



EATONS HILL OSH CLUB

PO BOX 106
ALBANY CREEK, QLD 4035
OSHCLUB@EATONSHILLPANDC.ORG
0488 698 611



Eatons Hill State School OSH Club

Family Handbook

November 2024

Table of Content

Welcome To Eatons Hill OSH Club.....	3
Section 1 – About Our Service.....	4
1.1 Philosophy Statement.....	4
1.2 Goals of Eatons Hill OSH Club.....	5
1.4 Policies and Procedures.....	6
1.5 Enrolment.....	6
1.5.1 Annual Enrolment.....	7
1.5.2 Shared Custody.....	7
1.5.3 Access.....	7
1.5.4 Inclusion and Anti-Bias.....	8
1.6 Communication with Families.....	8
1.6.1 Family Feedback/Complaints Handling Procedures.....	9
1.7 Parent & Visitor Code of Conduct.....	9
1.8 Children’s Property & Belongings.....	10
Section 2 – Child Safety.....	12
2.1 Confidentiality.....	12
2.2 Child Protection.....	12
2.3 Photos and Filming.....	12
2.4 Health and Hygiene.....	12
2.5 Toileting.....	13
2.5.1 Assisting Children with Toileting.....	13
2.6 Management of Medical Conditions.....	13
2.7 Medication.....	14
2.8 Anaphylaxis.....	14
2.9 Illness and Injury.....	14
2.9.1 Recording & Reporting Incidents, Injuries, Illness & Trauma.....	15
2.10 Infectious Disease.....	15
2.11 Arrivals & Departures.....	16
2.11.1 Arrival Procedures.....	16
2.11.2 Departure Procedures.....	17
2.11.3 Late Arrival for After School Care.....	18
2.11.4 Late Collection.....	18
2.11.5 Breach of Policy.....	19
2.12 Emergency Evacuations and Drills.....	19
2.13 Sun Safety.....	19

2.14 Animals at OSHC.....	20
2.15 No Smoking.....	20
Section 3 – Program, Practice, & Routines.....	21
3.1 Staffing.....	21
3.1.1 Educator to Child Ratios.....	21
3.1.2 Private Child-Minding & Babysitting by Staff.....	21
3.2 Programming.....	21
3.3 Daily Routines.....	22
3.3.1 Before School Care Routine.....	22
3.3.1 After School Care Routine.....	22
3.3.3 Vacation Care Routine.....	22
3.4 Homework.....	23
3.5 Vacation Care.....	23
3.6 Food at OSHC.....	23
3.6.1 Breakfast.....	23
3.6.2 Afternoon Tea.....	23
3.6.3 Vacation Care.....	24
3.7 Extra-Activities.....	24
3.8 Behaviour Support & Management Policy.....	24
3.9 Exclusion for Behavioural Reasons Policy.....	31
3.10 Damage to Equipment or Facilities.....	31
Section 4 – Fees, Bookings, & Payments.....	32
4.1 Bookings.....	32
4.2 Fees.....	33
4.3 Payment of Fees.....	33
4.4 Additional Fees.....	34
4.4.1 Overdue Fees.....	34
4.4.2 Late Collection Fees.....	34
4.4.3 Search Fee.....	34
4.4.4 Annual Enrolment Fee.....	34
4.5 Absences.....	34
4.6 Childcare Subsidy (CCS).....	35
4.6.1 Allowable Absences.....	35
4.6.2 Additional Absences.....	35
Eatons Hill OSH Club - Easy Reference Sheet.....	36



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 a quality service for primary school-aged children and young people that meets the needs of each child and young person 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 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 offering 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 an 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 in each session:

Before School Care (BSC) – 200

After School Care (ASC) – 305

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 attend school, meaning newly enrolled preps can begin attending vacation care sessions at OSHC as of the 1st January of their enrolled year.

Parents are required to complete a new enrolment form each year before their child can attend the service. DebitSuccess should be established during enrolment, and it's the responsibility of the parent to ensure that their current details are kept up-to-date. Parents 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 educators 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 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.

