

Service ID Number: 190007891K



# Family Handbook

## 2020

*A quick guide of  
policies and procedures  
for Parents/Guardians.*

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# Our Philosophy and Goals

The Sherwood State School Outside School Hours Care Service aims to support the needs of the children, parents/guardians and staff by creating a nurturing environment and providing quality care at before and after school care plus during holiday periods. We provide fair and versatile opportunities to each child for further development and invite the children to utilise their surroundings within a safe environment to progress in areas such as health and creativity to assist growth in cognitive, physical and social skills.

The daily practices of the service should reflect and reinforce the principles laid out in the United Nations Convention Rights of the Child and the Australian National Quality Framework. Each child is equal, and we strive to celebrate their diversity of family culture within our program.

Educators at the service encourage each child to be a valuable member of the community and to make choices and decisions to influence events which have an impact in their world. Children learn and develop skills through active play and direct interaction with their environment. This means children will have the opportunity to engage and make decisions about their activities and how they spend their time, interact with others and use resources on a daily basis. Activities on offer include indoor and outdoor, individual and group play so children can explore and develop a strong sense of self-worth and the value of others. We seek to consider children's opinions and views when programming activities and consider the best interests of the child plus their right to play and learn in a safe, nurturing environment.

We believe in promoting children's emotional wellbeing and resilience; and that happiness, optimism and a sense of fun are key dispositions in developing these. Children are active learners from birth and we strive to establish successful lifelong learning through creating rich, engaging environments that encourage meaningful interactions between children, Educators and parents. We acknowledge that children who learn and participate in positive lifestyle choices including healthy eating and physical activity in childhood are more likely to continue these behaviours throughout life and we promote these in our daily practices.

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Educators recognise that parents/guardians and families are the children's primary nurturers and most influential teachers in their lives and believe that mutually respectful and collaborative partnerships between them and the service are vital in caring for their child/ren. All families have the right to equitable access and participation in the community and we seek to provide opportunities to facilitate this and explore the potential in every day events, routines and activities at the centre. Sherwood State School OSHC respects and encourages diversity, allowing all children and families to share and contribute their skills, strengths, expertise and culture to enrich our service. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

# About This Handbook

The Sherwood State School Outside School Hours Care (OSHC) Family Handbook is a brief guide to the most relevant policies and procedures for parents/guardians of the service. The complete Policies and Procedures Manual is located in the OSHC office and on our website. Parents/guardians are more than welcome to view it at any time.

## Administration

### 1.1 Management

Sherwood Outside School Hours Care is governed by the Sherwood State School P & C Association and the OSHC sub-committee. The sub-committee meetings are held at the centre bi-monthly. If any parents are interested in attending the meetings or joining the committee, please see the Coordinator.

### 1.2 Hours of Operation

Before School Care	7:00am – 9:00am
After School Care	3:00pm – 6:00pm
Vacation Care	7:00am – 6:00pm

### 1.3 Enrolments and Cancellations

To access our service, all children must be enrolled. The enrolment process involves a short meeting with the Coordinator prior to bookings being accepted. Enrolment forms are available at the Sherwood OSHC office or on our website. Please provide all relevant details, including any additional information which may help with the care of your child. This includes medical conditions, special needs or dietary requirements. If your child has a medical condition, a “Risk Minimisation Plan” and an “Authority to Administer Medication” form may also need to be completed. A \$20.00 enrolment fee is to be paid when you enrol

your child/ren. This is only required to be paid once per family for the duration of your child/ren's attendance.

### *Routine Bookings*

To arrange a routine booking for your child, an official form will need to be completed. If the service is fully booked, your child/ren will be placed on a waiting list and you will be contacted as soon as a placement becomes available. When you wish to change or cancel your booking at any time, there is a form that can be collected from the OSHC office and completed. Two weeks written notice is required for all cancellations of routine bookings. Any notice less than 14 days will require those bookings to be charged and paid for at the full fee rate. The service will need to be notified of any absences in writing via email. Notifications of less than one week for absentees will still be charged.

If any of your details change, please ensure that you update your information with us. Re-enrolment forms for the following year are issued in term 4. All information collected is confidential and only accessed by educators when necessary to provide the best care for your child.

