

Rangeville State School P&C Association



Outside School Hours Care

Rangeville OSHC

Family Handbook

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About our Service

Rangeville State School P&C Association OSHC (ROSHC) is an approved service with the Office of Early Childhood, Education and Care and operates under the National Quality Framework and My Time Our Place guidelines. Information on the National Quality Framework, My Time Our Place and Service Approvals is available from the service and is updated regularly.

Our Philosophy

Each child is a valued member of our community and has the right to play and learn in this safe place.

Children come first in our decision-making.

Every child is an active learner and we provide rich environments and warm relationships so they can follow their interests.

Parents and families are the most important people in children's lives.

We respect the education that school provides for children and support the school's work.

Children and families have the right to have their cultural identity respected, and to have equitable access within the community.

We value the cultures of Australia's Aboriginal and Torres Strait Islanders as the original people of this place.

As we continuously reflect on our work, we learn how we can do things better, because, above all, we want children to be happy here and to grow and learn.

Our Goals

ROSHC has a number of goals on which our service is based. These goals are based on the outcomes for children, as outlined in the “My Time, Our Place” Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – we aim to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges
- **Be connected with and contribute to their world** - we demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives
- **Have a strong sense of wellbeing** - we aim to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children
- **Be confident and involved learners** - we aim to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language
- **Be effective communicators** - we aim to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Duty of Care

ROSHC seeks to provide an environment which protects children from harm. This applies to not only the children within the service, but also families, educators and others within the service community. Policies and procedures are supplied to all families and educators within our service and are embedded within day to day operation. These policies are regularly reviewed and updated. Through this process, we strive to avoid reasonably foreseeable risks, which may breach a duty of care owed to children, families and educators attending ROSHC.

Our Approved Provider

The Approved Provider of ROSHC is Rangeville State School P&C Association. Parent participation is encouraged throughout all aspects of the service. Parents/guardians are strongly encouraged to attend and contribute to the P&C monthly meetings.

Policy and management issues should be directed to the P&C Association via the Feedback and Complaints Handling Policy outlined in this manual, rather than through the Principal.

From time to time we review aspects of the service, such as the Policies and Procedures Manual. We ask for families to participate in a number of ways, including attending meetings and completing surveys. Your participation not only provides opportunity for you to have your say, it also assists with our service performance reviews.

Access for Families and Children

ROSHC aims to ensure that parents and children have fair access to quality childcare appropriate for their needs, regardless of income, religious, cultural background, gender or abilities. We provide care for primary school children aged between Prep and Year 6.

A priority of access is developed where demand for places provided by ROSHC exceeds those available. In this instance, a waiting list will be created and managed by the Nominated Supervisor (or relevant delegate).

ROSHC only accepts the enrolment of children who attend Rangeville State School.

The priority of access will be given based on:

- the vulnerability of families (risk of serious abuse or neglect); and
- the working (or study) needs of families, a child/ren of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

The Nominated Supervisor (or relevant delegate) will provide information to families about the position on any waiting list when requested.

*Refer to Access Policy
Refer to Child Care Provider Handbook V2, June 2019*

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. Proactive strategies are implemented, including the promotion of protective behaviours to the children. All educators have been made aware of the Promoting Protective Behaviours Policy and the Handling Disclosures and Reporting Suspicions of Harm (Mandatory Reporting) Policy of the service. All educators also undertake yearly Child Safety Training.

*Refer Promoting Protective Behaviours Policy
Refer Emergency Evacuation, Lockdown and Drills Policy
Refer Handling Disclosures and Reporting Suspicions of Harm (Mandatory Reporting) Policy
Refer Commitment to the Health, Safety and Protection of Children Policy*

Feedback and Complaints Handling

The service recognises feedback and complaints can be essential to ensuring a high standard of education and care is provided to children accessing the service as well as the broader community.

Discussions, concerning complaints, are not to be conducted in the presence of the children, other educators or parents/guardians. Heated discussions are to be avoided. All complaints raised are to be documented on the 'Complaints Record' and recorded in the 'Complaints Register'. These records are stored securely, in accordance with the service's information handling policy, maintaining privacy and confidentiality through password protection.

If it is not appropriate for the complaint to be made to the Nominated Supervisor (or relevant delegate), the complainant can access the details of the current Rangeville State School P&C Association President. These contact details can be made available upon request, or can be found through service signage. The Rangeville State School P&C Association will assess the complaint and discuss the course of action decided upon. Notification of receipt of the complaint will be sent to the complainant.

Parents will be advised of the Feedback and Complaints Handling Policy at the time of enrolment.

Refer Feedback and Complaints Handling Policy

Enrolment and Orientation

Parents/guardians are required to complete an annual Enrolment Form before any child is able to attend the service. A meeting with the Nominated Supervisor (or relevant delegate) will be made available to you upon request. This is an excellent opportunity for you to discuss what will help make your child's time enjoyable, particularly during the initial few weeks that they attend the service. Each newly enrolled family will have access to the Family Information Package and the Family and Children Handbooks (on website), detailing selected policies and conditions of enrolment. Upon request, you can be toured around the service, where basic operations, like our routine and programming, can be explained.

An enrolment form must be completed by new parents/guardians at time of enrolment. A \$10 per family registration fee is due upon enrolment and at the beginning of each year. New enrolment forms for existing families must be completed for term one each year.

All parents/guardians must specify the number and days of the week that care is required for their child. CCS applies to approved and allowable absences.

Our service is not permitted (by law) to exceed the number of children for which we are approved. It is vital children are booked in prior to session of care. Children who arrive unexpectedly may not be able to attend if the session is full. If this does occur, the parent/guardian will be contacted and asked to collect the child immediately.

Families are requested to notify the Nominated Supervisor (or relevant delegate), as soon as possible, of the cancellation of a child's enrolment at ROSHC.

If a child's enrolment has been cancelled by a parent/guardian, re-enrolment will be subject to the Enrolment Policy process, including placement on a waiting list if applicable.

If your child has additional needs, a meeting may be required between relevant parties (e.g. parents/guardians, Nominated Supervisor, Occupational Therapist or teacher) before the child commences at the service. This information will help us meet the needs of your child.

This meeting will potentially include discussion about:

- level of support the child requires;
- duration of support;
- any necessary training for educators and volunteers;
- the safety of all children enrolled;
- environmental factors; and
- sources of information and resources/support services that will ensure the best possible care of the child.

All information obtained through the enrolment procedures will be filed in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that this information is kept up to date. For legal and safety reasons, ROSHC cannot accept a child's enrolment if all required forms are not returned to the service. Parents/guardians are asked to ensure that the information on existing forms is kept current. **Correct contact phone numbers are vital in the case of an emergency. We must have a current contact number for you.**

ROSHC reserves the right, and authorises the Nominated Supervisor to act on its behalf, to terminate the enrolment of a child in the case of persistent breaches of behaviour rules, in line with the Supporting Complex Behaviours Policy.

*Refer Supporting Complex Behaviours Policy.
Refer Enrolment and Orientation Policy
Refer Interactions and Communication with Families Policy*

How we communicate with Families

Information is also available about the service on the school website.

