored and staff run activities such as instrumental music, choir practice and EEP programs.

For any extra activity, parents are required to complete and submit an Extra Activity Permission form prior to their child being able to participate. No verbal permissions will be accepted except in a situation deemed an emergency by the Nominated Supervisor who may use their discretion. An example of an emergency situation might be where a child is scheduled to attend a school sponsored activity involving an imminent excursion but only verbal permission can be acquired.

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

Refer: Policies and Procedures – Extra Activities 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 practised at all times to promote and support the health, well-being and safety of children.

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

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

Refer: Policy and Procedures – General Health & Safety Policy

Refer: Policy and Procedures – Hygiene Policy

2.5 Infectious Disease

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

It is the responsibility of parents/carers to inform OSH Club of any infectious or communicable diseases that their child or other immediate family members may have. Staff and children 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 who has had an infectious disease is allowed back to OSHC. Information regarding exclusion periods is available at OSHC.

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

Refer: Policy and Procedures – Dealing with Infectious Diseases Policy

2.6 Illness and Injury

OSH Club actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account 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 are being cared for and immediately available in an emergency, at all times children are being cared for by Eatons Hill OSH Club.

For insignificant incidents that may require minor first aid (e.g. band aids), an entry must be made in the first aid record book, located with the Service first aid kit.

In case of a minor injury an educator will attend to your child and a report will be completed to advise you of the details. You will receive a notice through the kiosk to "See a Supervisor"

In the case of illness or more serious injury, the OSHC Administrator will telephone the parent advising of the situation. The child will be provided a quiet area, with a sick bed to rest while their parents are contacted. If it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. It is vitally important for parents to ensure emergency contacts and numbers are updated as required. First-Aid trained, qualified educators will administer basic First Aid.

In the situation regarding a significant injury to the head, the parent 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 Nominated Supervisor;

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

Recording and Reporting Incidents, Injuries, Illness and Trauma

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

Parents will be notified of the incident, illness, injury or trauma as soon as practical, but not later than 24 hours after the occurrence. A notice will be put into the kiosk to see a supervisor and the parent will be asked to sign the documentation.

Refer: Policy and Procedures – Incidents, Illness, Injury or Trauma Policy

2.7 Medication

Parents have an obligation during the enrolment process to advise OSH Club of particular health needs, including medication, for their children. Any required medication must be provided to the Service and a Medication Authority form must be completed before care begins.

In the interests of health and wellbeing of the children, Eatons Hill OSH Club will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The label must state the child's name and dose of medication required. If possible, parents are requested to administer any prescribed medication to their child before or after attending OSH Club.

All medication will be administered by the Nominated Supervisor or an educator who is duly qualified in first aid and witnessed by another educator. The witness will confirm the authorisation, dosage and identity of the child. Administration of medication will be recorded in a medication administration register. The Nominated Supervisor and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.

All medication will be stored in a locked cupboard or similar storage receptacle if requiring refrigeration.

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

Individual illness management plans will be developed if necessary in conjunction with Service Supervisors, the parent, child and other health/educational professionals, if required.

Children Self-Administering Medication

For children with asthma, diabetes or other similar ongoing medical conditions requiring medication, parents will be required to advise the coordinator in writing whether their child will be responsible for administering their own medication as well as full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

The Service permits children over preschool age to self-administer medication however the relevant authority form must be completed by the parent, prior to the child administering the medication.

This information will be detailed in the child's medical conditions risk minimisation plan if appropriate, and the location of the child's medication for self-administration must also be noted and made available to educators.

Educators will supervise children who are self-administering medications and to promote consistency and ensure the welfare of all children using the Service, educators will ensure each child follows all administration of medication, health and hygiene policies and procedures.

Should educators feel that the child is not able to successfully administer the medication then they reserve the right to administer it on behalf of the child.

2.8 Asthma

Parents will be requested to notify the Service of any medical conditions, including asthma that their child may be suffering through the enrolment procedures. A medical action plan developed by the child's physician and an inhaler will be required to be stored on site before care can begin. The Service will develop a risk minimisation plan in conjunction with the family and medical provider to reduce the risk of exposure.

