

Cordalba Primary Outside School Hours Care



2024

Parent Handbook

2024



CPOSHC

CORDALBA PRIMARY OUTSIDE SCHOOL HOURS CARE

Contact Details:

Responsible Person in Charge:	Alison Leeson
Educational Leader:	Peta Sykes
Facebook:	Cordalba Primary OSHC
Email Address:	pandc@cordalbass.eq.edu.au
Mobile (operational hours only):	0458 759 776 (text or leave message)
Address:	1a Cemetery Road Cordalba Q 4660
Approved Provider:	Cordalba Primary P&C Assoc.
Service Approval Number:	SE-40020649
Provider Approval Number:	PR-40024821

Fee Schedule:

Before School Care:	\$20 (before Childcare subsidy)
After school Care:	\$23 (before Childcare subsidy)
Child Care Software:	Kindy Manager

Additional Fees:

Non-notification fee:	Additional \$10 administration fee if no notice is given for cancellation of bookings, or absence of child
Overdue account fee:	\$20 per month after 30 days outstanding
Late pick up fee:	\$15 for every 15 minutes, or part thereof, and an additional \$15 for every 15 minutes or part thereof there after

Purpose

The purpose of this document is to provide new and continuing Parents and Guardians that utilise the Cordalba Primary Out School Hours Care (CPOSHC) service with relevant information regarding enrolment, communication, staffing, fees, health and safety, contact details and policies and procedures.

ABOUT CORDALBA PRIMARY OUTSIDE SCHOOL HOURS CARE

Service Philosophy

Children thrive in an environment where they are cared for and their individuality is nurtured – this is our core belief. In providing quality care for the children and families, Cordalba Primary OSHC will ensure all of the children in our care experience a rich play-based educational program to support their development, wellbeing and learning.

We recognise the value of play in promoting a child’s sense of wellbeing, enhancing social skills and supporting development. As professionals, we know the experiences children are engaged with at Cordalba Primary OSHC provide an opportunity for life-long learning. Therefore, the implementation of the educational program is based on *My Time, Our Place*. We develop our program using ongoing critical reflection to ensure we uphold quality school age care practices. We believe children should be active agents in their time at OSHC. Children are the drivers of the program’s direction. Our children are successful, capable and confident learners.

Promoting and supporting children’s learning and development is our passion. Our practices are built upon the relationship we establish with children and families. Security and trust are the foundations of a strong relationship. We develop these through consistency, inclusion and transparency.

At all times, we uphold the rights of the child. We value the belonging and contribution they bring to our service and their community. We ensure our practices support their participation and involvement in their world.

The environment of our service is loving, safe and home-like. We seek to have a welcoming, warm and inclusive presence for families when they enter our service. Inclusiveness is essential to our practices. We celebrate the diversity of our local community, inviting

everyone to share aspects of their cultures and identities. Our program reflects this value through intentionality and collaboration with stakeholders. We offer experiences to children that invite a range of perspectives and diverse elements.

We value care and respect for the natural environment. Cordalba Primary OSHC promotes a shared responsibility to act sustainably and ethically. We role model good citizenship behaviours for our families.

The service recognises the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. We are committed to acknowledging and respecting the rich history of our First Nations people give to our country. We especially acknowledge our gratitude to the Kabi Kabi people for the sharing of the land from which we care for children. We pay our respects to their Elders past, present and emerging.

History

Cordalba Primary Out School Hours Care (CPOSHC) was established in 2021 by the Cordalba State School Parents & Citizens Association after concerns raised by parents requiring school-aged childcare for their children.

Organisational Structure

CPOSHC is a not-for-profit community based organisation run by the Parent & Citizens Association that provides an out of school hours childcare service to school aged children, within Cordalba State School grounds.

Policies and Procedures

CPOSHC has an extensive Policy and Procedure manual which reflects the philosophy and goals of our Association. This manual is a large document and can be viewed at the service at the parent sign in counter or by contacting the Educational Leader.

