

# Southport State OSHC

## Parents Information booklet

### Centre Details

Southport State School Outside School Hours  
Care  
215 Queen Street Southport QLD 421

### Danielle Emond

**Mobile** 0407 140 528

**Phone** (07) 5531 1138

**E-mail** [soshc@bigpond.net.au](mailto:soshc@bigpond.net.au)

### Hours of Operation

#### Before School Care

6.45am – 9.00am

#### After School Care

2.45pm – 6.00pm

#### Vacation Care

6.45am – 6.00pm

#### Pupil Free Days

6.45am – 6.00pm

#### Public Holidays

Closed

#### Christmas Holidays

To be advised closed for one week

The staff of OSHC would like to welcome you to our service. The staffs of 2016 are:

### Danielle Emond – Coordinator

#### Educational Leader & Nominated Supervisor

Advance Diploma in Children's Services

Accredited Sports Coach

Senior First Aid, CPR, Asthma & Anaphylaxis

### Christine Taylor – Assistant Coordinator

#### Certified Supervisor

Diploma of Child Care and Education

Accredited Sports Coach

Senior First Aid, CPR, Asthma & Anaphylaxis

### Surya Kriedeman – Certified Supervisor

Diploma of Child Care and Education

Senior First Aid, CPR, Asthma & Anaphylaxis

### Heather Davidson – Supervisor

Certificate 3 Child Care and Education

Senior First Aid, CPR, Asthma & Anaphylaxis

Special Education Unit Teacher Aide

### Susan Talley – Supervisor

Certificate 3 Child Care and Education

Senior First Aid, CPR, Asthma & Anaphylaxis

Special Education Unit Teacher Aide

### Shalina Kriedeman – Supervisor

Certificate 3 Child Care and Education

Studying Diploma of Child Care and Education

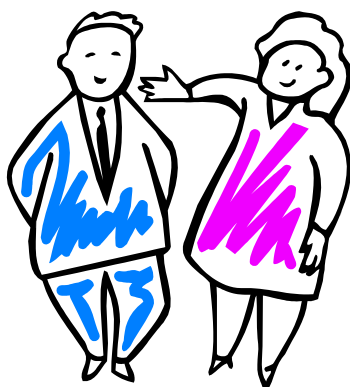
Senior First Aid, CPR, Asthma & Anaphylaxis

### Jessina Sunandini – Supervisor

Certificate 3 Child Care and Education

Studying Diploma of Child Care and Education

Senior First Aid, CPR, Asthma & Anaphylaxis



## **Welcome Letter**

Southport State School Outside School Hours Care would like to welcome you and your family to our service. We aim to provide quality care to all families with qualified, professional and caring staff who are dedicated to the children of this service.

This service provides care to children prep through to year 7. This service strives to have a proactive and cooperative relationship with families. Family input, recommendations and feedback regarding the operations of OSHC is valued and encouraged.

Southport State School P&C OSHC is an approved Child Care Service provider under the *Education and Care Services National Law* (Provider Approval Number QPA-8430)

As a requirement of our license, the centre is required to comply with the *Education and Care Services National Law and Regulations*. These include:

- The requirements about activities, experiences and programs
- The numbers of staff members and children
- Staff qualifications
- Following the "My Time Our Place" National Quality Framework.

This organisation is non-profit and is sponsored by the Southport State School Parents & Citizens Association.

A Coordinator is appointed by the P&C Association and manages the daily operations of the service. Parent's ideas and suggestions are always welcome and these may be presented at our P&C meetings held on the second Tuesday of the month at 3.00pm. The service also encourages families to be involved in our 'Quality Improvement Plan' & the review of our service policies and procedures.

Appendix 3

Parents can ask for information about the following:

- a) general description of activities & experiences given by the service.
- b) The service's philosophy about learning and child development outcomes and how it is achieved.
- c) The goals about knowledge and skills to be developed through activities and experiences.

This program is designed to meet the needs of all children. We allow them the opportunity to develop social and recreational skills within a safe environment.

At most times of the day, children will have the choice between quiet activities such as arts, crafts, technology and construction play or more active play outdoors such as adventure playground, oval play, dancing, sandpit, sporting events etc.

We hope that you find the information package helpful and informative and we look forward to developing a positive and interactive relationship with you and your family

Danielle Emond  
Coordinator



### **Enrolling your child**

Parents/guardians are required to complete an enrolment form for their child prior to commencement. Please ensure all details are completed so there are no delays in the enrolment process.

Each family will receive a copy of the family & children's information booklet that provides relevant information about our service.

To ensure a smooth transition, please follow the procedure outlined below:

1. Collect relevant documentation.
2. Complete all information & return to Coordinator. Include starting date required.
3. Prior to commencement, Contact Centrelink to register & link your Child Care Benefit (CCB) entitlements to our service.

### **Getting to know your child**

Children are provided with our 'about you' form to complete. The 'about you' child information, helps us program specifically to your child's interests, needs and skills. We ask that you help your child complete the "about you" form and return it on enrolment.

