



TRINITY ANGLICAN SCHOOL OUTSIDE SCHOOL HOURS CARE **FAMILY HANDBOOK**

We welcome your family to the Trinity Anglican School (TAS) Outside School Hours and Vacation Care (OSHC) community, a beneficial and important part of the school. We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given. Family Handbook explains important information to assist you and your child's transition into care at TAS OSHC.

Service Approval Number White Rock – 00001172
Service Approval Number Kewarra Beach - 00001077

TAS
TRINITY ANGLICAN SCHOOL

HONOURING FIRST NATIONS PEOPLES

Trinity Anglican School Early Learning Centre acknowledges and pays its respects to the Traditional Custodians of the lands on which our offices and centers are located in Cairns and their continued connection to land, sea and Community.

Trinity Anglican School Early Learning Centers also pay respect to all Elders past, present and emerging.

Trinity Anglican School premises and Early Learning Centre's are located on lands where Australia's First Nations Peoples' have been teaching and learning ways of belonging, being and becoming for more than 65,000 years.

Our learning communities have been shaped and will continue to be shaped, by the influences of Aboriginal and Torres Strait Islander cultures, wisdom, and knowledge.

Honouring First Nations Peoples' histories, perspectives, and continuing connections to land, sea and sky in all our programs, deepens everyone's learning. It is a great privilege to learn from, and with, the oldest living and thriving cultures on Earth and walk together to a better future for all.

We carefully work with our curriculum to promote fairness, empowerment and respect, with teachers/educators embedding First Nations Peoples perspectives throughout what we do.

*"Honouring our past, to teach our
present, to create our future"*

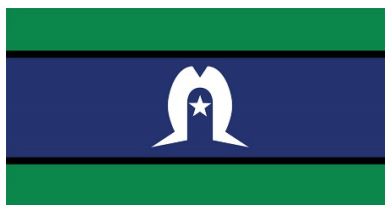




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SERVICE POLICIES AND PROCEDURES

[You can find a copy of our Outside School Hours Care Policies and Procedures here.](#) We are constantly reviewing our policies and procedures and ask staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required standards.



1.0 Welcome

TAS OSHC provides a safe, warm, secure educational and recreational environment for children from Prep to Year 6. We look forward to providing the best possible level of care for your child during their time at our Program. If you would like further information on any topic listed here or would like to offer feedback on the Program, please do not hesitate to contact the school.

1.1 SERVICE INFORMATION

SERVICE DETAILS

Approved Provider	Trinity Anglican School
Area Manager	Kathy Romano, Business Services

WHITE ROCK CAMPUS

Nominated Supervisor/Coordinator	Anastasiia Cowie
Location	200-212 Progress Road, White Rock Block M, next to Reception
Email	wroshc@tas.gld.edu.au
Phone	0407 162 050

KEWARRA BEACH CAMPUS

Nominated Supervisor/Coordinator	Mallory Lloyd
Location	45 Poolwood Road, Kewarra Beach Block M, next to Reception
Email	kboshc@tas.gld.edu.au
Phone	0408 746 339

DATES FOR 2021

Term 1	Wednesday 27 January – Thursday 1 April
Term 2	Tuesday 20 April – Friday 25 June
Term 3	Tuesday 13 July – Friday 17 September
Term 4	Tuesday 5 October – Friday 26 November
Vacation Care	Offered between term dates
OSHC	Offered on all school days including Pupil-Free Days (closed Public Holidays and for 2 weeks over Christmas each year).

OPENING TIMES

Before School Care	7:00 am – 8:30 am (School days)
After School Care	3:15 pm – 5:45 pm (School days)
Vacation Care	7:00 am – 5:45 pm (School holidays and Pupil-Free Days)
OSHC	Activity Program is available before each holiday period



1.2 OUR PHILOSOPHY

Our Program aims to support children’s growth, learning, and development, by providing a safe and stimulating environment, which encourages exploration, collaboration, independence, and creative thought.

