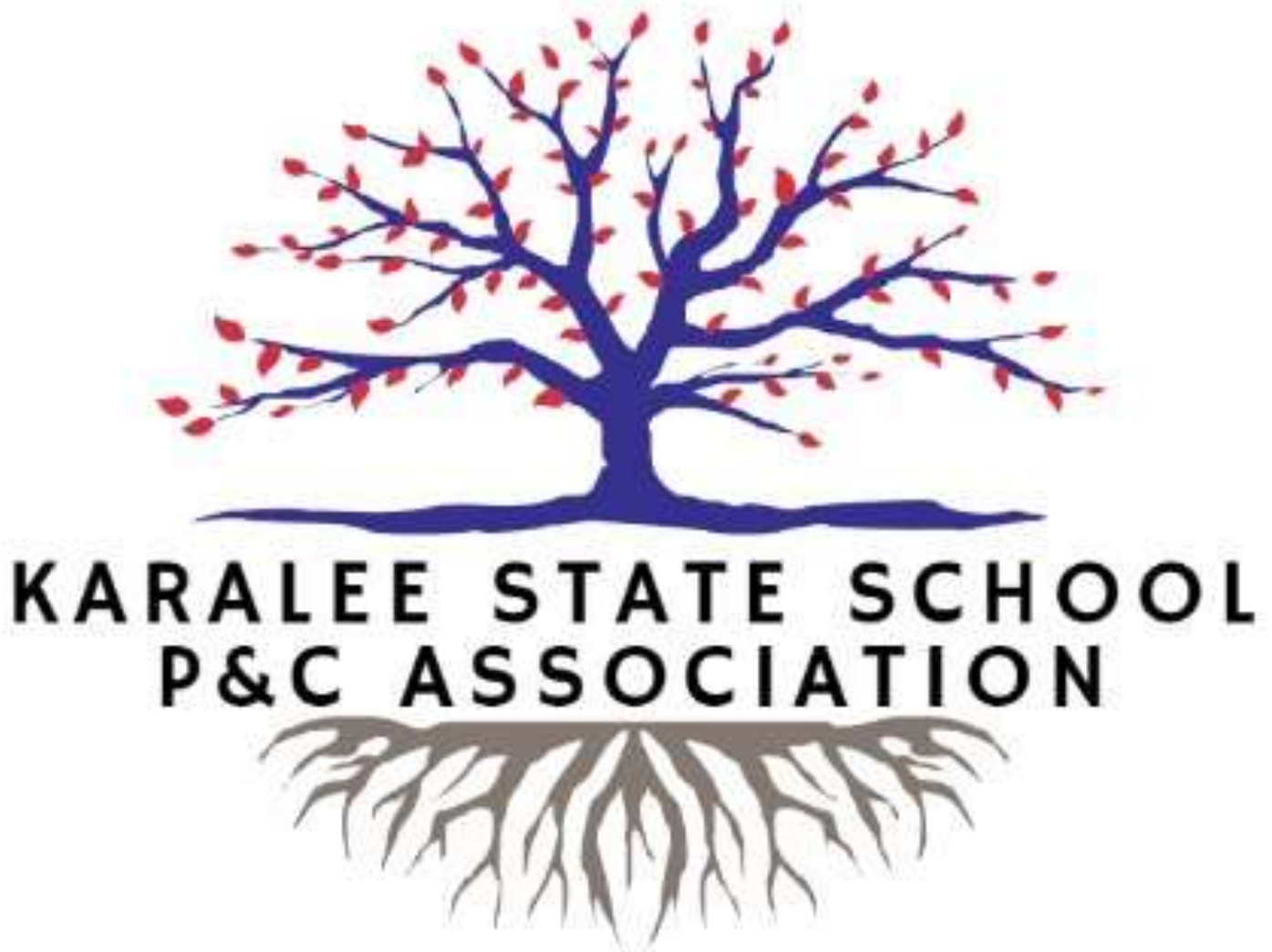


Karalee Outside School Hours Care



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, 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 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, Laurence Trentino, Aaliyah Edwards, Chloe Allen

Educational Leaders: Tully Lokerse

Email:

KOSHC: 1938_oshc@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 Closed Ipswich Show Holiday
School Holidays	Open all school holidays excluding Christmas and New Year 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: Kylie Charrington: karaleepandc.president@gmail.com

Vice President: Che Hartley: karaleepandc.vicepresident@gmail.com

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.