### *Casual Bookings*

A booking is considered casual when a parent/guardian has no routine booking in place for their child/ren or when an additional session is added to a routine booking already in place. Casual booking requests must be submitted in writing via email. Please note that casual days are approved according to the licenced number of children accepted and the number of educators on duty. All children on the waiting list are offered a place and accepted before casual bookings are considered.

### *Complying Written Agreement*

All families must agree to the terms of enrolment and sign a "Complying Written Agreement" confirming all bookings and fees before their children commence at the service. Any changes to bookings will cause a new agreement to be signed. Those families who have no arrangement with the Dept. of Human Services to collect Child Care Subsidy must sign a "Relevant Arrangement" form with the service to verify bookings and the full fee costs that will be charged.

## 1.4 Fees

OSHC fees for 2020 are as follows;

Before School Care	Routine Booking.....	\$15.00
	Casual Booking.....	\$17.50
After School Care	Routine Booking .....	\$21.00
	Casual Booking.....	\$23.50
Vacation Care	Routine Day.....	\$55.00
	Casual Booking.....	\$65.00
	Excursions/Incursions.....	TBA

*Please note parents/guardians will be charged a \$2.50 absent/non-contact fee if the service is not notified of a child's absence and contact is needed to be made to confirm the child will not be attending.*

Vacation Care fees are calculated according to activities being undertaken for the day. Bookings made less than 10 days before the beginning of vacation care will be charged at the casual rate.

There will be a 10% late fee charge applied to overdue accounts. Please see the Coordinator to discuss payment of fees if you have any concerns.

**All payments are processed through the Debitsuccess System.**

On enrolment, you will be required to complete a Debitsuccess form. Families can select either a bank account or credit card from which fees can be debited.

Fortnightly payments are debited every second Friday. Parents are able to nominate which week they would like fortnightly payments to occur. Payments will then continue on the elected fortnightly cycle. Statements will be emailed before each fortnightly debit.

It is the parent's/guardian's responsibility to ensure that they have enough funds in their bank account or available funds on their credit card to cover fee costs when they are deducted. Parents/guardians also need to ensure their limit recorded on the Debitsuccess Form is sufficient to cover their child care fees per fortnight etc. If fees are not paid, your child/ren may have their enrolment cancelled.

## 1.5 Child Care Subsidy

Child Care Subsidy is a payment from the Australian Government that assists you with the cost of your child care.

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be 13 or under and not attending secondary school)
- the child meeting immunisation requirements
- the individual, or their partner, meets the residency requirements.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

There are three factors that will determine a family's level of Child Care Subsidy. These are:

- [Combined Family Income](#)
- [Activity Test](#) – the activity level of both parents
- [Service Type](#) – type of child care service

The Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

Child Care Subsidy may also be paid up to 42 absences for each child per financial year. These absences can be taken for any reason with no evidence required. Once 42 absences have been reached, Child Care Subsidy may still be paid for additional absences in certain cases but particular support evidence is required.

The Australian Government Child Care Package will also provide targeted additional fee assistance for vulnerable families through the [Child Care Safety Net](#). The Safety Net has three components and provides extra support for:

- *Additional Child Care Subsidy*

The [Additional Child Care Subsidy](#) is a top up payment in addition to the Child Care Subsidy which will provide targeted additional fee assistance to families and children facing barriers in accessing affordable child care.

- *Community Child Care Fund*

Under the [Community Child Care Fund](#), eligible child care services will be able to apply for supplementary funding, including [Connected Beginnings](#).

- *Inclusion Support Programme*

The [Inclusion Support Programme](#) assists mainstream services to improve their capacity and capability to provide inclusive practices and address barriers to participation for children with additional needs, particularly children with a disability.

*Please contact the Family Assistance Office for more information on  
13 61 50*

Parents/guardians must provide all Customer Reference Numbers (CRN's) to receive these entitlements. There is a unique number for each child plus another number for the parent/guardian claiming child care subsidy. Date of birth for each child and the parent/guardian concerned must also be provided.

