



TOWNSVILLE GRAMMAR SCHOOL

OSHC

Family Handbook

2020

North Shore Campus – 4412 6604

Annandale Campus – 4412 4857

Email – oshc@tgs.qld.edu.au

PHILOSOPHY

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

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

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

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

Here at Townsville Grammar School OSHC we strive to provide a relaxed environment and to encourage all children to "Lean through Play".

"Discere Ludere Per"

GRAMMAR'S GOALS

Have a strong sense of identity - The Service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when faced with challenges.

Be connected with and contribute to their world - The Service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.

Have a strong sense of wellbeing - The Service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.

Be confident and involved learners - The Service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.

Be effective communicators - The Service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

GOVERNANCE

Outside School Hours Care (OSHC) is managed by the Board of Trustees of the Townsville Grammar School and must operate by law under the Education and care Services National Regulations and its associated Laws and other Regulations that OSHC fall under. Other documentation affecting the day-to-day programmes and operation of this Service include, but are not limited to The Privacy Act, Centrelink Act, Child Safety Act and Regulations and the Workplace Health and Safety Act. Health and Disease Management Policies and Procedures are written in conjunction with current information sent to the Service by the Queensland Health Department.

Nominated Supervisor works in direct association with the Head of the Junior School, Mr Noel Nethery, and the Board of Trustees representative, Mr Greg Walsh, to ensure the day-to-day running of the program continues in an appropriate manner.

All Childcare services, including this OSHC are directly accountable first and foremost, to the Office for Early Childhood Education and Care and any complaints or issues regarding the co-ordination of this Service should be directly reported to this Government Department-1800637711 (if outside Brisbane) or 4758 3385.

The Office for Early Childhood Education and Care conducts regular inspections to ensure that the program is being operated according to all legal requirements.

OSHC must undertake Ratings and Assessment every 1 to 3 years. Annandale OSHC was last assessed in October 2013. Our rating was "Exceeding" of which we are very proud. Our assessment chart is displayed in the room.

Participation in the Rating and Assessment process is sought from Staff, Children, Parents and management in order to provide an overall picture of the effectiveness of the Service's day-to-day operations.

ANNANDALE/NORTH SHORE OUTSIDE SCHOOL HOURS CARE

Nominated Supervisor

Joanne Stockwell - Qualifications include Diploma in Children's Services, Food Handlers Certificate and Current First Aid that incorporates Asthma and Anaphylaxis and current Blue Card. Responsible for Educator's rosters and ensuring compliancy at all times under the Education and Care Services National Regulations. Responsible for the Management of this Service and all Educators. Also oversee all programming ensuring children's needs are met on a regular basis through our programming processes.

Educational Leader/Assist Co-ordinator

Josie Hoffensetz - Qualifications include Diploma in Children's Services, Food Handlers and current Blue Card First Aid, Asthma and Anaphylaxis Certificate. Responsible for all programming ensuring all children's needs are being continually met. Ensuring that Educators are constantly observing all children and paperwork completed on a timely basis. In consultation with Nominated Supervisor, ensure that the Vacation Program is completed and approved and available to Parents/Carers three weeks prior to commencement of vacation care.

Current Staff

Thomas Likely - BEd, current full First Aid, Food Handlers, current Blue Card.

Lorine Aroney - Dip.Children's Services, current full First Aid, Food Handlers, current Blue Card.

Sheree Currie - Cert III Children's Services, current full First Aid, current Blue Card.

Clark Caleo - Dip.Health Science, current full First Aid, current Blue Card.

Emma Green - Studying Dip.Children's Services, current full First Aid, current Blue Card.

Narelle Wehrman - Dip.Children's Services, current full First Aid, current Blue Card.

Timothy Likely - Studying B.Nursing, current full First Aid, current Blue Card.

Annandale Hours

Before School Care, 7:00am-8:30am

After School Care, 3:00pm-6:00pm

Vacation Care/Pupil Free Day, 7:00am-6:00pm

North Shore Hours

Before School Care, 6:30am-8:30am

After School Care, 3:00pm-6:00pm

PRIORITY OF ACCESS

All school-aged children, including Prep children are able to book OSHC places.

Children requiring emergency or crisis care will be given priority at all times for places.

Full time working and/or studying parents will then be given next priority for places. Non-working or studying parents will be next priority for OSHC places.

First Priority - A child at risk of serious abuse or neglect.

Second Priority - A child of a single parent who satisfies, or have parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999.

Third Priority - Any other child.

Another level of priority within Priority 1, 2, 3 is as follows:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in low income families
- Children in families from culturally and linguistically diverse (CALD) backgrounds
- Single parents

VACATION CARE (ANNANDALE CAMPUS ONLY)

Places are booked separately. Any cancellation after the cut-off date, which is usually 2 weeks prior to Vacation Care starts, a fee will be charged due to venues being booked and rosters are out. Days can be added at any time during the Vacation Care period if positions are available. Children, who only attend Vacation Care, must have current enrolment details in place at OSHC before their first day of attendance. This includes CRN (Customer Reference Numbers).

