



**Ithaca Creek State School P&C
Outside School Hours Care**

**Family Information
Package**

Updated April 2009

Family Handbook Checklist

Welcome to Ithaca Creek SS P&C OSHC Service. Thank you for enrolling your child with us. Our staff look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. All staff members employed at our Service are required to be trained in First Aid. Our staff hold a wide range of qualifications related to the care of children and hold a current Blue Card, issued by the Commission for Children and Young People.

Our Service is licensed by State Department of Families and we are participating in the Outside School Hours Care Quality Assurance process and are committed to the principles of quality improvement.

We hope that you find this information package helpful and informative.

Enclosed you will find a number of forms and a Family Handbook which outlines for you how our Service is run. Please use this checklist below to ensure you have received and completed the relevant information.

In package:

Ithaca Creek SS P&C OSHC Enrolment Form

Ithaca Creek SS P&C OSHC Family Handbook

- I have received all of the above information.
- I have had the opportunity to have an interview with the Coordinator to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns or voice any questions I had.
- I understand it is my responsibility as parent/guardian to apply for Child Care Benefit (CCB), and the Service will not be able to apply CCB to my fees until they receive a Child Assessment Notice from Family Assistance Office (FAO) instructing them to do so.
- I have read and agree to abide by the Ithaca Creek SS P&C OSHC Service Policy and Procedure Manual.
- I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the Service immediately if information reported on this form changes.

Ithaca Creek State School OSHC

Contact Details:

Outside School Hours Care Building

Lugg Street, Bardon Q 4060

(PO Box 460, Ashgrove, Q 4060)

Tel: 3368 1060

Email: ithacoshc@bigpond.net.au

Hours:

Before School Care	7.00 am – 8.45 am
After School Care	3.00 pm - 6:00pm
Vacation Care	7.00 am - 6:00pm
Pupil Free Days	7.00 am - 6.00pm
Public Holidays	Closed

Staff Qualifications

Jessica Fogarty (Co-ordinator)	Certificate III in Childrens' Services (enrolled)
Anne Epstein	Bachelor of Education & Cert. III in Educational Support
Michelle Lenton	Certificate III in Childrens' Services (enrolled)
Alena Sen	Certificate III in Childrens' Services (enrolled)
Lachlan Gardiner	Certificate III in Childrens' Services (enrolled)

Management Committee (also called the Sub-Committee of the ICSS P&C):

Chairperson: Karen Everingham

Secretary: Julie Geiser

Treasurer: Mark Pickup

Members: Carolyn Berry, Karen Castle, Lisa Duffy, Adam Hookway, Gaye Vale

2009 Fees and Charges (before Commonwealth Child Care Benefit reductions)

Before School Care: \$10.00

After School Care (includes afternoon tea): \$15.00

Vacation Care and Pupil Free Day: \$35.00

In Vacation Care additional fees are charged for excursion days, please see Coordinator.

Non-Booking Fee - \$5.00 (e.g. when a child attends without a booking).

Non-cancellation fee - \$5.00 (charged when a booking is not cancelled).

Non-cancellation and non-booking fees are not subsidised by CCB.

**Ithaca Creek State P&C School Outside School Hours Care
Family Handbook
TABLE OF CONTENTS**

1	Our Service.....	5
1.1	Our Philosophy.....	5
1.2	Our Goals	5
1.3	Our Sponsor/Licensee	5
1.4	Policies and Procedures	6
1.5	Enrolment and Orientation	6
1.6	How We Communicate With Families	7
1.7	Respect for Children.....	7
1.8	Child Protection	7
1.9	Photos	7
1.10	Priority of Access and Non-Discriminatory Access	8
1.11	Confidentiality.....	8
1.12	Parent Code of Conduct	8
1.13	Staffing	9
1.14	Concerns, Complaints and Suggestions	9
2	Caring For Your Child	9
2.1	Arrivals and Departures	9
2.2	Late Collection and Fee Payable	10
2.3	Children Leaving without Permission	10
2.4	Child Code of Conduct	10
2.5	Custody	10
2.6	Safety	11
2.7	Health and Hygiene.....	11
2.8	Illness and Injury	11
2.9	Medication	12
2.10	Daily Routines	12
2.11	Homework.....	12
2.12	Breakfast, Morning and Afternoon Tea	12
2.13	Behaviour Management	13
2.14	Damage to equipment or Facilities	14
2.15	Students, Visitors and Volunteers.....	14
2.16	Excursions	14
2.17	Transport.....	15
2.18	Clothing	15
2.19	Babysitting	15
2.20	Programming.....	16
2.21	Personal Effects.....	16
3	Payment for Care	16
3.1	Payment Of Fees And Outstanding Fees.....	16
3.2	Childcare Benefit (CCB)	18
3.3	Bookings.....	18
3.4	Attendance.....	18
3.5	Allowable Absences	19
3.6	Approved Absences	19
4	Important Contact Numbers.....	20

1 Our Service

1.1 Our Philosophy

This Service is committed to providing a quality service whereby:

The Children's physical emotional and social needs are met in a safe, caring and supportive environment.