# Parent/Guardian Responsibilities

## 2.1 Signing-In and Out

Signing children in and out of the centre is a daily requirement. Parents/guardians/authorised persons are responsible for signing children into Before School Care, signing them out from After School Care and signing them both in and out for Vacation Care/Pupil Free Days. This process incorporates marking children on the iPad. Please note that children are not to be signed in or left at the centre by a parent/guardian/authorised person before 7:00am and need to be collected by 6:00pm. Late collections will incur a fee. Note 2.4.

## 2.2 Absentee Signing

Parents/guardians/authorised persons will need to confirm an absentee on the iPad when their child has not attended a previously booked session. This is a mandatory requirement by the Dept. of Education and Training. Parents/guardians/authorised persons are asked to confirm their child's absentee on their next visit to the centre following the absentee day.

## 2.3 Authorised Persons

Children will only be released into the care of the parent/guardian or authorised person. You may authorise other individuals to sign your child out of the service. These individuals can be nominated on your enrolment form, or in writing, and in case of emergencies, they can be confirmed over the phone. The authorised person will need to show photographic identification when signing out any children.

## 2.4 Late Collection

In cases where you are unavoidably detained and are unable to collect your child/ren, you must telephone the service and advise of your expected time of arrival. If you have not arrived by 6:00pm, the service will attempt to telephone you. If this is unsuccessful, contact will be attempted with your emergency contacts listed on your child/ren's enrolment form. If no one can be contacted and your child/ren have not been collected by 6:30pm, Sherwood Police Station will be informed and asked to take over responsibility for your child/ren.

Please note that a late collection fee of \$20.00 for the first 15 minutes will be charged followed by \$1.00 per minute afterwards for any late collections.

## 2.5 Complaint Procedures

Please let us know if you are unhappy with any aspect of the service that we provide for you and your child/ren. If you have a complaint or concern, you may discuss this with the Coordinator.

The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided. These may result in the complainant being asked to leave the service and to continue their discussion at a later date.

If you feel the problem is not resolved or do not feel comfortable to take the complaint to the Coordinator, you may contact the P & C President.

## 2.6 Parent/Guardian Conduct

Parents/guardians are expected to communicate appropriately with all educators whilst dropping off and collecting their children or conducting any interactions with those at the centre. Parents are not permitted to approach or verbally discipline any other child at the service. If you have an issue or concern regarding the conduct of another child, family or employee, please follow the complaint procedure above.

The service has a non-smoking policy. Parents/guardians must not smoke within school grounds or less than 5 metres from any boundary of the school.

## 2.7 Children's Property and Belongings

The service takes no responsibility for any lost or damaged items which the child has brought from home/school. All property and belongings need to be clearly named or labelled. There is a lost property box at the service. Please remind your child/ren to place all property/belongings in their bags.

## 2.8 The Use of Electronic Devices

During Before and After School Care, children are not allowed to use electronic devices such as iPods, iPads/tablets, DS devices, Nintendo Switch and mobile phones etc. All mobile phones will need to be kept in the child's bag or held at the OSHC office and are not to be used as contact without permission from the service staff whilst the children are signed in at the centre.

Electronic Devices are allowed during Vacation Care but children are not permitted to take photographs or recordings on these whilst at the service. Limited time is devoted to electronic use with only certain periods of the day being allocated towards it. Children may only bring "Child Friendly" electronic games and are not allowed to access the internet or play downloaded/recorded movies on their own devices whilst at the service. Electronic devices that are misused by a child will be confiscated and returned to the parent/guardian.

# Program

## 3.1 Service Program

Children have the freedom to choose from a range of activities during sessions. Educators encourage children to explore their play. They supervise and assist them to build on their ideas and learn new skills. The program (including crafts, sports and activities) is displayed on the office notice board.

Before School Care is relaxed and flexible. Children may choose to participate in a range of indoor activities which include board games, creative play, toys, puzzles, reading and craft. Breakfast is served between 7:00am – 8:00am. Children may play in the OSHC Playground from approximately 7:30am – 8:00am if they wish and weather permits. From 8:00am, children who wish to continue playing outdoors may move to the oval or under the new hall. All children assemble back in the old hall at approximately 8:20am for a short meeting before being signed out to attend school.

