



Family Handbook

KELVIN GROVE STATE COLLEGE OSHC

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Kelvin Grove, QLD 4059

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www.kgscpac.org/oshc

Welcome to Kelvin Grove OSHC



We are pleased you have chosen us to share in your children outside school hours care journey. We look forward to getting to know you and your child throughout their time in primary school. We look forward to having a long and rewarding relationship with you and your child as you both embark on this adventure, and we trust that you will enjoy your experience with us.

Our Family Handbook has been developed to inform you about all aspects of life as a part of our OSHC community. This includes our organisational structure, operational functions and service delivery, service philosophy, and educational programs. If you are unsure about any aspect of the program or the service operations, please don't hesitate to speak with our friendly Management Team.

ACKNOWLEDGEMENT TO COUNTRY

We would like to acknowledge and pay respect to the Traditional Owners and Custodians of the land. Kelvin Grove OSHC is located on Turrbal and Yuggera land whose cultures are amongst the oldest living in human history. We would like to pay respect to Elders past, present, and emerging and acknowledge their continuing connection to land, water and community.



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Service Information

Provider Number PR-00000315

Approval Number SE-00000890



MAIN SERVICE CONTACTS

Nominated Supervisor/ Manager	Tristan Dieben
Assistant Coordinator	Eve Timmins
Administration Support	Sri Gunasena
Educational Leaders	Shae Pritchard, Oliver Moulson & Hunter Scofield

Main Service Contact Details: (07) 3552 7419

kgoshc@gmail.com

Direct Manager Contact Details: (07) 3552 7394

coordinator.kgoshc@gmail.com



HOURS OF OPERATION

Before School Care	6:30am – 9:00am	Vacation Care	6:30am – 6:00pm
After School Care	3:00pm – 6:00pm	Pupil Free Days	6:30am – 6:00pm
Christmas Period:	Closed for two (2) weeks . TBD		
Public Holidays:	CLOSED		



BOOKINGS AND CANCELLATION PERIODS

Permanent Bookings:	Bookings for children who attend on a regular basis each week. This is done through a booking request form or email.
Casual Bookings:	Bookings are made as required via the XPLOR Home app.
Term Time Cancellation Period:	Written notice or an absence request via the XPLOR Home app is required seven (7) full days prior to the day of care. Anything less than this will be marked as an absence.
Vacation Care Bookings:	Bookings for the school holidays. These are made as required via the XPLOR Home app. Cancellation Period: Written notice or an absence request via the XPLOR Home app is required 14 days prior to Vacation Care. Anything after this will be marked as an absence.



CURRENT FEE SCHEDULE

Session Fees

Before School Care	\$22.90 (permanent booking)	\$25.00 (casual booking)
After School Care	\$28.10 (permanent booking)	\$30.20 (casual booking)
Vacation Care	- - -	\$67.80 (daily rate)

Pupil Free Days

\$67.80 (daily rate)

Please note: These are the fees charged before any eligible rebates are applied to your account. Full fees are payable until Childcare Subsidy information has been provided to the service and confirmed via myGov.

Additional Surcharges

Non-Notification fee (ASC & VAC) \$15.00 per child per occasion

The fee will be applied in the following circumstances.

ASC & VAC – If an absence has not been notified before 2pm. This also applies to an early pick up between 2.00pm and 3.20pm at ASC.

Extra-Curricular – If you have not filled out an extra-curricular form or if you pick up your child directly from the activity and have not marked them absent before 2pm.

Excursions - If your child is booked on an excursion during vacation care and you do not notify the service of an absence before 8.30am on the day of the booking.

Late Collection fee \$20.00 per child (6:00 to 6:15pm)

\$1.00 per child per minute (after 6:15pm)

Per Term:

First offence – usual late fees apply

Second offence – usual late fees apply and an additional \$25.00 is added per child

Third offence – usual late fees apply and an additional \$50.00 is added per child

Fourth offence - 2-day suspension from care

Refund of account upon departure of Service \$10.00 administration fee

Processing of Direct Deposit \$10.00 administration fee

Failure to Sign in / out fee \$10.00 per family per occasion

Direct Debit fees Credit Card (Mastercard + Visa) 2.86% - Amex 5.23% - Minimum charge of \$0.50 per transaction

Bank Accounts Direct Debit \$0.00 per transaction

Direct Debit Dishonour Fees

Parents are responsible for ensuring that sufficient funds are available at the time of processing. If a payment is declined, the account holder will be liable for any dishonour fees charged by DebitSuccess.

KG OSHC does not have control over these fees and is unable to waive or reimburse them under any circumstances, including in the event of a fee increase by DebitSuccess.



APPROVED PROVIDER INFORMATION

Approved Provider: Kelvin Grove State College P&C Association

P&C President: Craig Millis

Main Contact Details: kgscpcpresident@gmail.com

The Kelvin Grove State College P&C Association as an Approved Provider has approval from the Queensland Department of Education - Early Childhood Education and Care as the state regulatory authority, to operate the Kelvin Grove State College OSHC. Operating under the umbrella of the P&C, the Service is supported in the running of the program by the Executive

Committee, and the Nominated Supervisor the P&C has appointed to oversee the day to day running of the Service. P&C meetings are usually held on the third Monday of every month (school terms only). We welcome all families to join the P&C.