For more information, please refer to Policy 7.1 – 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.
- **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 Policy 7.1 – 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 at 6pm. 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 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, 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 the Service.

1.5 Enrolment

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.

Parents are required to register and submit an enrolment form for their child before care can be provided by the service. Processing takes approximately 48 hours-1 week, depending upon the current work load of the service.

It is recommended that new families schedule an orientation at the service after submitting the enrolment form to discuss enrolment, be informed of the service routines and meet staff. This meeting will also be used to discuss any additional needs, including support for medical conditions.

All information obtained through the enrolment procedures will be kept in strictest confidence and only used for the purposes for which it is obtained. The service cannot provide its services to a child, and may refuse to do so, if the parent refuses to give the requested information, as the service will not be able to discharge its duty of care and other responsibilities to the child.

Parents 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 Policies 6.2 – Access Policy, 6.3 – Enrolment Policy, and 6.4 – Bookings & Cancellations Policy

1.5.1 Annual Enrolment

Enrolments do not roll over to the new year - every family must register for care for the following year by reviewing and submitting an enrolment form. Once the enrolment is accepted, the child 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 most current 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 Family Enrolment Fee will be required at the time the enrolment is processed and confirmed.

For more information, please refer to Policies 6.2 – Access Policy, 6.3 – Enrolment Policy

1.5.2 Shared Custody

Eatons Hill OSH Club collaborates with families with shared custody arrangements. Each parent is encouraged to create separate Xplor account and complete the enrolment process. During the enrolment process, each parent will be asked for consent for OSH Club staff to communicate with, and contact, the other parent whilst the child is in their custody.

Should the parents wish to create a joint enrolment and profile, they must clearly outline their joint custody arrangements, including dates and times that the child/ren are in their care.

If a child 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 that provides it. Hence, that medication can only be administered in accordance with the instructions provided on the respective parents' Medical Authority Form.

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

For more information, please refer to Policy 6.5 – Shared Custody Policy

1.5.3 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 305
- Vacation Care / Pupil Free Days 150.

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 requirements provided by the Department of Education *Child Care Provider Handbook*:

- Priority 1 - a child at risk of serious abuse or neglect

- Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test
- Priority 3 – any other child.

For more information, please refer to Policy 6.2 – 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'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 a child 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 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 Policy 5.2 – Inclusion & Anti-Bias 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.

For more information, please refer to Policy 6.8 – Communication with Families

1.6.1 Family Feedback/Complaints Handling Procedures

Eatons Hill OSH Club invites comments, compliments and complaints from children, parents, 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 Session Supervisor 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 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 Policy 7.11 – Complaints Handling Policy

1.7 Parent & Visitor Code of Conduct

All families and visitors to Eatons Hill OSH Club have the following obligations to other visitors, 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 that 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 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. **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, family, or member of staff, they should follow the complaint procedures outlined in the *Policy 7.11 – Complaints Handling Policy*.

Guardians and families will be asked to leave the school grounds immediately for violating any of the above rules or for the 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 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 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 Policy 6.1 – Parent & Visitor Conduct Policy

1.8 Children's Property & Belongings

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.

The family shall be responsible for providing the child 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's personal property or belongings, but will endeavour to:

- Actively encourage children to care for their belongings,
- Remind children 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/family or child 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 willfully damage belongings,
- Provide protective equipment such as painting smocks for relevant activities.

Eatons Hill OSH Club does not encourage children to bring personal belongings to OSH Club, including Vacation Care and Pupil Free Days, however children 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 are not to bring mobile devices such as iPads, game consoles and mobile phones to the service unless explicitly invited.

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.



The Service shall provide appropriate storage for lost property which shall be available to children and families at all times. The lost property items will be taken to the school's lost property area once per week on a Friday.

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

For more information, please refer to Policy 6.9 – Children's Property & Belongings Policy

Section 2 – Child Safety

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 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 that are collected include personal information on employees, children, 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.

For more information, please refer to Policy 7.4 – Privacy & Confidentiality 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 safety concerns to Child Safety where there is a reasonable suspicion that the child 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 or carer able and willing to protect the child from harm.