Programs are designed to cater for differences in children's ages, skills. Interests and abilities are met through a variety of challenging and recreational activities.

Children, Parents and Staff are treated with respect and their individual uniqueness is acknowledged and valued.

This Service encourages parental and community participation. It welcomes open discussion on all issues relevant to its operation. Parents and Guardians can ask for information about our Philosophy at any time.

1.2 Our Goals

Our Service is based on a number of goals:

- For each individual child to develop an understanding of themselves and others.
- For each child to develop emotionally, socially, physically, culturally and cognitively.
- For each child to grow in independence, confidence and responsibilities.
- For children to participate in independent learning through self selecting activities, enabling them to develop the skills and knowledge appropriate to developmental age and stage.
- For each child to feel important in all aspects of the care we provide.
- For staff, children and families to develop a relationship based on trust and respect.
- For all staff to have a genuine love and respect of all the children they come into contact with.
- To reflect a diverse multicultural perspective and show acceptance of all people as equal.
- Programming that provides for individual as well as group needs and interests.
- Involvement of our families in decisions and operations of the Service.
- To provide information, advice and support for families, fostering a sense of community and mutual respect.
- To reflect and re-evaluate on a regular basis all issues relevant to the operation of Ithaca Creek SS P&C OSHC, through open discussions with all involved, to ensure a continuing high standard of quality care.

1.3 Our Sponsor/Licensee

Ithaca Creek SS P&C OSHC is sponsored/licensed by Ithaca Creek State School P&C, on a not-for-profit basis.

Parent participation is encouraged throughout all aspects of the Service; a parent Sub-Committee supports the staff and sponsor/licensee with the day to day running of the Service. Members of the Sub-Committee must be members of the Ithaca Creek P&C. The

election of Sub-Committee executive is held at the AGM in February. Meetings are held on the second Tuesday of every month on site, commencing at 7.00 pm. The meetings have an agenda so that they can be kept short. Items for discussion can be submitted to the Secretary of the Sub-Committee up until 5 pm the day before the meeting.

Issues arising about Policies and/or management issues should be directed to the Sub-Committee via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the Service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it ensures that our Service is the best it can be.

1.4 Policies and Procedures

Ithaca Creek SS P&C OSHC has an extensive Policy and Procedure Manual (P&P) which reflects the Philosophy and Goals of our Service. This manual is a large document, which will be made available to you to read. For easy referencing a copy is kept next to the sign in/out book near the office.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Details in this manual are correct at the time of printing.

Policies and Procedures are subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the Service; this enrolment form is renewed every year. A brief meeting will take place on enrolment of your child; this is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment. You will be shown around the Service and be given an explanation on basic operations such as staffing and programming.

Information will be required from the parent/guardian. See P&P Enrolment Policy for details.

If your child has additional needs, a meeting will take place between relevant parties (eg. parents/guardians; Coordinator, occupational therapist, teacher) before the child commences. Issues discussed will be:

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

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment

procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

See P&P Enrolment Policy & Communication with Parents Policy.

1.6 How We Communicate With Families

We have a number of ways we communicate with you as a family. These include a regular newsletter delivered by hand or sent to families. Posters and brochures are available throughout the Service and at the parent desk, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups. We provide these in a number of languages and can help with further contacts if you need them.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all Service users.

We are licensed by the Queensland Government and operate under licensing recommendations.

We are currently an accredited Service, and the accreditation process occurs every 2.5 years. NCAC is the governing body for QA and we continually strive to improve our Service.

Information on QA and Licensing is available at the Parents/Guardians Information Table and updated regularly.

See P&P Communication Policy.

1.7 Respect for Children

The best interests of the child are our paramount concern at Ithaca Creek SS P&C OSHC and our Service endeavours to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

See P&P Respect For Children Policy.

1.8 Child Protection

This Service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All staff have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

See P&P Child Protection Policy.