WE ENDEAVOR TO:

- Provide a physical environment that is safe and encourages investigation
- Provide a happy, and engaging atmosphere
- Interact with children in a warm and welcoming manner
- Be consistent and fair in our expectations of behaviour and consequences

Our Program recognises children as being active participants in their learning and that they are best supported through an emerging curriculum that provides fun, meaningful, and engaging experiences.

WE ENDEAVOR TO:

- Provide a balance of child-initiated and adult initiated activities
- Provide materials and resources for children to challenge themselves and explore their curious minds
- Provide opportunities for children to make their own decisions
- Encourage safe risk-taking

Children are supported, encouraged to be creative, and given time to explore their natural environment, test out ideas, investigate, express curiosity, ask questions, and wonder in their surroundings. We believe that our learning environment should encourage children to be creative, curious and support their development to make responsible choices, think independently, develop friendships, feel safe and invite curiosity.

Our Program acknowledges and respects the uniqueness of each child and their family, culture, structure, language, beliefs, and customs.

WE ENDEAVOR TO:

- Recognise and value the knowledge and experience that children bring from home
- Encourage families to share information about their children
- Share updates with families

Our philosophy is seen as a living document, continually evolving in the light of new research, the new ideas of educators, and input from families.

OUR VALUES	OUR MOTO
Curiosity Perseverance Integrity Compassion	<i>Inspiring the curious.</i>



1.3 COMMUNITY DIRECTORY

Asthma Foundation	1800 278 462
Autism Queensland Far North Queensland	07 4034 6600
Be You (Formerly Kids Mater)	https://beyou.edu.au/
Beyond Blue	1300 224 636
Blind & Vision Impaired Support Group	07 4057 5590
Cairns Regional Domestic Violence Service	07 4033 6100
Cancer Helpline	131 120
Centacare	07 4044 0130
Child Youth and Mental Health Service	07 4226 5280
Child Development Unit	07 4052 9323
Child Support	131 272
Community Health Centre (Cairns)	07 4050 3500
Community Health Centre (Smithfield)	07 4226 4800
Community Health Centre (Edmonton)	07 4045 9900
Dads in Distress	1300 853 437
Department of Human Services – Centrelink	136 150
Diabetes Australia	1800 637 700
Epilepsy Queensland	1300 852 853
Family Planning Queensland	07 4031 3590
Family Relationship Advice Line	1800 050 321
Inclusion Support Queensland	07 4032 1713
Kids Helpline	1800 551 800
Legal Aid Queensland	1300 651 188
Lifeline	131 114
Mission Australia	07 4048 7500
NDIS – Mission Australia	1800 860 555
Oz Baby Hire	0407 315 591 or 0447 100 882
Parent-line Counselling	1300 301 300
Playgroup Queensland	1800 171 882
Queensland Health	13 432 584 (13HEALTH)
Vision Australia (Cairns)	07 4434 5800
Women’s Centre Far North Queensland	07 4051 9366
Women’s Info Link	1800 177 577
You Can Do It!	www.youcandoiteducation.com.au

**Regulatory Authority: Department of
Education and Training**

PO Box 15033, City East Qld 4002
Ph: 13 74 68
E: ecec@deta.gov.au

**Office of Early Childhood Education and Care
Cairns Regional Office**

PO Box 6094, Cairns, 4870
Ph: 4037 3911
E: cairns.ece@qed.qld.gov.au



2.0 Our Commitment to Quality

Our Service is committed to ensuring the safety and wellbeing of children is always maintained whilst being educated and cared for by educators and staff at TAS OSHC. We promote a child-safe environment that minimises the risk to all children in our care from all types of abuse, harm, and neglect. We understand our responsibilities and statutory duty of care to comply with both the *Child Safe Standards* and the *Reportable Conduct Scheme* to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under *the Children and Young Persons (Care and Protection Act 1998)* and maintain up to date with knowledge of child protection law. Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high-quality supervision and care to children in addition to holding valid *Working with Children Checks*. We have zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management.