RATIOS

Within the Centre/Outdoors: Maximum of 1 Educator to 15 (mixed ages).

Vacation Care Excursions: Ratio will be determined once Risk Assessments are completed.

Swimming/Water Activities: Ratios will be determined once Risk Assessments and Swimming Ability forms are completed.

HOW DO I BOOK?

All families are required to complete an OSHC enrolment form as well as a booking form. All aspects and requirements of enrolment will then be discussed with the Nominated Supervisor in person.

Each program is separate; Before School Care, After School Care and Vacation Care, so children will need to be booked into each one they require. It is important to adhere to the booking system, so Educators are aware of children exact attendances each day. Parents must inform OSHC of any absences. Casual bookings are available in an emergency, just ring OSHC to see if days are available. Cancellations due to holidays require 2 weeks' notice, in writing for Before School and After School Care. Please note you will be charged for absent days that your children are booked in for.

NOMINATED PICKUP PERSON FOR CHILDREN

A pickup person is the one nominated by parents/guardian on the enrolment form, who is authorised to collect the child. All need to be over 16 (with consent from Parent/Carer) years of age, and will need to produce ID when first picking up a child.

Email or letter to staff to nominate a pickup person who is "not on enrolment form" is required.

A pickup person nominated by one custodial parent cannot be removed by the other without consultation. Information concerning children is only available to parents, as a family's privacy is of prime importance at OSHC. If your child needs to leave on the 4:30pm bus for the North Ward Campus you will need to email or call through the request.

If you need to seek information concerning booking/enrolments:

During School Term - Nominated Supervisor is available most days from 10:00am to 6:00pm. Please leave a message on the answering machine and someone will call you as soon as possible.

During Vacation Care - Nominated Supervisor and Educators are available from 7:00am to 6:00pm if you have any enquires.

COMMUNICATION WITH FAMILIES

We have a number of ways we communicate with you as a family. Posters and brochures are available throughout the Service and at the parent desk relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups. We can help with further contacts if you need them.

Your feedback is important to us. 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 best interests of the child are our paramount concern at Grammar OSHC and our Service endeavours to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

CHILD PROTECTION

This Service regards as of the 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. All Educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

PHOTOS

On occasion, your child may be photographed participating within the day-to-day activities we provide at Grammar OSHC. These photos may be used within the Service on walls or via School Newsletters (Annandale Update) and Social Media etc. as part of our programming process. The children take great pride in having their day-to-day lives documented this way.

CONFIDENTIALITY

All personal 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*. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see Co-ordinator about accessing these records.

PARENTS CODE OF CONDUCT

Educators are available for parents to speak briefly to at all time when the Service is open. Longer, more confidential, appointments can be made to speak with the Co-ordinator. If you wish to speak to someone other than these people, you can follow the *Complaints Handling Policy* outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the Service in a suitable manner.

- Swearing and/or raised voices will NOT be tolerated at our service.
- Educators have the right to ask a person to leave the premises if they feel intimidated in any way.
- Parents are not to belittle other children in the Service.
- Police will be called if person does not respond to request to leave the premises.
- Your child will be excluded from the Service if your behaviour does not follow the Parent/Carers Code of Conduct.

GRIEVANCE PROCEDURE

Parent Educator

Nominated Supervisor OSHC [Ms Joanne Stockwell] 4412 4857

Head of Junior School [Mr Noel Nethery] 4412 4800

School Principal [Mr Timothy Kelly] 4722 4900

Office of Early Childhood Education and Care 4758 3385

The Australian Children's Education and Care Quality Authority [ACECQA] 1800 181 088

ARRIVALS AND DEPARTURES

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Service 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. In emergencies, letters of authorisation may be emailed to the Service.

If you require your child to attend activities within the school grounds, written authority must be given. Educators will not be available to escort children to these activities due to educator's ratios. Parents should consider this when enrolling children in these activities. Educators 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 ten minutes of expected arrival, parent/guardian will be contacted on the numbers provided.

LATE COLLECTION AND FEE PAYABLE

We ask for your co-operation by collecting your child by 6:00pm After School Care and 6:00pm during Vacation Care and Pupil Free Days. Late pickups are upsetting for the child and stressful for all Educators. If there is an emergency and you are unable to collect your child on time, please contact the Service as soon as possible. If your child is not collected on time, a late fee of \$20.00 will be charged immediately after the above said times, with a further \$1.00 per minute thereafter. The correct time will be recorded on the sign out sheet. If a child is not collected within half hour after closing times and emergency contacts cannot be reached, the person in charge will contact the police to collect children who are still at the Service.

CHILDREN LEAVING WITHOUT PERMISSION

If a child leaves the Service in any other circumstances and for any reason without permission, the Educator will assess the situation immediately and determine the best way to ensure the safety of all children within the service; this may include the calling of police and a parent/guardian as quickly as reasonably possible.

CHILD CODE OF CONDUCT

As part of our commitment to quality care for the children at our centre, 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 displayed prominently throughout the Service.

MEDICATION

In the case of your child/children requiring medication whilst in our care, please supply written authority stating the medication, dosage, dates and 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. All medication administered by Educators will be recorded in a Medication Register which will be signed off by another witness. 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.