Service Philosophy, Values and Goals



“To provide a fun environment where children are accepted, respected and empowered.”

Our aim is to provide a high-quality care service in a safe, secure, fun, and friendly environment. Kelvin Grove State College OSHC is a place where children can play and learn, where staff are professional, and families and the community are valued and included. Embedded in our philosophy are our service values and goals.

SERVICE VALUES

Community: We work to be fully connected, engaged, and aligned with the Kelvin Grove State College community. We work to manage and meet the broader expectations of the community in which we operate.

Diversity: We respect, encourage and support diversity within our service and community, ensuring that everyone, irrespective of their racial, physical, or personal beliefs and circumstances can attend our service.

Fun: Our indoor environment is exciting; our outdoor areas are large; and our programs are varied, and child led. Our children and staff love being at the service, and there is lots of laughter.

Leadership: Leading the service effectively, ensuring compliance and demonstrating effective management in accordance with our philosophy statement. When change and innovation is required for the benefit of the children the service is equipped to adhere to these needs.

Respect: We promote self-respect, and respect for all who are associated with the service. We will continue to earn the respect of the children, parents, school, and broader community by always acting with integrity and treating others with humility.

Safety: The safety of all stakeholders in our community is paramount. We constantly undertake risk assessments, adhere to legislative ratios, and manage hazards in an appropriate and timely manner.

Supportive: Our service understands that families encounter a variety of issues and as the situation arises, we will be compassionate, sympathetic, and supportive. These circumstances will be held in the strictest of confidence.

Trust: Children are safe, and the service gives parents confidence that their children are being looked after with their best interests as a priority. This is achieved through qualified educators who continue to reinforce the children in positive ways and our community of families that support and share our ideals.

SERVICE GOALS

Kelvin Grove State College Outside School Hours Care has several goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – The service aims for each child to feel safe, secure, and supported, to develop their capacity for self-regulation, to succeed when they are faced with challenges, to respect others and to experience a strong sense of self-worth and belonging.
- **Be connected with and contribute to their world** – The service demonstrates awareness of connections, similarities, and differences between people and to respond in positive ways by encouraging children to express their opinions, listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – The service aims to support children to develop self-regulation, to manage their emotions in ways that show care, understanding and respect for the feelings and needs of others, and to take increasing responsibility for their own health and physical wellbeing.
- **Be confident and involved learners** – The service aims to support children to use reflective thinking to consider why things happen and what can be learnt from experiences, to communicate and make visible their ideas and theories, to collaborate with others, and to model reasoning, predicting and problem solving.
- **Be effective communicators** – The service aims to develop children's abilities to convey and construct messages with purpose and confidence, resolve conflicts and follow directions by modelling, and encouraging children to express themselves effectively in a range of contexts and for a range of purposes.

About Our Service

AGE FOR ENROLMENT

Kelvin Grove State College OSHC primarily provides care to children attending Kelvin Grove State College in Prep to Year 7 during the school term and vacation care periods. Year 7 students can attend until they turn 13 years old.

ENROLMENT AND ORIENTATION

Parents/guardians are required to complete an enrolment through the KG OSHC website - XPLORE Portal form before any child attends the Service. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

For more information regarding this, please refer to Enrolment and Orientation policy and Interactions and Communication with Families policy.

LOCATION AND LICENSED AREAS

Kelvin Grove State College OSHC is located inside the Kelvin Grove State College: Junior School campus. The primary OSHC space is the Junior School Hall, which is where our main office is located. The service also has access to several outdoor spaces, facilities and buildings within the Junior, Middle and Senior school grounds.



POLICIES AND PROCEDURES

Kelvin Grove State College OSHC has an extensive Policy and Procedure Manual which reflects the service philosophy and goals and ensures operational and program practice is compliant with all relevant legislation. This manual is available for you to read on enrolment of your child. For easy referencing, a copy of the manual is available at our sign in counter (hardcopy version) and on our website (electronic version). All details in the manual are kept up to date and are regularly reviewed. In this Family Handbook we provide a snapshot of policies, which will affect you, your family, and your individual child during your time with us. All service policies and procedures are subject to change and parents will be notified of any changes through various service communication platforms.

SERVICE APPROVAL INFORMATION

Kelvin Grove State College OSHC is currently licensed for:

Before School Care:	After School Care:	Vacation Care:
170 children	250 children	170 children

The Service Approval (license) is determined by the amount of indoor space available per child as well as educator to child ratios. We are required to provide 3.25m² of unencumbered indoor space per child as well as 7m² of unencumbered outdoor space per child as per *Education and Care Services National Law* and the *Education and Care Services National Regulations*.

STAFFING ARRANGEMENTS

Kelvin Grove State College OSHC employs a range of experienced Educators that are diverse in their knowledge and qualifications to ensure optimum quality of education and care. Our Educators are innovative and create a rich inclusive environment and strive to always implement the best practice approaches that are meaningful and authentic to the children. Our Management Team is in place to fully support the governance of the service and set exceeding standards of education and care. You can see all our friendly staff members faces on the staff noticeboard in the office. You can also see who is currently in charge of the Service on the parent noticeboard.

