

Karalee Outside School Hours Care



Karalee State School **P&C Association**

Family Handbook

Welcome to our service. We would like to commence a new journey with you, and your children, to deliver on Outside School Hours Care goals of teaching a strong sense of identity, enable children attending to connect and contribute to their world, develop a strong sense of wellbeing and become confident involved learners and become effective communicators.

This handbook has been revised to be consistent with the above goals, and together set the expectations about the service for parents, children and the Centre.

-P&C Association



**Karalee State School
P&C Association**

Karalee State School P&C Association

Karalee Outside School Hours Care

C/o Karalee State School P&C Association

77 Arthur Summerville Rd Karalee Q 4306

Phone: 0412 265 399 or 07 3294 5337

Contact Details:

Nominated Supervisors: Katherine Scolari, Tully Lokerse

Responsible Persons (*Person in day to day charge*): Katherine Scolari, Tully Lokerse, Rhys O'Sullivan, Jo-anne Murray, Melinda Go

Educational Leader: Tully Lokerse

Email:

KOSHC: 1938_oshc@eq.edu.au

Katherine: kscol3@eq.edu.au

Family Assistance: www.familyassist.gov.au Phone: 13 61 50 line open until 8pm Monday to Friday.

Operating Hours:

Before School Care	6:15am - 9:00am
After School Care	3:00pm - 6:00pm
Vacation Care	6:15am - 6:00pm
Pupil Free Days	6:15am - 6:00pm
Public Holidays	Open Ekka Show Holiday if relevant Closed Ipswich Show Holiday
School Holidays	Open all school holidays excluding Christmas and New Year Weeks (2 weeks - dates differ each year)

Management Committee Contact Details:

Karalee State School P & C Association,

C- Karalee State School 77 Arthur Summerville Road Karalee 4306

President: Vanessa Suwena: karaleepandc.president@gmail.com

Vice President: Katrina Sewell & Jacynta Waldron: karaleepandc.vicepresident@gmail.com

Fee Structure

(Valid from Term 3 2021) Fees and Charges (before Commonwealth Child Care reductions)

Before School Care Fees **Permanent \$18.00** **Casual \$21.00**
After School Care Fees **Permanent \$24.00** **Casual \$27.00**
Vacation Care Fees **Permanent \$55.00** **Casual \$60.00** (+ incursion cost where applicable)

Booking type	Cost (before CCS is applied)	Booking notice period	Cancellation notice period (without fee)	Cancellation fee (without notice period)
Routine booking - before school care	\$18	Min - 7-days notice Preferred at start of year/term	7-days notice	Session fee
Routine booking - after school care	\$24	Min - 7-days notice Preferred at start of year/term	7-days notice	Session fee
Casual before school care	\$21	Before 8am on day of required booking	Min – 24 hours notice	Session fee
Casual after school care	\$27	Before 2:30pm on day of required booking	Min – 24 hours notice	Session fee
Permanent (early bird) Vacation care/pupil free days (booked 2 weeks prior to Vac Care beginning)	\$55 (+ incursion cost where applicable)	Min - 14-days notice	7-days notice	Session fee + incursion fee where applicable
'Casual' Vacation care/pupil free days	\$60 (+ incursion cost where applicable)	24 hours notice	Min – 24 hours notice	Session fee + incursion fee where applicable

*Non Communication Fee \$20

*Non Booking Fee \$10

*Late Collection Fee \$20 (1st 10mins)- then \$1 per minute

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SECTION 1- ABOUT OUR SERVICE

1.1 Our Philosophy

Karalee 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 to have their views considered in decisions that affect them.

We believe the best interests of the children and their right to play, 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 educators and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support and promote each child's health and wellbeing.

We acknowledge the important role that schools' play in children's education, learning and development and seek to develop complementary and supportive relationships based on collaborative partnerships.

We acknowledge through all aspects of service delivery, the intrinsic worth and strengths of all children and their families, and their right to equitable access and participation in the community.

The service believes that children have the right to have their individual and cultural identity recognised and respected. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. We seek to embed Aboriginal and Torres Strait Islander perspectives in our day-to-day practice with children and families through our commitment to reconciliation.

We value ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children.

1.2 Our Goals

- Have a strong sense of identity – The service aims for each child to feel safe, secure and supported, to develop their capacity for self-regulation, to succeed when they are faced with challenges, to respect others and to experience a strong sense of self-worth and belonging;
- Be connected with and contribute to their world – The service demonstrates awareness of connections, similarities and differences between people and to respond in positive ways by encouraging children to express their opinions, listen to others and to respect diverse perspectives;
- Have a strong sense of wellbeing – The service aims to support children to develop self-regulation, to manage their emotions in ways that show care, understanding and respect for the feelings and needs of others, and to take increasing responsibility for their own health and physical wellbeing;
- Be confident and involved learners – The service aims to support children to use reflective thinking to consider why things happen and what can be learnt from experiences, to communicate and make visible their ideas and theories, to collaborate with others, and to model reasoning, predicting and problem solving; and
- Be effective communicators – The service aims to develop children's ability to convey and construct messages with purpose and confidence, resolve conflicts and follow directions by modelling, and encouraging children to express themselves effectively in a range of contexts and for a range of purposes.

