

2018

Sunshine Beach Outside School Hours Care Handbook



SBCCC – Jenny Brooks

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2018

Outside School Hours Care

Handbook

- **Before School Care**
- **After School Care**
- **Vacation Care**
- **Pupil Free Days Care**

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Jellybabies Childcare Centre

100-102 Ben Lexcen Drive

Sunshine Beach, Q, 4567

Welcome to Sunshine Beach Outside School Hours Care Program.

This handbook has been developed as a guide for families using our service.

Our Outside School Hours Care Program aims to provide a safe, secure and stimulating environment for children at the highest possible standard.

Please read this handbook and keep for your reference.

We hope your child/ren enjoy their time with us.

Philosophy and Goals for Outside School Hours Care

Sunshine Beach (Jellybabies) Outside School Hours Care Philosophy is guided by children's, families and educator's input, ideas and belief systems. Our philosophy, like our program, fosters children's well-being, development and learning through recreational experiences. Our outcomes and our centre philosophy combine to guide program decision making for children and educators to reflect on and to promote children's opportunities for being, belonging and becoming.

We meet our aims by following our centre's guidelines and procedures and by utilising information from "My Time, Our Place Framework for School Aged Children in Australia".

In relation to children we believe we should:

- Provide a safe and healthy environment where a program of activities is delivered that promotes play and involvement for all children as well as a strong sense of well-being and belonging.
- Provide nutritional afternoon tea, to foster the children's sense of health and well-being.
- Consult with children and families to build a secure, trusting, caring and fun environment which encourages their involvement in the centre and by role modelling fairness and respect for one another and our environment.
- Understand and respect that each family and individual in our community is unique with their own individual interests, abilities, beliefs, customs and cultures.
- Show support through our centre and our management to children, families and staff by providing information, guidance, training, our centre's guidelines and procedures and open communication systems.
- Promote through our program the importance of play where children:
 - a. Learn at their own pace through involvement
 - b. Are given opportunities to create, explore, experiment, be active
 - c. Practice skills
 - d. Interact with others whilst being engaged in various experiences.
- Ensure children have the right to be cared for in a comfortable, relaxed, safe, secure nurturing environment.

- Provide for educators and children alike to work and play in a harmonious, happy, supportive environment where open communication is encouraged and respected and teamwork is valued.
- Ensure children connect with the community through our centre's involvement in excursions, incursions and special events.

1. Introduction

Our Outside School Hours Care Program is a service provided to local families with children attending Sunshine Beach State Primary School and St Thomas More Primary School. The program was established in 1996 and has been built up to the successful program it is today.

1.1 Services Provided

National Quality Standards aims to provide school age children in outside school hour's care throughout Australia with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation.

The broad objective is to ensure that children in outside school hour's care have stimulating, positive experiences and interactions that foster their self-esteem and confidence.

The Childcare Subsidy (CCSS) is accessible for all families, as the programs at this centre are funded by the Commonwealth Government.

1.2 Confidentiality

Staff are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential and private information regarding staff, children or families/caregivers.

1.3 Communication

Communication is a vital part of providing a quality service to families. The co-ordinator is available most days to discuss any issues or concerns you may have however due to staffing ratios it maybe necessary to make an appointment.

1.4 Policies and Procedures

Jellybabies is committed to providing quality service driven by the policies and procedures which have been developed and reviewed with parent, children and staff involvement then adopted by the management. They clearly state what the service will provide and how it will be provided. These policies are kept in a folder in the office and are available to families on request.

2. Service Information

2.1 Operation Times

Program operating times for the Outside School Hours Care Program are:

Before School Care	6:30am-8:30am
After School Care	2:30pm-6:30pm
Vacation Care	6:30am-6:30pm

2.2 Fee Structure

Fees are set out to cover the costs of the program and are subject to change.

Fees are charged on a per session basis, per child. Fees are charged for all booked sessions. Attendances are entered into the computer the following week for the previous week attendances to calculate the fees payable.

Fees can be paid by cash, cheque, EFTPOS or credit card over the phone. Fees can also be paid directly into the bank. See staff for details.