Enrolment and Orientation

Prep children who are attending Cordalba State School are able to start in January the year they start school. Our staff will attempt to buddy new attendees up with children in the same year level to build relationships.

Administration will assign Before and After School placements as per our Managing Enrolments criteria (see below) and within our designated approved places. A new Enrolment form is required every year. Failure to provide a fully completed current Enrolment form when requested may result in CPOSHC being unable to offer your child a place.

If a child has additional needs, a meeting will take place between relevant parties before the child commences at the service.

Children must be enrolled at Cordalba State School for an enrolment to be processed.

No bookings carry over to the next year.

Managing of Enrolments Guidelines

Cordalba Primary Out School Hours Care work closely with our families to manage each enrolment. We have identified two priority areas for consideration that complement the Australian Government's aims for helping families who are most in need and supporting the safety and wellbeing of children at risk.

- Level One: a child at risk of serious abuse or neglect. Documenting evidence must be provided
- Level Two: a child of a sole parent who satisfies, or parents who both satisfy, the Activity Test as specified through the Australian Government Department of Human Services/Centrelink. Activity tests are determined on the combined hours of work, training, study, recognised voluntary work or other recognised activity taken.

More information is available through Centrelink

Recognised activities:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/your-activity-level-affects-it/recognised-activities>

Activities Levels and subsidised Care:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/your-activity-level-affects-it/activity-level-and-subsidised-care>

Before and After School Hours of Operation

		Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
Before School Care	Open	6.00am	6.00am	6.00am	6.00am	6.00am	Closed
	Close	8.30am	8.30am	8.30am	8.30am	8.30am	
After School Care	Open	3.00pm	3.00pm	3.00pm	3.00pm	3.00pm	Closed
	Close	6.00pm	6.00pm	6.00pm	6.00pm	6.00pm	

Before and After School Hours Care Bookings

Families that are unsuccessful in their application for Before and After School Hours care will be placed on a waiting list. When a place becomes available the family first in line on the waiting list will be contacted via email. Families have 48 hours to consider whether they will take the place or not. If the family declines, they will be moved to the bottom on the waiting list and the next family in line will be contacted. All correspondence regarding bookings needs to be done via email.

Our service offers both permanent and casual use of the service. Emergency spaces may be available on request if spaces are available.

Bookings

Please advise the Educational Leader of your booking requirements either via

- the enrolment form;
- in person
- text 0458 759 776
- or via email. (pandc@cordalbass.eq.edu.au).

You must advise of any changes to your regular (permanent) booking immediately. Casual bookings are best advised on a weekly basis however we understand some may require just 24 hours notice.

Additional Administration Fees for absences

If your child is unable to attend the service for any reason, including sickness, on their booked day, you must notify the service as soon as practicable but no later than 6:30am for BSC and 2:30pm for ASC.

If no prior notification is provided, a non-communication fee of \$10 will be charged for each child due to the additional resources that are required to either locate the child or contact the parents.

Daily Routines

Before School Care (BSC) 6:00am to 8:30am

All children must be signed in by an *Authorised Person* and signed out by an *Educator*. In circumstances where children arrive at BSC alone (eg dropped off by the authorised person) an educator may sign the child in.

We do not provide breakfast however we will supervise children eating provided breakfasts. BSC activities consist of children participating in craft, reading, physical activities or playing board games.

After School Care (ASC) 3:00pm to 6:00pm

All children are to walk directly to ASC once their class finishes. A staff member will sign in children immediately after school. We do not provide afternoon tea however we will supervise children eating from 3:15pm to 3:30pm. A fridge is provided for storing afternoon teas.

ASC activities consist of children participating in structured activities including craft, outdoor activities, board games, and reading.

The service will provide adequate time and a quiet space to enable children to do their homework if they wish. Whilst we support the children in doing their homework, we do not take responsibility for signing off on work nor do we have the capacity to provide one on one help to the children. Please ensure you check off on your child's homework at the end of the day.