### **Child Care Benefit (CCB)**

Our service is approved for Child Care Benefit. Please contact the Family Assistance office on 136150 for all ccb enquiries and approvals.

### **Late Collection and Fees Payable**

This service closes at 6.00pm. A Late Fee will apply after 6.00pm at \$2.00 per minute, for the first 10 minutes and \$5 per minute thereafter. This fee will be charged to your account accordingly. We ask parents that if they are going to be late, please provide a courtesy call. Staff will notify your child to prevent unnecessary stress and concern. In the event that we cannot contact you or your emergency contacts, we will follow our policy guidelines. Our policy states that after 6.15pm, your child will be taken to Southport Police Station for collection.

Please note our service is non profit so we rely on your prompt payment of fees to continue running. If at some time you are

unable to meet your commitments, please see the Co-ordinator as soon as possible to discuss the matter. **It is our policy that all accounts are paid weekly or fortnightly.** After / Before School Care accounts must be finalised by the end of each term in order to utilise further care.

**All families must complete a credit card form for each account. Families may still pay fees by direct credit into our account weekly or fortnightly. If these fees are missed, we will charge your credit card on file. Casual fees can be paid by cash, eftpos or credit card.**

### **Attendance and Allowable Absences**

Parents who have a permanent position are required to notify the Co-ordinator as soon as possible if their child will be absent from Outside School Hours Care. If the position can be filled with a casual booking, parents will not be charged. If Outside School Hours Care has not been notified that a child will be absent for three or more consecutive weeks, parents will be contacted and negotiations over placement will be discussed. In this instance, a permanent booking may be cancelled.

Families receiving Childcare Benefit are allowed 42 days per year, per child, for 'allowable absences'. Allowable absences can be taken for any reason. Once the 42 absent days have been utilised, the parent is to pay full cost of care on any further absences unless it is an approved absence. Approved absences are unlimited and can be used for non-attendance due to illness of parent or child (with medical certificate) and exceptional circumstances. Parents must provide supporting documentation.

### **Arrivals and Departures**

Parents/Guardians must complete an enrolment form for each child attending the service. All information on these forms is treated as confidential and kept in a secure place. Parents must sign their child in for Before School Care (BSC) and sign out at After School Care (ASC) on every attendance. Staff are responsible for signing out children from BSC and signing children in for ASC.

### **Vacation Care and Excursions**

Vacation care programs are available for booking two weeks prior to each school holiday. Programs and booking forms are on display at the sign in/out table. Your child will be unable to attend excursions unless a signed permission form is completed by Parent /Guardian. Please ensure that you have Child Care Benefit approval for our Vacation Care service.

### **Communication**

Communication with families is very important, as it is the core to adequately providing children with high quality care and supporting families.

OSHC will communicate through the School Newsletter, OSHC Notice board, Facebook page (Southport State School OSHC) & when applicable in writing to the parent. At times, Staff will speak to you personally about relevant minor incidents pertaining to your child. We also have a communication diary at the sign in/out area for parent's queries to follow up. We also have encourage families to have input in our Policy and Procedure annual review and into our Quality Improvement Plan. We will inform families when we are reviewing these documents.

**Parents can contact the Coordinator on 0407140528 or 55311138 or via e-mail at [soshc@bigpond.net.au](mailto:soshc@bigpond.net.au)**

Parent involvement and feedback is important to us. We have a couple of surveys throughout the year, which we encourage families to complete and return. These surveys allow us to evaluate our service and facilitate future planning.

### **Grievances**

All complaints and grievances are confidential and all parties will be treated with respect and dignity. Solutions are sought for all disputes, issues or concerns that affect the operation of the service in a fair and timely manner. Grievance procedures are detailed in our service policies and procedures.

**Step One:** Attempt to resolve conflict with OSHC Coordinator

**Step Two:** Independent Mediator

**Step Three:** Formal in Writing

Put your grievance in writing to the Outside School Hours Care Committee.

**Step Four:** Formal Appeal in Writing

Put your grievance in writing to the P & C Committee.

### **Health and Hygiene**

Children must arrive at the service with adequate food/drinks, appropriate clothing and footwear for safety. This service will provide sunscreen, hats and sun shirts when applicable on excursions.

Morning/Afternoon tea, cold water, soap, sanitising hand gel & paper hand towels are provided within the service.

### **Nutrition Policy**

This Service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. The service encourages and promotes the health and wellbeing of children through providing positive learning experiences and discussions during meal/snack/cooking times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children. Junk food is discouraged at our service. During Vacation Care please ensure you send enough food and drinks and that the food provided is nutritionally sound in order to assist your child in becoming involved in the high energy program.

**Additional Dietary Requirements:** Our educators will try to provide assistance and support to any child with additional dietary requirements. Please include specific dietary requirements on the enrolment form.

### **Medical Conditions**

If your child has or develops a medical condition requiring medication you must provide a letter authorising us to administer this medication. This includes Asthma puffers and other on going medications used by children. Please administer any prescribed medication to your child before or after attending the service, rather than requesting the service to do so, unless absolutely necessary.