During After School Care, children are signed in and enjoy a quiet indoor activity or watch an interesting child friendly YouTube clip while waiting for everyone to arrive. At approximately 3:15pm, afternoon tea is served in three groups such as Preps, Juniors (year 1's and 2's) Young Seniors (year 3's and 4's) plus Older

Seniors (year 5's and 6's). Once the children have finished eating, they have the opportunity to choose between indoor activities e.g. craft, creative play, construction, puzzles, cooking and STEM or outdoor play such as sports, team games, skipping and free play. At approximately 5:00pm (time varies according to the season), the children return to the playground outside the hall to play before finishing the day with quiet activities or group games inside the hall.

The Weekly Programs are compiled in consultation with children, using programming resources and building on previous activities plus searching the internet for community key events and sites specifically aimed at learning that is fun for children.

### 3.2 Meals & Food

The service provides breakfast (cereal/toast plus the daily special) at Before School Care. Afternoon tea is served during After School Care and both of these meals are supplied by the service throughout Vacation Care sessions.

The service strives to provide a variety of nutritious and healthy food choices, which are consistent with the Dietary guidelines for children and adolescents in Australia (NHMR) 2003 as outlined in the food and nutrition policy. All food prepared by the service is in accordance with work place food safety laws and procedures. Parent/guardian suggestions and feedback are always welcome. Please feel free to forward them onto the Coordinator.

We are a nut-free service and are accommodating to any special dietary requirements and allergies. Children may bring egg products from home during Vacation Care. However, these items may only be eaten in allocated areas due to the amount of children who have serious egg allergies that attend the service.

Please note that children's food is not able to be heated in the microwave or have hot water added by educators at the service.

### 3.3 Children with Additional Needs

We endeavour to include children with additional needs throughout our programs. Children who have additional needs may be eligible to apply for extra support from the Inclusion Support Agency. For further information, please discuss with the Coordinator.

### 3.4 Supervision

The staff to child ratios as stated by the Education and Care National Regulation 2011 of 1 educator to 15 school age children is strictly adhered to at the service. Additional staff are rostered on during activities where more supervision is required e.g. swimming or excursions. In the case of excursions, educator ratios will be determined once a full risk assessment of the activity has been conducted.

### 3.5 Behaviour Management

Learning appropriate behaviour is part of your child's social development. Our educators aim to assist children in being responsible for their own behaviour and to develop an understanding of what is appropriate in a variety of situations. Educators model appropriate behaviour. Behaviour expectations and guidelines are displayed in the office and around the hall.

You are encouraged to discuss your child's behaviour with the Coordinator to ensure consistent behaviour expectations between home and the service are in place. Boundaries to the children's behaviour will be fair and reinforced consistently in a developmentally appropriate manner. Children will be encouraged to settle their differences peacefully. Educators will focus on positive behaviour, providing praise and encouragement where appropriate. Whenever possible, problems will be prevented before they escalate due to close supervision.

### 3.6 Anti-Bullying

As part of the service's behaviour management policy, an anti-bullying procedure has been incorporated into our practices. The service is committed to implementing positive and permanent solutions to bullying. Educators, children and parents will work together to stop all bullying as part of the 'no-tolerance' approach.

Steps you can take to help your child:

1. Encourage your child to report any bullying against them.
2. Watch for signs of bullying and speak to the Coordinator if your child is being bullied or if you suspect bullying.

3. Model caring and tolerant behaviour when interacting with children, educators or other parents.
4. Promote strategies that enable your child to feel empowered and confident if they have to deal with a bullying incident.

### 3.7 Exclusions for Behavioural Reasons

The service has a Duty of Care to all children who attend and educators who work within the service. If a child exhibits inappropriate behaviour or behaviour which threatens the safety or wellbeing of any child or other persons in the service and the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures, then the child whose behaviour is inappropriate or has caused the threat to the safety or wellbeing of others may be excluded from the service temporarily or, in some cases permanently.

If a child's behaviour causes or may reasonably cause physical danger to other children, educators or the child themselves, the parent/guardian of that child will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and Management Committee.