Parents of children in grades 4-6 may discuss with the Coordinator the option for their child to keep the inhaler on their person or in their bag.

A *Medication Authority Form*, will need to be completed by the parent to advise OSHC staff whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

Refer: Policies and Procedures - Asthma Management Policy

2.9 Anaphylaxis

Eatons Hill OSH Club is a nut free zone, including Nutella, muesli bars with nuts etc. Even though the school may be aware of allergies, OSH Club must be notified separately.

Parents will be requested to notify the Service of any allergies that their child may be suffering through the enrolment procedures. A medical action plan developed by the child's physician and an EpiPen will be required to be stored on site before care can begin for any child at risk of anaphylaxis. The Service will develop a risk minimisation plan in conjunction with the family and medical provider to reduce the risk of exposure.

All children with known severe allergic reactions will have their photographs displayed in the office with an Emergency Action Plan for Anaphylaxis. This Action Plan must be signed by a medical practitioner and include information on signs and symptoms and the planned responses to an individual child's severe allergic reaction, including use of an EPIPEN.

The Service will ensure that at least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training will be in attendance at any place children are being cared for, and immediately available in an emergency.

Each child shall have the appropriate medication, clearly labelled, including EPIPEN accessible to Educators before care can be provided.

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

Individual children's health care and management plans will be discussed on a regular basis with all educators at team meetings.

Refer: Policies and Procedures - Anaphylaxis Management Policy

2.10 Sun Safety

Sun safety is practiced at OSH Club throughout the year.

Parents will be asked to provide a broad brimmed Sun Smart hat which provides good protection for the face, nose neck and ears. Children are not to wear hats belonging to other children and no spare hats are available for use. Children will be required to wear a hat when playing outside and on

excursions. If all children are outside and a child does not have a hat, they will be required to stay in a shaded area out of the direct sunlight.

Parents 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/cotton 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 will be required to cover the upper portion of their bodies with a “rashie” made out of lycra that stays sun protective when wet or shirt.

Educators will assist younger children to apply sun screen if required. If you have not granted permission for educators to provide sun screen for your child, you are responsible for ensuring they have sunscreen in their bag at all times.

Educators try to minimise sun exposure to children between 10:00am and 3:00pm during vacation care.

Refer: Policy and Procedures – Sun Safety Policy

2.11 Emergency Evacuations and Drills

Eatons Hill OSH Club acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. The Service therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

Fire evacuation and lockdown drills are practiced at least once every three months for before and after school and at the beginning of vacation care. Should you be present during a drill, please follow the directions of the person in charge. Regular evacuation and lockdown drills give children and staff an opportunity to become familiar with the routine and planned evacuation/lockdown procedures. Every effort will be made to make evacuation drills peaceful for the children.

Refer: Policy and Procedures – Drills and Evacuation Policy

Refer: Policy and Procedures – Harassment and Lockdown Policy

2.12 Programming

Eatons Hill OSH Club is guided by the approved learning School Age Framework *My Time, Our Place*. The Educational Leader, in consultation and collaboration with educators, children and families plans, designs and provides the program. The program caters to the children’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. 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 and children.

Refer Policies and Procedures - Educational Program Planning Policy

Refer Policies and Procedures - Program and Documentation Evaluation Policy

2.13 Homework

Eatons Hill OSH Club will offer a *Homework Club* for the students attending in the main hall that provides a quiet area and supervised space in order for them to work on homework. Families can notify the service that they want their children 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.

OSH Club has 6 computers for children to use to complete homework or they may use their personal IPAD. Older children will be given priority with time limits if necessary. Any child found to be using the computers/IPADS for any purpose other than homework will have their computer privileges suspended.

Refer Policies and Procedures – Homework Policy

2.14 Food at OSHC

Eatons Hill OSH Club is a nut free zone, 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 is found to have a food product with nuts, it will be confiscated and stored in the office. The parent will be able to retrieve the item upon pick up.