1.3 Our Sponsor/Licensee

Karalee Outside School Hours Care is sponsored/licensed by Karalee State School P&C Association. The service is licensed under the Education and Care Services National Act, 2010 and Regulations 2011, and must comply with the Act and Regulations including requirements for activities, experiences, programs, and staffing. Any queries should be directed to Office for Early Childhood information service on 1800 637 711.

The service must also comply with the National Quality Framework, which is outlined in Section 4.

1.4 Policies and Procedures

Karalee Outside School Hours Care has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is available to you to read on enrolment of your child, or at any time, and a copy is kept at the service and is available on the school website <https://karaleess.eq.edu.au/facilities/out-of-school-hours-care>

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.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Details in this manual are correct at the time of printing. Policies and procedures are a living document and subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child can attend the service. If claiming the Childcare Subsidy, all families must register prior to attending the service.

After the receipt of your enrolment form, and prior to the child's first day by request, the coordinator is available to meet with one or both parents/Guardians. This is a fantastic opportunity for you to discuss with us what will help make their time with us enjoyable, particularly the initial few weeks. In obtaining this information, the Service will be able to support the individual needs of the child and provide them with group experiences. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming. Refer **Enrolment Policy** for details.

Children are cared for by all educators/staff with free play and some age group related activities, groups are set by children and their interests, with emphasis on the buddy system and the freedom to be with siblings if desired.

Since changes to the legislation in 2012, Prep children can attend Vacation Care from the January school holidays, in the year that they commence Prep. See staff for the Vacation Care program and dates. Please be aware that the centre closes the weeks that Christmas and New Year fall during the holiday period.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; Nominated and Educational supervisors; occupational therapist, teacher) before the child commences. Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of educators/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 for the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. Also upon enrolment, our service shall request that all families provide certified copies of any legal documents and orders which may impact on the service to implement a duty of care. Enrolment information should also be updated when there are changes to the family unit,

and provide copies of any associated legal documents, which could impact on our duty of care. Educators/staff will be informed of any court orders a family provides us with, where it is necessary and impacts on the safety of the child. We aspire to be sensitive to the children experiencing changes in their family and support them through such experiences in our group environment. **See Court Orders and the Release of Children in Care; Enrolment and Communication with Parents Policies**

1.6 How we communicate with Families

For new families at the Service, the first point of contact will be the Nominated Supervisor, who will meet with the parents/guardians and the child to discuss the Service and the child's needs and to answer any questions. On enrolment, this Family Handbook will be provided as part of the Service enrolment package. The information contained in this handbook is based on the Service policies and procedures and should be used as a reference.

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

Before entering the premises all persons will need to be identified by the Nominated Supervisor, or other educators. An approved person is a person who has been given permission by the parent/guardian, Nominated Supervisor/educators or Management Committee. The Nominated Supervisor will treat all enquiries, concerns, and the persons making them seriously and with respect. The Nominated Supervisor will endeavour wherever possible to answer questions and provide required information.

The Nominated Supervisor may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the parent sign in/notice board area.

Information for parents will also be communicated by immediate information in emails, newsletters delivered by hand or emailed to families.

As a valued stakeholder in the service, any feedback or knowledge you provide to the Service is greatly appreciated. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. **See Communication With Families Policy.**

1.7 Respect for Children

The service recognises and acknowledges that the children's wellbeing, health and safety are the focus. Children are to be treated by educators and other staff members at all times as unique valued individuals and with respect and dignity.

Educators will foster all children's self-esteem and confidence, empowering them to make choices and guide their own play. They will promote children's sense of belonging, connectedness and wellbeing by interacting in a positive, warm and nurturing manner, valuing their individual capacity to achieve and ensuring they experience pride in their achievement.

All educators/staff will respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child; treat all children equal and respond positively to all children who require their attention; and communicate with children respectfully, taking the time to listen and value what they say. **See Respect For Children Policy.**

1.8 Child Protection/Commitment to Safety and Wellbeing

This service regards utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers.

Educators/staff strive to create an environment where the children feel safe and are not restricted by fear of physical, emotional or mental harm.

All educators/staff have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures. **See Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy.**

1.9 Photos / Filming / Audio Recording

On occasion your child may be photographed/filmed/or audio recorded participating within the day to day activities we provide at Karalee Outside School Hours Care service. These photos films and recordings may be used within the service on walls etc as part of our programming process, and presented to the P&C Committee as part of the Centre's reporting activities.