2.1 OUR STAFF

Our Service is made up of a team of high-quality professional educators that are committed to and passionate about school-aged care. Our staff promotes the human rights, safety, and wellbeing of all children and consider and respects the diverse backgrounds and needs of children. The [Staff Code of Conduct](#) establishes the standards for all employees of our Service. Employees are committed to adhering to the ethical responsibilities of this code. The values that underpin our work ethic include equality, respect, integrity, and responsibility.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe, and inclusive for all children and their families. All responsible persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma, and Anaphylaxis qualifications.

Our educators consider children's learning styles, abilities, interests, linguistic and cultural diversity, and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity. All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

STAFF/CHILD RATIOS

We comply with the National Regulations for an educator to child ratios across our Service to ensure adequate supervision is provided for all children.

- At the Service: 1:15
- Excursions: As per risk assessment (Maximum 1:15)
- Swimming/water-based activities: 1:5

2.2 NATIONAL QUALITY FRAMEWORK

Our Service complies with the *Australian Government's National Quality Framework (NQF)* which consists of the legislative framework of the *Education and Care Services National Law and National Regulations*, the *National Quality Standard*, and a rigorous assessment and rating system. We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement. Families are welcome to provide feedback and suggestions for improvement.

REGULATORY AUTHORITIES

Our Service is regulated by the national body for early education and care – the *Australian Children's Education and Care Quality Authority (ACECQA)* as well as the state licensing department in Queensland. We comply with the National Regulations for an educator to child ratios across our Service to ensure adequate supervision is provided for all children.

2.3 EDUCATIONAL PROGRAM

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive, and meet the needs and interests of all children attending our Service. The development of our program is informed through ongoing observations, evaluations, and collaboration between educators, children, families, and relevant stakeholders.

MY TIME, OUR PLACE

Our Service's curriculum follows the *My Time, Our Place* Framework for school-age care in Australia. Fundamental to the Framework is a view of children's lives as characterised by belonging, being, and becoming

- **BELONGING**
Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighborhood, and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.
- **BEING**
Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.
- **BECOMING**
Children's identities, knowledge, understandings, capacities, skills, and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs as children learn and grow. It emphasises learning to participate fully and actively in society.



3.0 Goals for Your Child at Our Service

Our service expectations are communicated through the five overall learning outcomes.

- **OUTCOME 1: CHILDREN HAVE A STRONG SENSE OF IDENTITY**
Children feel safe, secure, and supported, children develop their emerging autonomy, inter-dependence, resilience and sense of agency, children develop knowledgeable and confident self-identities, and children learn to interact with others with care, empathy and respect.
- **OUTCOME 2: CHILDREN RELATE TO AND CONTRIBUTE TO THEIR WORLD**
Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation, children respond to diversity with respect, children become aware of fairness and socially responsible.
- **OUTCOME 3: CHILDREN HAVE A STRONG SENSE OF WELLBEING**
Children become strong in their social and emotional wellbeing, and children take increasing responsibility for their health and physical wellbeing.
- **OUTCOME 4: CHILDREN ARE CONFIDENT AND INVOLVED LEARNERS**
Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity, children develop a range of skills and processes such as problem-solving, inquiry, experimentation and investigating.
- **OUTCOME 5: CHILDREN ARE EFFECTIVE COMMUNICATORS**
Children interact verbally and non-verbally with others for a range of purposes, children engage with a range of texts and gain meaning from these texts, children express ideas and make meaning using a range of media, children access information and investigate ideas.



4.0 Collaborative Partnership

4.1 DOCUMENTATION OF LEARNING

Children's learning may be documented in a variety of ways to assist with ongoing reflection, evaluation, and assessment of their strengths, interests, behaviours, and relationships. Documentation may include:

- Goals from families and educators
- Observations
- Work samples
- Checklists

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation, and future planning within the Service's Program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. You will be given your child's documentation/portfolio at the end of the school year or as they finish at the Service. This documentation is always available for you to review at your convenience.