Payment plans can be negotiated with management, if financial difficulties occur. Unpaid accounts will be placed into the hand of a debt collector. Children will not be accepted back into the program until all accounts are settled. If your account continues to be over \$200.00 administration will contact you to have the account paid. If payment is not received by an agreed date, the centre will withdraw your child from care.

All unpaid fees will be placed in the hands of our debt collector.

2.3 Fees

Full fees are costed per session.

Before School Care	\$19.00 (max before CCSS)
After School Care	\$40.00 (max before CCSS)
Vacation Care	\$90.00 (max before CCSS)

If your child is unable to attend any session that they hold a booking for you will be charged at the normal rate. (See also Non reported absences for additional fees where we have to search for a child).

Public Holidays

Children who would normally be booked in on a day that falls on a public holiday, accounts will be charged accordingly. Public holidays are included in the initial 42 absence days if the service would have normally provided care to the absent child on the public holiday, and if fees have been charged in respect of the absent child for the day.

Vacation Care

Vacation Care fees are payable in full, including excursions/incursions when booking in. All outstanding Before and After School Care fees need to be paid in full before booking in for vacation care.

All Vacation Care fees must be finalised before commencement of the program.

Staff are rostered to meet the required ratio of children attending. The cost of the excursions and special events is in addition to the daily fees. Children attending excursions must have the appropriate permission form signed. No refunds are given for excursions booked and not attended.

Initial Absences

Each child is eligible to receive CCS for an initial 42 absence days per financial year. These absences can be used for any reason, provided care would have otherwise have been provided on the absence day. No evidence of the absence circumstance is required for the initial 42 absence days. If a child has already used their initial 42 day's absence no further absences should be reported, unless those absences are Additional Absences.

Additional Absences

Once a child has used all their initial 42 absence days, additional absences will require supporting documentation such as:

- A medical certificate
- Parent's rotating shift or rostered day off
- Shared custody arrangements.

There is no limit on the number of additional absences, provided relevant supporting documentation is produced.

Cancellation of Service

If you are cancelling your child/ren's care permanently it must be in writing and handed to the Director at least 2 weeks prior to your intended cancellation date. If you don't notify the service of your intended cancellation of care full fees will be charged.

Shared Care

Where a child is cared for separately by both parents and one parent does not require care, full fees will apply for those days of unused care.

2.4 Late collection Fee

All children are to be collected from the program no later than 6:30pm.

There is no provision for children to be picked up after 6:30pm which is the time staff finish work. If staff are put in a position where a child is not collected by 6:30pm, a late fee of \$2 per minute per child will be charged up to 2 hours. Staff will endeavour to contact the families or emergency contact person nominated. If no contact can be made with the families or emergency contact, the following procedure will occur:

- If we are unable to contact either emergency contacts or parent/guardian, the child will be cared for at the centre for up to 2 hours. After this time Child Safety will be notified and the child will then be placed in the care of an authorised officer.
- A contact number will be left on the door of the centre for you to contact the officer. You will need identification to collect your child. Police will be notified.

Late fees do not attract CCS and is the full responsibility of the parent/caregiver.

3. Enrolment

3.1 Information

Jellybabies offers a non-discriminative approach to programming which is inclusive of all children. Consideration is given to factors such as cultural, ethnicity, language, gender and ability when planning the children's program. The program responds to individual needs, interests and requests by providing a range of activities for all children attending the service. We encourage families to visit the centre to meet with staff and see the program before commencement.

3.2 Forms

An enrolment form must be filled out before your child can attend the OSHC Program. No child will be accepted unless an enrolment form is completed. A new enrolment form must be completed each year.

- These forms are available from the office.
- All sections must be completed and signed.
- Please ensure that your emergency contact is reliable.
- Please designate who is able to pick up your child.
- All medical and behavioural information must be placed on the form.
- Parents must inform the program of any changes of contact numbers and addresses.
- If you have sole custody of a child a copy of the court order is to be kept on file.
- Immunisation evidence – we need to see the original document.
- Action plan if your child/ren have asthma, epilepsy or anaphylaxis.