Policies & 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 some important 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. Please note the full Policies and Procedures manual is available at the KOSHC front desk and the above link.

Fee Structure: Refer 9.4 Bookings and Cancellations Policy

(Valid from October 1st 2024) Fees and Charges (before Commonwealth Child Care reductions)

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	\$18.79	Min - 7-days notice Preferred at start of year/term	7-days notice	Session fee
Routine booking - after school care	\$25.00	Min - 7-days notice Preferred at start of year/term	7-days notice	Session fee
Casual before school care	\$21.90	Before 8am on day of required booking	Min – 24 hours notice	Session fee
Casual after school care	\$28.18	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)	\$57.40 (+ incursion cost where applicable)	Min - 14-days notice	7-days notice	Session fee + incursion fee where applicable
'Casual' Vacation care/pupil free days	\$62.60 (+ 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*

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.

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.

Enrolment and Orientation

Parents/guardians are required to complete an enrolment through the online portal 'Xplor' before any child can attend the service. Once the enrolment form is submitted, an automatic email is sent to the coordinator for approval.

After the receipt of your enrolment form, and prior to the child's first day by request, the service offers 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.

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 over the Christmas and New Year period (dates vary each year).

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.

How we communicate with Families

For new families at the Service, the first point of contact will be the Nominated Supervisor, who will meet/discuss 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.

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, text messages (0412 265 399) newsletters emailed to families, Xplor Messages, Facebook <https://www.facebook.com/KaraleeStateSchool> school website <https://karaleess.eq.edu.au/> and KOSHC font desk area.

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.

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.

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.

Please note that KOSHC is a tobacco, vaping, drug and alcohol-free environment. – *Please see 2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment Policy.*

Photos / Filming / Audio Recording

On occasion your child may be photographed/filmed/or audio recorded on KOSHC devices participating in the day-to-day activities we provide at KOSHC. These photos and recordings may be used within the service on walls etc. as part of our programming process and presented to the P&C Committee/regulatory authority as part of the Centre's reporting activities.

We would like to kindly inform all families that photography and video recording on personal devices is not permitted within KOSHC. This is in place to protect the privacy and safety of all children, families, and educators in our care. While we understand the excitement of seeing your child participate in activities or events, we ask that you refrain from taking photos or videos while on the premises, including during drop-off and pick-up. Our team is committed to capturing special moments and milestones throughout the year, which we can share with families in a secure and respectful way, with appropriate permissions in place. We appreciate your understanding and cooperation in maintaining a safe and respectful environment for all.

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 e.g. 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.

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.

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 **9.6 Feedback & 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.

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 and volunteers hold a current Suitability Card for Child Related Employment (Blue Card), issued by the Commission for Children and Young People.

On display are photos & qualifications of educators so that you are aware of who is watching your children. Please make time to read and see information displayed.

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, Laurence Trentino, Aaliyah Edwards, Chloe Allen

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 Leaders— 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.

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 P&C President (Kylie Cherrington) who 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 9.6 Feedback & 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/ P&C General Manager: kscol3@eq.edu.au

Tully Lokerse- Coordinator / Educational Leader / Nominated Supervisor: tloke2@eq.edu.au

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

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

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 at expected arrival, parent/guardian will be contacted on the numbers provided. **Refer 2.4 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.

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 2.4 Arrivals and Departures of Children Policy.**

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.

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. Refer 2.4 Arrivals and Departures of Children Policy.

Child Code of Conduct- Supporting Complex Behaviours

Where a child's behaviour poses a significant risk to safety of themselves or others and every reasonable attempt to deescalate has been ineffective, the child's parents or emergency contact will be called to collect the child from the service.