4.2 COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with staff about your child's unique needs and their general enjoyment of their day at our Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service.

4.3 FAMILY INVOLVEMENT

YOUR OCCUPATION OR HOBBY

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do interests children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

SUGGESTIONS

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know. If you have any concerns, please see your child's educator or the Nominated Supervisor/ Coordinator. We have a grievance procedure if you would like to formally raise any concerns.

YOUR HOME CULTURE

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language, and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.



READING

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our Service.

RECYCLABLE ITEMS

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper, or anything interesting from your work is much appreciated.

SPECIAL EVENTS

Our Service organises special events throughout the year. We will communicate these to families promptly. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations, and information sessions.

COMMUNITY INFORMATION

We have a community notice board at the entry to our Service. This board is used to display relevant programs, menus, notices, updates, and reminders for children and families. Please ensure you check this regularly. Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centers; health clinics.

5.0 Enrolment Information

Before your child commences OSHC, you'll be required to complete an Enrolment Form and provide documentation.

- OSHC - Bookings can be made by consultation with OSHC.
- Vacation Care - A booking form will be available before each school holiday.

ENROLMENT FORM

If you require assistance completing the enrolment form, please contact the OSHC department. A separate Enrolment Form is to be completed for each child and must be kept up to date in line with current legislation. We will require a copy of your child's Birth Certificate and immunisation history statement from the Australian Immunisation Register.

5.1 FAMILY LAW AND ACCESS

Our Service will uphold any responsibilities or obligations concerning Family Law and access to the service. We require certified copies of any court order, parenting orders, or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order, we cannot stop a parent from collecting a child.

AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- Collect your child from the Service
- Provide consent for medical treatment for your child from a medical practitioner, hospital, or ambulance service
- Provide consent for the transportation of your child by an ambulance service
- Provide consent to go on an excursion.

You must notify the OSHC Department of any changes to enrolment information.

5.2 PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION

If parents do not give permission, they are to advise the school in writing at the enrolment stage or as soon as they wish to put the opt-out clause in place for their child/ren. The photographs and/or video may be used for, but not limited to, school portfolios, school displays, advertising, school publications, newsletters, media opportunities, editorial placements and columns, advertorial features, signage, website content, and electronic communications.

5.3 MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

We must be aware of any medical condition on the enrolment form. Our Service requires a Medical Management Plan or Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided before your child's commencement at the Service.



In consultation with the Nominated Supervisor/ Coordinator, you will be asked to develop a Risk Minimisation strategy to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service. To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs.

DIAGNOSED DISABILITY OR ADDITIONAL NEEDS

If your child has a diagnosed disability or learning, behavioral, or other diagnosed difficulty, please speak to our Nominated Supervisor/ Coordinator before enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation.

If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning. Our Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

TRANSPORTATION

As part of our service, we provide transportation between our Service location and excursion locations during school holidays. The safety of children enrolled in our service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure supervision is always adequate.

The Program does not have a drop-off/pick-up service.

EXCURSIONS/INCURSIONS

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's learning experiences, and involvement in the community, they are optional. Written authorisation will be requested from parents before any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum, and children are always supervised.

For further information, please refer to our [Excursion Policy](#).

6.0 Fees, Rebates, and Attendance

	WHITE ROCK ROUTINE	KEWARRA BEACH ROUTINE	CASUAL
BEFORE SCHOOL 7:00 AM – 8:30 AM	\$18.00/day	\$18.00/day	\$20.00/day
AFTER SCHOOL 3:15 PM – 5:45 PM	\$26.00/day (includes food)	\$26.00/day (includes food)	\$28.00/day (includes food)
VACATION 8:00 PM – 5:45 PM	\$58.00/day (excludes incursions/excursions)	\$58.00/day (excludes incursions/excursions)	\$60.00/day (excludes incursions/excursions)

ROUTINE BOOKINGS

A routine booking is considered as any booking made 7 days, or more, before the required day of booking. Routine bookings remain the same from one week to the next, must remain unchanged for a minimum of 3 weeks and are chargeable regardless of attendance (unless you have provided 24 hours notice).