3.3 Signing In

- All children must be signed in and out on the i-pads at front counters
- Staff will mark the roll with the time your child leaves for school and arrives at the centre in the afternoon; you are required to sign these times for Before and After School Care.
- Please notify staff if your child is not coming on a designated attendance day.
- Your child's attendance is taken from the enrolment form.
- Staff will not allow a child to leave the centre unless they are with a nominated person. Children will not be sent home alone.
- If a parent/caregiver sends an unauthorised person to collect a child, a letter of authority or a phone call is required. A licence or appropriate identification must be sighted and be over the age of 18.

3.4 Attendance of Prep Children

The OSHC Program ensures that all prep children complete a successful transition into the program. A staff member will collect the prep child/ren attending the program from their classroom each day until they are settled in and able to find their own way to the collection point. A staff member will assist the integration of a prep child into all aspects of the OSHC Program.

3.5 Evaluation

We believe continual assessment and evaluation of the program by the educators, parents and children is an integral part of program planning. In order to facilitate this belief, the program will undertake various surveys throughout the year in order to gain information for future planning. Children, parents and staff will be surveyed to ensure the program offered reflects both children and parental needs and interests.

4. Child Care Subsidy (CCSS)

4.1 Information

Child Care Subsidy is a payment made to families to assist with the costs of childcare. Child Care Subsidy for approved care can be received as a reduced fee through the approved child care provider. For more information and to find out if you are eligible you need to contact Centrelink on 136150.

The parent who is registered with Centrelink must supply Jellybabies with their Parent CRN and the child's CRN to enable the centre to claim their CCS against their account.

5. Transport

5.1 Walking

All children are walked to and from school via the appropriate walkways and supervised crossings.

5.2 Pick Up Points

We have designated meeting points for each school:

- Sunshine Beach – canteen / tuckshop area
- St Thomas More – student window

6. Staffing and Qualifications

6.1 Staffing

The service operates on the ratio of 1:12 and on excursions 1:8.

6.2 Qualifications

Our staff have the following qualifications:

Certificate III in Children's Services

Diploma in Children's Services

Or studying towards one of the above qualifications.

7. Health and Safety

7.1 Accidents / Illnesses / Incidents / Anaphylaxis

Our senior staff are all qualified in First Aid. Good practice with regards to the administration of medication is essential to ensure that the appropriate dose of medicines is administered to the child. Medication includes all prescription and over the counter drugs.

In order to ensure that the interests of the staff, children and parents are not comprised, medication will only be administered with explicit permission from parent/caregiver.

- If your child is ill or injured, the appropriate staff member will administer first aid.
- A staff member will fill out an accident/incident report stating time, injury and first aid administered. Parents/caregiver will be notified and the accident report may require the parent/caregiver's signature.
- If your child becomes ill whilst in our care, the parent/caregiver will be contacted to make arrangements to have the child taken home. The staff will make the child as comfortable as possible while they are waiting for the parent/caregiver. If you are unable to be contacted, we will notify your emergency contact person.
- If your child is asthmatic, we must have an asthma plan from your doctor of file.
- Medication will only be issued from their original containers with the label intact. Medication must have the prescription label attached with the doctors and child's name and correct dosage for administration. All medications must be handed to staff and a consent from filled out and signed.
- An ambulance will be called in case of extreme illness or accident.
- PLEASE DO NOT SEND A CHILD WHO IS ILL.

7.1 a Anaphylaxis Policy

Parents/guardians of a child at risk of anaphylaxis shall:

- Inform staff, either on enrolment or on diagnosis, of their child's allergies.
- Provide staff with an anaphylaxis action plan and written consent to use the EpiPen in line with this action plan.
- Provide staff with a complete EpiPen kit in a name insulated bag.
- Regularly check EpiPen expiry date.

- Assist staff by offering information and answering any questions regarding their child's allergies.
- Notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to staff, for example, any matter relating to the health of the child.

7.2 Asthma

Asthma is a chronic health affecting 1 in 6 children. It is a major cause for childhood admission to hospital and the most common cause of school absenteeism.

