



FAMILY HANDBOOK

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1. INTRODUCTION

WELCOME TO KENMORE OSHC

Welcome to Kenmore Outside Hours School Care. Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. We also employ a number of casual educators with names located on the door next to the Parent/Guardian sign in area. All educators employed at our service are trained in First Aid. Our educators hold a wide range of qualifications related to the care of children and hold a current Suitability Card for Child Related Employment, issued by the Department of Justice and Attorney-General, Blue Card Services.

Kenmore OSHC is an Approved Service under the Education and Care Services National Law Act 2017 and Regulation and is regulated by the Office for Early Childhood Education and Care. Kenmore School Age Care must comply with this Act and Regulation in regard to the requirements relating to activities, experiences and programs, educator qualifications and educator/child ratios.

We are committed to the National Quality Framework process and are committed to the principals of quality improvement.

We hope that you find this information package helpful and informative.

1.1 PHILOSOPHY STATEMENT

Kenmore OSHC believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the Service and is visible in the actions, interactions, and daily work with the children. We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions; we can build a foundation for successful lifelong learning.

We acknowledge that parents and families are the child's primary nurturers, and that respectful, collaborative relationships strengthen the capacity and efforts of families and SAC Services to support their children and promote each child's health and wellbeing. We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of Service delivery.

The Service believes that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

1.2 GOALS

Kenmore OSHC has a number of goals on which our service is committed to uphold. These goals are based on the outcomes for children as outlined by the "My Time, Our Place" Framework for school age care. Our goals are to encourage children to:

- Have a strong sense of identity – the Service aims to provide opportunities for the children to work collaboratively on projects, articulate their ideas and suggestions and to respond to others by motivating and encouraging children to succeed when faced with challenges
- Be connected with and contribute to their world – the Service aims to help children develop a sense of belonging to groups and communities by understanding the reciprocal rights and responsibilities necessary for active community participation. At the service we strive to encourage children participating and to collaboratively brainstorm and solve problems through experimentation.
- Have a strong sense of wellbeing – the Service aims to teach children how to self-regulate and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- Be confident and involved learners – the Service aims to teach children to use reflective thinking to consider why things happen, the consequences of our choices, and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting process and language.
- Be effective communicators – the Service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Kenmore OSHC is committed to embedding the Australian Aboriginal and Torres Strait Islander culture into our daily practise.

1.3 MANAGEMENT STRUCTURE

The Kenmore State School Outside School Hours Care is operated under the umbrella of the Kenmore State School P&C Committee.

Kenmore State School P&C Association is the Approved Provider for Kenmore OSHC. Parent participation is encouraged throughout all aspects of the service. Policies and management issues should be directed to the P&C via the grievance policy outlined in this manual rather than through the Principal.

From time to time, we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

1.4 OPERATION HOURS

Before School Care:	6:45am – 9:00am
	<ul style="list-style-type: none">• Grade 2-6 leave at 8:30am• Prep & Grade 1 leave at 8:45am
After School Care:	3:00pm – 6:15pm
Vacation Care:	7:00am – 6:00pm
Pupil Free Day:	7:00am – 6:00pm

The service is closed on public holidays and over the Christmas/New Years period for two weeks.

1.5 POLICIES AND PROCEDURES

Kenmore OSHC has an extensive Policies and Procedures manual which reflects the philosophy and goals of our association. This manual is a large document and can be viewed upon request or by contacting the Coordinator.

2. BOOKINGS

2.1 ENROLMENT

To be eligible to use the service, an enrolment form is to be completed by families. Children will not be accepted into the service until this form is received.

All information given on the enrolment form remains strictly confidential. It is the parent/guardian's responsibility to immediately inform the Coordinator of any changes to their family's details eg: change of address, contact numbers, authorised contact numbers etc.

If families have any special requests or instructions regarding medical, religious, cultural or behavioural needs for their child/ren, this information must be provided on the enrolment form and discussed with the Coordinator.

Permanent bookings may be made at the time of enrolment via the My Family Lounge Web Portal. Casual bookings may be made on via the My Family Lounge App depending on the service's capacity of that given day. Places may be restricted and will be filled on a first in basis. We comply with National Legislative requirements.

Bookings needs to be made via the portal or the My Family Lounge App, where possible please ensure bookings are made as soon as possible for the After School program in order to comply with National Legislative requirements with regard to staff/child ratios.

2.2 MANAGING OF ENROLMENTS GUIDELINES

Kenmore OSHC works closely with our families to manage each enrolment. We have identified two priority areas for consideration that complement the Australian Government's aims for helping families who are most in need and supporting the safety and wellbeing of children at risk.

1. Priority 1: (Children at risk) applications all requested sessions with no limit on sessions
2. Priority 2: (single parents and two parent households where Child Care Subsidy guidelines are met)
3. Priority 3: All other parents

The Service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. Our program caters for primary school children. Students attending Kenmore State School have priority.

In the event that demand for places exceeds those available, priority of access will be given based on the guidelines provided by the Department of Family and Community Services.