Payment for Care

PAYMENT OF FEES AND OUTSTANDING FEES

Kelvin Grove State College OSHC will charge all fees in accordance with the service's Fee Management policy. For any fee payment enquiries, please speak to the Management Team. We will:

- Ensure all families are made aware of Service fees and available subsidies on enrolment.
- Ensure statements of fees are given to all families on a weekly basis.
- Submit attendance records to Department of Education and Training weekly to ensure subsequent fees offsets (subsidy) are passed on to families if eligible, as soon as possible.

PAYMENT OF FEES – DIRECT DEBIT PAYMENT SYSTEM

Our Direct Debit system provides families with a convenient and secure way to pay fees, helping Kelvin Grove State College OSHC reduce outstanding debts and administrative costs, allowing us to invest more in our service.

Direct Debit is the primary method of payment for fees, and enrolment will not be accepted without a completed Direct Debit form. Payments are processed every Thursday on a weekly basis.

Direct Debit Fees:

Direct debit fees are managed by Debit Success, and KG OSHC has no control over these charges. We are unable to waive or adjust them.

Families are responsible for ensuring sufficient funds are available in their accounts to avoid additional charges. KG OSHC will not reimburse or be held liable for any fees incurred, including dishonour fees or future fee increases set by Debit Success.

CENTRELINK: CUSTOMER REFERENCE NUMBERS

Account holders are required to provide all Centrelink information, as requested on the enrolment form to be eligible for an offset of fees. The full session fee will be charged until the Service receives current and correct information from the family. The family must pay the full amount owed to Kelvin Grove State College OSHC regardless of the circumstances. Both The guardian and Child CRN details and Date of Birth must be provided to the service to submit CCS.

FEE PAYMENT REQUIREMENTS

All fees must be paid in accordance with the Service's Fee Management Policy. Failure to comply with the policy will result in a termination of your booking. Kelvin Grove State College OSHC implement the following fee payment requirements:

- Fees must be paid weekly in accordance with the Service's Fees Management Policy.
- Fees are payable in advance for every day that your child is enrolled at the Service unless the notice period – *Seven (7) days prior to the day of care* – for cancellations is provided.
- Childcare Subsidy is available to all families who are Australian Residents. To find out their eligibility, families must contact the Department of Human Services <https://www.humanservices.gov.au/>;
- Upon notification of your child leaving the Service, any fee credits on your account may be refunded to a nominated bank account or you can choose to donate these funds to the Service. All requests for refunds need to be placed in writing and incur a \$10 administration fee.
- Fee payments made to the Service are paid using our direct debit system.
- If choosing to use a savings account for direct debit purposes, any fees associated with this weekly/fortnightly payment transaction, are paid for by Kelvin Grove State College OSHC.
- If choosing to use credit card for direct debit purposes, any fees associated with this weekly/fortnightly payment transaction are paid for by the account holder.
- If your direct debit transaction defaults for any reason, all fees associated with the default payment will be incurred and paid for by the account holder.

DEBT MANAGEMENT

All efforts will be made by the Kelvin Grove State College OSHC to work with our family community to support regular fee payment for services provided. We understand that sometimes life can be challenging, and we are here to support families as much as we can. Failure to make payments will result in suspension until the full amount is paid or termination of your child's enrolment if the outstanding debt is not recovered. For any debt remaining after a child has left the Service (Cessation of Care) this includes after a Vacation Care period, the debt will be passed on to the P&C Executive Committee for recovery. The family will not be able to use the Service in the future until the debt is recovered.

CHILDCARE SUBSIDY (CCS)

The Child Care Subsidy Package includes the [Child Care Subsidy](#), which replaced the old Child Care Benefit and Child Care Rebate system. The Childcare Subsidy is paid directly to services. There were also changes to the annual cap which will make childcare more affordable for most families. Three things will determine a family's level of Childcare Subsidy:

- A family's annual adjusted taxable income will determine the percentage of subsidy they are eligible for.
- An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 hours per fortnight; and
- The type of childcare service will determine the hourly rate cap.

Some basic requirements must be satisfied for an individual to be eligible to receive Childcare Subsidy for a child. These include:

- the age of the child (must be 13 or under).
- the child meeting immunisation requirements.
- the individual, or their partner, meeting the residency requirements.

For more information about Childcare subsidy: <https://www.education.gov.au/ChildCarePackage>

USING MYGOV

1. Sign in to your [myGov](#) account. If you don't have one, you will need to [create a myGov account](#);
2. Link myGov to Centrelink. You can do this under Services.
3. Select Centrelink and complete the Childcare Subsidy Assessment.

Please contact the Australian Government: Department of Human Services (136 150), for more information about this service or visit the website <http://www.humanservices.gov.au/>

ADULT MIGRANT ENGLISH PROGRAM

AMEP The Adult Migrant English Program (AMEP) provides free English language training for eligible, newly arrived migrants and humanitarian entrants to Australia (through the Department of Immigration and Citizenship).
<https://www.education.gov.au/adult-migrant-english-program-0>

Bookings and Attendance

ABSENCES

Families are entitled to **42 absence days** per child per financial year and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling) after this. In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant. If you have any additional queries, please do not hesitate to contact the service at any time.

