

## **OSHC Parent Handbook**

*This handbook has been compiled to provide you with all the information you will require while your child is attending Samford Valley Steiner Outside School Hours Care.*

*It outlines policies and procedures for Staff, Parents and their children.*

**PLEASE ENSURE YOU ENQUIRE WITH CENTRELINK, SO THAT YOU CAN CLAIM YOUR CHILD CARE SUBSIDY (CCS) REBATE.**

**CCS Approval I.D**

**Before School Care – 1-SSTXH3**

**After School Care – 1-SSTXBX**

**Vacation Care – 1-SSUVBP**

### **Contact Details**

**Coordinator - Kylie Turner**

**PH. 07 34309614**

**Mobile: 0435864505**

**Or the School Office on: 07 34309600**

**Email address: [oshc@samfordsteiner.qld.edu.au](mailto:oshc@samfordsteiner.qld.edu.au)**

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## **Welcome**

*Welcome to Samford Valley Steiner Outside School Hours Care. The Coordinator and Staff welcome you and your family.*

## **SERVICE PHILOSOPHY**

*Like Samford Valley Steiner School, the Outside School hours Care encourage the principles of Anthroposophy as given by Rudolf Steiner – inspired by knowledge of human kind and love of children.*

*At our service we pride ourselves in providing quality care with friendly, experienced staff, who provide a happy, positive and safe environment for the children. We believe that children's play is important, and encourage all children to explore their interests and developmental abilities at their own pace. Our highest aim is to provide an environment where children can relax and have fun.*

*We aim to provide a welcoming, home-like environment where children and families feel safe, secure and supported with a sense of belonging. We pride ourselves on building strong relationships with children and families and working collaboratively with families towards the best interests of the children.*

*We encourage and influence children to be ethical and respectful and take pride in our roles as educators, assisting children to learn through play, spontaneity, choice and the use of scaffolding.*

*We embrace all Families, regardless of their Race, Religion and Culture. We strongly encourage families to participate and be involved in our service, we value any ideas, suggestions and input they may have to better our service.*

## **CENTRE GOALS**

*CG1. Children's physical, emotional and social needs are encouraged in a safe, caring, supervised and supportive homelike environment*

*CG2. The service provides programs, which incorporate elements of play with elements of daily real-life experiences*

*CG3. Families, children, staff and community members are treated with respect and their views in relation to the proper operation of the service are considered and valued*

*CG4. The centre encourages family and community participation. We welcome open discussion on all issues relevant to the service operation*

*CG5. We will provide fun and exciting programs where the children's interests and ideas will be supported and implemented*

*CG6. The children will have the opportunity to take part in small group, whole group and individual experiences.*

*CG7. All staff will be encouraged and given the opportunity to attend ongoing training and professional development to further their knowledge and skill*

*CG8. We plan activities and provide resources to encourage the children to learn, experience and appreciate the different cultures and their diversity.*

## **ABOUT THE SERVICE**

*Samford Steiner OSHC is a fully licensed school age care centre with fully trained staff.*

*A variety of resources and activities are available each day including,*

- *Art and Craft*
- *Board Games, and plenty of indoor resources*
- *Cooking*
- *Sports*
- *Outdoor resources and playgrounds*

### **Hours of Operation**

*Our OSHC operates Monday to Friday every week of the year, except on Public Holidays and the period between Christmas and the New Year.*

*Samford Valley Steiner OSHC offers after school care and vacation care. Our hours of operation are;*

*Before School Care – 6:30am – 8:30am Mon to Fri (Breakfast provided till 7:30am)*

*After School Care - Mon, Tue, Thu and Fri 2:30 p.m. – 6:00 p.m.*

*Wed 12:45pm – 6:00pm (Afternoon Tea provided)*

*Vacation Care 6.30 a.m. - 6.00 p.m. (Breakfast until 7:30am, Morning and Afternoon Tea provided)*

Costs:

Before School Care

*Before School Care Permanent booking Fee 6:30am – 8:30am: \$12*

*Before School Care Casual booking Fee 6:30am – 8:30am: \$15*

After School Care

*After School Care Permanent booking Fee 2:30pm - 6:00pm: \$20.*

*After School Care Casual booking Fee 2:30pm - 6:00pm: \$25*

*After School Care Fee, Half Day Permanent booking Fee 12:30pm to 2:45pm \$16*

*After School Care Fee, Half Day Casual booking Fee 12:30pm to 2:45pm \$20*

*After School Care Long Day Permanent booking fee from 12:30pm up until 6:00pm: \$28*

*After School Care Long Day Casual booking fee from 12:30pm up until 6:00pm: \$35*

Before and After School Care Combo

*Before School Care and After School Care Combo Permanent: \$29*

*Before School Care and After School Care Combo Casual: \$36*

*Before School Care and After School Care Combo Half day Permanent: \$26*

*Before School Care and After School Care Combo Half day Casual: \$32*

*Before School Care and After School Care Combo Long day Permanent: \$36*

*Before School Care and After School Care Combo Long day Casual: \$45*

*Fees can change at any time and the Coordinator will advise parents/guardians as soon as possible.*

**Child Care Subsidy (CCS)**

*Child Care Subsidy (CCS) is available to all families, funded by the Commonwealth Government. Centrelink, Family Assistance Office (FAO) assesses eligibility. We reduce the fees payable by the amount of your entitlement.*

*It is up to you to apply with Centrelink. Parents must provide OSHC with their Family CRN and Child CRN to receive CCS. Failure to provide the Reference Numbers will result in you paying full fees until you provide the numbers.*

*For further information or inquiries phone Centrelink on 13 61 50 (Mon to Fri, 8am to 8pm). Families must reapply to Centrelink every 12 months, or if any of your circumstances change.*

## **Accounts, Bookings and Notice of Cancellation**

### **Accounts:**

All accounts are to be paid one week in advance and are due by the Friday of each week.

Accounts will be issued on Tuesdays, and will be emailed.

Payments can be made by Eftpos or Direct Deposit. (No Cash)

Any money that is in excess of the balance will be credited to the account and deducted from the next bill.

Failure to pay your account on time may result in the exclusion of your child/ren from the service.

### **End of Term/School Year**

**All accounts must be paid in FULL by the end of each term and the school year.**

**If your account is not paid in full by the end of the term then a fee of \$5 will be added to your account. The account is to be paid in full by the end of the first week of the following term.**

**If your account is not paid in full by the end of the school year, a fee of \$20 will be added to your account. This account is to be paid in full by the first week of the following school year or your place cannot be guaranteed**

### **Late Pick up Fee:**

Children picked up after 6:00pm when our Centre is Closed, will be charged an on the spot fee. This fee will be \$10 for the first minute per child and \$2 for every minute after that. It is in Breach of our Licensing, as we are not covered for the safety of your child when they are in the Centre before or after our Trading Hours of 2:30pm- 6:00pm. If your child is not picked up within one hour of the services closing time of 6pm, and the staff are unable to contact any of the given contacts on the child's file, the police will be called.

### **Holidays:**

Family holidays taken during school term, the following applies;

- Parents are to fill out the Holiday Register Folder located in the parent information at least 2 weeks prior to commencement of holidays.
- A holiday fee of 75% of normal weekly fee (session gap) will be charged to hold your place in the service.
- Money owing to the service must be paid in full before holidays commence.

### **Absent:**

Normal fees apply for days absent.