Staffing

CPOSHC ensures that all children are actively supervised by an educator at all times to ensure they are protected from harm.

The current minimum staff/child ratio is:

- One responsible person in charge at all times
- One educator to every 15 children
- All staff will hold current First Aid qualifications
- All staff will hold current Asthma and Anaphylaxis qualifications

Communication with Families

CPOSHC has a number of ways to communicate with families. These include phone, via emails, through our Facebook page or in person.

Please keep in contact with us regarding any concerns you may have or any additional information you may need, to provide a safe and secure environment for your child/ren to attend CPOSHC.

Photos and/or Videos

On occasion your child may be photographed participating within the day-to-day activities at CPOSHC. These photos may be used only within the service on walls, etc. as part of our programming process. The children take great pride in having their day-to-day lives documented in this way. If photos are taken for any marketing material for the service, or if we have a student who wants to conduct a child profile as part of their University studies, parents/guardians will be consulted and will be required to give written permission prior to this occurring. Parents/ families are not allowed to take pictures or videos of any children within the service or take a photo of printed observations. If you wish to obtain a copy please see the Educational Leader.

Confidentiality

All personal records are stored securely and kept confidential. All information is strictly limited to senior management with CPOSHC. You may access your child's personal records at any time if you are an authorised guardian who has enrolled the child. Please contact the Educational Leader if you require access to these records.

Family Law Orders

Parents/Guardians that have parenting orders that prevent the other Parent/Guardian from having contact with their child/ren must provide a current copy of their court orders.

Whilst every care will be taken to prevent a child being taken physically from CPOSHC by an unauthorised person (known or unknown to them) there may be instances in which we cannot prevent this from happening. If a child is taken, the police will be called immediately.

Parent/Guardian Code of Conduct

Parents/Guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted, to and from the service. By enrolling a child at CPOSHC, the Parent/Guardian is agreeing to the Parent Code of Conduct. The code states:

- Parents/Guardians will treat staff, visitors, children and other Parents/Guardians with respect;
- Staff members have the right to ask a person to leave the premises if the staff member is feeling intimidated in any way;
- If required, staff may request the assistance of the police.

The staff are available and happy to speak to parents briefly at all times during CPOSHC's operating hours so long as they are not taken away from their supervisory activities.

Confidential matters can be discussed by making an appointment with the Educational Leader.

Appropriate communication shall include, but not be limited to:

- Appropriate language; and
- Calm and considerate tone.

Parents/Guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a Parent/Guardian have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this booklet.

Staff members have a right to ask a verbally abusive or aggressive person on the phone to speak civilly otherwise the phone call will be terminated. Any staff member experiencing verbal abuse will record the incident on an Incident Report and refer it to the Educational Leader for action as deemed appropriate.

Parents/Guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences, which may result in the suspension of their family's enrolment with CPOSHC. The police may be notified if Parent/Guardian's conduct with the service is threatening or violent.

Child Code of Conduct

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 have been developed with input from the children themselves to give them a sense of ownership over what happens with 'their' space. These rules are displayed prominently throughout the service and are communicated regularly.

Concerns, Complaints or Suggestions

If you have any concerns, complaints or suggestions, please speak to the Educational Leader in the first instance. If you have a complaint or grievance and wish to speak to someone

other than the Educational Leader, please contact the Nominated Supervisor in writing:
Alison Leeson (alees10@eq.edu.au)

or

P&C President Michael Ham (mnswelding@gmail.com) in the event the complaint is against
the Nominated Supervisor

or

Contact the Regulatory Authority

Megan Anderson | Early Childhood Officer

megan.anderson@qed.qld.gov.au

Maryborough Officer 07 4122 0814

maryborough.ecec@qed.qld.gov.au

Level 1 | 102 Lennox Street | Maryborough Qld 4650

PO Box 142 | Maryborough Qld 4650

This process will ensure you have the opportunity to express any concerns in an appropriate
manner.