ATTENDANCE

Please notify the service promptly if your child/ren will not be attending on a particular day. Fees will be charged if the appropriate notice is not given. Allowable/approved absences will be used in all other instances, including absence due to illness. Bookings must be cancelled within the prescribed timeframes:

- **Permanent bookings:** 7 days prior to the day of care
- **Casual bookings:** 24 hours prior to the day of care
- **Vacation Care bookings:** 14 days prior to vacation care

BOOKINGS

Kelvin Grove State College OSHC attempts to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to the number of approved places allocated to the service, there may be some days we will have to refuse care to casual bookings. All bookings – *permanent, casual and vacation care* – must be made ahead of time via the XPLOR Home App or email. *For more information regarding this, please refer to our Bookings and Cancellations policy.*

LATE COLLECTION AND FEES PAYABLE

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee will be charged immediately after 6.00pm. The correct time will be recorded on Xplor Kiosk, and you will be charged accordingly. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Responsible Person on Duty will contact the police for further advice. *For more information regarding this, please refer to our Arrivals and Departures policy and Fee Schedule policy.*

PRIORITY OF ACCESS

There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place. However, as vacancies in a service arise, providers are asked to consider prioritising children who are at risk of serious abuse or neglect or a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment. The service's Priority of Access for filling a vacancy is as follows:

1. The child is at risk of serious abuse or neglect.

2. A child of a single parent.
3. A child of a parent who satisfies the activity test through paid employment.

A service may require a child to vacate a place to make room for a child with a higher priority. They can only do so if you are notified when your child first entered care that your service follows this policy and are given at least 14 days' notice of the need for your child to vacate care.

SIGN IN AND OUT PROCEDURES

Kelvin Grove State College OSHC is not able to authorise a family to sign children into the Service for Before School Care after 8:30am; and sign children out of the Service for After School Care before 3:20pm. The Federal Legislation outlines that the Service Operator (the Approved Provider) needs to ensure the Service provides "actual" care for the child when submitting our attendances to CCMS to approve. Once the attendances are approved and accepted by CCMS, the fee subsidy is therefore paid which offsets the full daily fee charged for that session.

Before School Care:

- Children must be signed in by an authorised contact for Before School Care before 8:30am. Any time after this, the children attending Kelvin Grove State College OSHC will be in the process of getting ready to go to school and will be signed out at 8:40am (Year 1 – 6).
- If your child arrives at Kelvin Grove State College OSHC at 8:30am, they will be marked as absent by our Office Administration and sent straight to school. The exception is Prep children who we walk over to their classroom at 8:45am.

After School Care:

- Children will be signed in from 3:00pm by Kelvin Grove State College OSHC staff only. Under no circumstances are parents to sign children in to After School Care.
- Children will be unable to be signed out of Kelvin Grove State College OSHC before 3:20pm. If you are picking your child up early (before 3:20pm), you will need to mark your child absent from Kelvin Grove State College OSHC before 2:00pm via the XPLO Home app. Children must be signed out by an authorised contact upon collection.
- For the safety of the children, we need staff to sign everyone in as soon as possible.

TERMINATION OF EDUCATION AND CARE

In the event of a family needing to terminate their permanent booking/s at the Service, the family is required to give seven (7) days' notice prior to the day of care in writing, via email. A closing account will be provided to the account holder and any outstanding fees must be paid in the next direct debit cycle.

YEARLY RE ENROLMENT PROCESS

The process involves *"all routine bookings for before and after school care being cleared and becoming vacancies. All families will be required to complete a yearly booking request form for the upcoming school year"*. All families should be requested to update their enrolment information at the beginning of a new school year. Any vacancies that arise become subject to the

service's own priority of access policy in determining who may fill that vacancy and families will be notified if they have been waitlisted.

XPLOR Home

XPLOR Home is both a web-based portal and an app for smartphones and tablets, where families can manage their enrolment, update their details, and change their bookings. Use your email address to log in. Existing families will use the email address previously supplied to the service – just reset your password on the app or portal. Download the app from the Apple Store / Google Play Store onto your smart phone or tablet.

What can I do in the XPLOR Home app

- Make casual bookings for BSC / ASC / Vacation Care.
- View your statement in real time.
- Mark casual bookings as absent (bookings will be removed if they satisfy the 24hr notice period).
- Mark permanent bookings as absent (bookings will be removed if they satisfy the 7-day notice period).
- Update Payment details / make additional payment.
- Update contacts authorised for collection.

What can I do in the XPLOR web-based portal?

- View learning stories and observations.
- View The Week in Review, Program & Menu.
- View messages from the service.
- Access your statement and financial information.
- View the service Quality Improvement Plan (QIP).
- Update children's enrolment forms, medical information, dietary requirements, emergency contact details and more.

Using XPLOR Home

The enrolment form is accessed via the KGSC P&C website <https://www.kgscpac.org/oshc>. XPLOR Home app is the mobile device application that you download to your phone or tablet to make casual bookings, mark absences, view your statement and update details as required.

Welcome to OSHC

At Kelvin Grove Outside School Hours Care (KGOSHC), we provide care before and after school for children in Prep to Year 6 attending Kelvin Grove State College (KGSC). On pupil free days and during school holidays we also welcome KGSC secondary school aged children up to the age of 12 years.