Our most common communication process with families is through our service program, Xplor. Information for parents will also be communicated through emails, office signage, meetings with the Nominated Supervisor/educators and through posts and notifications sent through the service's social networking site and the Rangeville P&C Association website. We also provide updates to families every fortnight through the school newsletter. We conduct surveys throughout the year and have a confidential Feedback and Complaints Handling Policy for all service users.

*Refer Interaction and Communication with Families Policy
Refer Educational Program Development and Implementation Policy*

Information Handling (Privacy and Confidentiality)

To protect children and better provide its services, ROSHC seeks and deals with personal and sensitive information relating to families, children and others. ROSHC respects the privacy of all individuals and seeks only information which is needed to provide quality care. All information is handled with confidentiality, sensitivity and upholds legal requirements.

All personal records will be stored and kept in a confidential manner. All information will be strictly limited to use by the service, as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records, at any time, if you are the authorised guardian who has enrolled the child. No information will be given to any other person unless subpoenaed by a court or required by the Family Assistance Office for an audit. Please see the Coordinator if you wish to access these records.

All members of the Rangeville State School P&C Association Executive, volunteers and educators are required to sign confidentiality agreements for private information relating to families and children attending the service.

Refer Information Handling (Privacy and Confidentiality) Policy

Parent/Guardian and Visitor Code of Conduct

Parents will be able to access their child anytime they are in attendance at ROSHC. Parents and caregivers will have access to meet with the Nominated Supervisor throughout daily sessions and/or by pre-arranged appointment to discuss any issues or concerns with respect to their child and/or the service. If you wish to speak to someone other than the Nominated Supervisor, you can follow the Feedback and Complaints Handling Policy outlined in the Policies and Procedures Manual. The service endeavours to negotiate a suitable time for you to express any concerns you may have regarding the operation of the service.

The ROSHC parent/guardian and Visitor Code of Conduct states that upon entry to ROSHC you will:

- address educators, children and others in a respectful manner;
- refrain from smoking anywhere on Rangeville State School grounds including at ROSHC;
- refrain from swearing or shouting;
- refrain from approaching children within the service in a threatening or accusing manner; and
- refrain from the mental or physical intimidation or harassment towards educators.

Any persons who does not have a valid or suitable reason for being on the premises will be respectfully asked to leave by the Nominated Supervisor, or where this is not practicable any other educator. Where any educator is suspicious, or reasonably believes there may be a potential threat to safety or wellbeing of any persons, they will initiate the service's Lockdown Plan.

Parents and guardians have rights and responsibilities associated with their involvement in ROSHC. They are as follows:

Parents/guardians have a responsibility to:

- encourage good behaviour habits in their children;
- encourage their children to accept the service's Expectations of Behaviour;
- provide support and feedback to the service regarding Expectations of Behaviour;
- consult with service educators at a mutually convenient time about any concerns;
- treat service educators with respect and courtesy; and
- conduct themselves in a way that does not make educators feel threatened. This includes shouting, swearing or intimidating behaviour.

Parents/guardians have a right to:

- be respected and recognised as the major influence upon their child's development;
- be able to express themselves on matters of service policy;
- meet with service educators at a mutually convenient time; and
- be offered the same courtesy and respect within the service as the service educator.

Policies and Procedures

ROSHC has an extensive Policies and Procedure Manual which reflects the philosophy and goals of our service. This manual has been designed in accordance with legislation, pertaining to the Outside School Hours Care sector. It is a large document, which will be made available to you to read if you wish or you can access this on the Rangeville State School P&C Association website.

In this Family Handbook, we provide a snapshot of policies which will affect you, your family and individual children during their time with us. If you wish to read the Policy and Procedure Manual, please see a staff member. Alternatively, you may wish to request viewing of specific policies relevant to your family.

Policies and procedures are subject to change and are regularly reviewed by the Nominated Supervisor and the P&C.

Respect for Children

The children are to be considered and, as far as reasonably possible, actively involved in the ongoing development of the:

- program and activities;
- behaviour expectations of the Service; and
- the physical, aesthetic environment of the Service.

Educators will:

- foster all children's self-esteem and confidence, empowering them to make choices and guide their own play;
- promote children's sense of belonging, connectedness and wellbeing by interacting with them in a consistently positive, genuinely warm and nurturing manner;
- have high expectations for each child, valuing their individual capacity to achieve and ensuring they experience pride in their achievements;
- respect the diversity of all children's backgrounds and abilities;
- accommodate the individual needs of each child;
- treat all children equitably and respond positively to all children who require their attention; and
- communicate with children respectfully, taking the time to listen and show value to what they say.

*Refer Code of Conduct and Code of Interactions with Children and Young People Policy
Refer Interactions and Relationships with Children Policy*

Staffing

All educator qualifications and child/educator ratios are in accordance with, or better than, the guidelines set in the Education and Care Services National Regulations 2011 and the Child Care Act 2002. Children are actively supervised by qualified educators at all times to ensure that they are protected from harm.

Ratio examples

At the service: one educator for every 15 children.

On excursions: one educator for every eight children.

During swimming activities: one educator for every five children.

Rangeville State School P&C Association endeavours to provide adequate, relevant and ongoing training and development to enable educators to do their job better and to comply properly with these policies and procedures and other requirements of ROSHC.

Employment and training procedures are used to ensure that the service employs suitable educators who have been made aware of the service's Promoting Protective Behaviours Policy.

Educators have obtained and provided to the Approved Provider of the service, a current, positive suitability notice under the *Commission for Children and Young People Act 2000*.

Educator profiles, including their qualifications, are displayed at the service so that you can become familiar with the educators caring for your child/ren.

***Refer Code of Conduct and Code of Interactions with Children and Young People Policy
Refer Educator to Child Ratios Policy***

Educator Code of Conduct and Professional Development

Educators should:

- perform their duties with professionalism and integrity and effectively and efficiently assist the parents and children who use the service along with any other persons they have dealings with;
- follow the policies and procedures of the service at all times;
- show fairness and equity in all dealings, including dealings with children, parents and other caregivers;
- not mistreat other persons, including all forms of intimidation and harassment;
- not allow personal relationships, both inside and outside the work environment, to adversely affect their work performance or that of other employees;
- ensure all facilities and other resources are used for their proper purposes and with due care and maintenance;
- obey any lawful direction given by the Coordinator or Approved Provider. Where, on reasonable grounds, an educator believes that the direction is improper or illegal, the educator should refer the grounds for objection to the appropriate person/s;
- devote themselves to the efficient and effective achievement of the service's philosophy and goals; and
- adhere to the highest standards of professional competence, integrity, confidentiality and honesty.

Rangeville OSHC aims to support and facilitate the development of its employees through providing quality and relevant ongoing training and development. The service is committed to ensuring all employees have access to training and development opportunities, to adhere to regulations and legislative frameworks and to foster individual learning and development for educators.

Refer Educator Professional Development and Learning Policy

Caring for Our Children

Arrivals and Departures

ROSHC have in place strict procedures relating to the children arriving and departing our service. These procedures are necessary to protect all children. All persons collecting children must comply with the requirements detailed below.