The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

1.10 Priority of Access and Non-Discriminatory Access

This Service is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children from various backgrounds eg cultural, religious, gender, disability, marital status and income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of the Service. If demand for places provided at this Service exceeds those available, priority of access will be given based on guidelines provided by the Department of Employment, Education and Workplace Relations (DEEWR) through the current Child Care Services Handbook.

The service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children's backgrounds and provide opportunities being sensitive to their needs. To enable children with special/additional needs to attend, the service will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at the Service, the Co-ordinator will invite and encourage all parents/guardians and their child to meet with educators regularly to review and evaluate how the Service is meeting the needs of the particular child.
See Access Policy and Inclusion and Anti-Bias Policy.

1.11 Confidentiality

All records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Information Handling (Privacy and Confidentiality) Policy**. The Service prides itself on promoting an environment which values respect and equality in all spheres, of which strict confidentiality is a part. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see Nominated Supervisor about accessing these records.

1.12 Parent Code of Conduct

Educators/staff are available for parents to speak briefly to at all times when the service is open. Longer, more confidential appointments can be made to speak with the Nominated Supervisor. If you wish to speak to someone other than the Nominated Supervisor, you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. Constructive criticism is appreciated as it helps the service to improve its practices and approach to child development. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner. We ask parents to communicate appropriately with educators/staff, when engaging with the service. We ask parents not to discipline verbally or in any other way the children of other families.

There will be no swearing or raised voices. Educators/staff have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if person does not respond to request to leave the premises. Parents who consistently breach the conduct may face appropriate consequences, which may result in the suspension of their family's enrolment. See Parent Conduct Policy.

1.13 Life event/Change of circumstance

Our aim is to understand and meet the needs of all children. We appreciate that children's needs change over time and alter in light of significant family events. If you feel it would benefit your child, us knowing about a recent family event that may affect their care needs, please use this form attached at back of booklet to briefly inform us of the event and the new anticipated needs of your child. All information supplied will be treated in the strict confidence.

1.14 Staffing

Educator/child ratios will be in keeping with, or better than, those set out in the Education and Care Services National Regulations 2011. In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs that the children may have. If children attend excursions, educator ratios will be determined once a full risk assessment of the activity has been conducted.

The Management of the Service supports in-service professional development for staff/educators and believes that it should continue throughout each educators/staff member's career. Upon employment new educators/staff engage in an induction process which provides them with knowledge on the service's philosophy, goals, behavior management and rules, policies and procedures and other pertinent areas. All educators/staff have the opportunity to contribute special skills and knowledge they have. Educators/staff have First Aid qualifications and have a wide variety of experience in school age care, recreational, sporting and childcare settings. All educators/staff hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

On display are photos, interests and qualifications of educators so that you are aware of who is watching your children. Please make time to read and see information displayed. Educators/staff also wear a uniform with name embroidered on it. **See**

Educator Ratios Policy

Nominated Supervisor - Katherine Scolari & Tully Lokerse

A nominated Supervisor is a person who has consented to be the primary supervisor of the day to day operation of a School Age Care service. The nominated Supervisor will have the primary management and control of the school age service in the absence of the Approved Provider. Only individuals who hold a Supervisor Certificate are eligible to be the Nominated Supervisor of a service. As the Nominated Supervisor is the key responsible person for a service (in addition to the Approved Provider) the Nominated Supervisor has various responsibilities under the National Law. The Nominated Supervisor must also ensure that every reasonable precaution is taken to protect the children from harm and hazards likely to cause injury. Additionally, the Nominated Supervisor is responsible for ensuring that the program delivered to the children is based on an approved learning framework, as well as ensuring that the relevant Educator to child ratios are being met within the service.

Responsible Person - Katherine Scolari, Tully Lokerse, Rhys O'Sullivan, Melinda Go & Jo-anne Murray

A Responsible Person who is placed in day to day charge of a service when the Approved Provider and Nominated Supervisor are absent, would be expected to ensure that the service continues to operate in accordance with the National Law and the policies and procedures of the service. This would include the matters for which the Nominated Supervisor is responsible. However, the overall responsibility for such matters remains with the Approved Provider and the Nominated Supervisor.

Educational Leader– Tully Lokerse

Each service must appoint an educational leader to lead the development and implication of educational programs. This individual must be suitably qualified and an experienced Educator.

Approved Provider Details

Karalee State School P & C Association, c- Karalee State School- 77Arthur Summerville Road Karalee Q 4306

The service is approved to provide care for maximum of 150 school aged children for Before and After School Care and Vacation Care.

1.15 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, firstly please speak to the Nominated Supervisor. If this is not satisfactory, please do not hesitate to contact the President of the P&C, and our Management Committee will handle complaints.

