



Jamboree Heights
OSHC

Family Handbook 2019

**Please take the time to read this important document it will assist in
answering some of the questions you may have regarding care at
Jamboree Heights OSHC**

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Centre Information

Location:

35 Beanland St
Jamboree Heights
Qld 4074

Contact Details:

Coordinator: Cheryl Klose
Tel: 07 3725 5645
Mobile: 0412 066 341
Mail: 35 Beanland Street,
Jamboree Heights Qld 4074
Email: jhoshc@bigpond.com
Coordinator email: jhoshcmanagement@gmail.com
P&C contact: info@jhss.com.au

Service Approval Number:

SE-00001186

Overall Rating:

Meeting National Quality Standards

Hours:

Before School Care	6.30am - 9:00am
After School Care	3:00pm - 6:30pm
Vacation Care	6.30am - 6:30pm
Pupil Free Days	6.30am - 6.30pm

2019 Fees & Charges (before childcare subsidy rebates)

Session	Time	Cost 2018
Before School Care School Age Child	6.30am – 9.00 am	Permanent booking \$12
		Casual booking \$14
After School Care School Age Child	3.00pm – 6.30 pm	Permanent booking \$16
		Causal booking \$18
Vacation Care and Pupil Free Day	6.30 am – 6.30 pm	Base day \$41
		Excursions incursions and special events will be as program
		Late fee \$5 p/d per child
Fees are subject to change		

Vacation care has a cutoff date to hand forms in by, forms handed in after this date will be accepted but will occur a \$5 per child per session fee. This date is determined by a week before the start of the first vacation care day. The date for closing date will be displayed on the program and booking forms that are handed out to the parents.

Approved capacity for Before School Care, After School Care and Vacation Care:

200 children

About our Service

Our Philosophy

At Jamboree Heights outside School Hours Care (OSHC) we value secure, respectful and reciprocal relationships and strive to build partnerships with all stakeholders. We are committed to equity and believe in our children's capacity to succeed, regardless of their abilities and diverse circumstances, (being). Experienced educators meet this high expectation with challenging activities based around recreation and fun, while fostering an environment that supports the development of children's wellbeing and independence (belonging) equipping them with the skills necessary to become valued members of their society, (becoming). The service is committed to ongoing professional development for all educators and recognises the value of collaborative relationships with families and communities ensuring that equitable and effective ways are afforded to provide opportunities for children to develop their own sense of worth.

Our Goals

Key goals for our service include:

- Providing all children with a safe, secure and inclusive environment by taking a collaborative approach utilising the special skills and expertise of our families, community and educators. This helps children develop a strong sense of identity and an ongoing sense of wellbeing.
- Collaborating with children to help them develop the life skills necessary to become connected and contributing members of their community through appropriate programming and activities.
- Providing a secure, stimulating environment for educators who share their talents and their time with us.
- Compliance with legislative requirements relating to a successful business by constant training and service review.
- Recognising and promoting the value of play and recreational activities which meet the developmental needs and interests of all children helping them become confident and involved learners.
- Teaching children by example to have the responsibility to show respect to others and their property, and
- Providing ongoing professional development to all educators on issues relating to the care and wellbeing of the children enabling them to lead by example to ensure children become effective communicators.

Duty of Care

In the school-age care context of providing care to children, 'duty of care' means that:

- The service and all educators, management, volunteers and other adults owe a duty of care to the children (and to each other) at the service.
- It requires all of these people to take care to avoid all reasonably foreseeable risks of harm to the children and to each other.
- When it comes to a duty owed to children the law is very strict and we take all possible steps to protect children from harm.
- Jamboree Heights Outside School Hours Care operates within clear policies and procedure guidelines, which it enforces, to help protect the children from harm.
- The duty of care does not apply only to children. We all have a duty of care towards people with whom we come into contact every day. Hence Jamboree Heights OSHC, Jamboree Heights State School P&C Association and its staff have a duty of care to avoid reasonably foreseeable risks of injury or other harm to parents, educators, volunteers, and community members and others coming to the service.
- Jamboree Heights strives to meet this duty of care by providing opportunities for ongoing professional development for its educators.

Our Sponsor

Jamboree Heights OSHC is sponsored by Jamboree Heights State School P&C Association. Parent participation is encouraged throughout all aspects of the service.

Policy and management issues should be directed to the P&C Executive via the Complaints Handling Policy outlined in this handbook rather than through the School Principal.

From time to time we review aspects of the Service such as Policies and Procedures. 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 is ensuring that our service is the best it can be.

Policy and Procedures

Jamboree Heights OSHC has an extensive Policy and Procedure Manual, which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept next to the sign in/out book on the Family Information table. At your request a copy of the Policy and Procedure Manual can be emailed, please see the Coordinator or email jhosch@bigpond.com.

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

***Details in this handbook are correct at the time of printing. Policies and procedures are subject to change.*

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 caregivers. Proactive strategies are implemented including the promotion of protective behaviors to the children. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the service, the service strives to also ensure Educators have regular personal training sessions regarding these topics.

Concerns, Complaints and Suggestions

Discussions with the complainant are not to be conducted in the presence of the children, educators or parents/guardians, and heated discussions are to be avoided.

The Coordinator is to log all complaints, the records of relevant discussions, and the resolution of the complaint promptly in a complaints record file. One copy is to be retained at the service and one copy is to be provided to the Jamboree Heights State School P&C Association.