2.3 ORIENTATION FOR NEW FAMILIES

Kenmore OSHC uses an orientation process to help new families, parents, guardians, and children settle into the Service:

- The Coordinator or one of the Assistant Coordinators will talk to new parents/guardians and introduce themselves to the child/ren of new families.
- New families will be e-mailed the weblink to allow for electronic enrolment and the Parent Handbook which will be explained to the parents/guardians.
- New children will be introduced to staff on duty.
- The Coordinator or one of the Assistant Coordinators will provide a tour of the Service for the parents/guardians and their child/ren
- The Coordinator or one of the Assistant Coordinators will discuss with parents/guardians and their child/ren o Weekly program o Daily routine for Before School Care and After School Care o Menu for the week

The Coordinator will also explain the following procedures with parents/guardians:

- Booking children in and cancellations of bookings
- Payment of fees
- Signing children in and out of the Service
- Explain the policies and procedures if necessary and give parents/guardians a copy of our current policies to read and then bring back
- Inquire as to special medical or dietary needs for children

Orientation for new children at the Service:

- Children and their parents/guardians will be invited to stay and observe the program for a short time
- Children will be introduced to other children attending Before School Care / After School Care / Vacation Care
- Educators will be nominated to help new children settle into the Service after they have commenced care
- Educators to report to the Coordinator or Assistant Coordinators as to how the new children are settling into care
- Coordinator or one Assistant Coordinators to report to parents/guardians as to how their child/ren are settling into the Service

At staff meetings, all staff are updated on new families/children attending the service

2.4 ABSENCES

If a child is going to be absent on a day they are booked in, it is essential that the Coordinator be advised before the commencement of the daily program. Children can be marked absent via the My Family Lounge App.

Notice of absence must be received 3 business days prior to the booked session (before school care or after school care) to ensure credit of fees.

Notice of absence must be received 5 business days prior to the booked session (vacation care) to ensure credit of fees.

For information on “allowable” and “approved” absences for the purpose of Childcare Subsidy payments, please contact the Coordinator or Assistant Coordinator.

2.5 CANCELLATIONS

Pre-paid fees will be credited if notice is given of absence 24 hours prior to the booking of the Before or After School Care program, or 2 days prior to the Vacation Care booking for that day. Failure to notify the Coordinator will result in full fees being charged.

3. FEE STRUCTURE

3.1 FEES

		Emergency Fee – Less than 24 hours' notice
Administration Fee (per family per year non-refundable fee)	\$25	-
Before School Care	\$17.50	\$19.50
After School Care	\$23.50	\$25
Vacation Care	\$56	\$66
Non-Notification Fee	\$10	
Late Payment Fee – Account which is 30 days overdue will attract a late payment fee	\$20	

Please note an additional fee will be charged for incursions and excursions as per the vacation care program

Late pick up fee \$15 every 15 minutes or part there of pick-ups after closing time per child

3.2 ACCOUNT INVOICING

The Service prefers payment through our Direct Debit Service, Debit Success. Forms will be given to parents on enrolment. Accounts are processed weekly on a Thursday and statements will be emailed to parents each Tuesday. Accounts needs to be settled weekly.

Credit can be held in accounts to pay for regular bookings as well as casual days.

A late pick-up fee will be charged for any child/ren collected after 6.15pm for After School Care and 6pm at Vacation Care.

3.3 CHILDCARE SUBSIDY (CCS)

On 2/7/2018 the Child Care Subsidy replaced the Child Care Benefit and Child Care Rebate. The Child Care Subsidy is paid directly to services to be passed onto families.

If you want to apply Child Care Subsidy, you need to complete an online Child Care Subsidy Assessment using your Centrelink online account through my Gov.

Childcare Subsidy is a payment made to eligible families to assist with the cost of work or study related childcare.

It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCS. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

On a weekly basis, our service submits online attendance records for each child. Childcare Subsidy calculations are made based on family eligibility details and attendance information as reported by the service. Childcare Subsidy Fee reductions are paid directly to services and are itemised on the family account.

Combined Before/After School Care	555 008 628K
Vacation Care	407 145 489B

Families not wishing to receive CCS as reduced fees will still be required to have a Customer Reference Number (CRN) so that attendance information can be submitted to the FAO office periodically. This will assist with lump sum payment claims at the end of the financial year.

For more information about the ChildCare Benefit, please contact us or the Family Assistance Office on 136150.

3.4 OVERDUE ACCOUNTS

This Service aims to provide a quality Service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunization guidelines.

Fees will be reviewed and adjusted as required for policies and procedures.

Statements are emailed on a weekly basis but may not reflect the actual amount owing as returns are sent into Child Care Management System who then send adjusted accounts back to Kenmore OSHC. Fees are to be paid weekly. Late fees will be forwarded to a debt collector and there will be a surcharge added to your bill to cover charges from debt collectors. Your children may also be suspended from care until arrangements are made to rectify the account.

Please contact the Coordinator if you have any queries about your account or are having difficulty paying.