Our focus is on providing stimulating social and recreational activities for school age children in a safe and caring environment, we create constructive opportunities for the enjoyment of your child's leisure time. Our program is developed & guided by the 'My Time, Our Place' national framework for Outside School Hours Services.



We use Xplor for our service management. Please see links below for more information

Enrolment

Account Set up

Information

Fact sheets are provided to assist families with these processes.

Caring for Your Child

ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

Kelvin Grove State College OSHC will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations, 2011. Our Service requires written authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. The Acceptance and Refusal of Authorisation Policy outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal. *For more information, please refer to the Acceptance and Refusal of Authorisation Policy.*

ADMINISTRATION OF MEDICATION

In the case of your child/children requiring medication (including emergency medication) whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates, and times to be administered will be required. All medication must be supplied in its original container with a pharmaceutical label showing the child's name clearly printed on the front. This includes all non-prescription medication such as panadol, cough mixtures or antihistamines. **If there is no pharmaceutical label with the child's name on the medication, it will not be administered.** *For more information, please refer to our Administration of Medication policy and Medical Conditions policy.*

BABYSITTING

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

BEHAVIOUR MANAGEMENT

Kelvin Grove State College OSHC aims to provide an environment where children have positive and active experiences during their time with us. We aim to provide an environment that minimises the potential for boredom, frustration and/or conflict.

We believe that children require guidance as to what to do, instead of what not to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes effective supervision and role modelling, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of inappropriate behaviour. Any child displaying unacceptable behaviour will be supported with positive behaviour strategies. If unacceptable behaviour continues, downtime spaces will be accessed to allow the child time and space to be calm and reflective with support from an educator. Parents will be notified and consulted with if disruptive behaviour persists, and support will be sought from the Service Manager to discuss and implement a positive behaviour support plan. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the service, any child returning to the service after a suspension must meet with the Service Manager and a Positive Behaviour Support Plan must be in place. *For more information, please refer to our Behaviour Management policy.*

CHILD PROTECTION

All Educators and staff at our service take seriously their responsibility to protect children from any type of abuse and are aware of their roles and responsibilities regarding child protection. While we understand there are legislative obligations we must follow, we believe it is also our responsibility as educators to ensure the safety and wellbeing of all children, and to provide the children at our Service with the opportunity to develop to their full potential free from any form of harm and abuse. The Child Protection Policy outlines our commitment to the protection of young children and being mandatory reporters. It defines the responsibilities and obligations of the Service staff in protecting the safety and wellbeing of all young children in our care. It also enables staff to identify the indicators of a child who may need protection. We are committed to providing an environment that fosters health, development, spirituality, self-respect, and dignity, and that is free from violence and exploitation. Under the Child Protection Act 1999, children and young people have a right to be protected from harm or the risk of harm. All educators and volunteers at our Service have a duty of care to report if they have reasonable grounds to suspect a child is at risk of experiencing harm and have current concerns about the safety, welfare, or wellbeing of a child. *For more information, please refer to the Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm policy.*

CHILD RELATED ACCIDENTS, INCIDENTS, INJURIES, ILLNESS OR TRAUMA

Whilst all precautions are taken to best minimise the risk of accidents and injuries, unfortunately, this is unavoidable. Our Educators are extremely committed to the safety of all children and ensure that supervision, providing a safe child environment, and risk assessment and management are central to all planning and decision making. In order to support our commitment to safety and to minimise the occurrence and severity of child-related accidents and injuries, our Service has created policies and procedures which guide the decision making of Educators and families. If your child is injured whilst at the Service, Educators will attend to the medical needs of the child first. If the injury or accident is minor, we will complete an Incident, Injury, Trauma, and Illness Record and advise parents of the injury, upon collection of their child. As a courtesy, parents may be advised by telephone of any concerning injury prior to collection. If an injury occurs which is deemed a serious incident, accident or injury, parents will be contacted immediately and then the accident will be reported to the Department of Education and Training within 24 hours of the accident or injury occurring. We will call an ambulance in an emergency and then advise the family immediately about what has occurred. A child will never be placed in an ambulance without an Educator or parent present with them. *For more information, please refer to our Incident, Illness, Injury or Trauma Policy.*

CLOTHING REQUIREMENTS

During Before and After School Care children will usually be dressed in school uniform. During Vacation Care, please dress your child in suitable play clothes that wash easily. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, please pack them. When choosing clothes for your child to wear, please consider the following:

- Your child is growing in independence and therefore it is ideal for them to wear clothing that they can take off and put back on by themselves.
- Your child will be engaged in messy play at times and using materials such as paint, glue, sand, water and other 'messy play' products.
- Your child will be active in their play and will spend time running, climbing, jumping, and swinging.
- Your child will spend time both indoors and outdoors throughout the day.
- Please label all your children's clothing and footwear.