*If your child is absent from the booked session, the Co-ordinator must be notified as soon as possible.*

*CCS allows 42 days absenteeism per financial year. This is called "Initial 42 Days Absence". Absence days can be taken for any reason. You can provide medical certificates or supporting documentation for absences. Once all of the first 42 absence days have been used, you will need supporting documentation for any Additional Absence Days. If you use up all of your 42 days absences in any financial year and do not provide supporting documentation, you will have to pay full fees for any absence taken in the rest of that financial year.*

*If your child is absent for 2 weeks without notice the Co-ordinator may assume the child is no longer enrolled and may fill the vacancy.*

### **Bookings:**

*To make a booking, please either ring the OSHC room on 34309614 or send an email to [oshc@samfordsteiner.qld.edu.au](mailto:oshc@samfordsteiner.qld.edu.au). Please note your child's name, class and booking date and time. Bookings are to be made 24hrs in advance.*

*All bookings will be charged to your account.*

*Once you have booked into a session, if you do not attend you will still be charged and asked to sign the non-attendance as an absence. We supply afternoon tea at approximately 3:00pm – 3:30pm.*

### **Cancellation of Enrolment:**

*Should parents no longer need their places in the service they should advise the Co-ordinator in writing 2 weeks prior to cancellation. Your child must attend the two weeks for you to receive CCS.*

*If your child is absent for two weeks without notice, the Co-ordinator may assume the child\ren is no longer enrolled and may fill the vacancy.*

*All fees must be paid in full before last day of attendance. If your account is not paid in full, this will result in outside Debt services to recover this from you.*

***All bookings must be signed for: even if your child doesn't attend, CCS requires a signature to show your child was booked in.***

***If we do not have a signature the full fee will be charged to your account, as the government will not pay your CCS without your signature.***

### **Enrolment Procedures**

*Samford Valley Steiner OSHC is required to hold a completed enrolment form for all children in care. All information provided on enrolment forms is strictly confidential. It is important to notify the service of any legal, medical, dietary or cultural nature so the duty of care for the child/ren may be maintained at all times. Please make sure you notify the service of any changes of address, phone numbers for home and work and emergency contact information.*

### **Staffing Policy**

*Our staff work together to create a positive and friendly atmosphere for children and their family. Our staff welcome parents into our OSHC and value their ideas and opinions. All staff and volunteers will hold a current first aid certificate and suitability cards issued from the Commission for Children and Young People. All staff work to the current Work Place Health and Safety Act.*

*Staff to child ratios will be in keeping with, or better than, those guidelines set out in the Quality Principles and the Child Care Act 2002(Qld). In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children, and any special needs that the children may have.*

### **Work Place Health and Safety**

*All staff employed by Samford Valley Steiner OSHC complies with the Workplace Health and Safety Act. A copy of this policy will be available from the Co-ordinator if you wish to peruse.*

### **Programs**

*We provide weekly Programs that can be viewed in the Parent Information Area and vacation care programs will be available approximately two weeks prior to taking place.*

#### ***Before and After School Care***

*This offers activities that are based on the children's interests and include arts and crafts as well as indoor and outdoor games.*

#### ***Vacation Care***

*This offers activities that are based on the children's interests and include arts and crafts as well as indoor and outdoor games. These activities may include excursions and other recreational and creative experiences.*

### **Arrival and Departure Policy**

*Our service is an approved centre for Child Care Subsidy (CCS). This is applied for directly by parents at the Family Assistance Office. Please ensure you are registered for Before School Care, After School Care and Vacation Care.*



### **Arrival and Departure**

Upon arrival at the centre Parents must sign their child/ren in on the Sign In/Out IPad Screen. This register details the actual time children are arriving at the service. Please make the Co-ordinator/Staff aware of your arrival and departure.

**Only authorised persons over the age of 18 years are permitted to collect the child. A written consent by the parent/guardian can be given to the Co-ordinator to allow children to be collected by a person not registered on their enrolment form and Photo ID must be shown at time of collection of child/ren. (e.g. Driver's Licence/18+ Card etc.)**

### **Authorised Person**

Only authorised persons listed on your enrolment form will be allowed to collect your child/ren. If you wish to add a new authorised person to your list, please see the Co-ordinator.