Hours of Operation

Before School Care:	6.30am to 8.40am
After School Care:	2.55pm to 6.00pm
Vacation Care:	6.30am to 6.00pm

Procedures

An educator, or an authorised person, must sign all children in and out via the Xplor program. An authorised person is a person named on the child's enrolment form. Xplor will note the exact time that your child is signed in or signed out and also records the authorised person who has collected or dropped off your child.

Before School Care: All children must be signed in by an authorised person and signed out by an educator.

After School Care: All children must be signed in by an educator and signed out by an authorised person.

Vacation Care: All children must be signed in and out by an authorised person.

If a child has not been signed in or out by an authorised person, an educator will sign them in/out. A notification will then be sent to your app. If you do not agree with the arrival/departure times, please email roshc@rangevilless.eq.edu.au.

Children must not be dropped off at any school gates. They must be brought into ROSHC and signed in by an authorised person. The service takes no responsibility for children whose parents/guardians allow them to walk or arrive unsupervised to the service.

ROSHC is responsible for a child from the time they have been signed in by an authorised person/educator, until such a time where they have been signed out by an authorised person/educator.

Parents/guardians are the only people who can cancel a booking, and must do so in accordance with ROSHC policies.

In an emergency, a person who is not listed on the child's enrolment form may be required to collect a child. Permission from the parent/guardian in this instance may be requested in person or via telephone. If an unauthorised person is to collect a child, the parent/guardian must provide the name and a description of any such person. Proof of identity will be required on arrival. No child is to be collected and signed out by a person under the age of 18 years, unless a sibling of the child is over the age of 16.

Educators endeavour to prevent a child leaving the service if they are either unaccompanied without permission or are with a person who is not listed as an authorised person to collect. There may, however, be occasions in which the duty of care owed to the remaining children and educators at the service means that educators are unable to prevent a child's departure. The Nominated Supervisor (or relevant delegate) will contact the child's parent/guardian immediately in this event and record the incident on a Child/Visitor Incident/Injury Report.

Extra-Curricular Activities

Children who are to attend before and after school-based activities must have a completed Extra-Curricular Activities Form for each activity (completed by a parent/guardian prior to the activity). While children are at these activities, they are the responsibility of the provider of the activity, and their parents/guardians, until they arrive back at ROSHC. Educators will sign children out on departure and sign them in on return. The parent/authorised person will receive a notification that their child has been signed in or out via Xplor.

Late Arrivals and Departures

If a child booked in to ROSHC for After School Care has not arrived by 3:10pm, parents/guardians will be contacted on the numbers, and if necessary emergency numbers, provided by parents/guardians on their enrolment form. While parents/guardians are being contacted, an educator will walk around the school to try to locate the child. In the event there is no response from contact numbers, advice will be sought from the police.

Our service closes at 6.00pm. Parents/guardians are required to contact the service if they are not able to collect their children by this time. If there has been no contact with the parents/guardians, or emergency contact persons by 6.30pm, advice will be sought from the police and the Department of Child Safety.

On excursion days, the group will leave at the time stated on the excursion information form. Parents/guardians are requested to accompany children to the service on time, as educators will not remain to supervise late arrivals.

Children leaving without permission

Our service has expectations and a complex behaviour support policy. Both are implemented to ensure the safety of all children and educators. One of these expectations is that the children must stay within the school grounds and in areas licensed by the Office for Early Childhood Education and Care.

If a child leaves the service without permission, or without the authority described above (including being collected by an unauthorised person), the educators will assess the situation immediately and will call the police and a parent as soon as reasonably possible. Educators will not leave the service to follow a child if:

- It will or may leave the other children in the service with insufficient supervision.
- It will or may expose that educator to an unacceptable risk of personal harm.

Where both possible and practical, an educator will document relevant details, such as details of any person collecting the child and/or their vehicle. As soon as practical the Approved Provider will be notified of the incident. A notification will be made to the Regulatory Authority of the incident. Following the incident, consultation with parents, the Approved Provider and Nominated Supervisor will direct the plan of action moving forward. Temporary suspension from the service may be considered where there is a risk to safety.

Prep and Year 1

All Prep and Year 1 children attending Before School Care will be escorted to class by an educator and those attending After School Care will be collected by an educator.

Year 1's will be transitioned, during Term 4, to walk to and from class unaided.

In special circumstances, a parent/guardian may request that an educator escort or pick up their child to and from class. This is to be negotiated with the Nominated Supervisor (or relevant delegate).

*Refer Arrivals and Departures of Children Policy
Refer Setting, Reviewing and Managing Fees Policy
Refer Bookings and Cancellations Policy*

Babysitting

The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours. Therefore, the service takes no responsibility, nor will we accept any liability in relation to such arrangements.

Positive Behaviour Support Practices

We accept that children will come to ROSHC from a variety of backgrounds and stages of socialisation. ROSHC also recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Families, educators and children all have roles to play, as detailed in the Positive Behaviour Support Practices Policy. Behaviour support and management strategies play an important role in the smooth and safe running of the service.

Educators implement positive guidance strategies that include but are not limited to:

- Providing a caring gesture to help;
- Changing the environment and proximity;
- Prompting;
- Emotional validation;
- Redirection; and
- Behaviour specific praise (reinforcing desired behaviour).

Educators are trained in recognising the developmental stages of the differing ages of the children who attend ROSHC and will apply appropriate behaviour support and guidance techniques, consistent with the philosophy of the service.

Educators involve the children, as far as reasonably possible, in developing the Expectations of Behaviour outlined in this Handbook. The Expectations of Behaviour are clear, child-focused, based on acceptable wider community expectations and easy to understand. They are on display throughout ROSHC.

Educators discuss the Expectations of Behaviour with the children on a regular basis, helping the children to focus on appropriate behaviour and understand the consequences of their choices and actions.

Educators do not, at any time, humiliate or physically punish (including through withdrawal of food or water) children for inappropriate behaviour.

Educators handle all issues involving the children at ROSHC. Parents/guardians may not approach children, other than their own, within the service at any time.

Parents/guardians are responsible for their child's behaviour while on the premises, but the expectations of the service still apply. If an educator observes a child breaking these expectations, they will discuss the behaviour with the child. Children will be encouraged to self-regulate in a supervised area.

Safe, enjoyable excursions are an important part of programming at ROSHC. The Nominated Supervisor reserves the right to have the child withdrawn from excursions if their behaviour is deemed to be unacceptable by the Nominated Supervisor and educators. We provide no alternative care on excursion days. The parent/guardian is responsible for sourcing alternative care.

*Refer Positive Behaviour Support Practices Policy
Refer Supporting Complex Behaviours Policy*

Exclusion for Behavioural Reasons

Where the Nominated Supervisor reasonably believes:

- the risk to safety or the impact on the wellbeing of a child(ren) exceeds the capacity (or potential capacity) of the service; and
 - where the opportunity to support a child's behaviour has been exhausted,
- either temporary or permanent exclusion can be considered in consultation with the Approved Provider.
 - The Nominated Supervisor will review relevant reports and plans with the Approved Provider and explore an action plan up to and including the possibility of suspending a child's attendance.
 - Any decision to exclude a child will be communicated to the parent/s in writing and will outline the conditions for re-enrolment, where relevant.