DAILY ROUTINE

Before School Care

6:30am	Service opens (North Shore Campus)
7:00am	Service opens (Annandale Campus)
7:00am - 8:00am	Children wash their hands and are offered breakfast

Children are encouraged to be involved in craft activities, puzzles and card games or simply watch television if they choose. Children are able to choose what they would like to do also.

8:00am - 8:15am	Children tidy up room.
8:15am - 8:20am	Children sit quietly and watch television or alternatively play a quiet visual game upon their request until they leave for their school day.
8:20am	A Staff member accompanies Prep children to their classrooms.
8:30am	All other children head off to their classrooms.

After School Care

2:55pm	Two staff members collect Prep children from their classrooms.
3:00pm - 3:40pm	Children arrive at Service to be marked in for the day they continue on to wash their hands and sit down for afternoon tea.
3:40pm - 3:50pm	A brief whole group meeting is conducted to discuss the afternoons/ activities and any other sharing of information.
4:00pm - 5:15pm	Children are offered a variety of planned Indoor and Outdoor activities. Children also have the choice of spontaneous activities.
5:15pm - 5:55pm	Activities are wound down for the day and the room is tidied up. This is time for children to have some quiet time/relaxation. Children are also awaiting the arrival of their Parent/Carer.
6:00pm	Service closes

Routines are subject to flexibility this includes weather, children's needs and other school activities that may be occurring.

Vacation Care Routine

7:00am	Service opens
7:30am - 9:30am	Children have free choice activities.
9:30am - 10:00am	Children go to the toilet and wash their hands before having Morning Tea. General Housekeeping is done i.e. Centre rules, etc.
10:00am - 12:00pm	Organised Indoor/Outdoor activities are offered as well as Children's Choices.
12:00pm - 12:30pm	Children go to the toilets and wash their hands before eating their lunch.
12:30pm - 2:00pm	Children are then offered relaxation by watching a movie or quiet activity.
2:00pm - 3:00pm	Children are offered to have free indoor/outdoor time whilst awaiting afternoon tea.
3:00pm - 3:30pm	Children go to the toilets and wash their hands before eating afternoon tea. Afternoon tea is then eaten.
3:30pm - 5:00pm	Children participate in outside planned activities as well activities of their choice.
5:00pm - 5:30pm	Pack up any outdoor equipment and tidy up room.
5:30pm - 6:00pm	Relaxation time as children await the arrival of their Parent/Carer.
6:00pm	Service closes

Routines are subject to change/flexibility, this include weather and children's needs.

NUTRITION

Nutritious and well-balanced food will be provided for breakfast (Before School Care only) and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. 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 menu is displayed on the notice board. Detailed information about our *Nutrition Policy* is available in our Policies and Procedures Manual, located on the signing in desk of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with an educator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards. We encourage families to supply their children with a nutritious lunch during vacation care periods.

EXCURSIONS

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and 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 venue and address
- Times of departure and return
- Estimated travelling time
- Method of transport used (name of company)
- Activities to be undertaken
- The required child/Educator ratio required
- Risk Assessment available upon request

Children are required to have footwear for ALL excursions. Children MUST wear a hat at all times during outdoor activities. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. During swimming excursions children will be required to wear sunscreen prior to entering the pool. Sun safe swimwear is a must during this activity.

PROGRAMMING

A variety of supervised activities will be programmed throughout the week for Before, After School and Vacation Care (e.g. cooking; 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. Our aim is to allow children to have a strong sense of identity, connect them with and contribute to their world, to have a strong sense of wellbeing, encourage them to be confident and involved learners and guide them to become effective communicators (My Time, Our Place). Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Co-ordinator will happily discuss any aspect of the program with interested parents. The weekly program is permanently posted on the doors.

CCB, CCR AND CCMS (CHILD CARE BENEFIT & CHILD CARE REBATE)

This can be applied for through the Family Assistance Office. It is the parent's responsibility to obtain this entitlement. It is also the responsibility of the parent to notify our Service of your Customer Reference Numbers (CRN) and dates of birth for yourself and all children in care. Without these numbers you will be required to pay full fee. If JET is approved you must notify the Service of the hours of entitlement. All children in registered care (other Services included) must be given to the Service with their dates of birth; this will ensure you are receiving the correct percentage rate. Please note that information needed for CCMS is your responsibility and backdates are at times not possible. Please refer to CCMS handbook for further information. Child Care Rebate (CCR) is generally paid to the parent/career quarterly or annually. You now have the option of having this amount paid to your Service in weekly instalments. Please contact Centrelink (136 150) if you wish to consider this option.

ABSENCES

Families receiving Childcare Benefit are allowed 42 days per financial year, per child, for 'allowable absences'. Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent may be required to pay the full cost of care on any further absences in the calendar year, unless they are 'additional absence days'.

www.humanservices.gov.au

<http://mychild.gov.au>

<http://education.gov.au>

<http://www.defence.gov.au/people/families.htm>

<http://www.communities.qld.gov.au/disability>

www.acceqa.com.au

<http://www.tgs.qld.edu.au>