CASUAL BOOKINGS

A casual booking, therefore, is considered as any booking 24 hours before the required booking day. Casual bookings are flexible bookings that:

- If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- These are designed to support families taking on casual work and shift work
- These can be canceled at no cost, provided 24-hour notice via email is given

EMERGENCY CARE FEE

Due to staffing requirements and child-to-teacher ratios, bookings are essential. Please note, in the event that children attend the service and have not made a booking, you will be charged at an emergency care rate of \$30, per day, per child.

Statements are sent weekly via iParent Portal and email. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Nominated Supervisor/Coordinator as soon as possible. If there is a discrepancy in attendance, please note we are unable to change attendance discrepancies after 14 days when you are receiving CCS.

TAS OSHC is a cash-free service. Our preferred payment method is the iParent Portal direct debit system. If you are unable to pay via iParent Portal payment by credit card can be made by telephoning Reception at (07) 4036 8117 between 8:00 am and 4:00 pm on weekdays or by direct deposit to:

Please note: As per our payment of fees policy, we maintain the right to change our fees, however a minimum of fourteen (14) days notice will be given.



WHITE ROCK DIRECT DEPOSIT		KEWARRA BEACH DIRECT DEPOSIT	
ACCOUNT NAME:	TAS OSHC WR	ACCOUNT NAME:	TAS OSHC KB
BSB:	064-804	BSB:	064-804
ACCOUNT:	1422 6304	ACCOUNT:	1422 6777
REFERENCE:	Your child's surname and 'OSHC WR'	REFERENCE:	Your child's surname and 'OSHC KB'

6.1 CHILD CARE SUBSIDY (CCS)

CCS aids families to help with the cost of childcare aged 0-13 years. 3 factors will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – the type of childcare service and whether the child attends a school

Families who wish to receive CCS as reduced fees must apply through the myGov website. This includes completing the CCS activity test. CCS is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

On enrolment, we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy. If your child has not attended our Service for 8 continuous weeks, your child's enrolment will be canceled, and Centrelink will stop paying your CCS subsidy.

CCS is payable for any absence days up to 42 days regardless of the reason for absence. If a child is absent from one or more sessions of care on one day, the absence is only counted once, for example, if a child is absent from before school care as well as after school care on the same day, only one absence is counted.

6.2 COMPLYING WRITTEN AGREEMENT (CWA)

A CWA is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details, and details of the fees to be charged. Before CCS can be paid, you must approve the enrolment information within the CWA via the MyGov website.

6.1 OVERDUE FEE

AND SUPPORT

SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware our Service closes at 5:45 pm and per national regulations and licensing, we are not permitted to have children in the service after this time. A fee of \$15 per child for every 15 minutes or



part after 5:45 pm will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility for your child.

WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS

We require 2 weeks' written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking.

OVERDUE FEES

- **BEFORE/AFTER SCHOOL CARE PERMANENT AND CASUAL BOOKINGS**

Fees must be paid within 14 days of care. If there are outstanding fees after this time, Trinity Anglican School OSHC reserves the right to suspend/withdraw your child/ren from enrolment.

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- **VACATION CARE BOOKINGS**

Vacation care bookings must be paid in advance to secure your child/rens place.

If you are experiencing financial hardship, please speak to the Nominated Supervisor/ Coordinator. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

CANCELLATION

- **BEFORE/AFTER SCHOOL CARE PERMANENT AND CASUAL BOOKINGS**

Cancellations must be made 24 hours before care is needed, due to staffing requirements.

- **VACATION CARE BOOKINGS**

Cancellations must be made before 12:00 pm on the preceding day. Please note we cannot refund the cost of an excursion/incursion after it has been paid due to external providers. No refunds are given to cancellations that do not meet the above criteria.