Individual Behaviour Plans

On occasion, it may be necessary for an individual Behaviour Support Plan to be developed for a child. This plan will be developed collaboratively with the child, Nominated Supervisor, educators, parent/guardian and other health or educational professional whose expertise are beneficial to the construction of the behaviour plan.

Refer Supporting Complex Behaviours Policy

Clothing

Children are to be dressed appropriately during their time at ROSHC, as per the below guidelines.

Before and After School Care

- Children will usually be dressed in school uniform. If there is a free dress day at the school, children are to be dressed appropriately, wearing sun smart clothing, whilst at Before and After School Care.

Vacation Care

- During Vacation Care, we ask that children wear comfortable clothing, which will enable them to participate freely in activities. Clothing may get dirty during sport or craft activities. Therefore, if you have a child who may possibly need more than one change of clothes throughout the day, please ensure you pack them. Clothing should also comply with Sun Safety guidelines, including closed in shoes and a broad brim hat. Due to safety reasons we discourage the wearing of thongs. Sleeveless shirts are not sun safe and therefore should not be worn.

Broad brimmed hats will be worn in accordance with ROSHC Sun Safety Policy.

The service may provide all children with a red hat during excursions for easy identification. These hats are washed thoroughly between each use.

Refer Sun Safety Policy

Daily Routines

The operation of the service predominantly encompasses play, with an intentional educational program implemented each week to support children's development and cater for their interests. Morning routines can involve children having breakfast, completing homework, reading, playing board games, engaging in craft activities or in physical activity outdoors or in the hall. Children in years 2, 3, 4, 5, and 6 are allowed to leave the Rangeville State School P&C OSHC premises to transition to school at 8.40am. Prep and Year 1 children are walked to class at 8.40am by an educator.

After School Care children are signed in by an educator immediately after school. A light, nutritious, afternoon tea snack will be served. Following this, children wishing to complete homework (optional) will have the opportunity to do so. A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured, free play are also available to all children.

During Vacation Care, educators and children program a variety of themed days, which include a range of different experiences (both indoors and outdoors) for the children to engage in. Children are provided breakfast (if required), morning tea, lunch and afternoon tea. Educators incorporate 'chill time' after lunch, where a movie is played and quiet activities are facilitated.

More information regarding our daily routines will be available upon request.

Emergency Equipment and Facilities

ROSHC aims to provide equipment and facilities in accordance with recognised legislative standards. Smoke alarms and firefighting equipment are regularly maintained and tested.

Refer Emergency and Safety Equipment Policy

Excursions

ROSHC includes excursions as a valuable part of its overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions are maintained.

Where appropriate, all children will wear red hats supplied by ROSHC to help identify them on the excursion. All hats are washed thoroughly between uses.

No educators are permitted to transport children in private cars.

Sun smart rash shirts must be worn by children whilst swimming.

Children are required to have suitable footwear for ALL excursions.

Please check the Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary, except in an emergency or due to changed weather conditions.

All parents/guardians are required to sign an Excursion Permission Form for each excursion. Excursion and Incursion fees are compulsory according to days booked. Fees will be calculated following a cost analysis for each event.

The same illness and injury procedures that apply at the service are applied on an excursion.

All children attending the service on an excursion day are expected to attend the excursion. No educators remain at the service, unless specified on the Vacation Care program.

*Refer Excursion Policy
Refer Setting, Reviewing and Managing Fees Policy*

Food

ROSHC is a NUT CONTROLLED ZONE. Please consider the children with allergies and limit (and where possible exclude) packing food from home that may contain NUTS.

ROSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious and culturally diverse diet. Positive learning experiences are strived for during meal/snack times. Good nutritional foods and habits are developed in a happy and social environment.

ROSHC provides a light breakfast (if required) at Before School Care and afternoon tea during After School Care. During Vacation Care, the service provides a light breakfast, morning tea, lunch and afternoon tea. Water is available to children at all times. The daily menu is displayed in the foyer. Please feel free to discuss any comments, concerns or feedback you may have regarding our menu or Nutrition Policy with the Nominated Supervisor.

If your child needs to bring a lunch box to the service, please discuss storage options with the Nominated Supervisor.

The bringing of takeaway food for the children, particularly in the morning, is discouraged. Children are not permitted to bring lollies or chewing gum to the service. On occasion, ROSHC will supply lollies as part of its program for the children.

Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Please refer to the Food and Nutrition Policy and if you wish to discuss comments, concerns or feedback contact the Nominated Supervisor.

Refer Food and Nutrition Policy

Emergency Evacuation, Lockdown and Drills

ROSHC has an Emergency Evacuation, Lockdown and Drills policy which aims to protect all persons who are involved with ROSHC. An evacuation plan is situated at the entrance of each emergency exit. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced every 90 days, as per regulations. Should you be present during a drill, please participate. Regular evacuation drills provide an opportunity for children to become familiar with the routine and planned evacuation/lockdown procedure.

During drills, or in the event of an actual threat, educators will strive to keep the children safe and calm.

Refer Emergency Evacuation, Lockdown and Drills Policy

Health and Safety

The Approved Provider and Nominated Supervisor both have duties in maintaining a suitable, safe and healthy workplace environment.

It is the responsibility of the Nominated Supervisor to:

- Lead the risk management procedures for the service.
- Consult and collaborate on risk management activities with educators and those who will be directly affected.
- Monitor controls to ensure they are working as planned, and undertake a review of the risk management processes when needed.

It is the responsibility of all educators to:

- Take reasonable care for their own health and safety and do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction and co-operate with any reasonable health and safety policy or procedure.
- Collaborate with risk assessment planning and delivery.

To maintain the ongoing health and wellbeing of children, families, educators and community members, the service actively encourages and provides a smoke, drug and alcohol free environment. We ask that there is strictly no smoking at or around ROSHC or Rangeville State School.

*Refer Workplace Health and Safety Policy
Refer Non-Smoking, Illicit Substance and Alcohol-free Environment Policy*

Homework

ROSHC will provide time, a quiet space and supervision by educators for children to complete their homework if they wish. Please inform educators if you require your child to participate in structured homework time.

Educators will do everything possible to encourage children to do their homework, if requested by the parent/guardian, however if a child refuses, the educators cannot force them to do so.

Refer Homework Policy

Illness and Injury

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

The following events that may occur while children are being cared for by the service:

- Incident - any event resulting in or having potential for injury, ill health, damage or other loss.
- Injury - any physical harm caused to an individual/s which any reasonable person would have sought medical treatment for or attended hospital (e.g. broken limb).
- Trauma - an event or incident that causes physical, emotional or psychological harm.
- Illness - any serious illness that the child attended, or ought reasonably to have attended, a hospital (e.g. severe asthma attack, seizure or anaphylaxis reaction).

Illness Response

Where a child presents or has been identified as suffering from an illness, educators will firstly address any immediate hazards within the area and notify the Responsible Person in Charge. A first aid qualified educator will attend to the situation and apply first aid treatment, if relevant. If the illness relates to a medical condition, the relevant Medical Management Plan will be followed. The child will be cared for in the ROSHC office or other suitable space (dependent on the potential exposure to infection). The Responsible Person in Charge will assess the child's illness and make contact with parents/guardians (or where unavailable, emergency contacts) to discuss a plan for the immediate care and collection of their child. If the child's illness is significant, the Responsible Person in Charge will call 000 for an ambulance or relevant alternative medical treatment.