We understand there may be emergencies and the need for a person not on your list to collect your child/ren; if you do have an emergency, please contact the Co-ordinator to arrange the collection of your child/ren. Photo ID must be shown at the time of collection.

We are required to have the name, address and contact number of all persons authorised to pick up your child/ren.

(As per Child Care Regulation 2003 – Part 4, Division 3, 101)

<p><b>NOTE THE CENTRE WILL NOT RELEASE ANY CHILD WITHOUT PRIOR AUTHORITY FROM EITHER PARENT OR GUARDIAN.</b></p>
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### **Absences**

Should your child not be attending for any reason, the Co-ordinator must be contacted as close as possible to the normal arrival time of the child. Please confirm the absent day in the Sign In/Out IPad the next time you attend the service.

Where children are booked in and do not arrive for after school care the school and parents are contacted. Should we not be able to confirm the whereabouts of the child, police will be notified.

CCS allows 42 days absenteeism per financial year. This is called "Initial 42 Days Absence". Absence days can be taken for any reason. You can provide medical certificates or supporting documentation for absences. Once all of the first 42 absence

*days have been used, you will need supporting documentation for any Additional Absence Days.*

*Centrelink will pay your CCS for absences, and you pay your normal gap fee. If you use up your 42 days absences in any financial year, and do not provide supporting documentation, you will have to pay full fees for any absence taken in the rest of that financial year.*

### **Public Holidays and Pupil Free Days**

*This service is closed on all Pupil Free Days and Public Holidays.*

*You will still be charged for the Public Holiday and Pupil Free day if you have a Permanent booking and will need to sign for this day as an Absent day.*

### **Holidays – during school term**

*We require two weeks written notice, prior to taking holidays within the school term. Holiday rates will be charged, currently 75% but this fee may change at any time.*

***All fees must be paid in full before commencement of holidays.***

### **Excursions**

*During vacation, we may take children on planned excursions. In every case parent's permission will be required prior to taking place. Full details and any costs which may be incurred will be provided along with the permission form. Appropriate sun smart clothing and enclosed footwear must be worn at all times.*

### **Child Protection**

*Our OSHC highly regards the moral and legal duties to care for children associated with the centre whilst not in the care of their parents or primary carers. All staff is aware of the Child Protection Act and the Reporting of Child Abuse Policy.*

### **Custody**

*Parents/Guardians who have custodial rights and do not wish the other Parent/Guardian to have contact with their child must provide a current copy of the custodial papers.*

*Whilst every care will be taken to prevent a child from being taken by an unauthorised person, there may be instances where staff cannot prevent this from happening. Our staff cannot expose themselves or the children to any risk or harm. If a child is taken the police and custodial parent/guardian will be called immediately.*

### **Confidentiality Agreement**

*We will make every effort to ensure that personal records will be stored securely and kept confidential. All information provided to Club SWOSH will be strictly limited to use by Club SWOSH. You may access your child's personal records at any time if you are the authorised person who enrolled the child. Please contact the Co-ordinator who will be more than happy to organise this for you.*

### **Non-Discriminatory Priority of Access**

*We welcome everyone regardless of their background: people from non-English speaking families, Aboriginal and Torres Strait Islanders, people and children with special needs. As we have limited places we operate within the PRIORITY OF ACCESS GUIDELINES.*

### **Students, Visitors and Volunteers**

*Childcare students, visitors or volunteers may visit the service from time to time. This participation is mutually beneficial. They are not in any way left in charge of children, and are supervised at all times. All visitors to our service are required to operate within the set guidelines and policies.*

### **Parent Involvement**

*Parents are encouraged to discuss various issues with regards to special activities, fundraising, etc. Please take the time to read the notice board for any news or important messages at least once a week. You are encouraged to complete any surveys, etc. that are handed out. This will enable us to provide a high level of service to the children and their families.*

### **Children's Code of Conduct**

*Acceptable standards of behaviour will be promoted at all times to ensure the physical and emotional wellbeing of children and staff. Should any child not respond to the positive guidance provided by our staff, parents will be notified to discuss appropriate strategies.*

