

## Coomera Rivers Outside School Hours Care

Coomera Rivers State School  
81-87 Finnegan Way  
Coomera  
QLD 4209

### Contact Details:

Approved Provider: Corina Profke  
Tel: 5596 8333  
Mob: 0455 968 377

Email: [croshc@coomerariversss.eq.edu.au](mailto:croshc@coomerariversss.eq.edu.au)

### Service CCS Provider Numbers:

Before School Care 387 905 356  
After School Care 387 905 357  
Vacation Care 387 905 358

### Hours:

Before School Care	6:00am – 8:30am
After School Care	2:30pm - 6:30pm
Vacation Care	6:00am - 6:30pm
Student Free Days	6:00am - 6.30pm
Public Holidays	Closed
Christmas Period	to be advised

### Approved Provider Contact Details:

P & C President: Corina Profke  
P&C Vice President: Bridgette Raschke  
P & C Secretary: Gemma Del Re  
P & C Treasurer: Heather Mulders

### Fees and Charges

#### (before Australian Government Child Care Subsidy is applied)

Before School Care (includes breakfast): \$21.00

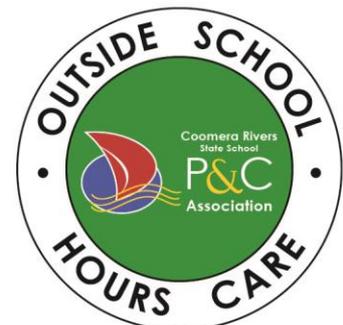
After School Care (includes afternoon tea): \$34.00

Vacation Care and Student Free Day (includes breakfast and afternoon tea): \$73.00

(Additional fees are charged for excursion /special event days. Please ask Service about costs)

### Service Bond (due on enrolment)

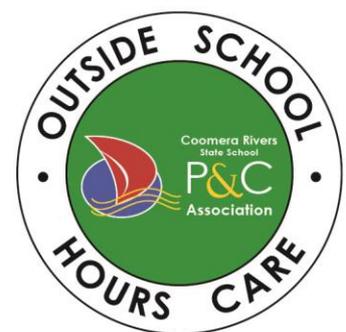
Bond per child: \$100.00



# Coomera Rivers State School P & C Association OSHC

## 2022 Family Handbook

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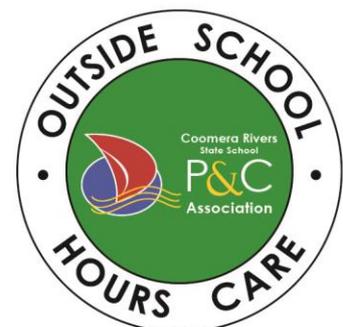
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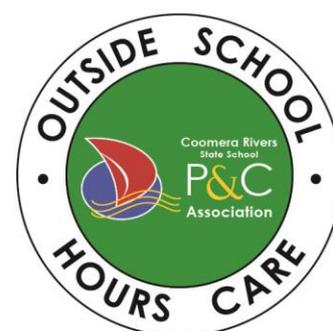
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# About our Service

## 1.1 Our Philosophy

The service's statement of philosophy provides the foundation for all activities, policies and procedures of the service. Wherever there is uncertainty about policy or procedures, the service will reflect on the principles captured in their philosophy statement 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 and principles in mind.

Coomera Rivers State School Outside School Hours Care believes that each child has the right to be an active member of the community in which they live, to express their opinions and to have their views considered in decisions that affect them.

We believe the best interests of the children and their right to play, learn and develop in a safe and nurturing environment, is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children.

We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions, we can build a foundation for successful lifelong learning.

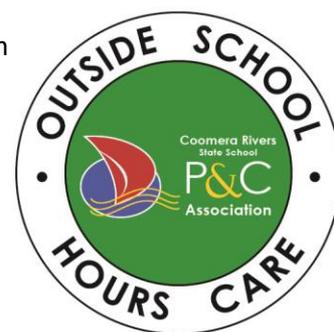
We acknowledge that parents and families are the child's primary educators and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support and promote each child's health and wellbeing.