The Coordinator shall be the first contact for all complaints, unless:

- The complaint is about the conduct of the Coordinator;
- The complainant is not comfortable about taking the complaint to the Coordinator;
- The complainant is not satisfied with the Coordinator's handling of the complaint; and
- The complaint is about a matter of Management and Administration Policy.

The Coordinator will permit, and if appropriate, encourage the complainant to contact the JHOSHC P & C Executive. This complaint must be in writing.

The Coordinator will liaise with the P&C Executive. The complaint will be discussed and a course of action decided upon. Notification of receipt of the complaint will be sent to the complainant.

The Office of Early Childhood Education and Care is the regulatory body for the Jamboree Heights OSHC. The Department is available for contact by telephoning 3436 6315 with any queries or concerns that parents may have regarding the running of the Centre.

Refer 7.5 Complaints Handling Policy

Confidentiality

All personal records will be stored securely 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 Department of Human Services for an audit. Please see the Coordinator about accessing these records.

All members of the Jamboree Heights P&C Executive, and educators are required to sign confidentiality agreements in relation to private information regarding families and children attending the service.

Refer 8.8 Information Handling (Privacy and Confidentiality) Policy

Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is able to attend the service. You may choose to meet with the Coordinator 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 Family Handbook detailing selected policies and conditions of enrolment. To assist in our efforts to be more sustainable we will email a copy to each family unless a request is made for a hard copy. You will be shown around the service and be given a rundown on basic operations such as staffing and programming and routines.

The enrolment form also allows for you to provide information detailing any medical conditions and medication requirements, allergies including anaphylaxis and dietary needs such as food intolerances or cultural or religious considerations. This will allow our educators to provide appropriate care for your child.

If your child has additional needs, a meeting will take place between relevant parties (e.g. Parents/guardians, Coordinator, Occupational Therapist or teacher) before the child commences. Issues discussed will be:

- Level of support the child requires;
- Duration of support;
- Necessary training of 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.
- Any additional educators that may be required to support the care of your child.
- ***The attendance of your child may be subject to educator availability and possible special needs funding.*

This information will help us to meet the needs of your child.

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. For legal and safety reasons no child will be accepted into Jamboree Heights OSHC without fully completing these forms and providing all necessary documentation.

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.** New enrolment forms for new families must be completed prior to attending.

Refer 7.2 Enrolment Policy and 7.3 Communication with Parents/Guardians Policy

Partnerships with families

Service newsletters are printed at various times throughout the term. These newsletters are an opportunity for us to let you know what is happening in the service. Posters and brochures are available throughout the service and at the Family Information Table. These relate to a number of subjects from health and nutrition to contact numbers for various community support groups. Your feedback is important to us. We have a number of surveys throughout the year and have a confidential grievance procedure for all service users.

Information on the National Quality Standards and Service Approval is available at the Family Information Table and updated regularly.

Refer 7.3 Communication with Parents/Guardians Policy

Information Handling

To protect children and better provide its services, Jamboree Heights State School P&C Executive seeks and deals with personal and sensitive information relating to families, children and others. Jamboree Heights State School P&C Executive respects the privacy of all individuals and seeks only

information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Refer 8.8 Information Handling (Privacy and Confidentiality) Policy

Parent/Guardian and Visitor Code of Conduct

Educators are available for parents/guardians and visitors to speak to briefly at all times when the service is open. Longer, more confidential appointments can be made 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.

The Jamboree Heights OSHC Parent/Guardian and Visitor Code of Conduct states that upon entry to Jamboree Heights OSHC you will:

- Address educators, children and others in a respectful manner.
- Refrain from smoking anywhere on Jamboree Heights State School grounds including Jamboree Heights OSHC.
- Refrain from swearing or shouting.
- Refrain from approaching children within the service in a threatening or accusing manner.
- Refrain from the mental or physical intimidation or harassment of educators.

Educators have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if a person does not respond to a request to leave the premises.

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

Parents/guardians have a responsibility to:

- Ensure their child is aware of their attendance schedule at after school care & the need to arrive promptly at the service
- Encourage good behaviour habits in their children;
- Encourage their children to accept the service's Golden Rules;
- Provide support and feedback to the service regarding rules of behaviour;
- Consult with service educators at a mutually convenient time about any concerns and 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 at odds with the Parent/Guardian and Visitor Code of Conduct.

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 educators.

Refer 1.4 Code of Conduct and 7.5 Complaints Handling Policy

Priority of Access and Non-discriminatory Access

Jamboree Heights OSHC ensures 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 6.

At the present time we are unable to collect children from other schools, where parents request their child attend the service from another school, the family will need to organise transport to and from the school to the service, a special permission form will be required to allow children to arrive and leave the service on their own. Children from neighbouring schools are more than welcome to attend our vacation care program and pupil free days

The service will follow the priority of access guidelines set down by the Commonwealth Department of Education (refer Child Care Service Handbook 2013-2014 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 New Tax System (Family Assistance) Act 1999

Third priority Any other child

If deemed necessary by the Jamboree Heights State School P&C Executive, children classed as a third priority will be required to leave the service for the service to provide a place for a higher priority child. A period of two weeks notice will be given to parents/guardians.

Refer 7.1 Access for Families and Children Policy

Disability Management Plan

The service aims to meet the criteria set down by the Disability Discrimination Act 1992 by ensuring equity for all its clients. Where the service is required to provide care to a client with a mobility disability, a parallel program will be run by the service to ensure access by the client to the same variety of activities offered to all clients. When the mobility restricted client is a parent or visitor to the service, educators will ensure access by way of offering assistance to navigate through the service's licensed areas or by organizing to meet the client at the nominated 'Disabled Park' at the front of the school or in front of the MPC building near the OSHC building, in order for the client to exercise their rights with regard to signing their child in or out and other service related processes.