Food items cannot be heated or reheated by staff.

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.

Afternoon Tea

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

Vacation Care

Parents must provide a nutritious morning tea and lunch for their children in vacation care. Please limit food with high-sugar or salt content and place your child's name on their lunch box and water bottle.

Water is available to children at all times.

2.15 Daily Routines

Before School Care Routine

- 6:30** Service opens in both JR & SR buildings
Children have free choice play inside
- 7:00** Breakfast commences
- 7:30** Outside play offered
- 7:50** Final call for breakfast
- 8:00** Breakfast ends
- 8:15** Buildings are packed up and tidied
Children outdoors transition inside, via toilets to wash hands
Collection of IPADS
- 8:30** Preps escorted to class
Group time
- 8:35** Roll call and sign out
- 9:00** End of BSC session

After School Care Routine

- 3:00** Children are signed in and visit toilets to wash hands
Afternoon tea is served
- 3:30** Group time on carpet
 - Transition children to play
 - Outside
 - Specialty clubs
 - Inside – free choice
- 5:00** Buildings are packed up and tidied by children
Children outside put away resources and transition inside
Children gather on the carpet for Group Time
JR - Late Afternoon Tea
- 5:20** SR Children collect IPADS and transition to JR OSHC for late Afternoon Tea
- 6:00** Service Closes

Vacation Care Routine

6:30	Service opens with all children signed into the SR OSHC Children have free choice play inside
7:00	Breakfast commences
7:50	Final call for breakfast
8:00	Breakfast ends Outdoor Play for all children
8:45	Transition inside, via toilets to wash hands Morning tea JR OSHC children collect belongings and move to JR OSHC building
9:15	Morning Activity
11:00	JR – Outside Play
11:45	JR - Lunch SR – Lunch & Outside Play
12:30	JR – Afternoon Activity
1:15	SR – Afternoon Activity
2:00	JR – Outside Play
2:45	Afternoon Tea SR OSHC children collect belongings and move to JR OSHC building
3:15	Chill time inside with movie or Outside/Veranda play
5:00	Late Afternoon Tea
6:00	Service closes

2.16 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 and families that includes excursions and incursions. All children booked into OSHC for vacation care are required to attend excursions and incursions, as alternate arrangements cannot be made to provide care for children. The program will be available to families several weeks before each school holiday.

2.17 Clothing

During before school and after school care children are usually dressed in school uniform.

Spare Clothing

Please have spare clothes in your child's bag if you think your child may experience a toileting mishap while at OSH Club. Soiled clothes will be stored in a nappy bucket for your collection. Preps should be able to manage their clothes when going to the toilet.

Vacation Care

During vacation care, we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, please pack a change of clothes.

Children must wear enclosed shoes at all times, not sandals, thongs or other open shoes due to safety when on play equipment. Hats must be worn outside. Appropriate clothing must be worn to prevent sun exposure e.g. no singlets or other sleeveless clothing. OSH Club may request that part or all of the school uniform is worn on excursions to allow easy identification of children.

2.18 Behaviour Support and Management

Eatons Hill OSH Club is committed to quality learning and teaching in a safe and respectful environment. This Behavior Support and Management Policy outlines our 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 behavior and the choices they make
- Behaviours are learned and individuals need to be taught appropriate behaviours
- Students need explicit limits and consequences for inappropriate behavior
- 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
- Behavior management should reflect consistency and fairness.

Three Basic Service Rules

These beliefs are encapsulated in the following 3 core rules of the School and Service:

- Be Respectful
- Be Responsible
- Be Safe.

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 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 focused, based on acceptable wider community standards, easy to understand and on display throughout the Service.

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

Educators are also required to:

- 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'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 to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions
- Acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.

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 our students. Educators are trained to recognise and respond to the various developmental stages of the differing ages of the children who attend the Service, and will apply appropriate behaviour support and guidance techniques which will be consistent with the *Philosophy Statement* of the Service.

Physical Intervention

Educators are not permitted to use physical, verbal or emotional punishment or practices that demean, humiliate, frighten or threaten a child. 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.