Arrivals and Departures

Authorised Person

An Authorised Person is classified as someone nominated on the child's enrolment form or
subsequently in writing by the parent/guardian. Prior arrangement must be made with the
Educational Leader for any person other than those stated on the enrolment form to collect
children from CPOSHC.

Parents/Guardians must advise persons collecting children that they will be required to
provide proof of identification. In emergencies an email or text can be sent to CPOSHC stating
the persons full name, date of birth and phone number. Authorisation for children to be
collected by any person must be stated in writing for CPOSHC's referral. All authorised
persons must be 15 years and older.

Cancellation of bookings will only be accepted from the child's parent/guardian email.

Children leaving without permission

If a child, who is booked for care, has not arrived with 15 minutes of expected arrival, the
school office is called. If the child is not located within 5 minutes, the parent/guardian is
contacted by phone. If the parent/guardian is unable to be contacted then the emergency
numbers on the child's enrolment form will be called. If the child is not located after 15
further minutes or by 3:30pm, the police will be contacted and the child reported missing.

Late Collection

The CPOSHC operating hours, as indicated by our license, finishes at 6:00pm. Late pick-ups
are upsetting for the child involved and stressful for staff. If your child is not collected by
6:00pm for any reason, a late fee of \$15 per 15 minutes per child, or part thereof, will be
charged. CPOSHC will monitor the times a child has been collected late. Children who have
been late three times or more in one term may be excluded from the service.

If you are unable to collect your child on time, you are required to contact the service immediately on 0458 759 776. If a child is not collected by 6:30pm and emergency contacts, as provided on the enrolment form, cannot be reached, the Educational Leader will contact the police to collect the child.

Emergency Evacuation and Lockdown Procedures.

Fire, evacuation and lockdown drills are practiced as required by legislation (generally quarterly). Should you be present during a drill, please participate fully. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation / lockdown procedure. All service fire-fighting equipment is serviced every six months, coordinated by the school.

Health and Hygiene

Any children who are identified as having an infectious disease will be excluded from the service to prevent others being introduced to the infection. CPOSHC does not have any facilities to care for sick children. Re-inclusion of your child once the infectious disease has ceased will be considered once a doctor's clearance has been provided in addition to CPOSHC's consultation with appropriate health agencies such as the Qld Health Dept (reference to 'Time Out' chart which is a schedule of illnesses and exclusion periods from the QHD). Children who have vomited or had diarrhoea need to be excluded from the service for 24 hours after the last vomiting episode or bowel movement. Exclusion periods also apply but are not limited to COVID, conjunctivitis, measles, influenza, Hepatitis A, worms, hand foot and mouth, whooping cough and school sores. Children who present with any signs of contagious diseases or present with a temperature must be collected by the parents/guardians immediately. Failure to do so may result in the call of an ambulance. CPOSHC does not hold nor will we administer common painkillers such as paracetamol or nurofen.

Sun Safety

The purpose of this Sun Safety Policy is to ensure that all children attending our CPOSHC are protected from the harmful effects of the sun throughout the year. CPOSHC will provide environments that support sun safe practices and create an awareness of the need to reschedule outdoor activities to support sun safe practices.

Parents/Guardians will be asked to provide a broad brimmed sun smart hat for their child and encourage them to wear it. Caps or similar are not sun smart and will be treated as "NO HAT!, NO PLAY!". Parents/Guardians will be asked to provide appropriate sun smart clothing when CPOSHC participates in water related activities. Children who attend without a hat will be required to attend the inside activities only.

Injury, Illness and/or Trauma

In the case of a minor injury or illness, a staff member will attend to the incident and an Incident Report will be completed advising you of the details of the incident and first aid provided. You will be provided with the Incident Report to review and we ask that you sign

the form to confirm you have been advised of the incident. A copy of the Incident Report will be provided on request.