Refer 7.1 Access for Families and Children Policy

Secure, respectful & reciprocal relationships

The best interests of the child are of paramount concern at Jamboree Heights OSHC and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique and valued individuals. Children are 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. We respect the abilities and diversity of all children in our care.

Refer 2.1 Respect for Children Policy

Staffing

All educator qualifications and child/educator ratios are in accordance with or better than the guidelines set in the National Quality Standard, the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011. Children are actively supervised by at least two adults at all times to ensure that they are protected from harm:

At the service one educator for every 15 children

On excursions one educator for every 8 children

During water activities one educator for every 5 children

Jamboree Heights State School P&C Executive endeavours to provide adequate, relevant and ongoing training and development for educators to enable them to do their job better and to comply properly with these policies and procedures and other requirements of Jamboree Heights OSHC.

Educator 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.

Educators have obtained, or applied for, and given to the Approved Provider of the service a current positive suitability notice under the *Working with Children (Risk Management & Screening) Act 2000*. Photos of educators and details of all and any relevant qualifications are displayed so that you are aware of who is caring for your children.

Refer 6.2 Employment of Staff and 2.3 Educator Ratios Policy

Caring for Our Children

Arrivals and Departures

When the child has been duly signed in by the authorised person, the service takes responsibility for the child until the child is duly signed out by the parent/caregiver or authorised person collecting them or sending them off to school in the mornings.

For the safety and protection of children, and in keeping with duty of care considerations, Jamboree Heights OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

Jamboree Heights OSHC opens at 6:30am. No child will be admitted prior to 6:30am due to legal reasons. All children will be signed in and out via the tablet and the QK Kiosk software system, by the parent/guardian/educator or other person whom the parent/guardian has nominated on the enrolment form, or subsequently in writing or verbally, as being authorised to do so. This record will indicate the child's name, exact time of arrival and departure and the name of the authorised person.

Access to the QK Kiosk software is via a registered telephone or mobile phone number and a four to six digit personal pin code. Each person must use their own number and pin and should not share their number with others. No child will be allowed to use the tablet to register their arrival or departure, or any other time otherwise. Even if a parent or guardian is present a child is not to use the QK Kiosk software as this is a legal requirement/document for an authorized person only.

In the mornings, children are not to be dropped off at the school gates; they must be brought into the door of Jamboree Heights OSHC and signed in by parent/guardian. The program takes no responsibility for children whose parents allow them to walk unsupervised to our door, a permission form is required for children arriving unaccompanied by an adult to the service.

Additionally, in the mornings during discussion, an Educator signing out the children will ensure anyone not signed in on the system is accounted for. **In the event that they're not, the child/ren**

will be initially entered as absent by the Educator and must be confirmed by an authorised person as soon as possible. (Written in bold is in policies & procedures).

If a person is to collect a child who has not previously been nominated on the enrolment form i.e. in the case of an emergency, the parent or guardian may give permission by telephone or email for an alternative person to collect the child. The service will also need a phone number for the new authorised person so that they can have access to the QK Kiosk system. If the request is made via telephone, the parent/guardian must provide the name and description of any such person concerned and proof of identity will be required upon arrival.

In the afternoons, if a child booked in to Jamboree Heights OSHC for after school care has not arrived within 15 minutes of expected arrival, Jamboree Heights State School Office will be contacted to see if there has been a change of care requirements by parent/guardian. If the school is unaware of any such change and the child has not arrived within 30 minutes of the school bell being rung, parents/guardians will be contacted on the phone numbers listed on enrolment form, and if necessary emergency numbers provided by the parents/guardians will be used. In an event no contact with parents/emergency contacts is made we will be required to notify the police, **it is essential that you contact the service, via, telephone, SMS, or email if your child is not attending the service on a booked day.**

If at closing time (6.30pm) children have not been collected or parents have not made alternative arrangements for collection by normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency numbers, provided by the parent/guardian. If no contact is made via emergency numbers advice will be sought from police and/or Department of Communities, Child Safety & Disability Services.

Additionally, at closing time once all of the children have left, the Responsible Person is to check and ensure that all children have been signed out. If in the event there are children still logged into the system and there are no longer any children at the centre and the current staff on the floor cannot confirm that they left and whom they left with. The responsible person will then call the respected guardians of the child and work their way through the authorized list until they can contact someone and confirm where the child is. If no one from the authorized contact list can be contacted, the Coordinator will be called immediately and advised on further action.

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the custodial papers. Educators will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the parent, or to an authorised person as permitted under the above procedure. If in doubt, the Coordinator will contact a parent/guardian immediately to discuss.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately, followed by a phone call to the respected guardians.

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation, on a Report Form, of verbal approval to two senior educators) will be kept in the individual child file.

If a child is required to attend activities within the school grounds, written authority must be given. Educators will not be available to deliver or collect children from these activities due to staffing

ratios. Parents are asked to consider this when enrolling children in these activities. We will not permit a child to leave the service unaccompanied to attend an external activity unless an Activity Permission Form detailing time of departure indicating a release of duty of care has been provided by the parent/guardian.

If you have an emergency appointment and wish to collect your child quickly from the service, please telephone in advance and educators will endeavour to have your child ready when you arrive.