Distinguishing Between Minor and Major Behaviours

When responding to behaviour incidents, the staff member determines if the problem behaviour is 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 you 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 you 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 being called to pick up the child right away. The Osh Club Manager, in consultation with the P&C Executive will then review the incident and determine the appropriate consequence.

Dealing with Inappropriate Behaviours

When a student exhibits low level and 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 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 child, children or educators are or were at risk of harm. Continuous violation of Service rules may result in suspension or expulsion from the Service.

Individual *Behaviour Management Plans* will be implemented if deemed necessary by the Osh Club Manager. Behaviour plans will be developed collaboratively with OSH Club Management, parent, child and other health/educational professionals as required.

CONSEQUENCES

Verbal Reminder – Staff will identify the unacceptable behaviour and remind the student of the expectation

Verbal Warning - Staff will detail what consequences will occur if the unacceptable behaviour continues

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

- a. *Removal from activity* – Child will be unable to participate in a designated activity/area for a period of time
- b. *Time out* – Child will be excluded from all activities in order to attempt to manage their own behaviour and calm down. The time out intervals will not exceed 10 minutes.
- c. *Writing out the broken rule or expectation*
- d. *Litter/Cleaning Duty*
- e. *Shadow an educator for a period of time, providing assistance as needed*
- f. *Verbal or written apology*
- g. *Child Identified Solution/Consequence*
- h. *Loss of privilege or opportunity to take part in activities*
- i. *Behaviour Reflection Sheet* - Child will be encouraged to think about their behaviour and how it may have affected others

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

- a. *Child removed from the group and parent is contacted for immediate pick up*
- b. *Behaviour Management Plan* – Daily behaviour expectations are clearly stated and monitored, triggers are identified and strategies are developed to support and change behaviour
- c. *Suspension from Service*
- d. *Loss of School Privileges*
- e. *Expulsion from Service*

Behaviour Incident Reports

In the first and second instance that a child breaches Eatons Hill OSH Club Rules of Behaviour the Educator who was present will write a detailed Behaviour Incident Report, which will be signed by the Educator and Service Supervisor. The Behaviour Incident Report will be discussed with the parent upon pick up and/or confirmed through email. In addition to the above steps, after a third incident has been recorded a letter will be sent to the parent from the Eatons Hill OSH Club Manager, suspending the child from care for a period of time.

At the end of that time, a meeting will be held between the Supervisor and parent and child to discuss possible strategies and behaviour support plans developed for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be suspended again and possibly excluded permanently from Eatons Hill OSH Club. Any child who has been suspended from the service 3 times during a 12-month period is subject to exclusion.

Refer Policies and Procedures - Behaviour Support and Management Policy

2.19 Exclusion for Behavioural Reasons

Eatons Hill OSH Club has a Duty of Care to all children who attend and educators who work within, the Service. A child may be excluded from attending the Service temporarily or, in some cases permanently in the following circumstances:

- If in the Nominated Supervisor's reasonable opinion, the child exhibits behaviour which threatens the safety or wellbeing of any child or other person at OSH Club, and may reasonably cause physical danger to other children, educators or to the child themselves;
- The child leaves school grounds during their accounted time at Eatons Hill OSHC; or
- The behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures.

Physical Danger to Child or Others

If a child's behaviour causes or may reasonably cause physical danger to other children, an educator or the child themselves, the parent of that child will be contacted immediately and asked to collect the child.

The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Nominated Supervisor and Eatons Hill P&C Executive.

If a child continues to display behaviour that may reasonably cause physical danger to other children, educators or themselves and the parent or emergency contact cannot collect the child within a reasonable timeframe the Albany Creek police will be contacted to collect the child.

Refer Policies and Procedures - Exclusion for Behavioural Reasons Policy

2.20 Damage to Equipment or Facilities

As part of everyday experiences involving children we recognise 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, replacement or repair will become an expense to parent.

2.21 No Smoking

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

2.22 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.