In case of a more significant injury, illness or trauma, the Educational Leader will promptly telephone a parent/guardian. CPOSHC staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention, an ambulance will be called and the child may be taken to hospital. Please ensure **two emergency contacts** are updated on enrolment forms regularly.

Medication Policy

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

- 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 (having not expired); and
- Accompanied by an *Administration of Medication Authority* form completed by the parent/guardian. The form can be obtained from the Educational Leader.

These procedures include any non-prescription medication such as panadol or cough mixtures. If there is NO PHARMACEUTICAL LABEL on the medication IT WILL NOT BE ADMINISTERED.

All medication will be stored in a locked cupboard/fridge in the office or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines. Eg: some may require refrigeration. All unused medication will be returned to the parents/guardians on collection of the child.

Severe pre-existing conditions

If a child has a severe reaction (anaphylaxis, allergies) or other illness (asthma) in which timing is vital, an action plan may be developed between CPOSHC, the parent/guardian and health professional to ensure immediate appropriate action in the case of an incident. This information is to be provided on the child's enrolment form and updated yearly.

In all instances of children self-administering medication, the relevant Authority Form must be complete by the parent/guardian, prior to the child administering the medication.

Behaviour Management

CPOSHC will provide positive guidance to the children in our care that at all times reinforces the rights of individuals and demonstrates the value of understanding, dignity and empathy.

Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- Focussing on supporting children to develop skills to self-regulate;
- Preserving and promoting children's self-esteem, social skills and independence;
- Building trusting and caring relationships with children and their families.

CPOSHC staff endeavour to manage behaviour through a supportive and safe learning environment, encouraging partnerships with families, developing an on-site behaviour code, identifying developmentally appropriate expectations and engaging in professional development.

CPOSHC has developed a Behaviour Management Process that supports and guides both the children and staff in managing behaviour. Staff are supported by the Service Educational Leader and Assistant Educational Leader to work within the Behaviour Management Process at all times.

Damage to equipment or facilities

Whilst CPOSHC recognises that fair wear and tear will occur as a part of everyday experiences involving children, damage that is attributed to a malicious or intentional act on the part of a child will become an expense to the parent/guardian.

Students, Volunteers and Visitors

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

All students, volunteers and visitors at our service will be required to wear their Blue Card, sign in and out on the visitors register and are required to operate within the CPOSHC policies and procedures.

Personal Effects

CPOSHC does not allow personal possessions to be used in the service; this is due to conflicts that personal items can cause in the service. Personal items need to be left inside the child's bag or given to the office to be looked after until the child is picked up.

Exceptions to the rule may be given from the Educational Leader only under special circumstances. These exemptions may include but are not limited to noise cancelling headphones for children with noise sensitivity and comfort toys for children new to the service.

Whilst every care is exercised, CPOSHC assumes no responsibility for damage or loss to any item being to any person. CPOSHC will not take responsibility for belongings left at the classroom.

No Smoking

Smoking is banned at all Queensland state and non-state schools, and for 5 metres beyond their boundaries. The law applies at all times; before, during and after school hours, on weekends and during school holidays. It includes the use of all smoking products including electronic cigarettes.

Movies

Whilst CPOSHC limits the screening of movies, it is part of the programme to show movies, especially during severe weather such as rain, storms or heat waves. The movies shown will be PG or G rated movies for all.

Fees

The below fees are effective from 1 January 2023

Fee type	Fees	Inclusions	Note:
Permanent Before School Care	\$20	Does not include breakfast	Cancellation requires 10 business days notice
Casual Before School Care	\$20	Does not include breakfast	Cancellation requires 24 hours notice
Permanent After School Care	\$23	Does not include afternoon tea	Cancellation requires 10 business days notice
Casual After School Care	\$23	Does not include afternoon tea	Cancellation requires 24 hours notice
Late Pickup fee	\$15 <u>per child</u> per 15 minutes or part thereof	Pickups after 6:00pm	\$15 for first 15 minutes \$30 for 15 to 30 minutes \$45 for 30 to 45 minutes
Non-communication fee	\$10 per child per booking		When parents/guardians do not notify service of child/ren absent for the day
Overdue Account Fee	\$20 per month after 30 days outstanding		Continuous unpaid fees may result in permanent booking being cancelled.