If your child is asthmatic, we must have an asthma action plan from your doctor on file.

7.3 Infectious Diseases

The centre's policy on infectious diseases outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. The centre will practice correct hygiene and follow requirements from State and Commonwealth legislation.

SBOSHC will ensure that parents/caregivers/approved persons will be notified of any infectious disease present at the centre. Children will be excluded from the outside school hour's care program in accordance with appropriate legislation.

7.4 Clothing/Equipment

Please ensure your child is clothed properly, especially on vacation care days, including suitable footwear. No thongs or slip on sandals. A waterproof jacket or raincoat is required to be kept in school bags for use when needed. Please name all your child's items. All items left at the centre at the end of the term are sent to charity organisations. Uniforms are sent to the appropriate schools. Children must not wear singlets, tank tops or backless tops while in care. Children who don't have hats will be required to stay indoors or under shade outdoors.

7.5 Sunsmart Policy

Our Sunsmart policy has been developed to ensure that all children attending our program are protected from skin damage caused by harmful ultraviolet rays of the sun as advised by the Cancer Council of Queensland. The policy is implemented all year round. Children without a hat on excursion days will not be allowed to attend

the excursion. We encourage all parents/caregivers to apply SPF50+ sunscreen before arriving at the centre and it will be reapplied throughout the day.

7.6 Head Lice Policy

A child found to have head lice will be separated from the other children and asked to wear a hat on their head to prevent the spreading of the lice. The parents will be notified immediately and asked to collect their child and begin treatment.

A child found to have eggs will be asked to wear a hat in case of eggs hatching which will ensure prevention of spreading to others. Parents will be notified of this procedure with the recommendation of collecting their child to begin treatment.

Whether eggs or live lice are detected the child's head will also be sprayed with tea tree oil and water. If other children request they will have their heads sprayed also.

A sign notifying parents/caregivers that there has been a case of head lice detected will be placed on the attendance sheets.

8. Food

SBOSHC provides a health promoting environment which gives an opportunity for children to experience healthy eating and physical activity during the program.

8.1 Lunches/Snacks

- Children are provided with a healthy afternoon snack of sandwiches, salads, soup, fresh fruit/vegetables or something similar when they arrive at the centre after school. Water is always available inside and outside.
- Children will be supplied with a healthy morning tea, lunch and afternoon tea on vacation care days.
- Special lunches will be provided on special days.
- Parents are asked to provide any other dietary needs or requirements for their child.

9. Activities / Program

Children are encouraged to discuss activities and plan their program together with staff. These ideas are then given to staff to implement along with other activities staff and children would like to do during that day or over the week.

Children are given opportunities to modify their program to meet their individual needs, interests and abilities throughout the week.

Each day the opportunities for free play, craft, sports, board games, playground, computer games, reading, homework and quiet time will be made available.

A copy of the weekly program is displayed in the room. During vacation care the program is located on the noticeboard as well as on the front door.

9.1 Program Procedure

The OSHC Program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The service offers a planned, flexible and balanced program which will respond to children, parents and staff needs.

Children and parents are given the opportunity to evaluate their programs through surveys and feedback to staff.

Daily Routines

9.2 Before School Care

6:30am Open. Children arrive and settle in for the morning

Children participate in a variety of activities (children's choice)

7:45am Children finish activities and commence packing up

8:00am Move to other building and get ready for school

8:15am Depart for school

9.3 After School Care

Staff prepare afternoon tea and set up daily activities. Collect children from schools.

2:45pm Children arrive. Children signed in by staff. Bags put away and hands washed

3:00pm Afternoon tea is served

3:15pm Non-planned and planned activities begin – inside

4:00pm Commence packing away inside and those who would like to go outside can do so

5:00pm Pack up playground and activities

6:30pm Program closes

9.6 Positive Guidance of Children

Our OSHC Program is committed to developing a secure, caring and stimulating environment which enhances children's self-esteem and encourages them to interact positively and to co-operate with others.

Behaviour Procedure

This procedure was developed to establish a process of dealing with behavioural problems in the Outside School Hours Program.