SECTION 3 – FEES, BOOKINGS AND PAYMENTS

3.1 Fees

FEES as of 17th December 2018

SESSION	PERMANENT BOOKING	CASUAL BOOKING
Before School Care (BSC)	\$15.00	\$18.00
After School Care (ASC)	\$20.00	\$23.00
Vacation Care (VAC)	\$50.00	\$60.00 (after deadline)
Vacation Care Incursion	\$60.00	\$70.00 (after deadline)
Vacation Care Excursion	\$65.00	\$75.00 (after deadline)

Late Collection Fee: \$15.00 per child per 15 minutes or any part thereof

Late Payment Fee: \$10.00 per week balance is outstanding

Non-Cancellations of Bookings: \$5.00 (Where staff have to contact family to determine safety of child)

Annual Enrolment Fee: \$25.00 (Assessed upon processing of enrolment form; non-refundable)

3.2 Statements

Statements are issued fortnightly on a Monday. The statement will reflect fees associated with care for the prior 2 weeks. Any questions should be addressed to the OSHC Club office before Thursday and then the *Due Now* amount will be withdrawn from your designated account on the Friday of the week the statement is issued.

3.3 Enrolment

Before care can be provided by the Service, it shall be required that:

- A completed enrolment form is received and processed for the child prior to their attendance at the Service in accordance with the Enrolment Policy;
- The priority of access guidelines are followed with priority given to school age children;
- Parents are made aware of the Service policies and procedures and have been provided with appropriate information in respect of the booking processes.

Annual Enrolment

At the end of each school year, all permanent bookings for before and after school care are cleared and become vacancies. Families will be required to complete a new enrolment and advise of booking requirements for the coming school year.

A 4-week priority period is offered at the end of term 3 each year for active families (those enrolled for care in the current year). These families will be asked to submit a new enrolment form and advise of booking requirements for the following year. Places will be offered according to the date enrolment forms are returned and priority of access guidelines.

Once the priority enrolment period for existing families has ended, enrolment will be opened to all families. From this point, both new and active families will receive equal priority according to the date enrolment forms are returned and priority of access guidelines.

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

Families will be advised in writing (generally by email) once their booking request has been processed. If sessions are completely booked, families will be placed on a waiting list and will be contacted when places become available.

Throughout the rest of the year enrolment forms must be received from any family requiring care if an active enrolment does not exist and payment of the non-refundable Annual Family Enrolment Fee is also required.

3.4 Bookings

Eatons Hill OSH Club Management seeks to implement processes to ensure the OSH Club operates efficiently and effectively and that future planning considerations for the Service are met through maintaining appropriate records and procedures for children's bookings and cancellations. This will ensure future needs of the Service can be assessed through the maintenance of appropriate waiting lists and or availability of places.

A child must be enrolled with the Service through the enrolment process for permanent or casual bookings before care can be provided. Different fees apply to permanent and casual bookings dependent upon the amount of notice given. Bookings may be cancelled with 7-days written notice; less than 7-days' notice will result in an absence.

Vacation care is managed through a separate booking process approximately 3 weeks before the session begins.

Families will be advised of the availability of permanent booking requests when their enrolment is processed. If sessions are completely booked, children will be placed on a waiting list and parents advised accordingly as places become available

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 occasion per week.

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

Families who provide 7 days' notice of care requirements are defined as a permanent booking and will be billed the permanent booking fee. 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 (generally by email) of the availability of booking requests when their request is processed. If sessions are completely booked, children will be placed on a waiting list and parents advised accordingly if places become available.

Casual Bookings

Families who are unable to provide 7 days' notice of care requirements 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 (generally by email) once their booking request has been processed. If a session is not available, families will be placed on a on a waiting list and will be contacted when places become available.

Vacation Care and Pupil Free Days

Vacation Care and Pupil Free Day Bookings are completed on a separate booking form distributed with the Vacation Care program approximately 3 weeks before the session.

For Vacation Care, bookings will be required 1 week before end of term (on the designated day) to qualify for the permanent booking fee.

Casual Vacation Care bookings are subject to availability.