CONFIDENTIALITY

In order to protect children and better provide its services, the Service seeks and deals with personal and sensitive information relating to families, children, and others. The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements. All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the Service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the Service Manager about accessing these records. *For more information, please refer to the Information Handling (Confidentiality and Privacy) Policy.*

COMMUNICATION WITH FAMILIES

Communication between the service, the children and their families are extremely important to us and is a crucial part of the success of our service community. Communication between our Service and your family occurs in a variety of ways, with the Service staff recognising the importance of keeping the lines of communication open and clear. Some ways that we communicate to families is through daily conversations, emails, newsletters, posts to the family noticeboard, Facebook updates and web site updates. Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion book and confidential grievance procedure for all service users. We also have an open-door policy so please don't hesitate to speak with a member of the Management Team if you have any concerns. *For more information, please refer to our Communication with Families policy.*

COURT ORDERS

There is a section on our Enrolment Form which requests information about any custody issues in relation to your child. It is very important that the Service is kept informed of any changes to custody arrangements so that your child is only released to authorised adults. Where custodial rights apply, a current copy of the relevant court orders must be provided to the service along with our Custody advice form. Ongoing consultation with custodial parents will be maintained and all staff will be

informed of the arrangements as they apply. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police and custodial parent will be called immediately. *For more information on the delivery and collection of children, please refer to the Arrival and Departure Policy and Court Orders and the Release of Children in Care policy.*

CHILDREN LEAVING WITHOUT PERMISSION

If a child leaves the service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. *For more information, please refer to the Arrival and Departure policy*

DELIVERY AND COLLECTION OF CHILDREN

Upon enrolment, parents are required to complete an Enrolment Form which provides written details of person's authorised (18+) and not authorised to collect your child. A responsible person authorised to collect children, other than parents or guardians, must show proof of identity before signing out and taking your child from the Service. The Service will release a child to authorised persons only and will check photo identification or other official identification as part of the procedure. The procedure for the delivery and collection of children, ensures a transparent approach to the safety and wellbeing of all children in our care. Information provided in this policy relates to the arrival and departure of children within the education and care setting. It is the responsibility of staff and families to ensure the safe arrival and departure of children at the Service and the completion of statutory/legal documentation required (Sign In/ Sign Out Kiosk). Practical and safe approaches will promote a smooth transition between home and the Service, assure the completion of the required records and confirms children's presence or absence from the Service. This ensures a child's arrival and departure from the Service occurs in a safe and secure manner. The Service understands that situations may arise and where a sibling (under 18 years) must collect the child from care and escort them home and/or to activities. Whilst the Service does not recommend this practice, we acknowledge that families may use their discretion in determining the capacity of their own children to enter into self-care arrangements. Written documentation is required for all persons (under 18 years) to collect children from the Service. *For more information, please refer to our Arrival and Departure policy and Departures of Children with Self Care Arrangements policy.*

DAMAGE TO EQUIPMENT AND FACILITIES

As part of every-day experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, a cost to the parent may be incurred.

EMERGENCY MANAGEMENT

Evacuation and lockdown plans and instructions are displayed prominently near each exit of the service premises. We ask all parents, educators, and children to familiarise themselves with the procedures. We undertake quarterly emergency evacuation drills/lockdown drills and complete the required documentation in order to be prepared for an emergency evacuation. We ask that if you are present during a drill, please participate. Regular emergency and evacuation rehearsals give children and

educators an opportunity to become familiar with the routine and planned procedures. Our first aid supplies and continually checked, updated & restocked. *For more information, please refer Emergency Drills and Evacuations policy.*

EXCURSIONS

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained, and written permission will be sought from parents before a child may attend any excursion. Children are required to wear a yellow service shirt on all excursions, as well as covered footwear. Children are encouraged to wear a broad brimmed hat and sunscreen at all times during outdoor activities. Special sunscreen (for children with allergies to standard sunscreen) needs to be provided by the parent /guardian. If parents/ guardians have not provided the correct sun safe clothing (broad brimmed hat & tops with sleeves) the service holds no responsibility for possible sun damage. The educators will ensure to the best of their ability to provide sun safe measures. Please check the Vacation Care program for daily requirements. *For more information, please refer Excursion's policy.*

EXTRA CURRICULAR

If you require your child to attend extra-curricular activities within the school grounds, written authority (extra-curricular form) must be given and arrangements for delivery and collection of your child to and from these activities negotiated with the service. Educators may not be available to escort children to these activities due to the educator to child ratios. The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of duty of care. If children who are booked in to After School Care have not arrived at the service within ten minutes of expected arrival the service will follow up as per service procedures. *For more information, please refer to our Arrivals and Departures policy and Extra Curricular Activities policy.*

HOMEWORK

Kelvin Grove State College OSHC will provide adequate time, quiet space, and supervision by staff to enable children to do their homework if they wish or if directed by parents. A homework book is kept at the sign in desk in the foyer, listing children required to participate in homework at the allocated time of 5:00pm. Children may complete their homework outside of these times; however, this is the child's responsibility. Whilst we support the children in homework, we do not take responsibility for signing off on work. *For more information, please refer to the Homework policy.*

FIRST AID, CPR, ASTHMA AND ANAPHYLAXIS TRAINING

Our staff team undertake a prescribed First Aid qualification as approved by ACECQA, which positively advocates all staff working at the Service are fully trained in First Aid Management. This includes First Aid, CPR, Anaphylaxis and Asthma Management components, to ensure that staff are equipped to handle these situations should the need arise. *For more information, please refer to our Administration of First Aid policy, Medical Conditions Management policy and Administration of Medication policy.*