Note: the above fees are the maximum fee payable BEFORE Child Care Subsidy (CCS) reductions.

No fees will be charged for gazetted public holidays.

Fees for families with CCS are subject of the parents/guardians working hours per fortnight and annual income. Please refer to <https://www.education.gov.au/child-care-subsidy-0> for more information

Payment of Fees

Accounts will be issued fortnightly (to your registered email address) with payment required by direct debit. Each fortnightly account will show the amount incurred for the prior weeks and the money deducted via the direct debit system.

Amounts outstanding after 30 days may incur a \$20 administration fee each month per 30 days that the amount remains outstanding. CPOSHC may appoint a debt collection agency to recover monies outstanding over 30 days. If you are having difficulties making payment, contact the Educational Leader as soon as possible to discuss. Confidentiality is assured.

Important Contact Numbers

Service	Phone	Details
Cordalba Primary Out of School Hours Care	0475 945 837	Alison Leeson Nominated Supervisor
Cordalba Primary Out of School Hours Care	0458 759 776	This phone is not manned. Please text your message; it is checked each morning and afternoon session. If an emergency, ring the school during the day or school mobile phone outside school hours.
Emergency Numbers: Police Ambulance / Fire Station	000 / 4192 1444 000	
Government Departments Centrelink Office for Early Childhood Education & Care Dept Education, Training & Employment Family Assistance Office Bundaberg Regional Council	136 150 07 3028 8064 1800 637 711 136 150 1300 883 699	
Inclusion Support	1300 855 508	
Counselling & Support Lifeline Poisons Information Centre Women's Infolink Women's Domestic & Family Violence Relationships Australia Parentline Counselling Service Kids Help Line Child Protection Service Lone Father's Association Qld	131 114 131 126 1800 177 577 1800 811 811 1300 364 277 1300 301 300 1800 551 800 07 3235 9999 07 3831 0893	

IN BRIEF:

Contact Details:

Responsible Person in Charge:	Alison Leeson (0475 945 837)
Educational Leader:	Peta Sykes
Facebook:	Cordalba Primary OSHC
Email Address:	pandc@cordalbass.eq.edu.au
Mobile:	0458 759 776

Before and After School Hours of Operation

BSC 6:00am to 8:30am (6:00am to 6:30am BOOKINGS ESSENTIAL)

ASC 3:00pm to 6:00pm

You MUST advise the service of your requirements weekly for casual bookings or if changes to permanent bookings. We need to know numbers to organise staffing.

We do not staff the service if no bookings. It is a huge expense we cannot afford if no attendees and staff are on duty.

Fee Schedule:

Before School Care: \$20 (before Childcare subsidy)

After school Care: \$23 (before Childcare subsidy)

You will need to confirm with Centrelink that your child/ren attend our service after the first week of attendance. This can be done through your MYGOV App.

Late fees do apply if children are not collected by 6pm.

You need to contact us if:

- You require our services during the week
- You need to change your booking
- Your child will be away (preferably before 6:30am BSC or 2:30pm ASC)

In Person: Speak with educator on duty

Mobile: 0458 759 776 (text is preferred outside of hours)

The phone is not manned, it is checked for messages every morning and afternoon session.

If an emergency, please ring the school (41266184 or 0475 945 837)

Email: pandc@cordalbass.eq.edu.au

Communication with Families

CPOSHC has a number of ways to communicate with families. These include phone, via emails, through our Facebook page or in person.