Serious Injury Response

Where a more serious incident occurs, educators will address any immediate dangers or hazards (to ensure no further injury/harm occurs) and will address any life-threatening circumstances as a priority. Once and if in a stable condition, staff will seek to comfort and calm the child. The Responsible Person will be notified, attend the location and dependent on circumstances, will delegate an educator to call 000 (if not already actioned). As soon as possible, the parents will be contacted by the Responsible Person or delegated educator to advise of events, seek any emergency authorisations and/or coordinate a plan of action. The child will be supervised by an educator and their condition monitored until the parent's arrive and will continue to when emergency services arrive. Should an ambulance require to take the child to the hospital the most appropriate educator, if not the Nominated Supervisor, will accompany the child in the ambulance in the absence of the parents.

Trauma Response

Where a child/ren experiences a traumatic event whilst at the service, educators will seek to manage the immediate situation and address any hazards. Children will be offered emotional and social support suitable to the nature of the situation, with educators engaging through active listening and emotional validation. Educators will hold awareness of child protection actions and will attend to any immediately presenting needs. Educators might invite the child to a quiet area (e.g ROSHC office), while escalation or immediate support is occurring. The Responsible Person in Charge will be informed of the details as soon as reasonably practicable and will contact and notify the parents (or where unavailable, emergency contacts). The Responsible Person in Charge will be responsible for coordinating a suitable response, where relevant addition or emergency services response may be applicable and called upon.

Other Actions to Support Health and Wellbeing

Where circumstances do not outline procedures for educators to follow, educators must look to protect the safety and wellbeing of children as a first priority.

Recording Incidents, Injuries, Illness or Trauma

An incident, injury, illness or trauma report will be completed, as soon as reasonably practicable (within 24 hours) after a child is involved in an incident, or suffers an injury, illness or trauma at the service, by the educator who administered care or first aid to the child. Please sign this form after speaking with Responsible Person in Charge, as verification that you have been advised of the incident.

Please ensure emergency contacts remain updated on enrolment forms.

Refer Incident, Illness, Injury or Trauma Policy
Refer Infectious Diseases – Prevention and Response Policy

Immunisation and Non-immunisation

The service strives to remove immediate and/or serious risks to the health of the children, from possible cross-infection, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people, including children, educators and parents, with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

It is the responsibility of parents/caregivers to notify the Nominated Supervisor of any infectious disease that their child, or other immediate family members may be suffering.

All children must meet the Australian Federal Government's immunisation requirements or have a valid exemption for the family to be eligible for Child Care Subsidy (CCS). Parents will be asked to verify their child's immunisation status. The Infectious Diseases – Prevention and Response Policy will be available to parents/guardians on request.

Children and educators will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. The period of exclusion will be in accordance with the National Health and Medical Research Council's recommendations.

*Refer Infectious Diseases – Prevention and Response Policy
Refer Childhood Immunisation Policy*

Infectious Diseases – Prevention and Response

ROSHC strives to remove immediate and/or serious risks to the health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases*, whilst respecting the rights of individual privacy. Accordingly, all people including children, educators and parents, with infectious diseases, will be excluded from attending the service to prevent the diseases spreading to others.

- *When **infectious disease** is referred to in this handbook and our policies, it means communicable diseases and notifiable diseases (see Australian Government Department of Health at www.health.gov.au and National Health and Medical Research Council at www.nhmrc.gov.au).

Monitoring

The Nominated Supervisor will ensure they keep up to date with information on infectious diseases within the community through accessing the Commonwealth Government Department of Health (see www.health.gov.au) and Queensland Health (www.health.qld.gov.au). Where specific requirements and practices are advised, the service will review their adoption as part of the quality improvement planning.

Where a Child is Symptomatic at OSHC

When a child becomes ill while being educated and cared for, the procedure for an illness response will be followed. Children becoming ill will be isolated from other children and be cared for in an area which promotes rest and comfort. Educators will continue to monitor their condition until parents arrive.

Parents Notifying the Service of Infectious Disease

It is the responsibility of parents/caregivers to notify the Nominated Supervisor of any infectious disease that their child, or other immediate family members may be suffering.

Parents/guardians are advised, through the enrolment process and the Family Handbook, that children who are ill cannot attend the service. Children presenting with sickness symptoms will be asked to be collected from the service.

Reporting of Occurrences

Where an infectious disease itemised in the NHMRC resource has been reported to the service, the Nominated Supervisor will email the Approved Provider (P&C President in the first instance) to inform of the occurrence. The Nominated Supervisor will also provide details of the service's response, including relevant guidelines to prevent the spread of the infectious disease. The Approved Provider will express any additional action to be undertaken to ensure all reasonable steps have been followed.

Notification to Parents

Where the service has been informed of an instance of infectious disease being potentially exposed to children attending the service, a notice stating this occurrence will be displayed at the service in a prominent location. Additionally, the Nominated Supervisor will send an email, or Xplor notification, directly to all families that may have been exposed. ***No private, confidential or identifying information will be contained in any notice.***

Exclusion

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from the service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:

- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
- For educators and staff, they will immediately be released from work in order to seek immediate medical attention and for the period of the infectious disease; and
- For parents or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises until they are no longer suffering from the infectious disease.

Refer Infectious Diseases – Prevention and Response Policy

Time Out

Keeping your child and other kids healthy!

This poster provides information on the recommended minimum exclusion periods for infectious conditions and will assist medical practitioners, schools, pre-schools and childcare centres to meet the requirements of the *Public Health Act 2005*!