4. WORKING WITH FAMILIES

4.1 COMMUNICATION WITH FAMILIES

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

Where families would like to have a more in-depth meeting with our management team, an appropriate time will be arranged with the family.

Kenmore OSHC has a number of ways to communicate with families, these include our mobile, our bi-annually newsletter and via email as well as in person.

Please keep in contact with us regarding any concerns you may have or any additional information we may need to provide a safe and secure environment for your child to attend Kenmore OSHC.

4.2 FAMILY INVOLVEMENT

Our aim is to provide a service in which family is an integral part. We recognise the program needs to support and reflect the individual needs of all families. By fostering an inclusive environment, we will strive to create an atmosphere where families feel comfortable to participate in the decision-making process.

As educators, we encourage daily interaction to facilitate open lines of communication between families and the Service. We believe family involvement is not measured by participation in the program but is a matter of attitude and feelings. While there are benefits in getting involved within the school age care setting, families who do not get involved can still form a partnership with care providers.

To ensure partnerships with families and the community are maintained, we will:

- Be responsive to the interests of families and encourage participation in the operation of the Service.

- Actively seek to build links with the community.
- Be responsive to diverse community needs using innovative and co-operative approaches.
- Implement practical strategies to keep families informed.

Families are urged to take time to liaise with staff regularly to exchange highlights of their children's day. We will encourage parent/guardian input on a daily basis by promoting an "open door" policy. Families will be informed of operational or program issues via our notice board, email, in-service newsletter and through the school newsletter. Relevant information on childcare and family issues will also be available. Surveys directed at families and children using the service will also be conducted periodically.

4.3 CONCERNS, COMPLAINTS AND SUGGESTIONS

We believe a well-managed complaint handling procedure will allow monitoring of the quality of service provided and identify any deficiencies.

Management is committed to providing opportunities for families and the wider school community to raise or discuss issues including complaints about service delivery.

It is therefore important that parents/guardians are able to comment on, or appeal against any action or decision that has consequences for them or their children. It will be our aim to resolve matters informally and in a professional manner, however we also understand the need for a formal process in which complaints can be handled.

To protect the privacy of all concerned, complaints should be made at a time and place away from interruptions. Heated discussions should never take place in the presence of children. Both families and staff should respect each other's roles and concerns.

Internal complaints procedure:

All complaints or concerns should first be addressed and discussed with the Coordinator at the time. If the issue has not been resolved to the satisfaction of the parent/guardian, it should be raised with the Approved Provider either verbally or in writing.

The Approved Provider accepts full responsibility for resolving all complaints concerning the operation of the Service.

In the event that the complaint is not handled in a fair and equitable manner, in the opinion of the person making the complaint, we recommend external complaints procedures are followed. Parents/guardians may contact the authorised officer at the Early Childhood Education and Care Office, Ipswich.

An external complaints mechanism should only be used when the service level mechanism has failed to resolve the complaint or where the person does not wish to pursue the complaint at service level.

4.4 CONFIDENTIALITY

Personal information about families is required to ensure a high level of care. Maintaining privacy is important to us and we are committed to being open about how we use personal information.

Adequate records about children, parents and staff will be maintained in order to ensure the safety, well-being and legal protection of all persons associated with the Service. All records will be kept in a secure place for the required period of time, and will remain onsite. Records pertaining to children's injuries or illnesses will be kept until they reach the age of twenty-one years; otherwise for three years after the last time childcare was provided.

Access to confidential information will be strictly limited. You may access your family's personal records by contacting the Coordinator.

4.5 PHOTOS AND VIDEOS

Children may be photographed participating in activities at the service. These photos will be used for display at the service only or in the KENMORE OSHC newsletter and will not be used for any other purpose unless parental permission is given on the enrolment form.

We strongly urge parents to refrain from taking pictures or videos at the service to protect other children's and family's right to privacy.

4.6 KENMORE OSHC PARENT CODE OF CONDUCT

Kenmore OSHC is committed to engaging with the families of children enrolled at its services in accordance with its values of respect, integrity, safety, collaboration and courage. Kenmore OSHC encourages families to actively participate in its education and care programs and aims to engage in constructive and co-operative working relationships with families. Kenmore OSHC is also committed to protecting the safety and wellbeing of the children in its care, their families, staff members, volunteers and all other invitees or visitors to a Kenmore OSHC service. To achieve these aims, it is expected that all parents, guardians, and family members of children enrolled in a Kenmore OSHC service will conduct themselves in a manner which is in accordance with KENMORE OSHC's values.

Application:

This Code applies to all parents, carers, guardians and family members of children enrolled in a Kenmore OSHC service and to any of their invitees or guests (including Emergency Contacts nominated to the service from time to time). The Code must be adhered to in all conduct and interaction

with Kenmore OSHC, including attending Kenmore OSHC service, interacting with children, their families, staff members and volunteers, and at any function or event held by or on behalf of Kenmore OSHC.