7.0 Service Policies and Procedures

[You will find a copy of our Service policies here.](#) We always expect our staff and families to adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations.

PARENT PARTICIPATION AND FEEDBACK

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

If, for any reason, you question or do not understand any aspect of the Service or your child's experience we have a [Complaints Policy](#) that supports all stakeholders in our community.

TECHNOLOGY, TELEVISION, AND DEVICES (INCLUDING MOBILE PHONES)

Our Service encourages the use of technology to assist with the implementation of our program, activities, and research. Children can access a range of technologies at the service to facilitate their homework and other areas of interest.

On occasion, we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved.

All permitted media (films, music, and games) are classified as G or PG. Mobile phones are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required. Some children with a disability or health condition may rely on the use of a mobile device for support needs will be exempt from this restriction.

HOMEWORK

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with space, staff support, and resources to complete their homework.

If you would like your child to be encouraged to complete their homework please notify the OSHC Team. Please note that educators will not force your child to do homework while in care.

FOOD/MENU

Our After-school care program provides a nutritious afternoon tea. Occasionally, children will be involved in cooking activities as part of the Vacation Care Program as well.

Please ensure that your child's health, allergy, and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.



TOYS

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children, and responsibility on educators to track numerous toys throughout the day.

BEHAVIOUR GUIDANCE

In cases of persistent misbehaviour, the educators will discuss the problem with the Nominated Supervisor/ Coordinator with a view to resolving the behaviour. If this is not resolved, the Nominated Supervisor/ Coordinator may approach the parents/guardians.

Educators follow a Behaviour Guidance Policy that extends across the whole Service giving consistency of expectations. Our Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour positively.

This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care. If you require further information on this policy, please ask educators and refer to the Policy manual.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, coordination, motivation, learning, and wellbeing.

We feel that physical play is a vital part of everyday life and is especially important in an Outside School Hours Care (OSHC) setting given the number of times children have been non-active in the classroom throughout the day.

Our Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences including:

- use their imagination
- foster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development



SUSTAINABILITY

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure, and teaching.

To empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun, and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy, and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

COMPLAINTS

Our Programs respect all complaints which require a resolution. The service and school attempt to find a satisfactory resolution wherever possible as per our [Complaints policy](#). The Nominated Supervisor/Coordinator is the first contact for all complaints from children, parents, guardians, staff, and the general community regarding the OSHC Program. Parents/guardians are asked to please consider the presence of others, including staff and children when speaking to the Nominated Supervisor/Coordinator during the Program hours. If the complainant is not comfortable taking the complaint to the Nominated Supervisor/Coordinator or is unhappy with the handling of the complaint – the matter should be raised directly with the Area Manager. Should your child have a concern at any stage, they should be directed to speak with educators as soon as possible.

DROP OFF AND PICK UP TIME

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise their child/ren. Children will always be effectively supervised while attending the Service.

When dropping and picking up your child:

- ✓ Please always hold young children's hands in the car park area
- ✓ Be alert of reversing drivers in the car park as it is very difficult to see small children
- ✓ Use the curbside, rear passenger door
- ✓ Never leave a child or infant in the car unattended
- ✓ Never leave the front entry door/gate open
- ✓ Always do a visual check around your vehicle before driving
- ✓ Please ensure children do not enter areas in the Service that are for adults/staff only.

SOCIAL MEDIA

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community. If you wish to opt out of photographs for social media purposes, please mark so on the Enrolment Form. We maintain the appropriate privacy of families, children, and educators by not publishing any personal information online. Please review our [Photography Policy](#) here.

8.0 Health and Safety

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough, and sneeze etiquette, and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

8.1 WORKPLACE HEALTH AND SAFETY

We are committed to providing an environment that is safe and healthy for every employee, volunteer, child, family, and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our [policies regarding Workplace Health and Safety](#).