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

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

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

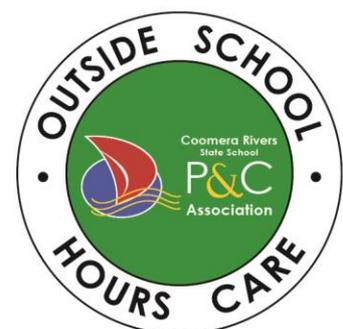
We value ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children.



## 1.2 Our Goals

Coomera Rivers Outside School Hours Care bases its operations, program and practice on the following goals that promote the learning outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care in Australia. Our goals are to encourage children to:

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



### 1.3 Approved Provider

Coomera Rivers State School P&C Association is the Approved Provider for Coomera Rivers Outside School Hours Care Service. P & C meetings are held on a Tuesday in weeks 4 and 9 each term, from 7.00pm. The meetings have an agenda. Items for discussion can be submitted to the Director or a member of the P & C executive up until 5 pm the day before the meeting.

Parent participation is encouraged throughout all aspects of the Service. From time to time we review aspects of the Service operations and program including its Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Participation allows you to have your say and to ensure that our service is the best it can be.

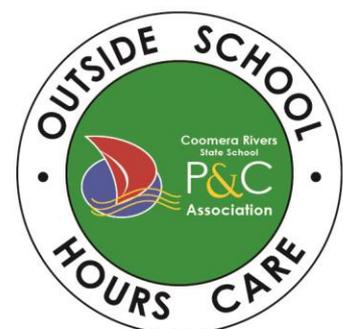
A Strategic Plan including a Quality Improvement Plan (QIP) has been developed for our service. Key areas of current progress are discussed at each monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the service are involved in the development and review of the Strategic Plan and QIP.

Policy and management issues should be directed to the P&C via the grievance policy outlined in this handbook.

### 1.4 Policies and Procedures

Coomera Rivers OSHC has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service and ensures operational and program practice is compliant with all relevant legislation. This manual is available for you to read at your request. Details in the Manual are kept up to date.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Policies and procedures are subject to change and parents will be notified of any changes.



## 1.5 Enrolment and Orientation

Parents/guardians are required to complete an online enrolment form before any child attends the Service. A meeting will take place on enrolment of your child at your request. This is a fantastic opportunity to discuss with us what will help make your child's time with us enjoyable. During your enrolment process each newly enrolled family has access to a copy of this Family Handbook detailing selected policies and conditions of enrolment. You may request a welcome tour of the service and be given a rundown on basic operations such as staffing and programming.

If your child has additional needs, consultation with relevant parties e.g. parents/guardians, Director, inclusion support professionals and/or teachers, will occur before the child commences. To ensure the best possible outcomes for the child, topics discussed will include:

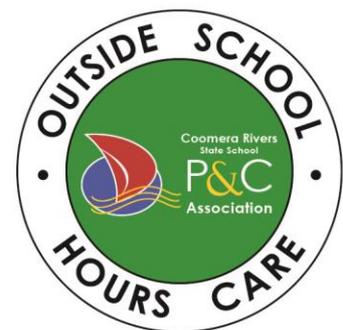
- Level and duration of support the child requires;
- Necessary training of educators and volunteers;
- Safety of all children enrolled and environmental factors; and
- Sources of information, resources and support services

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.

You are encouraged to ask the Director and/or educators for information relating to:

- Your child's enrolment at this service including the activities and experiences provided;
- The service philosophy about learning and child development in play-based settings and how it is intended positive outcomes will be achieved; and
- The service's program goals that develop your child's sense of identity and wellbeing, connection to their world, confidence and involvement and ability to communicate effectively with others.

***See 9.2 Enrolment Policy***



## 1.6 How We Communicate with Families

We have a number of ways we communicate with you as a family. These include through daily conversations, emails, OWNA, and including provision of a weekly newsletter. Information to assist with parenting may be available on displayed posters and in brochures made available at the service. Information is provided relating to health, nutrition, child protection and community support.

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. We also have an open door policy so please don't hesitate to speak with the Director if you have any concerns.

We are an Approved Service with the Queensland Department of Education and Training – Early Childhood Education and Care. The quality of our service practice has been assessed and rated against the National Quality Standard as part of the National Quality Framework.