Conduct:

In all matters associated with Kenmore OSHC, parents/guardians must, at all times act in accordance with the Kenmore OSHC values and:

- Comply with the law and Kenmore OSHC Policies and Procedures (as amended from time to time)
- Comply with the Kenmore OSHC values when interacting with children and their families, Kenmore OSHC staff members and volunteers. Aggressive, bullying or intimidating behaviour will not be accepted.
- Be respectful of cultural diversity and refrain from harassing, discriminating against or vilifying children, their families, Kenmore OSHC staff members and volunteers on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background.

- Be respectful of the privacy of children, their families, Kenmore OSHC staff members and volunteers and refrain from taking photographs at Kenmore OSHC services without the prior written consent of Kenmore OSHC.
- Comply with the reasonable directions given by Kenmore OSHC staff members to foster a safe and welcoming environment within Kenmore OSHC services.
- Raise any concerns in accordance with Kenmore OSHC grievance and complaint management procedure.
- Use Kenmore OSHC facilities and property and services in an appropriate manner.
- Refrain from smoking at Kenmore OSHC services and events.
- Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending Kenmore OSHC services or events.
- Ensure that all family members and Emergency Contacts associated with a child's enrolment are made aware of this Code and ensure their compliance with this Code.

Consequences of Non-Compliance

Not complying with this Code may have serious consequences. Kenmore OSHC will endeavour to resolve any matter involving this Code by facilitating discussion between the parties. If the non-compliance is of serious nature or if, in the opinion of Kenmore OSHC, there is a risk of future non-compliance, Kenmore OSHC may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at Kenmore OSHC service.

4.7 CHILDREN'S BEHAVIOUR MANAGEMENT POLICY & PROCEDURE

Policy

The service aims to provide a happy, safe and enjoyable environment for all children. A successful program requires co-operation and assistance from everyone involved including staff, children, families and the school. Acceptable behaviour will be encouraged by positive guidance. No bullying or harassment will be tolerated.

It is expected that children obey the rules and Code of Conduct which are on display for children and must be followed at all times. These rules and Code of Conduct are developed and reviewed with input from the children and follow closely the school's Behaviour Management Policy.

In the case of persistent bad behaviour, the Coordinator may approach the parent/guardian of the child involved to discuss the problem.

Written reports will be kept for all serious breaches of the rules and Code of Conduct and these will be made available to the Principal upon request.

If misbehaviour continues, the Coordinator will approach the Licensee and a decision will be made on a suitable course of action. In extreme cases, this may lead to exclusion of the child from the service.

Any child whose behaviour endangers the safety of anyone involved with the service, will be refused admittance until the Coordinator and Licensee are satisfied there is not likely to be any further danger.

Under no circumstances will a child be struck, ridiculed, threatened, humiliated, or be deprived of food/drink.

All persons associated with the service will be required to model acceptable behaviour at all times.

For further information about the Code of Conduct and rules please see the policies and procedures of the service.

Procedure

Kenmore OSHC have a Duty of Care to all who attend and work within the service. Any inappropriate behaviour or behaviour which threatens the safety and well-being of any persons within Kenmore OSHC will require immediate action.

When an incident occurs, the attending staff member will write and sign an incident report which also needs to be sighted and signed by the parent.

Examples of unacceptable behaviour, which warrants the procedure, are as follows:

1. Inappropriate language
2. Deliberate harm to another person
3. Rudeness and not following staff instructions
4. Deliberate damage to equipment
5. Inappropriate etiquette

Incident 1

A verbal warning will be delivered to the parent/ caregiver with a yellow letter.

Incident 2 and 3

A yellow letter will be delivered to the parent/ caregiver per incident. The parent/caregiver and the child will attend a meeting with the Kenmore OSHC.

Incident 4

A red letter will be issued immediately.

If a red letter is issued within two weeks of the first yellow letter, then consequently the child will be suspended from the service. Additionally, if multiple yellow letters are issued extending the two-week period, a red letter may also be issued, resulting in a two week suspension from the service. Re-admittance into the service will be at the discretion of the Kenmore State School P&C Association.

Note: In the instance. That staff feel emergency services are required to control an incident; a red letter may be immediately issued without any yellow letter warnings.

5. DAILY ROUTINES

5.1 PROGRAM ACTIVITIES

A range of recreational activities, appropriate to age, skills, and interests of children, will be offered each day and they will be discussed each day at talk time after afternoon tea.

Children will have a wide variety of stimulating experiences that are developmentally appropriate and cater for their intellectual, social, physical, and emotional needs.

They will be given the opportunity to do homework each day following afternoon tea. While every attempt will be made to assist children with these tasks, we will not have the staff to facilitate one-on-one tutoring. Excursions are offered during the Vacation Care program. The Service ensures a high level of supervision and care on these days by increasing the staff numbers as per the State Licensing requirements. A copy of planned vacation care activities will be available prior to each holiday period.

To ensure a successful program, staff will implement activities which:

- reflect the service's philosophy and goals.
- cater for the needs, interests, and abilities of all children.
- allow children freedom of choice.
- reflect multiculturalism.
- promote life skills.
- are evaluated regularly.