Refer 2.4 Arrivals and Departures Policy

Carpark

Whilst every care is given, the service cannot be held responsible for actions within the carpark, please ensure that you are following the school directions when entering and leaving the carpark, adhering to directed speed limit signs, displaying courtesy with other drivers, and keep a diligent watch for children.

At no time should parent use the disabled carparking spot, the ambulance access, OSHC staff carparks or park on the fenced edge directing alongside the service.

The carpark is for collection and dropping of children of the service, please do not use the carpark to attend meeting with teachers, attend functions or discos as this creates added stress to the carpark and may cause accidents.

Babysitting

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

Behaviour Management

We accept that children will come to Jamboree Heights OSHC from a variety of backgrounds and various stages of socialisation. Behaviour support and management strategies play an important role in the smooth and safe running of the service.

Families, educators and children all have roles to play, as detailed in this Policy. Jamboree Heights OSHC recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and management are approached by:

- Applying appropriate measures (in keeping with community standards);
- Using consistency and compassion;
- Having regard at all times to the respect and dignity and individual uniqueness of the child; and
- Having regard to the other principles set out in the Philosophy Statement of Jamboree Heights OSHC.

Educators are trained in the developmental stages of the differing ages of the children who attend Jamboree Heights OSHC, and will apply appropriate behaviour support and guidance techniques which will be consistent with the philosophy of the service.

Educators involve the children as far as reasonably possible in developing the Golden Rules outlined in this Handbook for Jamboree Heights OSHC. The Behaviour Rules are clear, child-focused, based on

acceptable wider community expectations and easy to understand. They are on display throughout Jamboree Heights OSHC.

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

Educators do not at any time humiliate or physically punish (including by withdrawing food or water) children for inappropriate behaviour.

Educators handle all issues involving the children at Jamboree Heights OSHC. Parents will not approach other children within the service.

Parents/guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If a staff member observes a child breaking the rules they will discuss the behaviour with the child. Please be aware of ensuring your children are safe during arrival and collection times, including ensuring children does not walk to the carpark unaccompanied.

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

On occasion it may be necessary for an individual behavioural plan to be developed for a child. This plan will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professional and school if required.

If a child requires quiet time to allow them to refocus, they will be spoken to by the educator and encouraged to stay with the educator. However if this isn't applicable then in the area of the educator where they can at least be seen to allow time for them to calm down before re-joining the activity or they will be redirected into another activity.

Refer 2.6 Behaviour Support and Management Policy

Clothing and Sun Safety

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 that will enable them to participate in activities. In accordance with the service sun safety policy all children are required to wear shirts with sleeves. Shirts with collars are also highly recommended. 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 an extra change of clothes. Closed in shoes are to be worn at all times. Children who arrive during vacation care inappropriate attire will be given a school shirt to wear over their clothes, children wearing thongs will remain in the classroom.

Hats will be worn in accordance with Jamboree Heights Sun Safety Policy, which recommends to wear a broad brimmed hat. Hats are not to be worn inside. In accordance to the policy, children without adequate sun protection will not be permitted to play in the sun to ensure the child complies with both our sun safe policy and physical activity policy.

Shoes - we ask that parents ensure that their children wear sensible enclosed in shoes whilst at Jamboree Heights Outside School Hours Care, as children will be participating in sports activities, craft activities, incursions and excursions. Thongs are deemed not suitable for wear whilst at OSHC.

Children, educators and volunteers will be advised to wear broad brimmed hats (that protect the face and ears), and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. This sun safety policy follows guidelines recommended by Queensland Cancer Council.

Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. This will be reflected in the timing of outdoor activities which will be kept to a minimum during the hours of 10.00am and 3.00pm.

Jamboree Heights OSHC has made a commitment to the best possible Sun Safety Policy by supplying SPF 30 broad-spectrum water resistant sunscreen for all children attending. If your child has their own sunscreen, please inform staff in the morning of care. All children will be encouraged to apply sunscreen before playing outdoors. Sun smart rash shirts must be worn over swimmers during swimming, as well as sunscreen.

Refer 4.4 Preventative Health and Wellbeing Policy

Daily Routines

Routines play an important role in the operation of the service. Morning routines can consist of children completing homework, reading, playing board games or at the MPC. All children are allowed to leave the premises and go to school from 8.40am. Prep and Year 1 children will be escorted at 8:45am. In term 4, Year 1 children may walk to their classroom unaccompanied by educators, this is only with written parental permission.

Children are signed in by an educator immediately after school. Prep and Year 1 children are collected from class. In term 4, Year 1 children may walk to the OSHC centre without an educator unless parents/caregivers specifically request that they be collected by OSHC educators, other children must walk to the OSHC building after school. A light, nutritious snack will be served, followed by time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

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.

Refer 5.2 Provision of Equipment Policy

Exclusion for Behavioural Reasons

Jamboree Heights OSHC has a duty of care to all children who attend and staff who work within the service.

If:

- a child exhibits inappropriate behaviour, or behaviour which threatens the safety or wellbeing of any child or other person in the service;
- a child exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks, cyber bullying or indirect bullying, which includes explicit ostracism from a social group);
- in the Coordinator's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in service; and/or

- the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures,

Then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from Jamboree Heights OSHC temporarily or, in some cases, permanently.

The process for exclusion is as follows:

First and second instance of breach of behaviour:

- The educator who was present will write an Incident Report detailing the incident. The educator will sign the Incident Report and parent/guardian a copy will then be made and provided

Third incident:

- In addition to the above steps, after a third incident has been recorded, a meeting will be held with the Coordinator, where a resulting one-week exclusion from the service will be discussed; and

at the end of the one week, a further meeting will be held between the Coordinator, P&C Executive member, and parent to discuss possible strategies for including the child back into the service.