HEALTH AND HYGIENE PRACTICES

It is imperative that strict hygiene practices are adhered to at all times within the service environment. This is to ensure a safe and healthy place for our children, our educators, and our service families, so we ask for your cooperation. To safeguard the health of all children and to prevent the spread of infection, please keep your child at home until they are fully recovered from an illness. All children who are suffering from an infectious condition will be excluded from the service to prevent others being introduced to the infection. Please refer to the Time Out (Queensland Health) poster displayed at the service in the office foyer to identify the main infections conditions and periods for exclusion. For children who fall sick while in care at the service, the parents will be notified and will be requested to collect their child immediately. Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals, food preparation activities and toileting. Hand rubs may be used where soap and water are not accessible. Educators and all staff members observe stringent hygiene practices, and the service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean, and safe for children's use. *Kelvin Grove State College OSHC is a smoke free environment. [For more information, please refer to the Health and Wellbeing policy.](#)*

ILLNESS, INFECTIOUS DISEASES AND SICK CHILDREN

Kelvin Grove State College OSHC is committed to minimising the risk of infectious diseases within the Service. The information below outlines our policy surrounding infectious diseases. As a provider for the group care of multiple young children, children who are unwell, infectious, or contagious, are not permitted to attend under our policy until they are given all clear or they are fit and healthy (with no related symptoms) to return. If you send your child to the Service and they show signs of being unwell and we reasonably suspect they may be presenting with symptoms that are consistent with an infectious illness, we will contact you and request the child is taken home or collected. We understand that parents have work, study, and family commitments, however, prompt collection by yourself or an authorised person must be assured, to help minimise the risk of impacting others in the Service. [For more information, please refer to our Childhood Immunisation policy, Infectious Diseases policy and Medical Conditions policy.](#)

IMMUNISATION AND CONTAGIOUS ILLNESS PREVENTION

This policy relates to the health and safety of children and staff by supporting their ongoing wellbeing which is our core focus and priority when dealing with infectious diseases and immunisation matters at the Service. The Queensland Government has amended the Public Health Act 2005 to give approved School Aged childhood education and care services (ECEC services) the power to exercise discretion regarding enrolment and attendance of children who are not up to date with their immunisations. [For more information, please refer to the Infectious Diseases policy, Infectious Diseases Response Strategy policy and Child Immunisation policy.](#)

MEDICAL CONDITIONS

Kelvin Grove State College OSHC is an inclusive community that aims to support and provide a safe environment for all children in our care. Our service is committed to a planned approach to the management of medical conditions to ensure the safety and wellbeing of everyone. We ensure our educators and staff are equipped with the knowledge and skills to manage situations and to ensure all members of our learning community receive the highest level of care ensuring their needs are considered at

all times. Staff members and volunteers must be informed about the practices to be followed if a child enrolled at the Service has a specific health care need, allergy, or other relevant medical condition. *For more information, please refer to the Medical Conditions policy.*

NUTRITION, FOOD AND MENU MANAGEMENT

Kelvin Grove State College OSHC will ensure that children are provided with nutritious food that is adequate in quantity and that each child's individual dietary requirements, growth, and development needs and any specific cultural, religious or health requirements are considered. Our Service Menu is on display, so you are aware what your child is being served each day. We are committed to providing a healthy diet for the children and staff attending our Service and believe it is our responsibility to help children to develop good food habits and attitudes by working in partnership with families to positively influence each child's health and good nutrition at the Service and in the home environment. We have children attending our Service that are anaphylactic to certain foods. We kindly ask that children do not bring food with nuts. This includes peanut butter, Nutella, nut bars, etc. *For more information, please refer to the Nutrition and Food policy.*

REST AND RELAXATION

Kelvin Grove State College OSHC is responsible for taking reasonable steps to ensure the rest and relaxation needs of children at the Service are met regarding the age of children, developmental stages, and individual needs. During the term (before and After School Care) and during Vacation Care, routines and environments are flexible to support children who do require a rest and relaxation to revive their bodies and minds. Our Educators establish a flexible routine to help children with rest and relaxation opportunities being responsiveness to children's needs and adjusting the routine to allow flexibility when needed. *For more information, please refer to the Safe Rest and Sleep Practice policy.*

SUN SAFE PRACTICES

Kelvin Grove State College OSHC is committed to promoting sun protection strategies for children, families, staff, and visitors to minimise the harmful effects of overexposure to UV radiation and ensuring that Curriculum planning and intentional teaching will promote an awareness of sun protection and sun safe strategies as part of the everyday routine. To assist the Service with our sun safe practices we ask that parents and guardians provide a named hat for their child's use at the Service. During Vacation Care, dress your child in appropriate clothes (avoiding singlet tops and dresses) to ensure their safety and wellbeing. Apply sunscreen to your child prior to dropping them off at the Service in the morning. Our Service also has a sunscreen located in the foyer for you to access sunscreen to apply to your child. Our Educators will ensure that sunscreen is re-applied to children prior to going outside again during the course of the day or in the afternoon during term time. We will also ensure that children who do not have hats are engaged in activities that are provided in shaded areas of the playground. During the hot, summer months our Educators will minimise the time spent outdoors during peak UV periods. *For more information about our sun safe commitment, please refer to the Sun Safety policy.*