In addition, the Coordinator is committed to:

- working collaboratively with staff to plan and implement experiences.
- ensuring staff participate and demonstrate appropriate supervision of children during all activities.
- encouraging children, parents and staff to have input into the program.
- ensuring programs are made available for inspection and comment.

5.2 BEFORE SCHOOL CARE

6:45am The Service opens. Students are signed in by their parent/guardian.
6:45 – 8:00am Breakfast is provided by the service.

6:45 – 7:30am	Students play inside and choose from a variety of activities such as building blocks, LEGO, drawing, boardgames etc.
7:30 – 8:20am	Students have the option to play either inside or outside.
8:20 – 8:30am	All students come inside and have talk time. This may include discussing different topics or playing a group game.
8:30am	Grade 2-6 are signed out by an educator and head to class.
8:30 – 8:40am	Prep and Grade 1 play games inside the room.
8:40am	Grade 1 are signed out by an educator and walk to class. Preps are taken to class by an educator.

5.3 AFTER SCHOOL CARE

Junior Routine

3:00pm	Children arrive at the hall, are signed in by an educator, then play inside the hall.
3:15pm	Preps are brought by an educator to the hall to be signed in.
3:20pm	All children walk up to the toilets to wash their hands in preparation for afternoon tea.
3:20 – 3:40pm	Children eat afternoon tea in the senior undercover area.
3:40 – 3:45pm	Children sit down for a talk time to discuss the activities of the day and for a roll call.
3:45 – 5:00pm	Children have the choice of playing inside the room, at the oval/playground or participating in the scheduled activity for that day.
5:00 – 5:30pm	The children pack up and go outside on the blue wall for a roll call. Children then play a big group game for the remainder of the time.
5:30 – 5:45pm	Children are provided with a small snack.
5:45 – 6:15pm	Children play inside the OSHC room.

Senior Routine

3:00pm	Children arrive at the OSHC room and are signed in by an educator.
3:00 – 3:15pm	Children assign themselves to a job of their choice and then wash their hands and prepare their own afternoon tea and sit on the green grass to eat.
3:15 – 3:20pm	Children come inside for a talk time in which they see what job they signed up for and are told about the activities for the day.
3:20 – 3:25pm	Children complete their assigned jobs.
3:25 – 5:00pm	Children have the choice of playing inside the room, at the oval/playground or participating in the scheduled activity for that day.
5:00 – 5:30pm	The children pack up and go outside on the blue wall for a roll call. Children then play a big group game for the remainder of the time.
5:30 – 5:45pm	Children are provided with a small snack.
5:45 – 6:15pm	Children play inside the OSHC room.

5.4 VACATION CARE

7:00am	The Service opens. Students are signed in by parents/guardians.
7:00 – 8:00am	Breakfast is provided by the service.
8:00 – 10:00am	Students can either play inside or outside or participate in the scheduled activity.
10:00 – 10:30am	It is morning teatime, then roll call and talk time to discuss the next activities in the day.
10:30am – 1:00pm	Students can either play inside or outside or participate in the scheduled activity.
1:00 – 1:30pm	It is lunch time, then roll call and talk time to discuss the next activities in the day.
1:30 – 2:30pm	Students can either play inside or outside or participate in the scheduled activity.
2:30 – 4:00pm	Depending on the season, students either go to the oval/playground or the swimming pool.

4:00 – 4:30pm	It is afternoon teatime, then roll call and talk time to discuss the next activities in the day.
4:30 – 5:30pm	Students can either play inside or outside or participate in the scheduled activity.
5:30 – 6:00pm	Student can play inside.
6:00pm	The Service closes.

5.5 EXCURSIONS

On excursion days, the group will leave at the time stated on the excursion information form. Parents/guardians are requested to accompany children to the service on time as staff will not remain to supervise late arrivals. If your child attends the Service on an excursion day, they will be attending the excursion. Nobody is left at the Service on those days.

Kenmore OSHC Excursion procedure for bus travel:

- Children are counted at the service to get a total number
- Children are counted whilst boarding the bus at the door of the vehicle
- Children are counted once they are seated on the bus
- Children are counted as they depart the bus at the door of the vehicle
- The bus is checked after all the children have departed the bus

While using public toilets using an excursion, children go in pairs whilst an educator stands outside the toilet door. Children are consistently accounted for every few minutes throughout the day to ensure safety.

6. SAFETY

6.1 DUTY OF CARE AND SUPERVISION

For the welfare of all persons, the Service has clear policies and procedures to help avoid all reasonably foreseeable risks. Although the Service takes all reasonable precautions to prevent any foreseeable harm or abuse, it cannot be expected to shield persons from the risks of everyday living.

Staff will ensure they plan activities that are considered to be practical, safe and appropriate, and will avoid those activities with reasonably foreseeable risks. Supervision of all activities will be undertaken with the utmost conscientiousness.

6.2 CHILD PROTECTION

This Service regards as the utmost importance, its role in the protection of children in its care, both morally and legally. Management and staff will implement proactive strategies including:

- promoting protective behaviours to children
- regular internal and external training
- implementing and reviewing policies and procedures
- seeking professional advice
- supporting and educating families on child protection issues
- ensuring, through observation, staff relationships with children reflect the highest standards.