The service is committed to ensuring children receive positive behaviour support as they learn and develop. Karalee OSHC recognises, at times, children display behaviour that is unsuitable for the setting. The behaviours of serious concern are those that risk the safety of the child or others and/or risk the wellbeing of the child or others. On these occasions, the service is committed to plan, support and reflect on opportunities for individual consideration for the best outcomes for children and families. **Refer 2.6 Supporting Complex Behaviours Policy.**

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. 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/lockdown procedure. All service firefighting equipment is serviced as per Education Queensland site regulations. **Refer Policy Group 6 & 7.**

Supervision is a fundamental practice to ensure the safety and support of children. It is paramount all educators take a proactive approach to ensure the adequate and appropriate observation of children whilst participating in the service's program. Knowing and accounting for, the activity and whereabouts of each child in care and the proximity of educators to children at all times to ensure the immediate intervention of educators to safeguard a child from risk of harm is the expectation for all services to uphold the commitment to effective supervision.

Refer 2.13 Supervision of Children & Providing a Child-Safe Environment Policy.

The service will uphold the health and wellbeing of children through promoting quality hygiene practices and self-care skill development. The practices promoted and facilitated by the service directly impact the spread of infectious disease and other contagious conditions. The Approved Provider is committed to fulfilling its obligations to provide a safe and healthy environment for its children and educators. Additionally, children should be encouraged by educators to adopt sound hygiene practices to embed healthy behaviours. **Refer 4.2 Hygiene, Health and Wellbeing Practices Policy.**

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 30+).

- Children and staff are to wear hats for all outdoor activities.
- The rule: **no hat – no outdoor play** will be enforced
- Children must bring their own hats to the service. However, in emergency cases only, spare hats are available. Borrowed hats must be placed in KOSHC laundry basket at the end of the session to be laundered. **Refer 4.7 Sun Safety Policy.**

Illness and Injury

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

The service will proactively work towards avoiding injuries or trauma occurring at the service, and to minimise the impact of injuries, illnesses and trauma by responding appropriately and as quickly as possible. **Refer 4.3 Incident Illness, Injury or Trauma Policy.**

Children who become ill at the service will be provided a quiet area 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.

Medication

In the support of children and their health and medical needs, the administration of medication can be necessary for providing care. The service is committed to upholding a high standard of safety in managing the medical needs of children. In the interests of the health and wellbeing of the children and compliance with legislation, the service will only permit medication to be given to a child if it is in its original packaging with a pharmacy label attached.

Parents/guardians will be requested through the enrolment procedures to notify the service of any long-term medical conditions that require medicine to be administered. Alternatively, families may communicate the need for children to be administered a course medication for a fixed time. A parent (or persons named in the enrolment form) are required to complete a **Medication Authority and Administration Form**.

Parents (or other relevant person) will be required to advise:

- Name(s) of medication(s) to be administered:
- Time and date the medication(s) were last administered
- The time and date [or the circumstances under which,] the medication should be next administered.
- Dosage of medication to be administered
- Method (e.g. oral) medication to be administered
- Any additional instructions or information (i.e. medication required to be refrigerated).

Educators will only be permitted to administer medication to a child if it is:

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period;
- Has been authorised by a parent (or person named in the child's enrolment form)
- In accordance with the details outlined in the Medication Authority and Administering Form completed by the parent or person named in the enrolment form.
- Medication may be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency with the Nominated Supervisor/s following such an event notifying as soon as is practicable the parent of the child and the emergency services. **Refer 4.6 Medication Administration Policy.**

Daily Routines

Before School: 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.

After school: 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.

<p>☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆</p> <p>KOSHC Routine</p> <p>Before School Care</p> <p>6:35am Centre opens. Breakfast (until 8:00am) Free play.</p> <p>7:00am Activities and club program start.</p> <p>8:25am Wooden blocks and Cray areas packed up and cleaned.</p> <p>8:30am Activities and club program finish. Play area area and tidy up area. Line up in grades ready for school.</p> <p>8:45am Sign out of KOSHC. Prep and grade 1 walk to school with KOSHC Staff.</p> <p>☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆</p>	<p>☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆</p> <p>KOSHC Routine</p> <p>After School Care</p> <p>2:00pm-2:30pm Sign in to KOSHC. Pet dogs on port racks and wash hands. Afternoon tea (until 2:30pm) NO HANDBALL.</p> <p>2:30pm-4:00pm Outdoor free play or homework. NO HANDBALL.</p> <p>4:00pm-5:00pm Activities and club program start.</p> <p>5:00pm-6:00pm Activities and club program finish. Free play. Tidy up area and wash hands. Late afternoon tea. Facecours by BP.</p> <p>6:00pm Centre closes.</p> <p>☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆</p>
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Homework

To support families and children, the service will endeavour to provide adequate time, quiet space and supervision to enable children to do their homework as necessary, with the express understanding that time in school-age care may be the optimal opportunity for homework completion.