If your child is ill, we will contact you immediately. In the case of seriously illness, we will contact an ambulance immediately

and then contact parents. Please ensure that you or your emergency contacts are accessible at all times. Please ensure that 'No Nuts or Shellfish' are brought into our service.

### **Accident Procedure**

When a child is injured our first priority is to comfort the child and administer first aid. We encourage all staff to hold current Senior First Aid. If injury is serious and it is deemed appropriate, your child will be transported to the nearest Public Hospital by ambulance. Parents will be notified as soon as possible.

### **Policy and Procedure information**

Parents are welcome and able to access the Policy and Procedure Manual. Please contact the Coordinator.

### **Philosophy**

Our philosophy is located on the wall at the sign in/out area.

### **Confidentiality**

Confidentiality of personal information will be maintained at all times. Staffs are required to sign a confidentiality agreement upon employment. Personal information is stored in a lockable file.

### **Behaviour Management**

This service operates within the boundaries of the Southport State School and has chosen to adopt the principles of the Southport State School Student Welfare Policy.

In general, children will be given two verbal warnings about their inappropriate behaviour. Upon the third warning, parents will be informed either verbally or in writing, depending on the seriousness of the matter. If a child's behaviour causes physical danger to other children, staff or the child himself/ herself, the parent will be contacted immediately and asked to collect the child. In extreme cases the child may be excluded from the service temporarily or indefinitely. The Principal of the school will be notified if the behaviour affects other children, staff or property of the school.

Our rule have been developed by the children and educators and are as follows:

- BE SAFE, BE KIND, BE HONEST
- WALK INSIDE ONLY

Appendix 3

- KEEP YOUR HANDS AND FEET TO YOURSELF
- HELP TIDY UP AND PUT ITEMS AWAY WHERE THEY BELONG
- BE SENSIBLE IN THE TV ROOM
- BE FAIR AND SHARE THE IPAD
- LISTEN WHEN OTHERS ARE SPEAKING

### **Damage to Equipment or Facilities**

As part of every day experiences involving children, we recognise that fair wear and tear will occur. However, if damage to equipment is intentional, it will become an expense to the parent. If a replacement is not made by the parent then the service will pay the costs and debit parents accounts accordingly.

### **Personal effects**

We understand that children enjoy bringing personal items from home to use at the service. Please clearly name these items and make Staff aware that children have them at the service. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

### **Programming**

Children and parents are encouraged to participate in activity programming. Our activities have a recreational focus and where appropriate should generate developmentally stimulating and educational outcomes. We strive to developmentally stimulate each age group physically, socially, cognitively and emotionally and provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds. Our activities are child focused and based around four learning areas.

1. Creative Arts
2. Imaginative Play
3. Physical Activity
4. Science and Technology

Children are encouraged to complete the "About you" form, which indicates children's interests, skills and suggestions for activities. As part of activities, photos may be taken of your child and displayed within the centre. If this is not suitable, please advise the coordinator. The program is on display at our sign in /out area for families & children.

**Sustainability Practices:** Educators work collaboratively with the children and their community to develop and implement

sustainable practices related to the service program and routines, including:

- Recycling food scraps;
- Using recycled items in craft activities;
- Recycling scrap paper for use;
- Establishing a garden and using the produce in the service menu;
- Creating play spaces for children to interact with the natural environment;

The learning framework for Outside School Hours Care is **'My Time Our Place'**. There are five outcome areas.

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

### **National Quality Framework**

The National Quality Standards aim to provide school age children with high quality care that best promotes their learning and development whilst recognising the importance of social interactions and recreation. Southport State School OSHC has a continuing quality improvement plan that addresses 7 quality areas:

1. Educational Program and Practice.
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Leadership and Service Management

### **Sun & Swimming Safety**

We supply SPF 30 sunscreen for children at the service. Parents will be asked to provide appropriate Sun Smart clothing that protects as much of the skin as possible. Children must wear the provided OSHC hat outdoors and wear the provided rash swim shirt when swimming. Parent will be required to complete a swimming ability for their child prior to swim excursions.

### **Parent Code of Conduct**

The best interests of the child are our paramount concern. This service endeavours to provide care that respects the child's rights, dignity and privacy at all times. To do this we require parents to abide by the parent code of conduct. Whilst this service respects the rights of parents, it is our duty of care to ensure the safety and wellbeing of all children within our care at all times. Any parent not following our parent code of conduct will be asked to vacate the premises immediately.

### **Parent code of conduct**

- Refrain from using offensive language and gestures
- Remain calm and respectful, no raised voices
- Refrain from disciplining other children
- Refer incidents and concerns to Coordinator
- Not to be intoxicated or under the influence of narcotics
- Not to smoke within school grounds

Although staff are available for parents to speak briefly too at all times, if you require longer please make an appointment with the Coordinator so that any concerns can be adequately dealt with or alternatively you may follow the grievance procedure outlined in the policy and procedure manual.

### **Custody**

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of harm. If a child is taken, the police will be contacted immediately along with the custodial parent/guardian.

**Please see coordinator to access a copy of the service policies and procedures to ensure you are fully aware.**