For more information, please refer to Policies 2.10 – Statement of Commitment to the Safety & Well-Being of Children & the Protections of Children from Harm Policy, 2.11 – Reporting of Child Abuse

2.3 Photos and Filming

Parent permission is obtained prior to any photographs and/or videos of children being taken or displayed.

To protect the privacy of families and children, visitors are not allowed to take photographs of other children or educators with their own devices (e.g. mobile phones, iPads, etc.)

For more information, please refer to Policy 2.14 – 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 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.

For more information, please refer to Policies 2.18 – Hygiene Policy, 2.21 – Cleaning & Sanitizing Policy, 3.1 – Work Place Health & Safety Policy

2.5 Toileting

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

In the Junior OSHC building, children will be able to freely access the toilets as they are within the building. Children 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 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. The educator will use a checklist, noting the date, time, and number of children 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 to come out of the toilet. Once the children are done, the educator will perform a count to confirm that all children are accounted for and will then escort them back to the hall, leaving the main toilet doors open.

2.5.1 Assisting Children 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 with toileting when it becomes known to them that a child needs assistance by verbally guiding them to clean themselves independently and ensuring that the child cleans their hands afterwards. Children who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes.

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

For more information, please refer to Policy 2.15 – Children's Toileting Policy

2.6 Management of Medical Conditions

Where a parent indicates through the enrolment that a child has 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 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 can begin care.

For more information, please refer to Policy 2.5 – Management of Medical Conditions Policy

2.7 Medication

Parents and guardians 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 commences.

In the interests of the health and wellbeing of 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.

All medication will be administered by a first aid qualified educator and witnessed by another first aid qualified educator. A medication administration form will be completed via the Xplor App, and a notification will be sent to the parent's app.

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.

For more information, please refer to Policy 2.5 – Management of Medical Conditions Policy

2.8 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 process. A medical action plan developed by the child's physician and an EpiPen will be required to be stored on site before care can commence 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.

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

For more information, please refer to Policy 2.5 – Management of Medical Conditions Policy

2.9 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 minor 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 the case of a minor injury an educator will attend to the child and a report will be completed to advise the parent or guardian of the details. 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 OSHC Administrator will telephone the parent advising them of the situation. The child will be provided a quiet area to rest while their parents 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 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.

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 Service Coordinator or Assistant Coordinators.

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

For more information, please refer to Policy 2.3 – 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 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 push notification from the Xplor app will alert the parent of an incident report, which will be accessible to read through the app.

For more information, please refer to Policy 2.3 – Incidents, Illness, Injury & Trauma Policy

2.10 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, 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/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 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.

For more information, please refer to Policy 2.4 – Dealing with Infectious Diseases Policy

2.11 Arrivals & Departures

Eatons Hill OSH Club uses an online system through 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.
- It is a legal requirement that all children and young people 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 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 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 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.

2.11.1 Arrival Procedures

- Children and young people must be accompanied into the Service and signed in by the parent or authorised nominee. Under no circumstances are parents allowed to:

- Leave their child unattended before the opening of the Service.
- Drop their child off in the parking lot.
- Send their child 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 and young people before this time.

- If the parent has children and young people enrolled in each OSHC building, the parent or authorised nominee, must bring both children and young people in to 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 may then escort the older child to the Senior 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 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 and young people 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 children and young people then pack up and leave OSHC building at approximately 8:30am. If a child arrives to be dropped after the group has left, the parent will be unable to sign their child 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.

2.11.2 Departure Procedures

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

- A parent, or authorised nominee, collects the child by signing them out through the Xplor app.
- 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 (requires completion of Extra Activity Permission Form).
- A parent or authorised nominee provides written authorisation for the child to attend an excursion.
- The child or young persons 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 Responsible Person in Charge, or their delegate, will contact a parent immediately to discuss.

Where no written authority has been received to release a child to another party for collection, the parent may give permission via email for the 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 and young people 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 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 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.

2.11.3 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.