1.9 Photos

On occasion your child may be photographed participating within the day to day activities we provide at Ithaca Creek SS P&C OSHC Service. These photos may be used within the Service on walls etc as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the Service or if we have a

student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

If parents do not wish to have their child/children's photo taken they are asked to contact the Coordinator.

1.10 Priority of Access and Non-Discriminatory Access

This Service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged between Prep and Grade 7 attending Ithaca Creek SS.

The Service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services (See Child Care Service Handbook 2003-04 Section 6.3. A copy of this is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

- | | |
|-----------------|---|
| First priority | A child at risk of serious abuse or neglect |
| Second priority | A child of a single parent who satisfies, or has parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act |
| Third priority | Any other child |

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

See P&P Access Policy.

1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the Service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the Coordinator about accessing these records.

1.12 Parent Code of Conduct

Staff are available for parents to speak briefly to at all times which the Service is open. Longer, more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the Complaints Handling Policy outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the Service in a suitable manner.

- There will be no swearing or raised voices
- Staff members have the right to ask a person to leave the premises if they feel intimidated in any way

- Police will be called if person does not respond to request to leave the premises

1.13 Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the Quality Principles and the Child Care Act, 2002 (Qld). Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

- At the Service 1 staff for every 15 children
- On excursions 1 staff for every 8 children
- During water activities 1 staff for every 5 children, Prep children is 1:2

The Management of the Service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member's career. All staff have First Aid qualifications and a wide variety of experience in SAC, recreational, sporting and childcare settings. Staff employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All staff members hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People. Two staff are present at the Service at all times.

Photos of staff are displayed at the Parent Information table so that you are aware of who is watching your children.

See P&P Staff Policies and Staffing Ratio Policy.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts for Management Committee are at the front of this handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular (P&C; Management Committee meetings), parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the Service we provide.

See P&P Complaints Handling Policy.

2 Caring For Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Sample signatures shall be required from all such authorised persons. In emergencies faxed letters of authorisation can be sent to the

Service. If you require your child to attend activities within the school grounds, written authority must be given. Staff will not be available to escort children to these activities due to staffing ratios. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the Service for care have not arrived within ten minutes of expected arrival, the parent/guardian will be contacted on the numbers provided.

See P&P Arrivals and Departures Policy.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child on time, please contact the Service. If your child is not collected on time, a late fee will be charged (Please see the Coordinator). The correct time will be recorded on sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police to collect children who are still at the Service.

See P&P Arrivals and Departures Policy.

2.3 Children Leaving without Permission

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

See P&P Arrivals and Departures Policy.

2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the Service.

- We must stay in view of a staff member at all times.
- We keep our hands and feet to ourselves.
- We do not run inside or outside the centre.
- No swearing
- No bullying

2.5 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 unauthorized 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 personal harm. If a child is taken the police will be called immediately.

See P&P Arrivals and Departures Policy.

2.6 Safety

Evacuation and harassment plans are situated in the entrance area on the Parent Notice Board. We ask all parents, staff and children to familiarise themselves with the procedures. Fire, evacuation and harassment drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All Service fire fighting equipment is serviced every six months.

See P&P Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.

2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children.

Staff observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Consistent with the Sun Safety Policy, children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations.

Ithaca Creek SS P&C OSHC is a smoke free environment.

See P&P Health and Wellbeing Policies.

2.8 Illness and Injury

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

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as Department of Health. Posters relating to this exclusion are displayed at the parent's table on the wall.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. The cost of the ambulance is the

parent/guardian's responsibility. It is advisable for families to become ambulance subscribers. Please ensure emergency contacts are updated on enrolment forms regularly.

See P&P Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.

2.9 Medication

In the case of your child/children requiring medication whilst in our care, please supply written authority from the parent/guardian stating the drug, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as Panadol or cough mixtures. If there is no pharmaceutical label on the medication, it will not be administered.

Separate forms are to be completed for children suffering from asthma or anaphylaxis. All medication will be administered by the Coordinator and 1 staff member. This will be recorded in a Medication Register which will be signed off by both staff administering the medication. Children who become ill at the Service will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure the Service is aware of this by detailing on enrolment form.

See P&P Health and Wellbeing Policies.

2.10 Daily Routines

Routine plays an important role in successful school age care setting. It allows the Service to operate effectively and efficiently and makes for a relaxed environment for staff, children and parents.

Routines provide consistency, prevent confusion, reduce staff workload, reduce behavioural problems, promote and ensure general hygienic practices.