*Should the inappropriate behaviour of the child continue we reserve the right to contact parents to organise immediate collection.*

*We also reserve the right to cancel any future bookings for this child.*

*Any child who is found through their behaviour to be endangering the safety of themselves, staff or another person will be refused admittance until the committee and staff is satisfied that there is no further likelihood of danger.*

*The same is applicable for any child who persistently breaches behaviour guidelines.*

*Children will receive 3 warnings; on the fourth incident a letter will be sent to the parent/guardian from the Management Committee, stating that the child cannot return to the Service for one week.*

*Temporary and permanent exclusion is possible.*

### **Parent's Code of Conduct**

*Our OSHC staff are more than happy to speak with parents at any time regarding any concerns they may have regarding the operations of the service. Please note any concerns you may raise must be done so in a suitable manner, raised voices or the use*

*of profanity will not be tolerated and staff members have the right to ask a person to leave the premises should they feel intimidated or in danger for themselves or the children in their care. Staff will not hesitate to contact the police should the situation arise.*

### **Damage of Equipment or Facilities**

*We recognise that fair wear and tear is an everyday occurrence. 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 the cost to rectify equipment and or facility will be at the parents' expense.*

### **Food and Nutrition Policy**

*We promote healthy eating habits at all times and the Nutrition Policy is available for your perusal.*

#### **Meals:**

##### ***Before School Care***

*Breakfast is provided daily with a selection of healthy foods and refreshments. Please see notice board in centre for weekly menu.*

##### ***After School Care***

*Afternoon tea is provided daily with a selection of healthy foods and refreshments. Please see notice board in centre for weekly menu.*

##### ***Vacation Care***

*Please supply your child with lunch as well as a water bottle that can be filled during the day. Morning Tea and Afternoon Tea is provided.*

*Special or occasional treats (cakes, lollies, Pizza, popcorn, etc) will be provided by our OSHC. It is preferred children do not bring lollies and treats to the centre unless prior arrangement has been made with the Co-ordinator.*

#### **Anaphylaxis:**

*As our centre may have children allergic to certain foods. **IE: NUTS, EGG***

*Our Centre is Allergy Friendly, and request that these types of food stay at home.*

### **Sun Smart Policy**

*All children are expected to wear an appropriate hat and sun smart clothing. All staff and children must wear hats when outdoors playing in the sun, a wide brim hat is preferred, but a cap is fine.*

*All children should be sun-screened before coming to the centre. Sunscreen will be available for the children in vacation care, to reapply during the course of the day. If your child can only use a specific brand please supply to the Co-ordinator for their use. "NO HAT NO PLAY" if your child does not have a hat, they will be encouraged to play in the undercover area or undertake indoor activities.*

### **Clothing**

*During vacation care, we ask that children wear comfortable clothing as per sun smart policy. Clothing may get dirty during sports or craft activities, so it is always a good idea to pack spare clothes in their bag. Children must wear shoes at all times when playing outside.*

***Enclosed shoes** or flat sandals are acceptable but **no** thongs or high heeled sandals are allowed.*

*Wearing the incorrect shoes may impede your child's activities.*

### **Personal Effects**

*We understand children enjoying bringing personal items from home e.g. games and toys please make the Co-ordinator aware of these items and make sure they are clearly named with permanent identification.*

*Mobile phone\ MP3 and electronic games are not permitted at this service and the Staff would appreciate it if these items stay at home.*

***While every care is taken, we will not take any responsibility for damage or loss to any item belonging to any person***

### **Lost Property**

*Lost property will be placed in the "lost property" basket. To avoid loss of items please clearly identify all items of clothing, etc. This will help staff return items to the rightful owner. At the end of each term all unclaimed items will be donated to a local charity.*

### **Homework Policy**

*Homework time is available at OSHC, between 5:00 and 5:30pm. This allows children to complete allocated homework prior to being picked up. If you wish to take advantage please discuss this with the Co-ordinator.*