## 1.7 Respect for Children

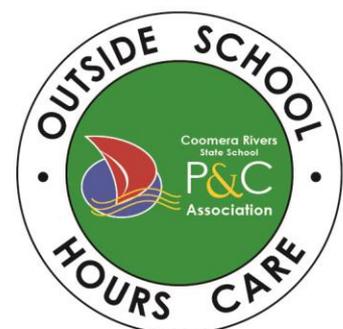
The best interests of the child are our paramount concern at Coomera Rivers OSHC and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the service.

***See 2.1 Respect For Children Policy.***

## 1.8 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 current Child Protection Law, and of our service's Child Protection and the Reporting of Child Abuse Policies through induction and training procedures.

***See 2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy***



## 1.9 Use of Photos

On occasion your child may be photographed participating within the day to day activities we provide at Coomera Rivers OSHC. These photos may be used **within** the service on walls etc. as part of our programming process or on OWNA. The children take great pride in having their day-to-day experiences at our program documented this way. For these photos, those taken for use in any other project such as service marketing material and/or for the development of child profiles, parents will be consulted and will be required to give written permission.

## 1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. Priority for places at the service is given to primary school age children between Prep and Grade 6 currently attending Coomera Rivers State School. We are able to provide care for early high school age children if places are available. Prep children are able to commence care from the first day of the year in which they will attend school.

As vacancies in a service arise, providers are asked to consider prioritising children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

The service's Priority of Access for filling a vacancy is as follows:

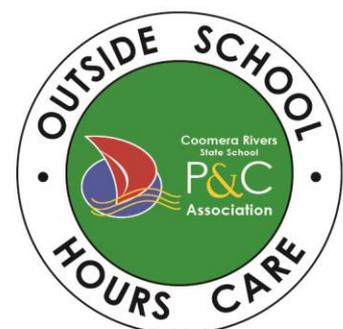
- the booking is routine
- the child attends the hosting school
- the child is a sibling of a child/ren currently routinely attending the service
- the child is at risk of serious abuse or neglect
- the child is higher on the waiting list whose sole parent, or parents both satisfy the activity test through paid employment

***See 2.14 Booking and Cancellations Policy.***

## 1.11 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 **10.8 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 Director about accessing these records.



## 1.12 Parent Code of Conduct

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Director. If you wish to speak to someone other than the Director, contact can be made with the Approved Provider (see contact details provided in this Handbook and displayed in the parent area). For further information please refer to the **9.5 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.

- **There will be no swearing or raised voices**
- **Staff members have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if the person does not respond to requests to leave the premises**

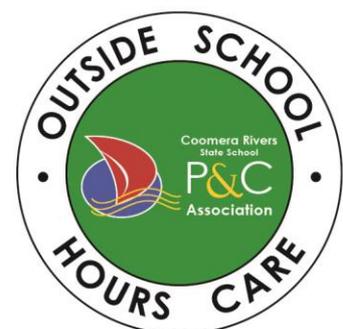
## 1.13 Educators, Staff Members and Volunteers

All educator qualifications and educator to child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm. The ratio of 1 educator for every 15 children at the service will apply. Based on the risk assessments conducted, ratios for excursions may be set at a higher ratio e.g. 1 educator to 8 children.

The management of the service promotes and supports professional development for all employees. All educators have a wide variety of experience and qualifications in school age care, recreational, sporting and other childcare settings. Employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by Blue Card Services, Department of Justice and Attorney General in Queensland.

Photos of educators are displayed at the Parent Information area so that you are aware of who is caring for your children.

***Refer Educator, Staff members and Volunteers Policies and Educator to Child Ratios Policy.***



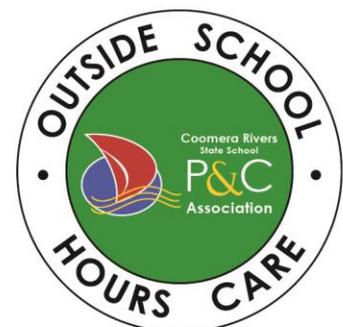
## 1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Director. If this is not satisfactory, the Approved Provider of the service may be contacted directly to handle complaints. Contacts for the Approved Provider representatives are at the front of this handbook.

The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Green for Growth' at the sign-in desk, at regular P&C /Management meetings, parent information sessions or via regular surveys.