### 3.8 Excursions

Children will be taken on excursions outside the centre as part of the planned activities during Vacation Care. Excursions are undertaken as a whole group (Prep – Year 6) and are compulsory as there is no option to stay at the service. The focus of these field trips is education, recreation and fun. Examples of excursions include interactive learning experiences, recreational activities and cinema visits etc.

We also endeavour to provide one Senior (Year 5's & 6's) excursion each holiday period. This gives the older children an opportunity to learn important life skills, become more independent and responsible while enjoying leisure time with their friends.

# Health and Safety

## 4.1 Unwell Children at the Service

The service is not able to care for children who are ill. It is important that the Coordinator is notified if your child has been unwell or received an injury since last attending the service.

In the case of your child becoming ill at the service, you will be contacted to collect your child. An educator may call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contacts as soon as possible. All medical costs are the parent's/guardian's responsibility.

## 4.2 Exclusion due to Illness

As protection for all children and educators, the following exclusion policy applies to all children enrolled at the service.

All children with an infectious disease will be excluded from attending the service to prevent the disease spreading to others. It is the responsibility of parents/guardians to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering.

A list of infectious diseases can be found on display in the OSHC office or the Commonwealth Department of Health website at [www.health.gov.au](http://www.health.gov.au).

If your child is unwell at home, please do not bring him/her to the centre. Your child/ren may not be accepted at the service or you may be contacted to come and collect your child immediately under these circumstances. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not attend.

### 4.2.1 Cold Sores

Cold sores are common and most children would have had their first cold sore by the age of five years. Spread of infection is most likely when there is fluid present in the blister. Sores should be covered by a waterproof dressing where possible and exclusion is dependent upon the age of the child and their

capability to maintain good hygiene practices to minimise the risk of transmission.

#### 4.2.2 School Sores (Impetigo)

School sores are common in children and can spread easily. However, with appropriate care, this risk can be reduced. They are infectious while there is fluid weeping from the sores. Children are to be excluded until they have received antibiotic treatment for at least 24 hours. Any sores on exposed skin should be covered with a waterproof dressing.

#### 4.3 Medication

Parents/guardians are encouraged to administer any prescribed medication to their child before or after attending the service in preference to requesting that educators at the service do so, unless absolutely necessary.

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 expiry date: and is
- Accompanied by a Medication Authority form completed by the parent/guardian.

All children identified with Anaphylaxis, Allergies or Asthma on their enrolment form require additional medical forms to also be completed. Families may additionally supply an individual Asthma Medical Management Plan developed in conjunction with their medical practitioner for their child.

The service recognises that some children are able to self-administer medication with conditions such as Asthma and Diabetes. In consultation with the Coordinator and prior parent/guardian authority, this may be organised. In these situations, the relevant risk minimisation will be completed by the parent/guardian prior to the child administering the medication and service staff must still be informed by the child when they are doing this.

#### 4.4 Accidents

Despite every precaution, accidents occur at the service. In case of a minor incident, first aid will be applied by appropriate educators. In the case of a more serious incident, a staff member may call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contacts as soon as possible. All medical costs are at the parent's/guardian's responsibility.

#### 4.5 First Aid Qualifications

Only staff members who have a first aid qualification will administer first aid. At least one staff member who is first aid trained will be on site at all times. The service is fully equipped with maintained first aid kits and carry a portable first aid bag on all excursions.

#### 4.6 Sun Protection

Please provide a broad brimmed Sun Smart hat (clearly labelled with your child's name) with good coverage that protects the face, neck and ears and an alternative sunscreen if your child has specific allergies.

In accordance with our Sun Safety Policy;

During peak UV times (monitored daily, through the Bureau of Metrology website), children will not be permitted to play outside without a hat and sunscreen. When children are playing outside, they must have applied a SPF 30+ broad-spectrum, water-resistant sunscreen, with parent permission and consideration of allergy safety.

Wherever practicable, outdoor activities will take place before 10:00am or after 3:00pm and we will ensure that adequate shade is provided during outdoor events, including excursions.

#### 4.7 Safety Drills

Both fire and lock-down drills are practiced once a term to ensure that children and educators are familiar with the procedures should an emergency occur. A copy of the Evacuation procedure is displayed in the hall. Parents/guardians are asked to familiarise themselves with these procedures.