Repeat incidences:

- If there is a repeat of the same behaviour, the child will be excluded for four weeks, with a meeting held upon return as above; and
- if behaviour is evident upon re-admission, permanent exclusion will apply.

Notification of a permanent exclusion in relation with this policy will be made to the Jamboree Heights State School P&C.

If a child's behaviour causes or may reasonably cause physical danger to other children, educators or the child himself or 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 the Jamboree Heights State School P&C Executive with notification given to the Principal, with consideration to confidentiality.

The Jamboree Heights State School P&C Executive recognises the need for privacy in all matters relating to the care of our children. All educators, as well as Jamboree Heights P&C representatives involved with Jamboree Heights OSHC, have signed and agree to abide by a confidentiality agreement.

Whilst every effort is made to include all children into Jamboree Heights OSHC, there may be some children for whom our service is not suitable.

Sharing of information with the school

The Jamboree Heights Outside School Hours Care runs separately from the school, and no information is shared between the school and the service unless in selected circumstances which may include but not limited to;

- Unacceptable behaviours - or behaviour that results in destruction of school property
- Children with special needs, medical or dietary needs
- Exclusion or suspensions from the school and the service.

- changes in program that disrupt or cause change in routine for either the school or the service.

Parents need to inform the service if their child is absent from school or has been collected early - as the school will not inform the service of all children being absent or going home early.

Refer 2.7 Exclusion for Behavioural Reasons Policy

Excursions

Jamboree Heights OSHC 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 will be maintained.

No educators are permitted to transport children in private cars.

Children are required to wear sun smart shirts and swimming caps during swimming
Children are required to have closed-in footwear and sleeved JHSS shirts for ALL excursions.

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.

All parents/guardians are required to sign an Excursion Permission Form for each excursion.

The same illness and injury procedures apply on an excursion as apply whilst at the service.

Refer 3.4 Excursion Policy and 3.5 Transport for Excursions Policy

Food

Jamboree Heights OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/guardians are encouraged to participate in this approach to nutrition for their children by packing healthy meals and snacks for their children.

Jamboree Heights OSHC provides breakfast and afternoon tea for the children during Before and After School Care. Our daily menu is displayed in the kitchen. Please feel free to discuss any comments, suggestions concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. PANOSH (Physical Activity & Nutrition Outside School Hours) a program initiated by the Queensland Government is the nutritional guide for Jamboree Heights OSHC.

It is the responsibility of the parent/guardian to supply adequate morning tea and lunch during Vacation Care, unless specified on the Vacation Care program.

The bringing of takeaway food for the children, particularly in the mornings, is discouraged.

Water is available to children at all times.

Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). **Please be mindful of children and educators with severe allergies when packing lunch for your children**

Refer 4.9 Food and Nutrition Policy & 9.1 Additional Care Requirements Policy

Health and Safety

An evacuation and emergency plan are located in the entrance areas. We ask all parents, educators 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 drills give the children an opportunity to become familiar with the routine and planned emergency procedure.

No smoking at or about Jamboree Heights OSHC or Jamboree Heights State School is a condition of entry for all people including educators, parents and others entering the service as per Education Queensland policy.

Refer 5.3 Workplace Health and Safety Policy, 5.4 Emergency Equipment and Facilities Policy and 5.5 Emergency Drills and Evacuations Policy

Homework

Jamboree Heights OSHC operates a Homework session for all children each day. During this time supervision will be restricted to 1:15 ratio. Individual help may not be possible. Children will strictly adhere to the internet agreement, and only use school approved apps for homework - which does not include Coding apps

Refer 3.3 Homework Policy

Illness and Injury

Whilst Jamboree Heights OSHC actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries take place. In the case of a minor injury or illness, an educator qualified and has current First Aid (with paperwork on site) will attend to the incident and an Illness Report or Accident/Injury Report will be completed. Please sign this form after speaking with educators to verify you have been advised of the incident. Where a more serious incident occurs, parent/guardian will be contacted immediately. Please ensure emergency contacts are updated on enrolment forms regularly, and you have a contactable number which you can be reached.

Children who are ill will not be accepted into the service.

Qualified educators will administer basic first aid only. If contact cannot be made with parent/guardian and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital with the Coordinator or or qualified educator, provided that at least one educator who is qualified in first aid is left at the service and that the service educator ratios are still met. Under the Community Ambulance Cover Act 2003, all Queensland residents are covered for ambulance transport services anytime, anywhere across Australia. Families who are not Queensland residents must seek cover at own cost.

If a child becomes ill or injured while attending Jamboree Heights OSHC:

- educators will comfort and calm the child;
- all head injuries will be reported to parent/guardian via phone, notifying of circumstances including treatment administered and if child has returned to normal activities if deemed appropriate by an educator qualified in first Aid;
- an educator qualified in first aid will administer appropriate first aid and assess the child's condition in consultation with Coordinator;
- no educator will administer non-prescribed medications to any child;
- if necessary, the Coordinator, or qualified educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;
- if necessary, the Coordinator, or qualified educator, will contact the parents/guardians to collect their child as soon as possible;
- the child will be kept under adult supervision and their condition monitored until the parents/caregiver's arrival; and
- where a child requires medication, consent will first be obtained from the parent/guardian. If this is not possible, consent will be obtained from the child's doctor.