However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide. **Refer Complaints Handling Policy.**

Any complaints or concerns about Karalee Outside School Hours Care can be addressed to any of the following:

Katherine Scolari – Service Manager / Nominated Supervisor

Tully Lokerse- Coordinator / Educational Leader / Nominated Supervisor

Vanessa Suwena- President P & C Association Karalee State School: karaleepandc.president@gmail.com

Metropolitan Region (Metro West) Department of Education metrowest.ecec@qed.qld.gov.au

SECTION 2- CARING FOR YOUR CHILD

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. For Before school care, all children must be signed in by the authorised person and signed out by an educator/staff member. For After school care, all children must be signed in by an educator/staff member and signed out by an authorised person. For vacation care, an authorised person must sign the child in and out. Prior arrangement must be made with the Nominated Supervisor for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity.

If you require your child to attend activities within the school grounds, written authority must be given via the Extra Curriculum Activity form. Educators/staff may not be available to escort children to these activities due to staffing ratios so parents should check with Nominated Supervisor prior to enrolling children in these activities. The educators/staff will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the Service for care have not arrived within fifteen minutes of expected arrival, parent/guardian will be contacted on the numbers provided. **Refer Arrivals and Departures of Children Policy.**

Older siblings can collect children but children must be signed out by educators/staff and countersigned by parent next day. A letter is required giving permission and stating names of sibling. If there is an issue, the Nominated Supervisor will contact the parent. If the service is in doubt of who is understood to be collecting your child, the parent/guardian will be contacted immediately to clarify the situation. **Refer Arrivals and Departures of Children Policy.**

Before School Care: All children must be signed in by an authorised person and signed out by an Educator. Children leave the service at 8.45am, Prep and Grade 1 children are escorted to classrooms by Educators.

After School Care: All children must be signed in by an Educator and signed out by an authorised person.

Collection of Prep and Grade 1 children is completed using sign in/out sheet. Educators leave the hall at 2:50pm so they are present when students exit their classroom at 3pm. Educators collect grade one prep children. **Refer to the Escorting Children Policy.**

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators/staff. If there is an emergency and you are unable to collect your child on time, please contact the service on the mobile. Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a late fee of \$20 for the first 10 minutes and \$1 per minute thereafter (this is to compensate employees for overtime rates as required by relevant industrial instruments). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Nominated Supervisor will contact the police to collect children who are still at the service. **Refer Arrivals and Departures; and Fees policies.**

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the Nominated/Certified supervisor will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible. Educators will not leave the Service to pursue a child if it will leave the other children in the Service with insufficient supervision; or it will, or may expose that educator to an unacceptable risk of personal harm. **Refer Arrivals and Departures Policy.**

2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our service, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within "their" space and are display prominently throughout the service.

- We will walk inside
- We will respect ourselves and others and the centre's property
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will stay where we can see educators/staff (and they can see us) at all times
- We have the right to feel safe

- We say no to bullying
- We obey educators/staff and do as they ask

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a certified copy of the any legal documents and orders.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators/staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

See Arrivals and Departures; and Court orders and Release of Children in Care Policies.

2.6 Safety

Safety of children, educators/staff and families is of central importance to the service and is maintained in a manner which does not restrict, but supports, the educational and social environment of the service. All evacuation and harassment plans are located in the entrance area of the hall. We ask all parents, educators/staff and children to familiarise themselves with the procedures. Fire, evacuation and harassment drills are practiced regularly should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service firefighting equipment is serviced as per Education Queensland site regulations. The service has a nominated Workplace, Health and Safety officer in keeping with the requirements of the Workplace Health and Safety Act 201. **Refer Workplace Health and Safety; Emergency Equipment and Facilities; and Harassment and Lockdown Policies.**

Effective and active supervision of children attending our service is of paramount concern, in accordance with our duty of care. We adhere to a number of principles, which are listed in the Employee Handbook and **Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy.**

2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection, while still protecting their individual privacy. The Service does not have facilities to care for sick children. Educators/staff observe stringent hygiene practices throughout the day and the Service is cleaned daily, following a two step process of cleaning and sanitizing. We observe practices which prevent the spread of infectious diseases. We also recognise that children may sometimes require toileting assistance, for which we have in place procedures, to support the safety and emotional wellbeing of the children. **See Infectious Diseases Policy.**

Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator/staff will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with Nominated Supervisor or Educational Leader to verify you have been advised of the incident.

Children and educators/staff will wear hats and appropriate clothing when outside. Please ensure your child has their own sun safe hat each time they attend the centre. Otherwise, we will provide spare hats which are washed after every use. Educators/staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Children must wash their hands upon arrival to the centre, which is monitored by staff. Parents need to advise educators/staff of any specific health needs of your child. **Refer Sun Safety; and Preventative Health and Wellbeing Policies.**

Head Lice is the parent's responsibility of ensuring that their children do not attend the service with untreated head lice. To achieve this, it is expected that parents will regularly inspect their child's head to detect the presence of lice or lice eggs; regularly inspect all household members and treat them if required and notify the service if their child is affected, and advise when treatment has begun. Once treatment has begun, then the child can return to the centre.