PERSONAL EFFECTS

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones, the service requests that these items are not brought to the service. If they are, they should be clearly named with permanent identification. Limits will be placed on children's access to electronic devices. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

PROGRAM PLANNING

Our 'program' includes all the interactions, experiences, activities, routines, and events, planned and unplanned, that occur on a day-to-day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine. A variety of activities and experiences are planned for each day of Before, After School and Vacation Care. Opportunities for unstructured and quiet play are also provided. A current weekly program is permanently posted on the parent notice board. *For more information, please refer to the Educational Program Planning policy.*

PHOTOS

On occasion your child/ren may be photographed participating within the day-to-day activities we provide at the Kelvin Grove State College OSHC. These photos may be used within the Service and in our wider community as part of our programming process. The children take great pride in having their day-to-day lives documented this way. Written permission for photos to be used within the service, outside the service, on social media and for our volunteers work placement activities can be found on the enrolment form. For any other incidences where photographs are taken, further written approval will be sought. *For more information, please refer to the Use of Photographic and Video Images of Children policy.*

TRANSPORT

All vehicles used on excursions, will comply with the appropriate legislation and regulations as per Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained, and parent permission will be obtained before a child travels on any type of transport. *For more information, please refer to the Transport for Excursions policy and Vehicle Restraint policy.*

USE OF DIGITAL DEVICES

During Before and After School Care, no access to personal devices is permitted. This includes mobile phones, computers, and tablets. Wearable devices (e.g. smart watches) are permissible to be worn but notifications and access to phone calls and personal messages as well as games must be disabled at all times. The use of these devices is subject to appropriate use and OSHC staff reserve the right to remove the device and place it in the office should the device not be used appropriately. Children are requested to place their personal devices on the main desk until parents/guardians collect them from the service. During Vacation Care, personal devices are permitted at the Service, however usage is limited as part of the educational program. Wi-Fi and mobile data must be switched off and devices must not be used for communication measures. Photos are not to be taken on children's personal devices while in the care of OSHC. Occasionally, television and movies are watched as part of the Service program. These are G or PG rated depending on the age group.

WALKIE TALKIE USAGE

For safety and security reasons, Kelvin Grove State College OSHC have incorporated the use of "walkie talkies" into our day-to-day procedures. Staff may wear these devices during Before School Care, After School Care or Vacation Care sessions. It is our intention to communicate effectively with one another at all times to ensure the best possible care for your children. The use

of these devices also ensures we are in frequent compliance with required child to staff ratios. Careful attention is paid to ensure only appropriate language is transmitted. Children are not permitted to use these devices.

Parents and Guardians Code of Conduct

The intent of the Code of Conduct (Parents and Guardians) policy is to clarify the Services procedures and give guidance on the standard of behaviour expected by parents, visitors and volunteers associated with our Service and to uphold the community's confidence in the integrity and professionalism of the service delivery provided. A high emphasis is placed on the Service's obligation to comply with all federal, state, and local government laws and regulations, as well as common law obligations, and all stakeholders are expected also to comply with these as well when dealing with any members associated with our Service.

The Code of Conduct (Parents and Guardians) policy establishes a standard of conduct and behaviour to be followed by the parents and guardians at the Service. The Code of Conduct defines how individuals should behave towards each other, towards the children at the Service, staff, management, and individuals in the community.

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Nominated Supervisor. If you wish to speak to someone other than the Nominated Supervisor, contact can be made with the Approved Provider (see contact details provided in this Handbook and displayed in the parent area).

1. There will be no swearing or raised voices.
2. Parents must not approach other children at the premises.
3. Staff members have the right to ask a person to leave the premises if they feel intimidated in any way.
4. Police will be called if the person does not respond to requests to leave the premises.

For more information, please refer to the Parent Code of Conduct policy.

Family Grievance Procedures

The partnership between families and educators is crucial to ensure the high-quality care and education of children. Communication between all parties helps to strengthen these partnerships. All family grievances or concerns will be taken seriously, and every effort will be made to resolve any concerns in a timely manner. All complaints will be kept confidential and treated in a respectful and professional manner. In return, we ask that parents afford the Service the same opportunity and respect by maintaining confidentiality about the matter whilst we thoroughly investigate and resolve. *For more information, please refer to our Raising Issues of Concern policy.*

Family Grievance Procedures

In the first instance, if you have a concern, please discuss this with the Responsible Person on shift, or alternatively the Service Manager if you need further support or resolution. For more formal or serious matters, please address these in writing to the Manager so that they have an opportunity to thoroughly investigate and resolve. In some instances, the Manager may seek advice and support from the Business Operations Manager and Approved Provider to help resolve the grievance.

Primary Service Contact

Tristan Dieben

Service Manager and Nominated Supervisor

Phone: (07) 3552 7394 | Email: coordinator.kgoshc@gmail.com

If you would like further support or information, or you would like the matter taken further, please contact:



Approved Provider Contact

Kelvin Grove State College Parents and Citizens Association:

Craig Millis (President)

Email: kgscpcpresident@gmail.com

If you would like further support or information, or you would like the matter taken further, please contact:



Regulatory Authority Contact

Department of Education (Metro City: Early Childhood Education and Care)

Phone: (07) 3028 8064 | Email: metrocity.ecec@qed.qld.gov.au