Symptoms of illness include, but are not limited to:

- vomiting or diarrhoea;
- high temperature, flushed appearance or unusual pallor;
- skin eruptions or swelling;
- severe coughing or unusual coloured nasal discharge; or
- stomach or headaches that are severe enough for a child to comment on to an educator.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- the Coordinator, or qualified educator, will direct an educator to call an ambulance;
- all attempts will be made to notify the parents;
- if parents are unable to accompany the child to the hospital, the Coordinator, or qualified educator, will accompany the child provided that at least one educator who is qualified in first aid is left at the service and that the service educator ratios are still met; and
- costs incurred in obtaining medical attention for a child will be met by the parents.

Refer 4.5 Illness and Injury Policy, 4.1 General Health and Safety Policy, 4.2 Infectious Diseases Policy and 9.1 Additional Care Requirements Policy

Immunisation and Non-immunisation

Children who are younger than seven must meet the Australian Government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCB. Families can check eligibility via the governments website www.humanservices.gov.au and for information about the requirements and exemptions.

Please note that children who are not immunisation will be notified of an outbreak of a vaccine preventable disease and will be requested to exclude their child from the service until the outbreak is over.

Infectious Diseases

Jamboree Heights OSHC 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 policy, 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

Jamboree Heights OSHC will subscribe to reasonably available alert services through the Australian Government Department of Health (see www.health.gov.au and www.nhmrc.gov.au) and Queensland Health (www.health.qld.gov.au) to keep up-to-date information on infectious diseases within the community.

Reporting

It is the responsibility of parents/guardians to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering. Children who are ill should not be brought to the Service.

Jamboree Heights OSHC is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Australian Government Department of Health) and also to report this to parents of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

Records in regard to infectious disease will be maintained by the Coordinator. These records will include the child's name, age, symptoms, date and time educators first noticed the illness and any action taken. This record will **NOT** be available to other parents/guardians in view of the sensitive nature of a child's health information. A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this service.

The rights of individual privacy will be respected at all times, and in particular the Privacy Policy of Jamboree Heights OSHC will be observed by all educators implementing these procedures relating to infectious diseases.

Exclusion

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from Jamboree Heights OSHC as per recommended exclusion periods advised by Queensland Health and Australian Department of Health 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, they will immediately be released from work to seek immediate medical attention and for the period of the infectious disease;

Recommended minimum periods of exclusion from school, pre-school and child care centres for cases of and contact with infectious diseases.

Adapted for Staying Healthy / 5th Edition / 2013

Condition	Exclusion of cases	Exclusion of contacts
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Candidiasis (thrush)	Not excluded.	Not excluded.
Cytomegalovirus Infection	Not excluded.	Not excluded.
Conjunctivitis	Exclude until discharge from eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded.
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Diarrhoea (No organism indentified)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Fungal infections of the skin or nails. (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment.	Not excluded.
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded.
Glandular fever (mononucleosis, Epstein Barr virus (EBV) infection)	Not excluded.	Not excluded.
Hand, Foot and Mouth disease	Until all blisters have dried.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Hepatitis A	Exclude until a medical certificate of recovery is received, and until at least seven days after the onset of jaundice.	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Exclusion is not necessary.	Not excluded.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes simplex (cold sores, fever blisters)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Human immun.-deficiency virus infection (HIV AIDS virus)	Not Excluded. If the person is severely immune compromised, they will be venerable to other peoples' illnesses.	Not excluded.
Human parvovirus B19 fifth disease, erthema infectiosu, slapped cheek syndrome)	Not excluded.	Not excluded.
Hydatid disease	Not excluded.	Not excluded.
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude until person is well.	Not excluded.
Listeriosis	Not excluded.	Not excluded.
Measles	Exclude for at least four days after onset of rash.	Immunised and immune contacts not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of rash in the last case..
Meningitis (viral)	Exclude until person is well.	Not excluded.
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or

		vaccination for people who were in the same room as the case.
Molluscum contagiosum	Not excluded.	Not excluded.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).	Not excluded.
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours.	Not excluded.
Pertussis (whooping cough)	Exclude the child for five days after starting antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts or antibiotics.
Pneumococcal disease	Exclude until person is well	Not excluded.
Roseola	Not excluded.	Not excluded.
Ross River Fever	Not excluded.	Not excluded.
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded.
Rubella (German measles)	Exclude until fully recovered at least four days after the onset of rash.	Not excluded.
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded.
Scabies	Exclude until the day after starting appropriate treatment	Not excluded.
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded.
Streptococcal sore throat infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well.	Not excluded.
Toxoplasmosis	Not excluded.	Not excluded.
Tuberculosis (TB)	Exclude until a medical certificate is produced from an appropriate health authority.	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics.
Varicella (chickenpox)	Exclude until all blisters have dried- this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded.
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded.
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred.	Not excluded.
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Candidiasis (thrush)	Not excluded.	Not excluded.

- for parents/guardians or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease; and
- if a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/educator shall be excluded for the recommended period (as per Australian Government Department of Health requirements).

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be required before the child/educator is re-admitted to the service (check at Department of Health – www.health.gov.au and at Communicable Diseases Network of Australia – www.nhmrc.gov.au - for more information).

Internet

Internet access is available to children via JHOSHC computers this is to be used for homework, however children are only able to access these if they have written permission from parents(enrolment form) and the online safety agreement has been signed by all parties. JHOSHC

takes every care to safeguard children from unsuitable websites through internet security and staff monitoring.