2.8 Illness and Injury

The Service 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.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and educators/staff as well as your child. Re-inclusion of your child will be considered after consultation and recommendation from appropriate health agencies such as Department of Health.

The Nominated Supervisor will promptly telephone a parent/guardian if a child has been involved in an accident, a Head injury or becomes ill. Qualified educators/staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly. Incidents that occur during the child's time at the service will be recorded in the illness/injury book as necessary and reported to the Office of Early Childhood as required. If any injury occurs at the centre to your child and you seek medical attention after leaving the centre, please advise the Nominated Supervisor as a report must be submitted to Office of Early Childhood.

Our service keeps informed, and will inform families and the community where necessary, of current Pandemic Phases and shall follow the Australian Government Guidelines. **Refer Illness and Injury; General Health and Safety; and Infectious Diseases Policies.**

2.9 Medication

In the case of your child/children requiring medication whilst in our care, please supply written authority from the parent/guardian stating the drug, dosage and dates and a letter from a medical practitioner noting the times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. Separate forms are to be completed for children suffering from Asthma. All medication will be administered by the Nominated Supervisor or educator/staff nominated by the Nominated Supervisor and will be recorded in a Medication Register which will be signed off by another witness. In the case of an illness such as diabetes or asthma, the parent/guardian must notify educators/staff of whether the child will administer medication themselves or if educator/staff must supervise, then details of how, when (i.e. at what intervals) and who is to administer. The medicine that goes unused will be returned to the parent.

In accordance with the recommendations of The Asthma foundation of Queensland, a procedure has been developed for children suffering with Asthma, which involves devising an individual health care plan. We also have in place plans to manage the risks of Asthma triggers. See staff for obtaining and completing - Asthma Risk Management Plan and Medical Management Plan.

Please complete if required, Diabetes Risk Management Plan, Anaphylaxis Risk Management Plan and Medical Management Plan each year please see KOSHC Management for a Plan we need a plan before care can start.

Children who become ill at the service will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication. If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form. **Refer Preventative Health and Wellbeing; Medication; and Asthma Policies.**

2.10 Daily Routines

Children are signed in by parents each morning. Children are invited to have breakfast. Morning routine can consist of children completing homework, reading, playing board games, participating in programmed activities both indoor and outdoor or watching appropriate TV. The weekly program is on display to guide play but children's choice is encouraged.

Children are signed in by an educator immediately after school. A light, nutritious snack will be served until 3.30pm. Children are required to remain seated in the allocated areas until all children have arrived at the centre, here a social environment is

fostered and maintained. A variety of structured activities are programmed for each separate day such as cooking, craft, sports and music. Opportunities for unstructured play are also available to all children. The Program is displayed at the front door.

2.11 Homework

The Service will provide adequate time between 5pm- 6pm, quiet space and supervision by educator/staff to enable children to do their homework if they wish. Whilst we support the children in homework, we do not take responsibility for signing off on work. **Refer Homework Policy.**

2.12 Food at the service

Nutritious and well-balanced snacks are provided for afternoon tea, which include a variety of fresh foods. A variety of foods are available for children each morning at Before School Care for breakfast. During Vacation Care we provide Breakfast, Lunch and Afternoon Tea, please pack your child's morning tea as you would for school (as of Jan 1st 2023 KOSHC will provide morning tea for Vacation Care). Children are consulted when planning the menu to the greatest possible degree. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Our weekly menu is displayed on the kitchen notice board, which is planned in consultation with a checklist, based on the dietary guidelines for children and adolescents in Australia (NHMR) 2003. Detailed information about our **Food and Nutrition Policy** is available in our Policies and Procedures Manual. Food preparation on the premises is carried out within the guidelines set down in the Australian and New Zealand Food Safety Standards. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Nominated Supervisor.

We have a number of children attending KOSHC that have severe food allergies. We ask that you please be mindful of this when sending food with your child and when possible avoid food choices that may be of concern for other children.

The main food of concern is NUTS or products containing nuts.

Other foods of concern include:

*Eggs

*Diary

If your child has these foods we ask that you make the staff aware so we can best manage the risk.

2.13 Behaviour Management

The service follows the school philosophy, our commitment is to develop the behavior skills of every child in our care so they can achieve GREATNESS in the school PRIDE behavior plan –Be responsible, Be respectful, Be safe and Be a Learner. KOSHC is aligned to the school Playground Rules.

Karalee OSHC recognises the wide range of age groups that access Outside School Hours Care, the differing developmental needs of individual children and the variety of diverse backgrounds.