- It is **critical** to notify the Service of any absences before an After-School Care session as the Service must 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 and young people are prioritised based upon the children's ages with younger children being followed up first.
- 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.
- If parents advise that the child should be at the OSH Club:
 - The school office will be contacted to see if the child has reported there.
 - 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.
 - If the child is still missing, the EHSS Administration will be advised to assist with locating the child.
 - If the child still cannot be located, the police, EHSS Principal, Operations Manager, and P&C President will be notified.
- If parents advise that the child will be absent:
 - The child will be marked absent in the attendance system.
 - A non-notification of absence fee will be applied to the account.

If staff contact parents 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.

2.11.4 Late Collection

If, at closing time, children and young people 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 Operations Manager, 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. This fee is charged at \$15.00 per child, per 15 minutes or any part thereof. CCS does not apply to this charge.

Children and Young People Leaving Without Permission

- If a child 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.
- 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 and young people 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 OSH Club without permission.

2.11.5 Breach of Policy

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

Upon reapplication, the parent 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 if the place will be offered again to the family.

For more information, please refer to Policy 2.6 – Arrivals & Departures of Children Policy

2.12 Emergency Evacuations and Drills

Eatons Hill OSH Club acknowledges and understands the need to ensure that educators, families, 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 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 and lockdown procedures. Every effort will be made to make evacuation drills peaceful for the children.

For more information, please refer to Policy 2.13 – 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 are not to wear hats belonging to other children. 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 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 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, they are responsible for ensuring they always have sunscreen in their child’s bag.

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

For more information, please refer to Policy 2.16 – Sun Safety Policy

2.14 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 Policy 3.2 – Keeping of Animals Policy

2.15 No Smoking

Smoking is 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 Policy 6.1 – Parent & Visitor Conduct Policy

Section 3 – Program, Practice, & Routines

3.1 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.

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.

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 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 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.

3.1.2 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. Additionally, Educators will not be able to drop-off, or pick-up children at the Service.

For more information, please refer to Policy 2.2 – Educator Ratios & Requirements Policy

3.2 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, young people, 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.

For more information, please refer to Policies 1.1 – Educational Program & Curriculum Development Policy, and 1.2 – Program & Documentation Evaluation Policy

3.3 Daily Routines

3.3.1 Before School Care Routine

- 6:30** Service opens in both Junior & Senior 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
- 8:30** Roll call and sign out
Preps escorted to class
- 8:50** Preps delivered to classrooms

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

3.3.1 After School Care Routine

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

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

3.3.3 Vacation Care Routine

- 6:30** Service opens in both Junior & Senior buildings
Children have free choice play inside, programmed activities begin
- 7:00** Breakfast commences
- 7:30** Outdoor play offered
- 7:50** Final call for breakfast
- 8:00** Breakfast ends
Free play and programmed activities inside and outside play continues
- 10:00** Morning Tea for Junior and Senior
- 10:15** Free play and programmed activities continue in Junior and Senior
- 12:00** Lunch
- 12:30** Free play and programmed activities inside and outside play continues
- 2:45** Afternoon Tea
- 3:15** Outside play burst

- 4:00** Children transition inside
Senior children are transitioned down to the Junior building
- 4:15** Wind-down time inside with movie or physical activity is offered
- 5:00** Late Snack
- 6:00** 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 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 Policy 1.3 – 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. The program will be available to families several weeks before each school holiday.

For more information, please refer to Policies 1.1 – Educational Program & Curriculum Development Policy, and 1.6 – Excursions & Incursions Policy

3.6 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 removed from them and stored in the office. The parent will be able to retrieve the item upon pick up. Children will be provided with an alternative food.

Food items cannot be heated or reheated by staff.

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 has any food allergies or has a special diet (including religious or cultural reasons).

3.6.3 Vacation Care

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

Water is available to children at all times.

For more information, please refer to Policies 2.5 – Management of Medical Conditions Policy, and 2.19 – Food & Nutrition Policy

3.7 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 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 Management Team 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.

For more information, please refer to Policies 1.5 – Extra Activities Policy, 2.6 – Arrivals and Departures of Children Policy, and 2.7 – Escorting Children Policy

3.8 Behaviour Support & Management Policy

The aim of the service is to provide an atmosphere where children have positive and active experiences during their stay. OSH Club aims to provide an environment that minimises the potential for boredom, frustration and/or conflict. The service believes that children 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 to other activities and working with children to set rules, follow the rules and understand the consequences of inappropriate behaviour.