Changes/Cancellations to Bookings

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

- From an account holder;
- In writing (letter, email or parent communication book located in the sign in area)

Confirmation emails will be issued upon processing.

Families providing 7 days' notice of a cancellation 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 for any reason.

If a booking hasn't been cancelled and the Service makes attempts to locate the child, the Administration Fee for Non-Notification of Absence will be added to the family accounts.

The Service will contact any family that cancels a permanent booking three times in succession to discuss their booking requirements and the family may be required to release their permanent place.

Please note that the school office cannot take bookings or pass on cancellation information to OSHC. OSH Club must be contacted directly by phone or email. This includes if you collect your child from school for illness or any other reason, it is still your responsibility to inform OSHC.

Refer: Policies and Procedures – Booking Policy

3.5 Childcare Subsidy (CCS)

Families are required to provide all Centrelink information, as requested on the enrolment form, 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.

You will receive confirmation from the Service once your enrolment has been processed and you 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 yourself. If you cannot access mygov, you can confirm your enrolment over the phone with Centrelink or by visiting a Centrelink office.

If you have permanent bookings, the enrolment notice will reflect care for both permanent (routine) and casual sessions so that you will continue to receive benefits for any occasional casual bookings.

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

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 before the child has physically begun care or after a child has physically left care – this means you are responsible for full fees if your child does not attend for your first booked session or the last sessions during a notice period for cancellation.

Additional Absences

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

3.6 Late Collection Fees

The closing time of OSH Club is 6:00pm. Parents who collect their children after this time will incur a late fee assessed per child to cover the extra wages paid to the two-staff required to wait with your child.

3.7 Establishment of Fees

Eatons Hill State School P&C will review fees annually in September with any increases to be applied from the December vacation care each year. Families will be notified of these changes one month in advance.

3.8 Payment of Fees

Direct debit via Debitsuccess is the method of payment of OSHC fees. You have the option to choose to pay via Bank Account (no fees incurred) or Credit Card (fees apply). A Debitsuccess form has to be completed and returned to the Service before the enrolment will be processed. To ensure the safety of our 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 Eatons Hill OSH Club 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. Any questions should be addressed to the OSHC Club office before Thursday and then the *Due Now* amount will be withdrawn from your designated account on the Friday 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.

3.9 Overdue Fees

In the event that the Debitsuccess payment is unsuccessful, the family will receive notification via email from the P&C Administrator. Families must authorise the P&C Administrator to re-submit the balance to Debitsuccess on Wednesday 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.

For any fee payments that are unsuccessful for two processes, the P&C Administration Officer will notify the P&C Business Operations Manager and contact the family to:

- Establish whether a situation of genuine hardship exists; and to
- Negotiate a plan for the payment of fees which are in arrears.

The P&C Administration Officer will then file a written record of the agreement for P&C records and send a copy to the parent for agreement.

If payment is not received when agreed, the P&C Administration Officer will post a reminder email or letter to the parents indicating the account is overdue and advising a \$10 per week overdue fee will be charged unless payment occurs.

If fees remain outstanding for two (2) consecutive statement periods or a family breaches the agreed upon payment plan, the P&C Business Operations Manager will advise the P&C Executive to decide if the family booking will be temporarily or permanently cancelled until the debt is paid.

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

Refer: Policies and Procedures—Debt Management Policy

EATONS HILL OSH CLUB - EASY REFERENCE SHEET

CONTACT US

Eatons Hill OSH Club
PO Box 106
Albany Creek, QLD 4035
Phone: 07 3264 8500
Mobile: 0488 698 611
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 24th December 2018 until 7th January 2019

P&C PRESIDENT

Glen Duff (M) 0406 320 422
info@eatonshillpandc.org

OSHC LEADERSHIP TEAM

P&C Business Operations Manager	Taura Sanderson
Nominated Supervisor	
Educational Leader	
SR OSHC Coordinator	Erin Skehan
JR OSHC Coordinator	(Open)
Assistant Coordinator	(Open)
OSHC Administrator	Arrielle Foxcroft

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)