Condition	Person with the infection	Those in contact with the infected person ²
Chickenpox (varicella)	EXCLUDE until all blisters have dried. For non-immunised children, this is usually 5 days after the rash first appears, and less for immunised children.	EXCLUSION MAY APPLY EXCLUDE non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. <i>Contact your Public Health Unit for specialist advice.</i> Varicella can be reactivated in older children and adults as Shingles. See below.
Cold sores (herpes simplex)	NOT EXCLUDED if the person can maintain hygiene practices to minimise the risk of transmission. Young children unable to comply with good hygiene practices should be excluded while sores are weeping. Sores should be covered with a dressing where possible.	NOT EXCLUDED
Conjunctivitis	EXCLUDE until discharge from eyes has ceased unless a doctor has diagnosed non-infectious conjunctivitis.	NOT EXCLUDED
COVID-19 ⁴	EXCLUDE for at least 10 days after the onset of illness and until they have not had any symptoms for 3 days. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Cytomegalovirus (CMV)	NOT EXCLUDED Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Diarrhoea ³ and/or Vomiting including: <ul style="list-style-type: none"> • amoebiasis • campylobacter • cryptosporidium • giardia • rotavirus • salmonella • viral gastroenteritis but excluding: <ul style="list-style-type: none"> • norovirus • shigellosis • toxin-producing forms of E.coli (STEC) See specific information below	Exclusion periods may vary depending on the cause. EXCLUDE a single case until 24 hours after the last loose bowel motion and the person is well. EXCLUDE all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. If there are more than two cases with diarrhoea and/or vomiting in the same location, or a single case in a food handler, notify your Public Health Unit. <i>See information below if norovirus is confirmed or considered likely as the cause of diarrhoea and vomiting.</i>	NOT EXCLUDED
Enterovirus 71 (EV71 neurological disease)	EXCLUDE until written medical clearance is received confirming the virus is no longer present in the person's bowel motions.	NOT EXCLUDED
Fungal infections of the skin and nails (ringworm/tinea)	EXCLUDE until the day after antifungal treatment has commenced. (No exclusion for thrush).	NOT EXCLUDED
Glandular fever (mononucleosis, Epstein-Barr virus)	NOT EXCLUDED	NOT EXCLUDED
German measles (rubella) ⁴	EXCLUDE for 4 days after the onset of rash or until fully recovered, whichever is longer. Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women and female staff of childbearing age should check their immunity with their doctor. <i>Contact your Public Health Unit for specialist advice.</i>
<i>Haemophilus influenzae</i> type b (Hib)	EXCLUDE until the person has completed a course of appropriate antibiotic treatment. ⁵ <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Hand, foot and mouth disease (EV71)	EXCLUDE until all blisters have dried.	NOT EXCLUDED
Head lice	Exclusion is not necessary if effective treatment is commenced before next attendance day (i.e. the child does not need to be sent home immediately if head lice are detected).	NOT EXCLUDED
Hepatitis A ⁴	EXCLUDE until at least 7 days after the onset of jaundice or dark urine. or for 2 weeks after onset of first symptoms if no jaundice or dark urine.	NOT EXCLUDED <i>Contact your Public Health Unit for specialist advice about vaccination or treatment for children and staff in the same room or group, children transferring to another centre and new enrolments.</i>

1. Observing the exclusion period meets the intent of the *Public Health Act 2005* for a person to be non-infectious.

2. The definition of 'contact' will vary between diseases and is sometimes complex. If unsure, contact your local Public Health Unit.

3. Diarrhoea definition is: 3 or more loose stools or bowel movements in a 24 hour period that are different from normal and/or escapes a child's nappy.

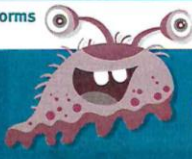
4. Doctors should notify the local Public Health Unit as soon as possible if children or staff are diagnosed with these conditions.

5. Appropriate antibiotic treatment: this will vary between diseases. If unsure, contact your Public Health Unit.

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Condition	Person with the infection	Those in contact with the infected person ²
Hepatitis B and C	NOT EXCLUDED Cover open wounds with waterproof dressing.	NOT EXCLUDED
Hepatitis E	EXCLUDE until at least 2 weeks after the onset of jaundice.	NOT EXCLUDED
Human immunodeficiency virus (HIV/AIDS)	NOT EXCLUDED Cover open wounds with waterproof dressing.	NOT EXCLUDED
Influenza and influenza-like illness	EXCLUDE until symptoms have resolved, normally 5–7 days.	NOT EXCLUDED
Measles ⁴	EXCLUDE for 4 days after the onset of the rash. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY Vaccinated or immune contacts NOT EXCLUDED . EXCLUDE immuno-compromised contacts (including those receiving chemotherapy) until 14 days after the appearance of the rash in the last case. EXCLUDE non- or incompletely vaccinated contacts, without evidence of immunity. <i>Contact your Public Health Unit for specialist advice.</i>
Meningitis (bacterial)	EXCLUDE until well and has received appropriate antibiotics.	NOT EXCLUDED
Meningitis (viral)	EXCLUDE until well.	NOT EXCLUDED
Meningococcal infection ⁴	EXCLUDE until 24 hours of appropriate antibiotics have been completed. <i>Contact your Public Health Unit for specialist advice.</i>	NOT EXCLUDED <i>Contact your Public Health Unit for specialist advice about antibiotics and/or vaccination for close contacts.</i>
Molluscum contagiosum	NOT EXCLUDED	NOT EXCLUDED
Mumps	EXCLUDE for 5 days after onset of swelling. Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Norovirus	EXCLUDE until there has been no diarrhoea or vomiting for 48 hours.	NOT EXCLUDED
Roseola, sixth disease	NOT EXCLUDED	NOT EXCLUDED
Scabies	EXCLUDE until the day after treatment has commenced.	NOT EXCLUDED
School sores (impetigo)	EXCLUDE until 24 hours of appropriate antibiotics have been completed. Cover sores on exposed areas with a waterproof dressing until sores are dry, and encourage handwashing.	NOT EXCLUDED
Shiga toxin-producing E.coli (STEC)	EXCLUDE until diarrhoea has stopped and two samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Slapped cheek syndrome, fifth disease (parvovirus B19, erythema infectiosum)	NOT EXCLUDED Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Shigellosis	EXCLUDE until there has been no diarrhoea or vomiting for 48 hours <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Shingles (herpes zoster)	EXCLUSION MAY APPLY If blisters can be covered with a waterproof dressing, until they have dried NOT EXCLUDED . EXCLUDE if blisters are unable to be covered and until no new blisters have appeared for 24 hours.	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice, including advice for pregnant women and any person who is immuno-compromised (including receiving chemotherapy).</i>
Streptococcal sore throat (including scarlet fever)	EXCLUDE until 24 hours of appropriate antibiotics have been completed.	NOT EXCLUDED
Tuberculosis (TB) ⁴	EXCLUDE until written medical clearance is received from the relevant Tuberculosis Control Unit.	NOT EXCLUDED
Typhoid ⁴ and paratyphoid fever	EXCLUDE until diarrhoea has stopped and two samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Whooping cough (pertussis) ⁴	EXCLUDE until 5 days after starting appropriate antibiotics or for 21 days from onset of cough. ⁵ <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY for those in contact with the infected person. <i>Contact your Public Health Unit for specialist advice regarding exclusion of non- or incompletely vaccinated contacts.</i>
Worms 	EXCLUDE until diarrhoea has stopped for 24 hours and treatment has occurred.	NOT EXCLUDED

Some medical conditions require exclusion from school, childcare centres and other settings to prevent the spread of infectious diseases among staff and children.

For further information or advice about diseases or conditions not listed here:

- Contact your nearest public health unit at: www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units
- National Health and Medical Research Council publication: infectious diseases in early childhood and education and care services, 5th edition www.nhmrc.gov.au/guidelines-publications/ch55
- For fact sheets about various communicable diseases visit the Queensland Department of Health website at: <http://disease-control.health.qld.gov.au>

Time Out



Use this QR Code to access a digital copy of this poster or visit www.health.qld.gov.au/public-health/schools/prevention



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Medication Administration

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

Self-administration of medication will be facilitated in working collaboratively with parents/caregivers. Self-administration of medication is only authorised with written authorisation from the parent/caregiver.

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

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period; and
- In accordance with the completed details outlined in the Medication Administration Policy.

All medication will be stored in a locked cupboard or lockable refrigerated container. Storage should prevent unsupervised access and damage to medicines.

All medication will be administered by the Nominated Supervisor (or an educator nominated by the Nominated Supervisor who is duly qualified in first aid) and witnessed by another educator, with the details noted on a Medication Administration Record. Parents/guardians are required to sign the Daily Medical Administration Record on collection of the child.