Staff have a duty of care to report any reasonable suspicions of child abuse or neglect to the appropriate authority.

6.3 RISK MANAGEMENT

To meet all risk management benchmarks, management will ensure the program:

- adheres to National Legislation and Regulations
- follows the National Quality Framework
- adheres to correct Workplace Health and Safety practices adheres to Service Policy and Procedures provides equal opportunity employment.
- has adequate insurance.
- maintains its equipment and facility to the highest possible standard.

Risk assessments will be completed for all activities in which Kenmore OSHC deems necessary to complete.

6.4 AUTHORISED DEPARTURES

Children are not permitted to leave the school grounds for any reason unless they have been signed out by a parent/guardian or approved person. When children are signed out by a parents or guardian, please let the attending staff know you are leaving.

6.5 UNAUTHORISED DEPARTURES

If a child leaves the Service for any reason without permission, staff will assess the situation immediately and call the police and parents/guardians as quickly as reasonably possible.

Educators will not leave the Service to pursue a child if it will leave the other children unsupervised or expose that staff member to an unacceptable risk of personal harm.

6.6 CUSTODY ARRANGEMENTS

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

Staff will not allow children to leave the service unaccompanied or to be released to a person other than the parent/guardian or approved person unless such action poses a risk to others. If in doubt, the Coordinator will contact a parent/guardian immediately to discuss.

6.7 OTHER ON-SITE ACTIVITIES

Parents/guardians must provide the Coordinator with written permission or complete the "Extra-curricular Permission" part of the enrolment form before children will be allowed to attend any of the P&C approved extra-curricular activities on the school grounds outside of the service. An educator will accompany children to these activities and pick them up afterwards if required.

The Service will not be responsible for the children from the time they are dropped at the activity until the time they are picked up again and signed back in.

6.8 FACILITIES AND EQUIPMENT

We will provide an environment that is safe and complies with all Workplace Health and Safety requirements. Any equipment that is faulty or broken will be removed from use immediately for assessment and repaired or replaced as necessary. All dangerous goods will be stored in a secure manner.

Space Requirements:

To meet National Legislative requirements, the program will have access to the following space during hours of operation:

- a minimum of 3.25 square metres of unencumbered indoor space per child
- 7 square metres of outdoor play space per child, with
- a combined total of 15.25 square metres of play space per child.

Resources:

Resources purchased will be suitable to the developmental and recreational needs of the children. Toys of a violent or inappropriate nature will not be purchased by the service. Children will be discouraged from bringing similar toys and games. Care will be taken when purchasing equipment to ensure that it complies with relevant Australian Standards.

Storage Facilities:

The Service will have adequate storage for children's belongings and program equipment. First aid supplies, medication, dangerous substances and records will be stored in secure facilities.

6.9 EMERGENCY PROCEDURES

Staff will be responsible for familiarising all children attending the Service with the evacuation and lockdown procedure.

Staff will conduct one emergency lockdown drill and fire drill every three months.

Safety and security of all persons on the premises is vital. To achieve this, we will ensure that:

- emergency procedures are consistent with Kenmore State School policy smoke alarms are fitted and operational.
- an alarm bell is kept in working order.
- staff are trained in the use of fire blankets.
- emergency evacuation procedures are clearly displayed.
- records show the above prevention measures have been implemented.

6.10 ARRIVAL AT THE SERVICE

The service is responsible for children from the time they arrive at the service and ends when they leave the premises. For the safety and protection of children the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

Immediately on arrival at the Before School Care Program each child is to be accompanied by a parent/guardian and signed in on the tablet at the front of the room. Signing in children must be completed by the parent/guardian.

Immediately on arrival at the After School Care Program, each child is to report to the nominated staff member marking the roll at the entrance of the service. In this instance, staff constitute as authorised persons able to sign children into the program.

On arrival to the Vacation Care program, parents/guardians are required to personally sign children in.

Late arrival:

If a child who is booked in fails to arrive within twenty-five (25) minutes of the expected time, the parent/guardian or approved persons will be emailed or telephoned. Therefore, to avoid confusion and distress, it is essential that the Coordinator or Assistant Coordinators be advised of any changes to bookings. All steps will be taken to locate a missing child from the program after a reasonable time has elapsed. In cases where contact cannot be made with parent/guardians or emergency contacts, the police will be called to assist in the matter. If there are any costs involved, these will be added to the care fees.

Late arriving children Procedure as follows:

At 3:00 pm	All walkie talkies are to be turned on and tested, including the one in the OSHC office
3:10 – 3:20pm	A dedicated educator starts to check school ground and school office for children who mean to attend the OSHC
Around 3:25pm	The educator will record all missing children's name and then calls their parents/guardians.

6.11 DEPARTURE FROM THE SERVICE

Parents/guardians or approved persons are responsible for signing children out of the program each day. 'Signing Out' includes entering the required mobile number and PIN for that child and pressing the "sign out" button at the time of collection. Signing out is mandatory.