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 9.5 Complaints Handling Policy.***



# Caring for Your Child

## 2.1 Arrivals and Departures

Children must be signed in and out each day by the parent or authorised nominee. Prior arrangement must be made with the Responsible Person (RP) 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 photo ID. Photo identification shall be required from all such authorised persons. In emergencies, letters of authorisation can be emailed to the service.

If you require your child to attend extra-curricular activities within the school grounds, written authority must be given and arrangements for delivery and collection of your child to and from these activities negotiated with the service. Educators may not be available to escort children to these activities due to the educator to child ratios. Parents should consult with the Director before enrolling children in these activities.

The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of duty of care. If children who are booked in to the service for care have not arrived within fifteen minutes of expected arrival, the parent/guardian will be contacted on the phone numbers provided.

***Refer 2.4 Arrivals and Departures of Children Policy.***

## 2.2 Late Collection and Fee Payable

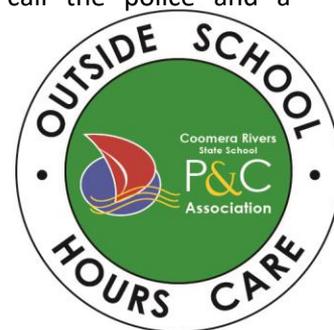
We ask for your cooperation by collecting your child by 6.30pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service prior to closing time. If your child is not collected on time, an initial fee of \$20 is charged and then \$1.00 per minute is payable thereafter. The late fees are automatically applied to your account. The correct time will be recorded and can be viewed on OWNA. If a child is not collected by 7.00pm and emergency contacts cannot be reached, the Service will contact the police for further advice.

***Refer 2.4 Arrivals and Departures of Children Policy.***

## 2.3 Children Leaving without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

***Refer 2.4 Arrivals and Departures of Children Policy.***



## 2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These are displayed prominently throughout the service. For example:

- We will walk inside
- We will respect ourselves and others
- We will speak to others with respect
- We will stay where we can see supervisors (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying

## 2.5 Custody

Where custodial rights apply, this will be noted on the enrolment form and a current copy of the relevant court orders will be provided to the service. Ongoing consultation with custodial parents will be maintained and all staff will be informed of the arrangements as they apply.

**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 cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken, the police and custodial parent will be called immediately.**

*See 10.18 Court Orders and the Release of Children in Care Policy.*

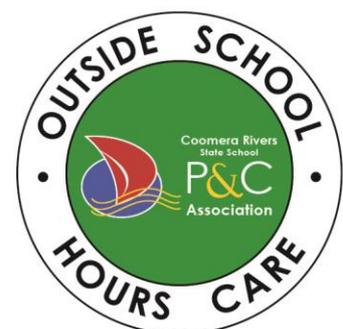
## 2.6 Safety

Evacuation and lockdown plans and instructions are displayed prominently near each exit of the service premises. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced regularly each term. We ask that if you are present during a drill, please participate. Regular emergency and evacuation rehearsals give children and educators an opportunity to become familiar with the routine and planned procedures.

All service fire-fighting and first aid equipment is serviced every six months.

***Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment and Lockdown Policy.***



## 2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and to prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness.

All children who are suffering from an infectious condition will be excluded from the service to prevent others being introduced to the infection. Please refer to the Time Out (Queensland Health) poster displayed at the service to identify the main infections conditions and periods for exclusion. For children who fall sick while in care at the service, the parents will be notified and will be requested to collect their child immediately.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals, food preparation activities and toileting. Hand sanitiser rubs may be used where soap and water are not accessible. Educators and all staff members observe stringent hygiene practices and the service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use.

In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear sunscreen which is applied and reapplied according to the manufacturer's recommendations and the daily guidelines published in the 'SunSmart' app.

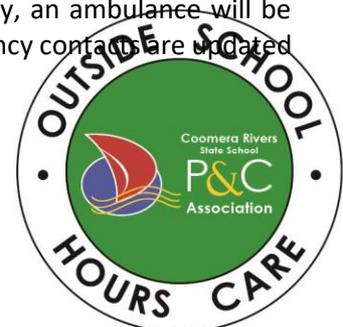
Coomera Rivers OSHC is a smoke free environment.