Weekly programs are posted near the centre office for all staff, families and children to view. Children are consulted on a regular basis to decide on future programming activities. Children will be surveyed at least twice a year for ideas and feedback on their activities.

2.11 Homework

The Service will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. Please communicate with a staff member if you require your child to participate in homework (See P&P Homework Policy). Whilst we support the children in homework, staff are not expected to personally tutor each child.

See P&P Homework Policy.

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast, morning and afternoon tea, which include a variety of fresh foods. Water and fresh drinks are available to children

at all times. Please remember to inform the Service if your child has any food allergies or has a special diet (including religious or cultural). Our menu is displayed on the kitchen notice board. Detailed information about our Nutrition Policy is available in our Policies and Procedures Manual, located in the family information table. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behaviour Management

The aim of Ithaca Creek SS P&C OSHC is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimizes the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what not to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with the children and staff.

Rules

1. Follow the carers' directions immediately
2. Inform staff of where you are going
3. Always go in pairs
4. Do not go in the out of bounds areas
5. Keep your hands, feet and mean words to yourselves
6. Treat all children and staff with respect
7. Take care of the environment
8. No hat – No shoes – No play.

Implementing the Policy

The staff of the Service will apply the policy consistently. Students who have special needs which make it difficult for them to follow the rules will be fairly accommodated.

Parents who have concerns about this policy or its application should direct their concerns to the Coordinator in the first instance, or the Sub-Committee of the P&C Association.

In the first, second and third instance breach of rules which is classified as unacceptable behaviour, the following will occur:

- The staff member who was present at the incident will write an incident report in detail. The staff member will sign the report and the parent/guardian and child requested to do so also.
- In addition to the above steps, after a third incident has been recorded a letter will be sent to the parent/guardian from the Sub-Committee, stating that the child cannot return to Ithaca Creek OSHC for one week. This is a discretionary decision depend upon the seriousness of each incident.
- At the end of that week a meeting will be held between the Coordinator, parent and child to discuss possible strategies for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be excluded permanently from Ithaca Creek OSHC.
- If a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child himself/herself, the parent/guardian of that child will be contacted immediately and asked to collect the child.
- The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and Committee.

See P&P Behaviour Support and Management Policy.

2.14 Damage to Equipment or Facilities

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

2.15 Students, Visitors and Volunteers

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

See P&P Volunteers Policy.

2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission

will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The required child/staff ratio required
- Names of the persons who are in charge

Children are required to have footwear for ALL excursions. Children MUST wear a hat and sun screen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check 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.

See P&P Excursion Policy.

2.17 Transport

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

See P&P Transport for Excursion Policy.

2.18 Clothing

During before school and after school care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack extra clothing.

Children wear shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn on excursions when exposure to the sun for a short period of time will be encountered.

See P&P Preventative Health and Well Being Policy.

2.19 Babysitting

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

2.20 Programming

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (e.g. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups.

Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the Newsletter can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is posted on the Parent Notice Board.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the Service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

See P&P Program Policy.

2.21 Personal Effects

We understand that children enjoy bring personal items from home to use at the Service, particularly video games, hand held computer games etc. Staff should be made aware that children have these items and they should be clearly named with permanent identification.

Whilst every care is exercised, the Service assumes no responsibility for damage or loss to any item belonging to any person.

3 Payment for Care

3.1 Payment of Fees and Outstanding Fees

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget (see Policy 10.3) required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and the Service's Policies and Procedures.

Procedures

Fees will be paid, for all days booked, one week in advance. Fees for casual bookings shall be paid on the day of attendance.

A receipt will be issued for each payment detailing all the requirements according to the FASCIA Handbook, a copy of which is held at the Service for access by parents and other genuinely interested persons.

Payment by cheque, cash, EFTPOS i.e direct debit and credit cards (except AMEX) is accepted.

All monies will be banked on behalf of the Service as soon as possible after receipt.

If parents/care givers are experiencing financial difficulty paying the fees in advance, application is to be made in writing to the Management Committee so that a payment arrangement can be considered.

Childcare Benefit

The Coordinator will keep parents informed about the availability of Childcare Benefit (CCB) by: - advising all parents in the Parent Handbook and when the Coordinator initially meets with parents, of the ability to apply for CCB through Centrelink (FAO).

For parents/care givers starting with the Service and who have a child care benefit subsidy percentage, the percentage will be automatically applied and updated by the Child Care Management System.