If children are to be collected by someone other than a parent/guardian or approved person nominated on the enrolment form, it is essential the Coordinator be given prior notification in writing. In emergencies, permission may be given by telephone. The Coordinator will request photographic identification from the person collecting the child/ren on arrival.

No person under the age of eighteen (18) years is authorised to sign-out children from the program.

Late Departure:

If a child is not collected by closing time (6.15pm for ASC, 6pm for Vac Care), staff will endeavour to contact parents/guardians or approved persons. In the event there is no response, advice will be sought from the police after thirty (30) minutes.

Parents/guardians collecting children close to finishing time are asked to be considerate of staff and leave the service promptly.

7. HEALTH AND WELLBEING

7.1 HEALTH OF CHILDREN AND STAFF

It is essential that parents/guardians inform the Coordinator of any chronic/intermittent medical conditions of the child/ren. This information must be recorded on the enrolment form.

At no time will the health and well-being of children and staff be put at risk. Staff will be required to be capable of performing their duties and will be expected to model correct hygiene practices.

The service is a smoke free environment.

7.2 FIRST AID

First aid expertise and equipment will be available to children in the event of illness or an accident. Key staff members are qualified in first aid and CPR. A fully maintained and equipped first aid kit will be kept on the premises and made available to staff but not to children. A current first aid manual will also be kept at the service.

The service keeps an up-to-date Emergency Contact Register. Parents/guardians must ensure contact details are always correct.

7.3 ILLNESS

If a child is unwell upon arrival, or becomes ill while at the service, staff will attempt to keep them comfortable until they are collected. If a child's condition deteriorates, or if they are distressed, every attempt will be made to contact parents/guardians or approved persons. Serious illness will initiate the same procedures that apply for accidents.

Hygiene Procedures:

Correct hand washing procedures will be encouraged. Equipment and facilities will be maintained in a clean condition. All cupboards and appliances will be kept in a hygienic state. Correct food handling procedures will be enforced. Toilets will have hand washing and drying facilities and will be kept in a clean and hygienic condition. All waste will be disposed of in the appropriate manner.

Infectious Diseases:

We will strive to provide a clean and healthy environment where hygienic procedures are practised at all times.

Records in relation to infectious diseases will be maintained and information will be made available to families about health issues. Parents/guardians will be notified when an infectious disease has been reported at the service.

The service is not able to cater for children with infectious diseases, as identified by the National Health and Medical Research Council (NHMRC), eg. Head lice, chicken pox, measles conjunctivitis etc. In compliance with our policy, parents/guardians will be contacted and children will be excluded from the service until advice is received from the child's medical practitioner that they no longer present a risk to other people.

7.4 INCIDENTS/ACCIDENTS

Parents/guardians will be informed of any injury to their child and the treatment given while attending the service.

Any injury sustained by a child whilst in care is recorded and kept on file. Parents/guardians are required to sign accident reports on collection of their child/ren.

If a child requires urgent medical attention, due to an accident or onset of sudden illness, the following procedures will be adopted:

- staff will administer immediate first aid.
- parents/guardians will be telephoned to seek instructions as to the course of action to be taken by the Coordinator or assistant coordinator (Nominated Supervisor)

If deemed necessary, the child will be transferred by ambulance to the Royal Children's Hospital.

7.5 MEDICATION

Prescribed medication can be given during program hours if required, provided that parents/guardians inform the Coordinator/Assistant coordinators and complete the necessary permission form on the enrolment form.

Staff will not administer non-prescribed medication unless authorised by the family's medical practitioner.

Medication will be kept in a secure place and unused medication will be returned to the parent/guardian.

School staff cannot pass on medications to our staff and have no responsibility for these outsidings of school hours. Separate arrangements must be made with both the school staff and the Coordinator of the service if a child requires medication in these different time periods. In special cases, and with written approval from parents/guardians, children can be responsible for their own medication eg. asthma inhalers.

Detailed records will be maintained at all times.

7.6 Anaphylaxis Management Policy

If your child require Anaphylaxis plan you will receive a copy of our policy and procedures. The summary of the policies is that parents needs to provide the service with an Anaphylaxis plan before the child can start with the service. Medication relating to the Anaphylaxis plan needs to be signed in prior to your child attending the service.

7.7 NUTRITION

A balanced diet and healthy eating will be promoted by the service. We will encourage positive learning experiences during mealtimes where nutritional foods are served, and good eating habits are developed.

The service is supportive of, and will meet, special dietary requirements of children. Parents/guardians should feel free to discuss their child's needs with the Coordinator.

Breakfast will be supplied at Before School Care. Afternoon tea will be supplied at After School Care and during Vacation Care please see the program for what meals will be supplied. Drinking water will be available to children at all times. A menu is displayed on the notice board.

7.8 SUN SAFETY

Children and staff will be required to wear hats and appropriate clothing when outdoors. Every attempt will be made to avoid excessive sun exposure, and this will be reflected in the timing of outdoor activities.