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

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

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

Beliefs about Learning and Behaviour

Eatons Hill OSH Club is committed to quality learning and teaching in a safe and respectful environment. This 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**.

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. They are also communicated in the Family Handbook issued to all parents upon enrolment, and re-enrolment.

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 the 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.

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 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 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	<ul style="list-style-type: none"> • Not playing fairly • Minor disruptions to group • Minor defiance • Name calling • Swearing • Encouraging others to misbehave 	<ul style="list-style-type: none"> • Bullying • Major disruptions to group • Blatant disrespect, including racial slurs • Major defiance
	Language	<ul style="list-style-type: none"> • Inappropriate verbal or written language which may be offensive • Low level disruption (Talking or Calling out) • Poor attitude • Disrespectful tone 	<ul style="list-style-type: none"> • Offensive language or gestures possibly directed toward someone • Aggressive language • Verbal abuse/directed profanity
BE RESPONSIBLE	Play	<ul style="list-style-type: none"> • Incorrect use of equipment • Not playing school approved games • Playing in the toilets 	<ul style="list-style-type: none"> • Throwing objects resulting in harm or vandalism
	Physical Contact	<ul style="list-style-type: none"> • Minor pushing and shoving • Touching others without permission 	<ul style="list-style-type: none"> • Serious physical aggression • Fighting • Attempting to strangle or harm
	Property	<ul style="list-style-type: none"> • Not putting items back in their right place • Petty Theft • Using other's property without permission • Lack of care for the environment • Littering 	<ul style="list-style-type: none"> • Stealing/major theft • Wilful property damage • Vandalism/graffiti
	Follow Instructions	<ul style="list-style-type: none"> • Non-compliance • Uncooperative behaviour 	
	Accept outcomes for behaviour	<ul style="list-style-type: none"> • Minor dishonesty 	<ul style="list-style-type: none"> • Major dishonesty that impacts on others
Technology	<ul style="list-style-type: none"> • Use of a personal device during a time in which it is prohibited 	<ul style="list-style-type: none"> • Use of mobile phones or cameras to photograph/film other students 	
BE SAFE	Movement around Service	<ul style="list-style-type: none"> • 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 whilst eating • Moving outside of vision of staff • Walking in parking lots/roads behind the school 	<ul style="list-style-type: none"> • Leaving the boundaries of the Service without permission
	Being in the Right Place	<ul style="list-style-type: none"> • Arriving for afternoon check in after 3:15 pm • Not checking in with staff when moving between inside and outside play 	<ul style="list-style-type: none"> • Leaving the approved areas or school grounds without permission

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

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 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 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.

First & Second Behaviour Management Reports:

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

Third Incident:

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 from the Management Team, stating that the child 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 the Coordinator, Operations Manager, parent, and child to identify strategies to address the behavioural concerns. The Management Team may also deem it necessary to utilise a Child Support Plan which will be developed collaboratively with the Management Team, parent, child, and other health/educational professionals as required.

CONSEQUENCES

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

- a. *Removal from activity* – the Child will be unable to participate in a designated activity/area for a period of time.
- b. *Time In* – the Child will be removed from all activities in order to attempt to manage their own behaviour and calm down. Once calm, the child 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 will be asked to complete a self-reflection and detail how their behaviour violated the rules and expectations of the Service.
- d. *Verbal or written apology* – the Child 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 will discuss with an Educator what occurred and help to identify an appropriate solution.
- f. *Behaviour Reflection Sheet* – the 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* – Removal from the group is so as to minimise risk of harm to the children at the service, Educators, and to the individual child. The child 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. *Suspension from Service*
- d. *Loss of School or Service Privileges*
- e. *Expulsion from Service*

Documentation

Educators are required to follow the Service behaviour management strategies and techniques, including completion of an *Incident Report* as soon as possible but 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's behaviour.