All CCB records will be kept for 3 years from the last entry on the record in accordance with the Commonwealth Department Family and Community Services CCB Handbook

Late Collection Fees

Closing time of this Service is 6.00 pm. Parents who collect their children after this time will incur a late fee of \$15 plus \$1 per minute for the first 15 minutes then \$2.00 per minute thereafter. The fee does not attract a CCB rebate

If a parent or care giver fails to provide 24 hours notice of absence of their child then normal fees will be charged (see below re Cancellation and Refunds).

A child who has been sick and has a medical certificate provided will not be charged as absent.

Overdue Fees

If there are outstanding fees of over \$50.00, or where no payment has been made in at least two weeks:

In the first instance, an invoice will be issued and the Administration Coordinator will issue a letter (Reminder Letter) where the terms of payment are explained and the parents are informed that continued enrolment is dependent on the payment of the fees outstanding.

If no payment is received (or no arrangements agreed to settle the account) within one week the Admin Coordinator will attempt to contact the parent by phone to negotiate a suitable payment arrangement.

If after 7 days no payment has been received either in full or as per the negotiated payment arrangements, a Letter of Demand will be sent.

A debt collection agency may be used if payment of fees has not been received.

The Management Committee may in its discretion exclude the child temporarily or permanently from further attending the Service if the parents have not met the requirements as advised to them by the Management Committee under the previous paragraph.

Cancellation and Refunds

There shall be no refunds given for cancellation unless 24 hours notice is given. This means that cancellations must be received by the following times:

- Before School Care: 8.30am on the previous school day.
- After School Care: 5.30pm on the previous school day.
- Vacation Care: 8.30am on the previous week day of vacation care. Cancellation on days where there is an excursion must be received by 8.30am 3 working days prior otherwise payment of the excursion component of the days' fees will be charged. This is to allow staff sufficient time to change or cancel bookings for buses etc.

Vacation Care

All fees in relation to Vacation care must be paid in advance.

All fees for After School and Before School must be paid before a child is accepted into Vacation Care.

Refunds will be given to parents who cancel before the closing time/date for bookings (see above).

3.2 Childcare Benefit (CCB)

Childcare Benefit is a payment made to families to assist with the costs of child care. Australian residents using child care provided by approved child care service may receive Childcare Benefit. CCB is based on an income assessment. It is the parents' responsibility to apply for CCB. This can be applied for through the Family Assistance Office.

3.3 Bookings

At Ithaca Creek SS P&C OSHC we attempt to cater to all families with regard to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days need and we will try to accommodate, but due to restricted Child Care Benefit places there may be some days we will have to refuse care to casual bookings.

Children without a booking (walk-ins) will incur a \$5.00 surcharge in addition to the usual fee. Failure to cancel a booking (no-shows) will have the usual fee charged plus a \$5.00 surcharge will apply. These surcharges do not attract a CCB rebate.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will not be attending on a particular day. Fees will not be charged if notice is given in accordance with the cancellation times set out above.

Allowable or approved absences will be used for all other instances including Vacation Care cancellations.

No fee will be charged if your child is sick (with doctors certificate), or if you provide us with 24 hours notice that you will be taking annual leave/allowable absences.

3.5 Allowable Absences

Families receiving Childcare Benefit are allowed 30 days per calendar year, per child, for 'allowable absences'. Allowable absence days can be taken for any reason. Once the 30 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are 'approved absence days'.

3.6 Approved Absences

CCB is also payable for absence taken for the following reasons:

- illness (with a medical certificate)
- non-immunization
- rostered days off
- rotating shift work
- temporary closure of school or pupil-free days
- public holidays
- periods of local emergency
- court ordered shared custody

Absence taken for the above reasons are called 'approved absence days'. There is no limit on the number of approved absence days a child's family can claim provided they are taken for the specified reasons. Copies of paperwork will be retained by Service.

4 Important Contact Numbers

Centre Contacts

Ithaca Creek SS P&C OSHC 3368 1060

Emergency Numbers

Police 000

Ambulance 000

Fire Station 000

General Departments

Centrelink 136150

Department of Communities 3224 4225

Family Assistance Office (FAO) 13 61 50

Health

Community Health Service Centre 3862 2333

Department of Health 3227 7111

Counselling and Support

Lifeline 13 11 14

Poisons Information Centre 13 11 26

Special Needs Support Service 3265 9326

Women's Info link 3839 9988

Domestic Violence Telephone Service (Women) 1800 811 811

Domestic Violence Telephone Service (Men) 1800 600 636

Relationships Australia 1300 364 277

Juvenile Aid Bureau 3364 6801

PPP Parenting Program 3290 8900