***Refer 4.1 Health and Wellbeing Policies.***

## 2.8 Illness and Injury

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

The Service will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic first aid. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contact details are updated on enrolment forms regularly.



Children with infectious conditions will be excluded from the service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendations from the Department of Health.

***Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.***

## **2.9 Medication**

In the case of your child/children requiring medication whilst in our care, a medication authorisation form is to be completed by the parent/guardian stating the drug, dosage, dates and times to be administered will be required.

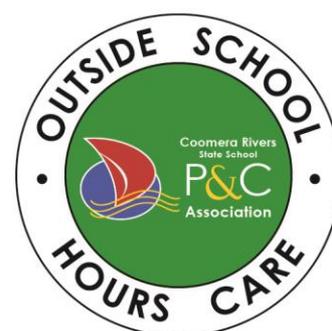
All medication must be supplied in its original container with a pharmaceutical label showing the child's name clearly printed on the front. This includes all non-prescription medication such as Panadol or cough mixtures. If there is no pharmaceutical label with the child's name on the medication, it will not be administered.

Separate forms are to be completed for children suffering from Anaphylaxis, Asthma, Diabetes and/or any other diagnosed medical condition. If a child has a severe reaction or other illness in which timing is vital, medical management plans and risk minimisation plans must be developed between the service, guardians and health professional to ensure immediate action in the case of an emergency event. Please ensure the service is aware of this by detailing on enrolment form.

All medication will be administered by the Responsible Person. This will be recorded on the Medication Authorisation Form and signed by a witness.

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

***Refer 4.1 Health and Wellbeing Policies.***



## 2.10 Daily Routines

**Before School Care:** Children are signed in by parents each morning. Breakfast is supplied by the service until 7:50am. A morning routine and program is offered which provides opportunity for children to engage in a variety of indoor and outdoor activities, such as completion of home work, reading, playing board games, arts and craft, sport and games. Children are signed out from the service by an educator at 8.15am. Prep children are walked up to their room at 8.15 am by educators and handed over to their class teacher.

**After School Care:** Children are signed in by an educator immediately after school. A light, nutritious snack will be served following arrival. A variety of indoor and outdoor activities are offered daily from which children may choose such as cooking, craft, sports and music with opportunities for unstructured play available to all children. A quiet time and space is provided for homework. Families must sign their children out from the service.

**Vacation Care:** Children are signed in and out from the service by the parent /authorised nominee. A menu and program of activities is developed and made available a minimum of 3 weeks prior to the holiday period. A variety of indoor and outdoor experiences are planned from which children may choose and including opportunities to participate in excursions and incursions.

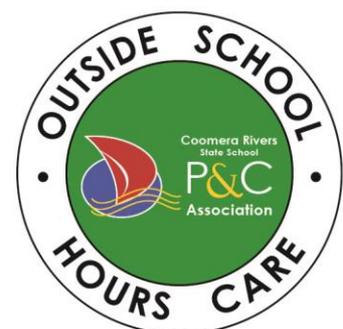
## 2.11 Homework

The service will provide adequate time, quiet space and supervision 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. Parents can request that their child completes homework at OSHC after reading time.

**Refer 3.4 Homework Policy.**

## 2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced meals will be provided for breakfast 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 weekly menu for breakfast, afternoon tea and all foods provided during vacation care is displayed on the notice board. Detailed information about our **Food and Nutrition Policy** is available in our Policies and Procedures Manual, and is available on request. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Service. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

### 2.13 Behaviour Management

The aim of our service is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for boredom, frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behaviour through a supportive model, which includes effective supervision and role modelling, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of inappropriate behaviour.

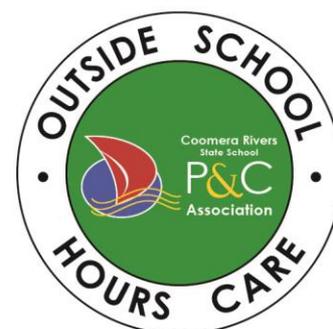
Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity, religious beliefs or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be supported with positive behavior strategies. If unacceptable behaviour continues, safe, quiet downtime spaces will be accessed to allow the child time and space to be calm and reflective with support from an educator. Parents will be notified and consulted with, if disruptive behaviour persists, support will be sought from the Approved Provider. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the service.