Behaviour support and management strategies play a vital role in providing a safe and happy environment for all children. Families, staff and children all have roles to play, as detailed in this policy. Behaviour support and management are approached through:

- Consistency, understanding and supporting children to self-regulate their behaviour;
- Respecting each individual child, preserving and promoting their self-esteem;
- Encouraging positive behavior using praise and effective programming; and
- Having regard to all principles as set out in the service Philosophy Statement.

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- 'My Time, Our Place' Framework for School Age Care in Australia
- National Quality Standard, Quality Area 5 Relationships with Children

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

Educators involve the children as far as reasonably possible in developing behaviour expectations for the service.

These behaviour expectations will be clear, child focused, based on acceptable wider community expectations, easy to understand and will be on display throughout the service. This information is also provided in the Educator Handbook and in the Family Handbook issued to all parents/guardians on enrolment.

Educators are required to discuss the behaviour expectations with the children on a regular basis, reinforcing why they are important.

Educators are required to:

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

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Educators prompt and support children, who are experiencing anger, frustration or fear, to move to another activity, or a prearranged downtime /safe place.

Educators are required to follow the service behavior management strategies and techniques, including completion of an incident report to be signed by the parent/guardian at the end of the day.

Behaviour support plans will be implemented if deemed necessary by the Coordinator. Support plans will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professionals as required.

Parents/guardians are not permitted to approach other children attending the service regarding behavior incidents and/or issues.

Our aim is to provide an atmosphere where children have positive and active experiences. We believe that children require guidance as to what to do, instead of what **not** to do. By identifying what need of the child's is not being met, this can be achieved by planning and programming for success. Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement, upskilling 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 given no more than 10 minutes supervised time out. Behavior support plans will be implemented when a child requires consistent redirection. The service favors behaviour management that does not disgrace the child, but is supportive and renders them competent, in consistency with the philosophy. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Nominated Supervisor (a) and P & C representative. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended or excluded from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

In management of the children's activities, we also have in place an observational recording policy, where educators document the children's participation and experiences, so we can plan activities for the children that cater for their individual and group interests. Respect for each child is maintained during the evaluating process. The Service's Rules of Behaviour have been developed in consultation with the children and educators. **Refer Behaviour Support and Management Policy. Also the Minor/Major Behavioral Plan**

2.14 Damage to equipment or Facilities

As part of every day experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to

any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. **Refer Volunteers Policy.**

2.16 Excursions

Maximum safety precautions will be maintained and risk management assessment completed on each excursion activity. Written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used/seat belted buses
- Activities to be undertaken
- The required child/educator ratio as per activity risk assessment
- Names of the persons who are in charge

Children are required to have footwear for ALL excursions. Children MUST wear a hat and sun screen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirement. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. The service will implement management plans for excursions to ensure the safety and wellbeing of children. Upon transportation, the service ensures the correct restraint techniques are observed for each relevant age group. **Refer Excursion; and Vehicle Restraint Policies.**

2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport. **Refer Transport for Excursions Policy.**

2.18 Clothing

During Before and After school care children will usually be dressed in school uniform however parents can pack play clothes for their children. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them. We sometimes have activities that require enclosed shoes so whilst children are welcome to wear thongs or sandals, we encourage them to pack sneakers to ensure they do not miss opportunities to participate. Children are required to wear sun safe hats (no caps). Appropriate clothing should be worn on excursions - full shirts – no shoe string straps. Please ensure that all clothing is labelled with the child's name, in case that item should be misplaced. **Refer Preventative Health and Well Being Policy.**

2.19 Babysitting

The service does not encourage or endorse educators/staff and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

2.20 Programming

The Educational Leader directs and monitors staff in the planning, development and implementation of programs and experiences to achieve the five learning outcomes of National Quality Standards. The program takes a holistic view of children's learning, focusing on their physical, personal, social, emotional and spiritual wellbeing by promoting children's sense of belonging, connectedness and wellbeing, taking an interest in the individual needs, interests, diversity, views and abilities of the children. The service provides a variety of indoor and outdoor experiences, open ended resources, natural elements and materials suited to the age, developmental ranges and diversity of all children. A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (eg; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Experiences broaden children's understanding of the world in which they live by reflecting the broad multicultural and multilingual nature of the local community and demonstrating a positive approach towards diversity and Australia's Aboriginal

and Torres Strait Islander heritage. Children are encouraged to participate in decision making, with their ideas and opinions listened to and if possible, acted upon. This facilitates children sharing ideas and questioning what happens at their service.

Where possible, the program allows and encourages children to complete projects they have commenced over a number of sessions. Refer Educational Program Policy.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service. Educators/staff should be made aware that children have these items and they should be clearly named with permanent identification prior or on arrival. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person. In Vacation Care we understand we allow electronics' at the service but we don't take responsibility for lost, stolen or damaged items. We ask that children do not bring toys to KOSCH as this often ends in loss or arguments.