The process for dealing with children's behaviour:

1. Staff try regular behaviour management
2. Staff try extra strategies for management of difficult behaviour
3. Staff take the child and talk seriously to them about their behaviour
4. Staff speak to parents to work out strategies to deal with the behaviour
5. An incident form will be completed which will be given to the parents and the Director and staff will speak to the child and the parents
6. If a child endangers himself/herself or others physically for the safety of all parents will be requested to collect their child from the centre
7. After all strategies of behaviour management have been in place and the inappropriate behaviour continues and the centre deems this unsafe then suspension of the child will be imminent.

9.7 Inclusion

Our program offers a non-discriminative approach to programming, which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, social class and ability when planning the children's program.

The program responds to individual needs, interest and request by providing a range of activities for all children attending the service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents are consulted when staff are planning the program to ensure that it meets the needs of all concerned.

SBCCC ensures that all children including those with additional needs participate in the planned activities of all the program.

9.8 Computer Use

Children are allowed access to the computers in the rooms under supervision.

9.9 Toys From Home

The service recognises that children sometimes bring their own toys (named) to school, however children are responsible for these toys whilst at our program. Toys that are not named and are left at the centre will go in to general use. The centre does not take any responsibility for toys, games, mobile phones etc children bring from home.

9.10 Computers, Televisions, Video Games, Electronic Games

The program endeavours to reflect children's interests in the program, therefore activities such as videos, television, computers and electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will, however, be limited.

The service will ensure that the content of program and games will be appropriate for all children present and will not contain any physical or verbal violence or ridicule.

On occasions PG dvd's/electronic games may be viewed under supervision of staff. Parents can request their children to not view these by indicating on their enrolment form then alternate activities will be arranged to meet their needs.

9.11 Homework

As part of the children's program, the staff will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the service cannot take responsibility for completion of homework – this is the responsibility of the parent and the child. Parents are encouraged to discuss their child's individual needs with staff.

9.12 Celebrations and Festivities

The OSHC Program acknowledges that celebrations and festivals assist children to learn about other people and cultures. To facilitate this, the service will endeavour to include a variety of celebrations and festivities throughout the year within the children's program. The program will include a range of experiences representing everyday life.

We do encourage parents to help in these celebrations eg. bringing in a cake to celebrate their birthday as well as to provide ideas into in the program and help select materials for the provision of culturally relevant experiences.

9.13 Alterations to Program

Activities are subject to change due to flexibility of delivery of the program and the children's needs. You will be notified of any significant changes to the program.

9.14 Evacuation Procedures

Evacuation procedures are displayed in each room and will be implemented in the event of any emergency in the centre. If you hear an alarm please follow the direction of the person in charge. We will practice emergency drills monthly.

10. Grievance and Complaints

If you have any concerns about any aspect of our service please address them to the Director.

The nearest Office of Early Childhood Education and Care is located in Maroochydore.

11. Code of Conduct for Children

Staff discuss children's conduct each term. Please ensure your child is aware of their rights/limits.

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- Walk to and from school and excursions safely and without harassment

Children's responsibilities

- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- Express themselves in an acceptable manner

Children's limits

- We keep our hands and feet to ourselves
- We keep within our own personal space
- We walk inside
- We get permission for the owner before we borrow something
- We inform staff when attending toilets
- We stay inside the grounds of the centre unless we are accompanied by a staff member or parents
- We use good manners when we speak
- We respect others and their feelings
- We ask for permission before touching or taking things
- We speak politely to staff and others
- We allow the speaker to finish speaking before replying

- We respect our property as well as other people's property

12. Code of Conduct for Parents

- Parents do not have the right to speak to other children
- Parents cannot discipline other children
- There will be no swearing or raised voices

13. Code of Conduct for Staff

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- Staff members have the right to ask a person to leave the premises if they or the children feel intimidated or threatened in any way

Staff responsibilities

- To ensure the safety of all children and staff
- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- To role model acceptable manners and behaviour at all times

Welcome to our program and we look forward to working with you and your child over the coming months.