Any child found to be deliberately attempting to access an inappropriate website will no longer be allowed to use the computers or their personal technology at JHOSHC for a time frame of the services discretion.

Head Lice

In the event of head lice, the child's parent/guardian will be notified and asked to treat the child. All children with long hair are encouraged to wear their hair tied back. Advice on the treatment of head lice is available from the Coordinator.

Refer 4.2 Infectious Disease Policy

Late Collection and Fees Payable

Closing time of this service is 6.30pm. We ask that you ensure your child is collected before this time. If there has been an emergency please contact the Coordinator as soon as you are aware that there may be a problem with the on-time collection of your child. Where possible we ask that you endeavour to organise alternative arrangement for collections. Parents who collect their children after this time will incur a late fee equal to the extra wages paid to the two remaining educators for the time they are required to wait with children.

\$1 for every minute after 6.30pm per child.

Parents who continue to be late will have their children withdrawn from the program.

Refer 2.4 Arrivals and Departures of Children Policy

Medication

In accordance with the regulations governing administration of medication, Jamboree Heights OSHC will permit medicines to be given to a child only if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours. Medication without prescription labelling including Panadol CANNOT be administered.

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

- a prescribed medication;
- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by the service documentation completed correctly.
- If medication is administered to a child then written notice will be given to the parent/caregiver as soon as practicable.

Whilst at Jamboree Heights OSHC, children attending with medication including but not limited to Epipen or Asthma will remain at the service at all times. Medication will not be transported to the school other than temporary medication to the school.

All medication is to be given to the Coordinator/Responsible Person and stored in either the refrigerator (in a signed container) or a lockable cupboard. No medication is to be stored in a child's school bag.

For asthma, diabetes or other similar ongoing medications, parents/guardians are required to advise the Coordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

On each occasion it will be necessary for an individual illness plan to be developed for each child. These plans will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professional if required and may relate to management plans surrounding asthma, epilepsy etc.

Refer 4.6 Medication Policy and 9.1 Additional Care Requirements Policies

Personal Effects

We discourage children from bringing electronic equipment such as mobile phones, Nintendo DS and I Pods as we cannot guarantee the safety of these expensive items. If a child does bring personal belongings to the service, they do so at their own risk. These items may be presented to the Coordinator during the day to be logged in (iPads for regular classroom use are stored for children both in the mornings and afternoons in a filing cabinet).

Personal toys and comforters are not encourage at the service, please where possible keep them at home, unless part of the vacation care program.

We supply a range of appropriate activities for our children limiting the need for personal belongings to be brought from home. Children's mobile phones are discouraged at Jamboree Heights OSHC. We have a land line phone and mobile phone on which parents can contact the service and their child at any time.

Programming

Jamboree Heights OSHC 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, Jamboree Heights OSHC recognises the importance of an understanding of middle childhood and play in the development of children.

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 development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

The Coordinator will happily discuss any aspect of the program with interested parents. From time to time families will be asked for their thoughts on the program and if they have any ideas that can be incorporated into the program . The weekly program is posted on the My Time Our Place Notice Board. Families may request a copy of the program at any time.

We encourage parent involvement within the service, and welcome families to come along and join in the program

Refer 3.1 Program Policy

Rules of Behaviour

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

- We speak nicely to each other;

- We speak quietly and walk inside;
- We have the right to feel safe and help others around us feel safe;
- We know we must be in the right place;
- We follow directions immediately;
- We respect each other even though we are different;
- We will follow these rules to help make our service a happy and safe place to be; and
- We will not hurt any other child or educator.

To make it easier for children to remember these rules have been formulated into four main rules:

1. Respect others and ourselves
2. Follow instructions immediately
3. Hands and feet to yourself
4. Remember OSHC is ours and needs to be cared for by all.

Runaway Children

If a child leaves the Service in any circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. Educators will not pursue the child out of the service grounds if it leaves the service with insufficient supervision, or it will put the educator in harm's way.

Refer 2.4 Arrivals and Departures of Children Policy

Use of Photos

On occasion your child may be photographed participating in the day-to-day activities we provide at Jamboree Heights OSHC. These photos may be displayed **within** the service and used 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.

Photographs will be developed in a professional laboratory or within the service using OSHC photocopier.

Refer 2.2 Protection of Children Policy

Volunteers and Students

Volunteers are a valued and integral part of Jamboree Heights OSHC, contributing via the Jamboree Heights State School P&C Executive. From time to time we accept students from local schools, TAFE's and universities as students. Photos of these students will be posted at the Family Information table.

Refer 6.3 Volunteers and Students Policy

Payment for Care

Payment of Fees and Outstanding Fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed in the Family Handbook. The P&C Executive will set fees based on the annual budget required for the provision of high-quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via the Family Information Table and/or email.

Each Monday family statements will be emailed to families. These statements detail information as required by Australian Government Office of Education.

Statements will contain:

- the account holders name and address
- information on the printing date of the statement
- the statement period date of commencement and end date, which will include the current week, and the one week in advance.
- your child/ren attendances as marked for the previous week with all Child Care Benefit and Child Care Rebates allocated to your account
- the proposed attendances for the current week and one week in advance with all Child Care Benefit and Child Care Rebates as estimates only
- any payments made in the previous week
- the current balance debit or credit
- the number of absences in the current financial year and
- any messages or information relevant to all families.