SECTION 3- PAYMENT FOR CARE

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. Fee schedule is included in this Family Handbook. The Management Committee will set fees based on the annual budget (**Refer Budgeting and Planning Policy**) required for the provision of high-quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes.

Accounts will be issued by email fortnightly on Monday. Payments are to be made by the following Monday.

Payment can be made by eftpos, cash, or direct deposit.

Fees outstanding for more than two weeks will result in communication requesting payment if by the 3rd reminder your account is not paid in full, your child/children's enrolment will be terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.

All accounts at 60 days plus will be sent to the debt collector at a cost to you. Contact Nominated Supervisor to discuss payment of outstanding fees, confidentiality is assured. There is a first and second letter issued at a cost of \$35 each. If account is still outstanding a "Debt collection by Commission" will be charged based on the percentage charged by debt collection agency.

Please check current fee structure on the front of this handbook. Fees can be reduced with Childcare Subsidy. Please contact FAO (136 150) for your family's entitlement.

3.2 Childcare Subsidy

All families using the service must be registered for Childcare Subsidy and must supply the name and date of birth of parent claiming CCS. If the parent claiming CCS changes please advise the Nominated Supervisor so the current account can be finalised and a new account set up. Child Care Subsidy is a payment from the Australian Government that helps you with the cost of your child care. You can get Child Care Subsidy if you are a parent, foster parent or grandparent with a child in your care who is attending child care services approved by, or registered with, the Government.

From July 2018 the new Childcare subsidy has come into place please contact centrelink for further information. Please contact FAO (136 150) for your family's entitlement.

All childcare details are confidential. It is the parent's responsibility to obtain and forward to the Nominated Supervisor a current Childcare subsidy letter stating your entitlement. You must also ensure you have contacted Family Assistance Office to link your family to this service. Please ensure you register the Provider Number for all of the components of care you require from us (Combined Before/After and Vacation care).

From January 1 2016, new state and federal laws relating to childhood immunisations came into effect. Under these laws a child's immunisation status will affect the family's eligibility for family assistance payments (in particular CCS) and may limit

their childcare options. On enrolment, children's Immunisation status must be up to date; and parents are required to provide an immunisation history statement.

If the parents do not provide an immunisation history statement within a requested timeframe, the service will cancel enrolment of children whose immunisation status is not up to date, refuse attendance of children until proof of immunisation status is provided.

3.3 Bookings

All bookings can go through the 'My Family Lounge' parent portal QK Enrol. This program will give you access to manage your own account information, apply for permanent bookings and casual bookings, complete and submit an online enrolment form for your child. All children need to have a booking to attend KOSHC BSC and ASC prior to attending

What can I do in My Family Lounge website?

- You can easily register your child's details and manage your account information
- You can book in a casual session to confirm your child's spot
- You can easily provide detailed information about your child to our service such as medical information, diet requirements, emergency contact details and more! All this information is simply added into the online enrolment form and submitted to the service.

What can I do in My Family Lounge App?

- Book in casual days for your child straight from your phone
- Access an online calendar where you can see live availability within our service
- Manage bookings for one or more children from a single log in
- Cancel a 'casual day' where the session is no longer required
- Mark absent days

How do I log in?

To register for a MY FAMILY LOUNGE account click on the link below and click on *register*.

If you have a current login simply sign in and complete your details and send us your booking request, if you require a casual booking you must first complete and submit your Childs enrolment form online.

<https://www.qkenhanced.com.au/Account/Embeddable/?databaseId=82>

Once your details have been registered with the My Family Lounge, you will receive a welcome email where you will be prompted to complete your registration and set up a password. You will have 7 days to set up your password to validate your account. If your account expires or you have forgotten your password, simply enter in your email address and select 'forgot password' to recover your account. If you are experiencing issues accessing your account please contact the service for assistance. Once you have validated your account, you are ready to book!

The 'My Family Lounge' App can be downloaded from Google Play or App Store. Enter your email address and password, then you can start to request casual days or mark your child as absent when required. Your My Family Lounge log in details will travel with you for life as you move childcare services that use the My Family Lounge. You are able to log in anywhere, anytime as long as you have access to the internet. For a better understanding of how My Family Lounge works, please visit www.myfamilylounge.com.au We are thrilled to be able to provide you with an easier and more efficient way of managing your child's bookings at our service.

Permanent Bookings

A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Before School Care Fees	Permanent \$18.00
After School Care Fees	Permanent \$24.00

Casual Bookings

Casual bookings can be made up to 10 weeks in advance. You can book up to 8:00am for BSC and 2:30pm for ASC the day of the session. Any further casual bookings after this time frame must come via phone call or TEXT to 0412265399. When making an After School Care booking, it is the parent's responsibility to notify the school of the child's attendance.