All unused medication will be returned to the parent/guardian on collection of the child.

Any child enrolled in the service who has been identified with a health need, allergy or relevant medical condition will require:

- A *medical management plan* to be supplied by the parent;
- The development of a *risk-minimisation plan* in consultation with a parent; and
- The development of a *communication plan* (for staff members to be informed of the health and medical needs of children and for parents to understand how to update health/medical information and/or relevant plans).

*Refer Medication Administration Policy
Refer Children with Medical Conditions Policy*

Personal Effects

Children’s mobile phones, electronics and toys are not permitted at ROSHC, unless specifically mentioned as a planned activity (on occasional Vacation Care days).

All mobile phones and electronic toys are to be stored in the office whilst children are in care. The device will be returned to the child on departure.

If children bring toys, other than electronics, they will be asked to store them in their bags, and on occasion in the office.

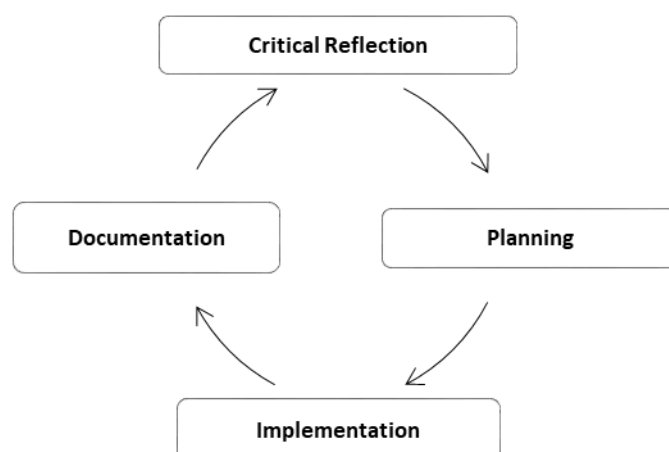
Programming

ROSHC plans, designs and provides tailored programs catering to the children’s age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, ROSHC considers middle childhood development and the relationship this has with play.

Our aim is to provide activities that meet and develop the five learning outcomes of the My Time Our Place framework. These five learning outcomes are; children have a strong sense of identity, children are connected with and contribute to their world, children have a strong sense of wellbeing, children are confident and involved learners and children are effective communicators.

Planning Cycle

The service’s Educational Leader is responsible for coordinating the design and implementation of the service’s program and ongoing development of educator practices. Their role is central to the service’s planning cycle and delivery of the service’s program.



Educators complete reflections and observations of the children that allow them to highlight their interests. Educators, and the Educational leader, then integrate and extend on these appropriately in the program.

Photos and significant moments are also collected by staff and are displayed in the foyer for parent/guardian perusal.

As daily practice, educators reflect in three different ways. General reflections, significant moments and critical staff reflections are placed in the service's reflection journals. The Educational Leader refers to the reflection book when planning so that the program is planned around the children's interests and learning. Also, educators use the reflection book as a tool for intentional teaching, to identify experiences where the children responded positively so that they can be extended upon.

Significant moments of children's learning are written in the service's reflection book for parents/guardians to read if they desire. Significant moments, some presented with a supporting photo, are completed by educators every day to highlight a momentous activity, conversation or observation that occurred.

Critical reflections provide educators with the opportunity to reflect on their professional practice and their approach to children's learning. Educators set goals and review these accordingly.

The Educational Leader, or Nominated Supervisor, will happily discuss any aspect of the program with interested parents. The weekly program is displayed on the parent's noticeboard in the foyer of the service. We encourage you to complete our family surveys as this communicates your thoughts and input into the program. Children and families also have access to a suggestion box where they can put forward their programming ideas.

*Refer Educational Program Development and Implementation Policy
Refer Sharing the Program and Children's Progress with Families Policy*

Expectations of Behaviour

As part of our commitment to quality care for the children at our service, we have expectations for the children to follow. These expectations are developed, with input from the children, to create a sense of ownership over what happens within “their” space. These expectations are displayed throughout the service. Our expectations are as follows:

Respectful: We respect our equipment, other children, educators, our environment and we speak to others how we would like to be spoken to.

Only stay where an educator can see you at all times: Do not go to the out of bounds areas and ask an educator before you move inside/outside.

Safe: Keep your hands and feet to yourself and listen when you are being spoken to. Be sun smart – wear a hat and sun safe clothing. Share the equipment amongst the other children.

Honesty: Tell the truth and help each other.

Caring: Communicate clearly and calmly. Clean up your equipment or mess and make good choices.

Sun Safety

The primary purpose of ROSHC's sun safety policy is to ensure that all children attending the service are protected from the harmful effects of the sun. ROSHC has made a commitment to implement the best possible sun safety policy. This sun safety policy follows guidelines recommended by the Queensland Cancer Council.

The Nominated Supervisor (or relevant delegate) will ensure all sun protection measures are applied to children, staff and visitors while outside when the UV level is 3 or above. This includes the wearing of adequate SunSmart clothing and making use of shaded and/or covered areas; wearing broad-brimmed hats and applying minimum SPF 30+ sunscreen 20 minutes before going outdoors and reapplying every 2 hours.

Children, educators and volunteers will wear broad brimmed hats (that protect their face and ears) and appropriate clothing for all outdoor activities. The rule: no hat – play in the shade will be enforced. Sun smart rash shirts or t-shirts must be worn over swimmers during swimming activities. Children without adequate sun protection must play indoors or in shaded areas only.

Where possible, educators will operate outdoor activities, including excursions, in shaded areas, especially during the summer months.

Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. The service supply's minimum SPF 30+ broad spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents. If your child has their own sunscreen, please inform educators in the morning of care. Sunscreen will be applied 20 minutes prior to going outside or swimming and children are encouraged to reapply every two hours whenever they are outside or swimming. Educators will help apply (if required) sunscreen to Prep, Year 1 and Year 2 children's faces and ears. Older grades will apply their own sunscreen under the supervision of educators. Children will be reminded to apply sunscreen appropriately and regularly.

All children **MUST** bring a water bottle to the service. This bottle should be clearly named. Clean, cool water is readily available for children to fill their water bottles. Educators will remind the children to drink more in summer months.

Refer Sun Safety Policy

Use of Photos

ROSHC seeks to use photographic and recorded images of children for the purpose of sharing their learning experience within the service, with their families and more broadly, with the wider community.

To achieve this, ROSHC may use photographic or recorded images, with the child's first name, as follows:

- In service displays;
- School displays;
- School newsletter;
- Xplor Playground;
- Local newspaper;
- Social media pages (including but not limited to Facebook);
- Rangeville State School website; and
- Rangeville P&C Association website.

*Refer Information Handling (privacy and confidentiality) Policy
Refer Commitment to Health, Safety and Protection of Children Policy*

Late Collection and Fees Payable

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$20 per child for the first 15 minutes, \$25 per child for the next 15 minutes and \$2 per minute per child thereafter. A late fee charge will be added to the account.

Staff will contact parents if their child has not been collected by 6:00pm. In the event a child has not being collected a half-hour after closing time (6:30pm) **and** there is no response from a parent, authorised nominee or emergency contact, advice will be sought from the police and an incident report completed.