Rules of Behaviour are developed in consultation with the children, families and educators.

***Refer 2.6 Behaviour Support and Management Policy.***

### 2.14 Damage to Equipment or Facilities

As part of every-day experiences involving children, we recognise that fair wear and tear will occur to resources and facilities. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, a cost to the parent may be incurred.



## 2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies and sign in/out of the service via the OWNA app.

***Refer Volunteers Policy.***

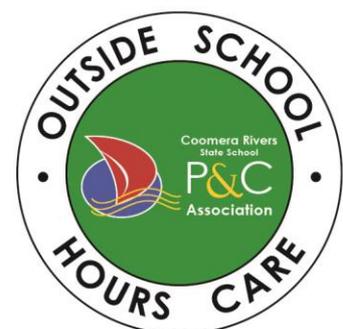
## 2.16 Excursions

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 destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The educator to child ratio
- Expected number of children
- Supervisor during excursion
- Contact phone number during excursion

Children are required to wear covered footwear and a Coomera Rivers OSHC t-shirt for ALL excursions. Excursion t-shirts are available for purchase from the service. Children MUST wear a broad brimmed hat (provided by parents) at all times during outdoor activities. The service has a very limited supply of spare hats for those who have forgotten theirs. The Service will provide sunscreen daily. Please check the Vacation Care program 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.

***Refer 3.5 Excursion Policy***



## 2.17 Transport

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

***Refer Transport for Excursion Policy and Vehicle Restraint Policy***

## 2.18 Clothing

During Before and After School Care children will usually be dressed in school uniform. 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.

Covered shoes and broad-brimmed hats will be worn at all times when playing outside. Appropriate clothing will entail the wearing of shirts/tops with sleeves.

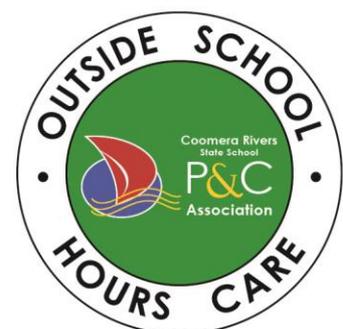
***Refer Preventative Health and Well Being Policy.***

## 2.19 Babysitting

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

## 2.20 Program Planning

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occur on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.



A variety of activities and experiences are planned for each day of Before, After School and Vacation Care (e.g. cooking, painting, crafts, music, sports, outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community.

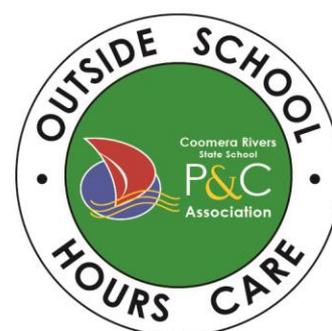
The Director will happily discuss any aspect of the program with interested parents. A current weekly program is available for sighting within Service.

*In order to ensure that programs effectively deliver the values, aims and objectives of the service, we regularly evaluate the structure, process and content of the programs, actively seeking feedback from parents, educators, children and the school community.*

***Refer Educational Program Planning Policy.***

## 2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones etc. The Director/educators must be made aware that children have these items and they should be clearly named with permanent identification. Limits will be placed on children's access to electronic devices. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.



## Payment for Care

### 3.1 Payment of Fees and Outstanding Fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed at the front of this handbook. Fees are set based on the annual budget (*see **Budgeting and Planning Policy***) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified 2 weeks in advance of any changes to fees. A \$100.00 bond is charged per child upon enrolment.

Accounts are raised weekly and payment is due **no later than 3:00pm Friday**. Payment is to be made using direct debit only. The service uses a third party for direct debits; Fat Zebra.

Fees outstanding for more than 3 service days may result in enrolment being suspended and/or cancelled until fees are cleared. If cancelled, your child will then go onto the waiting list, re-attending the service when a place becomes available.

A debt collection agency may be appointed to recover outstanding money. Contact the Finance Manager to discuss payment of outstanding fees. Confidentiality is assured.

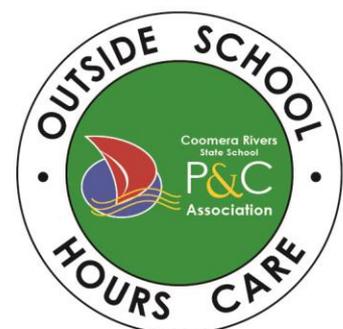
Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Subsidy. Please contact Centrelink for your family's CCS entitlement.