Payments are made **ONLY** through DebitSuccess a company which processes all fee payments externally. The application form is available in the enrolment pack. Please see the Coordinator for assistance. Payments can be made either weekly fortnightly or monthly - please note that all accounts need to be in credit, for families on Monthly or fortnightly payments you will need to be in advance to ensure that at no time your accounts fall below zero.

At the end of each term all accounts need to be in credit for further bookings to be made. By the end of the year, if there are any outstanding fees by the close of the service before Christmas/New Year break then no re-enrolments or bookings will be made until the family's accounts has been finalised.

Your enrolment will be confirmed via email prior to the start of the school year provided your enrolment form reaches the service by the last week of the December/January school holidays. Please note that each year all families will be expected to complete a new enrolment form to ensure all details are up-to-date without a new enrolment form bookings cannot be taken after the start of the first term

During Vacation Care:

- Excursions are an important part of the programming of our service. As numbers may be limited, please ensure you book promptly as we may be unable to accept your child on the day. An extra charge applies to all excursions; however, it is kept to a minimum.
- We do not provide an alternate program if your child does not wish to attend the excursion or if number capacity is reached.
- All booking will be confirmed by the Wednesday before the start of vacation care, and all booked dates will need to be paid for prior to the commencement of vacation care.

- All families that have unpaid term time accounts will need to have their accounts up to date to attend vacation care - otherwise no bookings will be accepted.
- Cancellation of care during vacation care – 24hours notice applies to all days except excursions and incursions where a week notice is required.

Overdue Fees

- If fees are overdue:
 - in the first instance, every effort will be made for the Coordinator to inform the parent that a direct debit fee payment request has been declined.
 - If a direct debit fee payment request is declined three times consecutively the matter will be referred to management;
 - the parent/guardian will be contacted by the Jamboree Heights P & C Executive where the terms of payment are discussed and parents/guardians are informed that continued enrolment is dependent on the payment of the fees outstanding;
 - a debt collection agency or debt collection method may be used if payment of fees has not been received; and
 - the Jamboree Heights P & C Executive may, in its discretion, exclude the child temporarily or permanently from further attending the service if the parents/guardians have not met the requirements as advised to them by the Jamboree Heights P & C under the previous paragraph.

Child Care Subsidy

Child Care Subsidy is a payment made to families to assist with the costs of child care. Australian residents using child care provided by approved child care services may be eligible to receive a reduction on their fees. Jamboree Heights OSHC is an approved child care service. CCSS can be applied either on your local centrelink or online via Mygov. Please note that parents need to confirm booking details and centrelink needs to approve via submission. All childcare details are confidential.

Children in Prep who have previously attended child care will need inform the department that their child is now a school age child. Children attending child care for the first time will need to apply for Childcare Subsidy as advised above.

It is the responsibility of the parent to provide both family and child/children's Customer Reference Numbers (CRN)s in order to be eligible to receive CCB and/or CCR applied to your fees. Birth dates for the child and parent claiming CCB will need to be provided on the enrolment form.

Full fees will be charged until the service receives all relevant information requested on the Enrolment form.

Please ensure that the information supplied to JHOSHC is correct including spelling of your child's name, date of birth as supplied to the department and the correct parent who is claiming CCSS. Also, the CRNs are correct. If any of this information is incorrect it will delay CCSS being applied to your account and full fees will apply until this is rectified.

Bookings

At Jamboree Heights OSHC we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate; **however, there may be some days we will have to refuse care to casual bookings.**

All changes to existing bookings must be made to the service as soon as possible. These can be made via email - jhoshc@bigpond.com; and via or change of booking form. Please do not request changes to permanent bookings via phone or SMS.

At the end of the school year, all existing permanent families will be asked to re-enrol for the following year. Your enrolment will be confirmed via email prior to the start of the school year provided your enrolment form reaches the service by the last week of the December/January school holidays .

Before your enrolment will be confirmed you will need to have all outstanding accounts paid by last day of term 4.

A new enrolment form will need to be filled out each year.

Cancellations

- Parents/guardians must notify educators of all cancellations, including illness, to a session booking. **Children are not to ring to cancel or make a booking.** If a morning session is to be cancelled, cancellations must be made the afternoon the day before, by 6.00pm. If an afternoon session is to be cancelled, a message must be left on the answering machine or mobile before 9.00am, informing of the child's absence. In these cases the parent/guardian will not be charged a cancellation fee.
- If no cancellation has been received within the above timelines, the family will be charged an absence fee.
- For Monday morning sessions ONLY an email is to be sent before 6.00am Monday morning in order to be void of cancellation fees.
- Cancellation of care during vacation care – 24hours notice applies to all days except excursions and incursions where a week notice is required.

Important Contact Numbers

Service Contacts

Jamboree Heights OSHC	3725 5645
	0412 066 341

Emergency Numbers

Ambulance	000
Fire Station	000
Police	000

General Departments

Department of Human Services	13 61 50	website - www.human-services.gov.au
- Child Care Benefit and Child Care Rebate		
Office for Early Childhood Education and Care - Ipswich Office	3436 6290	email - ipswich.ecec@det.qld.gov.au
Department of Human Services - Carers	132 717	
My Gov - My Gov Helpdesk	132 307	

Health

Health Information	13 HEALTH
National Relay Service	TTY/voice calls 133 677

Counselling and Support

Women's Domestic Violence Line	1800 811 811
Child Abuse Report Line -Brisbane	1300 682 254
	1800 177 135 (after hours)
Lifeline	13 11 14
Poisons Information Centre	13 11 26
Relationships Australia	1300 364 277
- not a crisis service	