Before School Care Fees	Casual \$21.00
After School Care Fees	Casual \$27.00

Vacation Care:

Vacation care is booked via the 'My Family Lounge' casual tab.

Vacation Care	Early Bird \$55.00 (+Inclusions) (must be booked by specific date)
Vacation Care	Casual \$60.00 (+Inclusions)

Cancellation will still incur any incursion/excursion fees for the booked day. Non-Notification of cancellation of the day will still incur the full charge for the day

Cancellations:

Cancellation of routine bookings for before and/or after school care must be received 7 days prior to the session. Cancellations will only be accepted in writing via email.

Cancellations of casual bookings can be received up to 24 hours prior to the start of the session.

If the child's booking has not been cancelled and the service attempts to locate the child, a non-cancellation fee of \$20 can be charged in addition to the prescribed fee for that session (at the Coordinators discretion). If your child arrives to care without a booking a \$10 Non Booking Fee may also be charged.

Permanent Booking Family Holidays:

Any permanent bookings where families are taking holidays for 1 week and over, please give 1 weeks' notice prior to commencement of holiday. No fee will apply. Bookings not cancelled with 1weeks notice, will be charged as an allowable absence. CCS will apply in accordance with allowable and approved absence provisions. Parents must email the service with this information 1938_oshc@eq.edu.au.

3.4 Allowable Absences

Cancellations that attract the prescribed fee for that session will be counted towards the family's Allowable Absences for the year, as per the current Child Care Service Handbook.

Families receiving Childcare Subsidy are entitled to an initial 42 absence days per financial year, per family. 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).

Cancellations that attract the prescribed fee for that session, that are over and above the yearly Allowable Absences, will require specific documentation as per the current Child Care Service Handbook. Failure to provide the required documentation will result in the full fee for that session being charged to the family's account.

Once all the first 42 absence days have been used CCS will also be payable for absences taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation (with written evidence)
- rostered days off/rotating shift work (with written evidence)
- temporary closure of a school or pupil-free days
- periods of local emergency
- shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- attendance at preschool (specific conditions apply)
- exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days'. There is no limit on the number of these days for which CCS may be paid as long as:

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

3.6 Administration Fee

An administration fee will be charged for any extra administrative requests by parents. There will be a fee charged for retrieving archives, extra copies of account and statements, childcare usage and any other documents previously supplied. Any requests for documentation for legal requirements must be in writing with advance notice of two weeks.

SECTION 4- NATIONAL QUALITY FRAMEWORK- Brief Overview

*In April 2007, COAG (Coalition of Australian Governments) agreed to the development of a national approach to quality assurance and regulation of education and care services. The **National Partnership Agreement on the National Quality Agenda for Early Childhood Education and Care** was signed at the December 2009 COAG meeting. This is the key document which frames the National Quality Framework.*

*The **National Quality Agenda** is part of a broader reform agenda which includes the development of learning frameworks to guide practice, introduction of universal access to preschool, increasing child care rebate and rolling out Child and Family service. It also includes work around staff qualifications and workforce issues as well as staff to child ratios.*

*The **National Quality Framework (NQF)** is comprised of:*

- *A single streamlined regulatory system - This means there will be one set of consistent regulations for services across the country. These will replace the separate licensing and quality assurance processes for Queensland and will be administered by the Office for Early Childhood Education and Care.*
- *A new national body - ACECQA – Australian Children’s Education and Care Quality Authority. This authority will be responsible for guiding the implementation of the national regulatory system to ensure national consistency.*
- *National Legislation - The Education and Care Services National Law Act 2010 and Regulations 2011 .*
- *A National Quality Standard (NQS and rating system)*
- *New Learning Frameworks - Early Years Learning Framework (Childcare Center’s) and ‘My Time, Our Place’ Framework for School Age Care. The framework for School Age Care (My Time, Our Place) extends on the Early Years Learning Framework principles, practices and outcomes to accommodate the contexts and age ranges of the children and young people who attend school age care settings.*

*The **National Quality Standards (NQS)** are the standard for provision of high quality care and education across seven quality areas.*

1. *Educational Program and Practice*
2. *Children’s Health and Safety*
3. *Physical Environment*
4. *Staffing Arrangements*
5. *Relationships with Children*
6. *Collaborative Partnerships with Families and Communities*
7. *Leadership and Service Management*

The Guide to the National Quality Standards sets out the 7 Quality Areas which will apply to all services approved by the Commonwealth Government for Child Care Subsidy.

The service has been through this process and results are on display.

Under each of the Quality Areas, there are 18 Standards and 58 elements, which will be incorporated into the everyday practice of the Service. The Quality Areas are contained in the Schedule to this Manual.

In Queensland, The Office for Early Childhood Education and Care will oversee the National Quality Framework and conduct assessments in line with the National Quality Standards. You can get a copy of the Guide to the National Quality Standards and other more detailed information at <http://www.acecqa.gov.au>