For more information, please refer to Policies 5.3 – Behaviour Support & Management Policy, 5.4 – Exclusion for Behavioural Reasons Policy, and 5.5 – Anti-Bullying Policy

3.9 Exclusion for Behavioural Reasons Policy

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 Management Team's reasonable opinion, the child exhibits behaviour which threatens the safety or wellbeing of any child, Educator, 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.
- 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 to discuss the determination.
- Send a confirmation letter to the parent detailing the child's behaviours, exclusion time, conditions of return and expected return date.

The Parent will:

- Schedule a meeting prior to the return date with the Coordinator to identify strategies to address the behavioural concerns. A condition of return may also be to develop a Child Support Plan for including the child back into the program.

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

Any child who is excluded from the OSH Club 3 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, Educator, or Others:

- If a child's behaviour causes or may reasonably cause physical danger or harm 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 removed from the group is so as to minimise risk of harm to the children at the service, Educators, and to the individual child. The child will be encouraged to go to a quiet space e.g. Sensory Rooms, or OSH Office; the child will not be left unattended.
- The child 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 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 time frame the Albany Creek police will be contacted to collect the child.

For more information, please refer to Policies 5.3 – Behaviour Support & Management Policy, 5.4 – Exclusion for Behavioural Reasons Policy, and 5.5 – Anti-Bullying Policy

3.10 Damage to Equipment or Facilities

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

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.

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 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 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 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 once their booking request has been processed. If a session is not available, families will be placed on a waiting list and will be contacted when places become available.

Vacation Care and Pupil Free Days Bookings

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.

Changes or Cancellations to Bookings

Changes to bookings and/or 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 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 may 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.

For more information, please refer to Policy 6.4 – 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.

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 Policy 6.6 – Setting, Reviewing & Managing Fees Policy

4.3 Payment of Fees

Direct debit via Debitsuccess 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 parent's responsibility to maintain up-to-date direct debit details. 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 Owing* 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.

For more information, please refer to Policies Policy 6.6 – Setting, Reviewing & Managing Fees Policy, and 6.7 – Debt Management Policy

4.4 Additional Fees

4.4.1 Overdue Fees

In the event that the Debitsuccess 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 who collect their children after this time will incur a late fee which is \$15.00 per child for every 15 minutes or part thereof for each child. 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 will not be attending, and an educator is required to search for the child or contact the family to determine the child'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.

For more information, please refer to Policy 6.6 – Setting, Reviewing & Managing Fees Policy

4.4.5 Debt Management Fee

If families receive more than 5 direct contacts from the accounts department 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.

4.5 Absences

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

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 the child is collected from school for illness or any other reason, it is still responsibility of the parents or guardians to inform OSHC.

For more information, please refer to Policy 2.6 – Arrivals & Departures of Children 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'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 before the child has physically begun care or after a child has physically left care – this means the parent or guardian is responsible for full fees if their child 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 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

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

For more information, please refer to Policy 6.7 – Debt Management Policy

Eatons Hill OSH Club - Easy Reference Sheet

CONTACT US

Eatons Hill OSH Club
PO Box 106
Albany Creek, QLD 4035

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 week of Christmas and New Year

ADMINISTRATION OPERATION HOURS

Monday – Friday	6:30am-9:30am 2:30pm-6.00pm
-----------------	--------------------------------

P&C PRESIDENT

Jaime Nakahara
info@eatonshillpandc.org

NOMINATED SUPERVISORS

Jaime Nakahara – President
Catlin Gillam – Vice President
Chris Smith – Vice President
Mark O’Reilly – Treasurer
Amanda Tealby – Secretary

OSHC LEADERSHIP TEAM

Operations Manager	Monica Byng
Coordinators	Bethany MacMillan & Karly Otter
Educational Leader	Martin Schneider
Assistant Coordinator – Prep	Ruby Coult
Assistant Coordinator – 1/2 OSHC	Alycia Hansen
Assistant Coordinator – 3/4 OSHC	Letitia Brennan
Assistant Coordinator – 5/6 OSHC	Jack Collins
OSHC Administrator	Nicole Turton

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)