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment, or general Work Health and Safety, please contact the Nominated Supervisor/ Coordinator immediately.

8.2 IMMUNISATION

When enrolling your child at our Service you will be asked to provide an Immunisation History Statement as recorded on the Australian Immunisation Register (AIR) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through myGov.

8.3 MEDICATION

If your child requires medication whilst at our Service, you must complete an Administration of Medication Record to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- ✓ Prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- ✓ In its original packaging and have the original label clearly showing your child's name
- ✓ Before the expiry/use-by date

Any child's prescribed medication such as asthma inhalers, adrenaline auto-injectors (EpiPen), or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service always has adequate supplies of the required medication. Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the Administration of Medication Form.

Prescribed medication can be given during Program hours if required if parents/guardians give the Nominated Supervisor/Coordinator clear written instructions stating the child's name, doctor's instructions, the time when a medicine is to be administered, and the required quantity.

Medication must be clearly labeled with a pharmacy label. If possible, please administer any prescribed medication to your child before or after attending the program. Non-prescribed medication will not be administered by staff

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell. Should a child arrive unwell or become unwell, the staff will attempt to keep him/her comfortable until collected.

If a child's condition deteriorates, or he/she is seriously distressed, every attempt will be made to contact parents/guardians to make suitable early collection arrangements. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care. The program is not able to cater to children with contagious illnesses.

8.4 INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding the minimum exclusion period for children from early childhood education and care service:

CONDITION	EXCLUSION
FEVER	At least 24 hours after symptoms have ceased
DIARRHEA/GIARDIA	Excluded until at least 48 hours after symptoms have ceased
HAND, FOOT, AND MOUTH	Until all blisters have dried
HIB	Exclude until a medical certificate of recovery is received
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES/COLD SORES	Young children unable to comply with good hygiene practices should be excluded while symptoms persist. Lesions to be dressed, where possible.
FLU AND FLU-LIKE ILLNESSES	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness (Not including COVID-19)
MEASLES	Exclude for at least 4 days after onset of symptoms
MENINGITIS (BACTERIAL)	Exclude until well
MENINGOCOCCAL	Exclude until adequate carrier eradication therapy has been completed
MUMPS	Exclude for 9 days or until the swelling goes down (whichever is sooner)
CHICKEN POX	Exclude until all blisters have dried
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving a medical certificate of recovery
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash
SALMONELLA, SHIGELLA	Exclude until symptoms cease
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment
WORMS (INTESTINAL)	Exclude if diarrhea present



8.5 INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible, however, through play, exploration, and adventure, children sometimes have accidents. We always have an educator with First Aid, emergency asthma, anaphylaxis management, and CPR qualification on shift always provide education and care to children.

An Incident, Injury, Trauma, and Illness Record will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up on the incident and actions taken by our Service.

EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/ After/ Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergencies such as fire (bush fire), lockdown, or flood.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lockdown procedure are displayed in every room and exit locations are indicated.

8.6 SUN SAFETY

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 50+), which is reapplied according to the recommendation.



9.0 Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals, and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of the information in the file.

Our [Privacy Policy](#) is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations, and that all staff understands the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly. Our Service is required to keep and maintain detailed records about children, parents, and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods as legislated related to child enrolment, attendance, medication records, incident, injury, trauma, and illness records, child assessments, and any relevant legal information/documents. Full details about record keeping are available in our [Record Keeping and Retention Policy](#).

DECLARATION AND ACKNOWLEDGEMENT

I have read this handbook carefully and understand our responsibilities to the Service. I have read and agree to comply with the requirements set out in this handbook and the Service's policies.			Y <input type="checkbox"/> / N <input type="checkbox"/>
Child CRN: _____	Parent CRN: _____	Claiming CCS: _____	Y <input type="checkbox"/> / N <input type="checkbox"/>
Child Full Name: _____		DOB: _____	
Print Name: _____	Signature: _____	Date: _____	
Print Name: _____	Signature: _____	Date: _____	