### 3.2 Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment made to the service on behalf of eligible families to assist with the cost of care. Families are required to pay the gap between the service fee and the subsidy paid, to the service.

It is the family's responsibility to contact Centrelink to ensure their eligibility for CCS which requires an income and activity test. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process and required for CCS to be applied.

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



### 3.3 Bookings

At Coomera Rivers Outside School Hours Care we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to the number of approved places allocated to the service, there may be some days we will have to refuse care to casual bookings.

### 3.4 Attendance

Please mark your child/ren absent in the OWNA app if your child/ren will not be attending on a particular day.

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled more than 2 weeks (14 days) prior to booking to be eligible for a cancellation with no charge.

Allowable/approved absences will be used in all other instances, including absence due to illness.

A non-notification fee of \$5 will be charged if a child is not marked absent in the OWNA app prior to 12 noon on the day. This is applicable per child.

### 3.5 Absences from Child Care

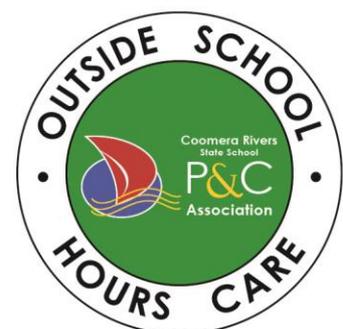
Families receiving Child Care Subsidy are entitled to an initial 42 absence days per financial year, per child. Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).

Absence days that occur before a child's first physical day of attendance, or after their last physical day of attendance will not be eligible for CCS, therefore full fees will be charged to families for these absences.

### 3.6 Additional Absences from Child Care

Once all the first 52 absence days (2022-2023 financial year) have been used CCS will only be payable for absences taken for the following reasons:

- Illness (with a medical certificate)
- Temporary closure due to periods of local emergency
- Exceptional circumstances



### 3.7 Holiday Fee Pause

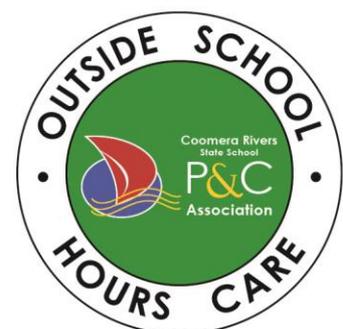
Subject to the service approval, a family may request a temporary pause on bookings and fees for purpose of a family holiday. This pause will not attract CCS absences or impact future permanent bookings outside paused dates.

To qualify, families must:

- complete a *Holiday Fee Pause* form on OWNA at least **two weeks** in advance;
- have all accounts **paid in full**, including fee payments being up-to-date the week prior to the booked holiday; and
- have **demonstrated reliability** in paying fees on time.

This temporary pause on bookings and fees can be requested for up to four weeks of care per calendar year and must be specifically for holidays where a child(ren) is also absent from school.

The offer to pause bookings and fees may be revoked if a family account is outstanding or at the service's discretion. Where the pause is not granted, families will have their child marked as absent (counting toward CCS allowable absence days) for the period the child attends or otherwise cancel or amend their bookings (subject to the cancelation policy).



# Important Contact Numbers

## Centre Contacts

Coomera Rivers Outside School Hours Care - Landline	5596 8333
Coomera Rivers Outside School Hours Care – Mobile	0455 968 377

## Emergency Numbers

Police	000
Ambulance	000
Fire Station	000

## General Departments

Centrelink/Family Assistance	136 150
Queensland Department of Education - Early Childhood Education and Care	5656 6688
Local Council Contacts	5582 8211
Federal Department of Education	137 468

## Health

Community Health Service Centre	5687 9183
Child Health Care	5687 9183
Department of Health	137 468

## Counselling and Support

Lifeline	13 11 14
Poisons Information Centre	13 11 26
Special Needs Support Service	1800 811 039
Domestic Violence (DV) Connect	1800 811 811
Relationships Australia	1300 364 277
Juvenile Aid Bureau	3258 2533
PPP Parenting Program	5656 8600