The service will supply SPF 50+ sunscreen and will apply it as deemed necessary and in accordance with the manufacturer's instructions. Please advise the Coordinator if you do not wish sunscreen to be applied to your child/ren on the enrolment form.

The service recommends that sun safety shirts are worn for all swimming activities. All staff are expected to model good behaviour and enforce sun smart initiatives.

7.9 CLOTHING

During Before and After School Care, children will usually be dressed in school uniform. During Vacation Care, children should wear comfortable and practical clothing that will enable them to participate in activities. Clothing should be appropriate for playing outdoors and offer protection from the sun.

Children will be allowed to take their shoes off only whilst they are inside in KENMORE OSHC room. Parents should advise the Coordinator if this is not acceptable for their child/ren. Staff will take all reasonable precautions to ensure that areas used and activities conducted do not pose a hazard. Please pack a spare change of clothes in your child's backpack that is available at all times.

7.10 PERSONAL EFFECTS

We understand that children enjoy bringing personal items from home to use at the service and we strongly recommend that they be clearly named. The service is not responsible for loss or damage to these items.

8. STAFF

8.1 STAFF INFORMATION

Our philosophy is that our staff are the best asset to our Service. The quality and success of our program depends entirely on the ability and attitude of the carers. Maintaining a diverse range of staff is also essential to ensure children's individual needs are met. Management's recruitment and retention strategy will include structured program-wide professional development. This will include external workshops/seminars and internal training sessions/meetings. All staff information can be viewed near the sign in area.

8.2 BLUE CARDS

All persons, whether paid staff or volunteers, will hold a positive notice Blue Card i.e. deemed suitable to work with children by the Department of Justice and Attorney General, Blue Card Services.

8.3 RATIOS

As per the Education and Care Services Act the ratio is 1 educator for every 15 children. Risk assessments will be undertaken to ensure that a suitable number of educators are in attendance for all activities and excursions.

A minimum number of two staff members will be present at all times. No staff member shall be left alone with any child on a one-to-one basis.

8.4 QUALIFICATIONS

As specified in Education and Care Services Act 2013 there will be one qualified staff member for every 30 children in attendance. All staff caring for children will be required to hold a current first aid certificate and CPR certificate.

8.5 VOLUNTEERS

Volunteers are a valued and integral part of the staffing of the Service and are managed in a consistent and professional manner. Policies of the Service, which apply to employed staff, also apply to volunteers modified only as necessary to reflect the voluntary nature of the role. Volunteers are required to hold a positive notice Blue Card.

8.6 ANTI-DISCRIMINATION

The Service actively promotes the equality of employment opportunities primary on merit (in line with Equal Employment Opportunity Legislation) and the elimination of discrimination towards employees, families and children in care on the grounds of gender, marital status, pregnancy, parental status, age, race, disability, religion, political belief of activity, trade union activity, association with or relation to person identified because of any of the above attributes (in line with the Anti-Discrimination Act, 1991). The Service aims to provide compassion, care, security, freedom and training to employees, families, and children.

8.7 FURTHER INFORMATION

This information booklet is designed to cover the main issues raised by families. Further information on the policies of the service can be found in our Policy and Procedure Manual. A copy of which is kept opposite the sign-out bench for all families to view or borrow.

IMPORTANT CONTACT NUMBERS			
CENTRE CONTACTS		EMERGENCY NUMBERS	
Kenmore Outside School Hours Care	3327 2451	Police Indooroopilly	3377 9444
Kenmore State School	3327 2444	Ambulance Kenmore	3635 1800
		Fire Station Pullenvale	3878 1052
GENERAL DEPARTMENTS		HEALTH	
Centrelink		Community Health Service Centre	13 43 25 84 (13health)
Family Assistance Office (FAO)	13 6150	Child Health Care	3636 7215
DETE	1300 363 079	Department Of Health	3234 0111 Or 13 43 25 84
Interpreter Services	131 450		
COUNSELLING AND SUPPORT		INDIGENOUS CONTACTS	
Lifeline	13 11 14	Indigenous Health Clinic & Multi-Disciplinary Services	3139 4308
Poisons Information Centre	13 11 26	Indigenous Community Health Team (Chermside)	3139 4396
Special Needs Support Service	3234 0111	Indigenous Child Health Team	3139 6397
Women's Infolink	1800 177 577	DETE REGIONAL OFFICE	
Domestic Violence Telephone Service	3217 2544	Early Childhood Education And Care	
Relationships Australia	1300 264 377	Ipswich Regional Office	
Juvenile Aid Bureau (Ferry Grove Police)	3872 1555	Level 3, Icon Building	
(PPP) Parenting Program (Ipswich)	3236 1212	114 Brisbane St, Ipswich. Qld. 4305	
Family Assistance Office (FAO)	13 6150	Telephone:	3438 6290
Local Council Contacts (Cr Margaret De Wit)	3407 0220	Fax:	3220 6315

DETE	1300 363 079	Website	www.Dete.Qld.Gov.Au
Interpreter Services	131 450	Email	Ipswich.Eccc@Dete.Qld.Gov.Au