### **Fire and Lock Down Procedures**

*In the event of a fire or lock down, the policies in place at the school will take effect. A copy of this policy will be available from the Co-ordinator if you wish to peruse.*

### **Hygiene Policy and Procedure**

*We understand the importance of good hygiene practices. The most effective way to eliminate germs from spreading is to wash our hands correctly. Hand washing facilities will be provided to promote good habits, so we are all less prone to spreading germs.*

### **Serious Accidents and Emergencies**

*If a child becomes injured and requires further medical attention, the following procedure will take place:*

1. *Staff will administer basic first aid*
2. *If possible, families or emergency contacts will be notified, provided this doesn't cause delays to necessary medical attention.*
3. *Arrangements for the collection of the child will be organised.*
4. *At the discretion of the Co-ordinator, an ambulance may be called to transport the child to the nearest hospital, either before or after initial contact with the family. If this happens, parents/guardians will be advised.*

### **Reporting of Harm**

*The Licensee must immediately report the death, serious injury, and harm or suspected harm caused to a child while the service was providing care to the child. Serious injury means an injury of which treatment from a Doctor has been sought or should have been sought.*

### **Dentist**

*Accidents to teeth and the mouth should be followed by a visit to the Dentist. Staff will advise you immediately should an incident occur at OSHC.*

### **Medication Policy**

*If your child needs to have any medication, parents/guardians should obtain a "**Permission to administer medication form**" from the Co-ordinator and fill out as required. All medications must be labelled with the child's name and dosage required, **original packaging from pharmacy**. All medications will be stored in the office in a lockable cabinet. This can only be administered by the Co-ordinator and witnessed by another staff member. Both are to sign the medication report. Any over the counter medications (e.g Panadol etc) will only be able to be administered for a maximum of three days, then a Doctor's authorisation is required, this is also recorded in the medication report.*

### **Birthdays**

*We are happy to celebrate the occasion of your child's birthday. If parents wish to provide a birthday cake to share with the group, you are more than welcome.*

### **Photographs**

*On occasion your child may be photographed at OSHC. The Service in their various publications may use these photos (photo albums etc). For any marketing purposes parents will be consulted and will be required to give written permission. If you have any concerns please advise the Co-ordinator.*

### Grievances

*We request that if you have any complaints or concerns to please discuss them with the Co-ordinator. If you are still concerned please contact the School Principle. We welcome and encourage your thoughts so that we are able to rectify the situation immediately*

### PARENTS CODE OF BEHAVIOUR

- 1) *Encourage children to participate in all activities while at Samford Steiner OSHC.*
- 2) *Focus on the child's efforts and performance and praise their efforts.*
- 3) *Encourage children to always follow the rules.*
- 4) *Never ridicule or yell at a child for making a mistake.*
- 5) *Remember that children learn best by example. Applaud good behaviour*
- 6) *Support all efforts to remove verbal and physical abuse from the service.*
- 7) *Respect decisions and teach children to do likewise.*
- 8) *Show support of Staff and their decisions.*
- 9) *If you disagree with a Leader raise the issue through the appropriate channels rather than question their judgement and honesty in public. Please refrain from verbally and/or physically confronting the Staff especially in front of children.*
- 10) *There is to be NO smoking, drinking of alcohol, or use of Illegal substances whilst on the school grounds or near the children.*
- 12) *Be courteous in communication with Coordinator, Leaders and children. Teach children to do likewise.*
- 13) *Recognise and respect the value and importance of the leaders and other children.*

## **STUDENT CODE OF CONDUCT**

1. *We treat each other respectfully at all times*
2. *We keep our hands and feet to ourselves. (Hugging is okay if we ask permission)*
3. *We listen courteously at all times to our Educators.*
4. *We follow directions*
5. *We take responsibility for looking after our OSHC room and our equipment.*
6. *We follow our OSHC Rules.*