The Service will provide adequate time between 7:00am-8:30am 3:30pm- 4:00pm, 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 3.3 Homework Policy.**

Food and Nutrition

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, Morning Tea, Lunch and Afternoon Tea. 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 KOSHC front door and on the kitchen notice board.

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.

Behaviour Management

The service follows Karalee PRIDE, our commitment is to develop the behavior skills of every child in our care so they can achieve greatness in the school PRIDE;

LEARNING together at Karalee is
RESPECT for self, place and others,
RESILIENCE when things get tough,
EMPATHY for others
And **CONNECTEDNESS** to our community.

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.

Educators discuss the behaviour expectations with the children on a regular basis, reinforcing why they are important. Educators prompt and support children, who are experiencing anger, frustration or fear, to move to another activity, or a prearranged downtime /safe place. 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.

Where a child's behaviour poses a significant risk to safety of themselves or others and every reasonable attempt to deescalate has been ineffective, the child's parents or emergency contact will be called to collect the child from the service. Procedures outlined in *2.6 Supporting Complex Behaviours* will then be followed.

Students, Visitors and Volunteers

The service seeks to provide an open and friendly environment, which values and actively encourages community participation and inclusion. In doing so, the service will remain compliant with education and care service legislation providing a safe and supervised environment for children. All visitors (and non-authorised persons) will remain in direct supervision by an educator while children are attending the service.

Visitors are defined as all people other than:

- Employees;
- Children enrolled and attending the service; and
- Parents, caregiver, or authorised persons delivering or collecting children from the service.

At times teachers or other relevant school community members may be in the vicinity of the service's activities. Educators welcome collaboration and participation by the school community but will ensure that where children are being provided care and education, an educator will remain in direct supervision at all times. **Refer 9.9 Visitors Policy.**

Excursions

Karalee OSHC includes excursions as a valuable part of its overall program. Excursions aim to provide children with enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Parents and stakeholders are encouraged to contribute ideas and perspectives to the planning of excursions and their activities. The Service will evaluate each excursion to ensure outcomes are meeting intended aims and needs of children and families.

Written authorisation from a parent (or other persons named with authorisation on the enrolment form), will be held by the Service before the child is to be taken off-site. The Service's booking forms (typically the Vacation Care booking form) will be created in a manner to provide and collect all relevant details from the parent or authorised nominee.

The written authorisation for an excursion must contain:

1. the child's name;
2. the reason the child is to be taken outside the premises;
3. the date the child is to be taken on the excursion (unless the authorisation is for a regular outing);
4. a description of the proposed destination for the excursion;
5. the method of transport to be used for the excursion;
6. the proposed activities to be undertaken by the child during the excursion;
7. the period the child will be away from the premises;
8. the anticipated number of children likely to be attending the excursion;
9. the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion;
10. the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and
11. that a risk assessment has been prepared and is available at the Service, along with the permission form.
12. Parent's sign the permission form and indicate that they have read the relevant Risk Assessments.

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.

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.

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.

Personal Effects

We do not recommend or encourage personal items to be brought to KOSCH, however we do understand that sometimes children may need their 'special teddy' or an item of comfort. 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.

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 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. Non-payment by the due date will result in a \$10 late payment fee.

Payment can be made by eftpos 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.

Childcare Subsidy

To be eligible for reduced fees families are required to provide all personal information as requested on the enrolment form. Full fees will be payable without the subsidy until the service receives current and correct information from the family such as CRNs and that information has been acknowledged by Centrelink. Families should lodge their claim for Child Care Subsidy prior to enrolling their child. Subsidy claims can only be backdated 28 days before the claims were made.

Bookings

All bookings can go through the 'Xplor' parent portal. 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

Permanent Bookings

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

Casual Bookings

Casual bookings can be made up to 10 weeks in advance. You can book up to 8:00am for BSC and 2:00pm 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.

Vacation Care:

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

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 permanent 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.

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.

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>