*Refer Arrivals and Departures of Children Policy
Refer Setting, Reviewing and Managing Fees Policy*

Bookings and Cancellations

Rangeville OSHC is committed to delivering an efficient and effective service for children and families. Management of bookings and cancellation is critical in providing a quality and efficient service for the community. Parents and families have a role in communicating bookings and cancellations with Rangeville OSHC to ensure effective business practices are supported. The service will ensure the booking administration meets the needs of families through effective communication of clear process and expectations.

Before and After School Care

Permanent Bookings

Bookings for Before and After School Care session can be made by the account holders (typically the child's parents) or an authorised nominee, where consent has previously been obtained. Where Rangeville OSHC has reached or exceeded requests for bookings beyond the maximum number of children stipulated in the service approval, a priority of access procedure will be implemented. Permanent bookings are to be made by emailing roshc@rangevilless.eq.edu.au.

Care needs for those parents/caregivers that work a rotating roster

Parents with shift-work employment can have their needs addressed on a case-by-case basis. Parents with these circumstances will need to liaise with the Nominated Supervisor (or relevant delegate) to negotiate this arrangement. Evidence (e.g. a copy of working roster) may be required when requested by the service. Bookings of this nature are considered a permanent booking. Therefore, these arrangements have the same conditions as permanent bookings and are to be made by emailing roshc@rangevilless.eq.edu.au.

Casual Bookings

Casual bookings will only be available where the service has approved places available. Permanent bookings will take a priority over casual vacancies. Casual booking requests must be made via Xplor. If placement is not available at the time the request is made, the request will be placed on a waiting list. An offer of placement may be made if a position becomes available closer to the requested date.

Cancellations

Parents/guardians must notify the service of cancellations to a session booking via the Xplor Home app. **Children are not to ring to cancel or make a booking.**

If a cancellation is made less than 24hrs prior to the booking, full fee applies. If cancellation is made between 24hrs and 48hrs prior, half-rate fees apply. Where the notice is less than 30 minutes, parents (or authorised nominees) are required to confirm these changes via phone also.

Vacation Care

Bookings

All Vacation Care bookings are completed using the **Xplor Home app**. The fees for each Vacation Care session will be contained within the program. The service may charge a higher fee after a certain date. Any such condition will be explained in the program information.

All bookings will be confirmed via the Xplor Home app. In the event that a requested day is not available, the family will be notified and given the option of going on a waiting list for that session. An offer of placement may be made if a position becomes available closer to the requested date.

Cancellations

The cancellation period for Vacation Care bookings is seven (7) days. Any cancellations or changes outside of this timeline will incur a fee, equal to the fee for that session. Changes and cancellations can be made via the Xplor Home app.

Refer Bookings and Cancellations Policy

Child Care Subsidy (CCS)

ROSHC follows the guidelines as outlined in the Australian Government's *Child Care Provider Handbook*.

Accessing CCS

It is the responsibility of the parents/caregivers to communicate with Centrelink about their child/ren attending a care service. When the booking is added to the system, a Complying Written Arrangement (CWA) is generated. This requires parents/guardians to approve the booking through their Centrelink online account (accessed through MyGov or the Centrelink app), prior to any CCS being payable to the service as a fee reduction for the family. This must be completed prior to the child attending their first session.

Reporting Absences (CCS)

Child Care Subsidy is payable for up to 42 absence days for a child in a financial year for sessions of care a child is enrolled in and did not attend and where there is still a liability to pay a fee for the session.

Once 42 absence days have occurred in a financial year, *Child Care Subsidy* can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law. These reasons are:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner;
- the child is attending preschool;
- alternative arrangements have been made on a pupil-free day;
- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child;
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child;
- the service is closed as a direct result of a period of local emergency;
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards; and
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

Child Care Subsidy and *Additional Child Care Subsidy* is payable for all additional absences and there is no limit on the number of additional absence days a recipient may claim, providing the absence days are taken for specified reasons and supporting documentation, where required, is provided.

The Nominated Supervisor (or relevant delegate) will liaise with families to ensure relevant supporting documentation is received from families where this is required. Families failing to produce a valid reason and/or supporting documentation may not receive a subsidy payment and will, therefore, be liable for the full fees for the absent session.

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

*Refer Bookings and Cancellations Policy
Refer Setting, Reviewing and Managing Fees
Refer Administration of Child Care Subsidy and Additional Child Care Subsidy (ACCS)*

Payment of Fees and Overdue Fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is included in the enrolment package.

Fees are reviewed annually by the Approved Provider in consultation with the Nominated Supervisor. Typically, fee adjustments will either occur at the start of each school year or on 1 July. Fee increases are based on the provision of quality Outside School Hours Care, reflecting the costs associated with meeting the service's philosophy, goals of the program and within the framework of the Service's policy and procedures. Communication of fee changes occur at least **14 days** before making changes to the rate of fees. Notification occurs via email, signage near entrance, the newsletter and via Xplor.

All families will be issued a statement via email each week, showing the previous and current week's charges and transactions. The statement will show reduced fees and estimated reduced fees for each child receiving Child Care Subsidy. ROSHC accepts direct debit payments only. All payments made will be reflected on the statement which is issued weekly.

Fees for all days booked will be direct debited, from your nominated account, on the specific day selected.

Cancellation of Enrolment

All cancellations of enrolments must be made, in writing, to roshc@rangevilless.eq.edu.au
Fees will continue to be charged until this cancellation notice has been provided.

Overdue Fees

Parents in hardship are encouraged to discuss their matters with the Nominated Supervisor to explore possible options and access to additional supports, prior to their account being in arrears.

1. Where there are outstanding fees and no sufficient payment has been made in at least 2 weeks, the Nominated Supervisor will prompt the parent verbally and confirm the agreed arrangement via email.
2. If no payment has been received as agreed or where there has been consistent failure to pay accounts, the Operations Manager will contact the parent/account holder for immediate remedy.
3. The Approved Provider will outline the terms of payment of the service and seek to address an ongoing resolution. Parents will be informed that continued enrolment is dependent on the payment of the fees outstanding.
4. Where no contact can be made, or where payment of fees continues to have not been received within the agreed timeframe, the enrolment will be suspended and the debt may be referred to a collection agency (or Queensland Civil and Administrative Tribunal).
5. Where resolution through suspension has not been achieved, the Approved Provider may, in its discretion, cancel the enrolment and suspend any future attendance.

Vacation Care:

All families will be issued a statement via email each week, showing the previous and current week's charges and transactions. The statement will show reduced fees and estimated reduced fees for each child receiving Child Care Subsidy. Accepted payment methods include direct debit only. All payments made will be reflected on the statement which is issued weekly.

Fees for all days booked will be direct debited, from your nominated account, on the specific day selected.

All outstanding fees relating to Before and After School Care must be paid in full prior to acceptance of a child into Vacation Care.

Excursion and incursion fees are compulsory according to days booked and fees will be calculated following a cost analysis for each event.

*Refer Bookings and Cancellations Policy
Refer Setting, Reviewing and Managing Fees*

Thank you

Thank you for joining us at ROSHC. We look forward to meeting your family.