



COOMERA  
ANGLICAN  
COLLEGE

Coomera Anglican College

Outside School Hours Care

Parent Information Book



**Before and After School Care and Vacation Care  
OSHC**

**Telephone: 5585 9982**

**Mobile: 0418 187 936**

**Email: [herwin@cac.qld.edu.au](mailto:herwin@cac.qld.edu.au)**

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# Welcome

Coomera Anglican College commenced an Outside School Hours Care (OSHC) programme to provide care for school age children during before and after school hours and school holiday periods.

Coomera Anglican College OSHC aims to provide the highest quality care for children from Preparatory to Year 7 through a stimulating and nurturing environment whereby your child feels safe and secure.

We are licensed under the *Education and Care Services National Law 2010* and *Education and Care Services National Regulations 2011*. Under this Act we are bound to comply with all rules and regulations, for example requirements about the children's activities, experiences and programmes, staff/children ratios and staff member qualifications.

In 2014 we were assessed under the *National Quality Framework* which consists of *National Quality Standards* that embraces seven quality areas: Educational Programme and practice; Children's health and safety; Physical Environment; Staffing arrangements; Relationships with children; Collaborative partnerships with families and communities; Leadership and service management. The national body - ACECQA - oversee the system and guide its implementation in a nationally consistent way. We received the following results at the end of the process:

- Educational programme and Practice: *Meeting National Standards*
- Children's Health and Safety: *Meeting National Standards*
- Physical Environment: *Meeting National Standards*
- Staffing arrangements: *Meeting National Standards*
- Relationships with children: *Meeting National Standards*
- Collaborative partnerships with families and communities: *Meeting National Standards*
- Leadership and Management: *Meeting National Standards*

The service continues to reflect on current practices striving to ensure a high level of care is provided to children.

Our staff strive to make you and your child's time at the service an enjoyable one. Please take the time to read this information booklet and if you have any queries please contact the OSHC facility. In addition to this handbook we also have Service policies available at the Service and through the College Website.

Mrs Helen Erwin  
**COORDINATOR**

Mrs Jenny Rees  
**DIRECTOR ELC/MANAGER OSHC**

# Philosophy

At Coomera Anglican College Outside School Hours Care we provide a learning environment where all children's needs are catered for. This ensures that we assist every child in their own journey of self-discovery. Our learning environment is built on the foundations of the Anglican Ethos which are embedded in the College's iLR values culture.

Through positive interactions with educators, a safe and welcoming environment is promoted when:

- Educators support children to develop secure respectful and reciprocal relationships by ensuring all children and their families are welcome
- Educators work in partnership with families to ensure the care and nurturing of every child.
- Educators are committed to equity and encourage individuality, acknowledging that each child is unique and is to be given the opportunity to develop to their full potential
- Educators honour and respect diversity by ensuring that children learn to respect, value and be considerate to people from different cultures and recognise that they form a valued part of our community. This is done using **iLR** - the College ethos in practice
- Educators are committed to ongoing learning and reflective practices, when the whole child is valued and development is encouraged in all areas - thinking, communicating, a sense of self and others, health and physical understanding, and cultural understanding. This is fostered through our environment, programmes, daily life skills, predictable routines and educators as effective role models
- Children's play and development is supported by providing a safe, hygienic and nurturing environment.

We aim to provide an environment that allows children to engage in a range of play and leisure experiences which enable them to feel happy, safe and relaxed; interacting with friends and practising social skills; solving problems; trying new activities and learning life skills.

## Our Programme

Coomera Anglican College Outside School Hours Care Service values the National Curriculum and has incorporated the Framework for School Aged Care: *My Time, Our Place* into its programme.

The framework acknowledges the importance of play and leisure in children's learning and development and that learning is not limited to any particular time or place.

Within the Framework, there are five Learning Outcomes which have been designed to reflect the integrated and complex learning that requires active citizenship for all children in a wide range of settings.

These outcomes are broad and observable. They recognise that children learn in many ways, at different capacities and over a different period of time. Children in school aged care settings have choice and control over their learning and they will collaborate with educators to extend their life skills.

Children's learning is ongoing and children will progress towards the outcomes in different and meaningful ways. In school aged care settings, children's learning complements their learning from home and from school.



**Staff/Child Ratios:** 1 educator to every 15 children whilst we are at the Service  
1 educator to every 11 children at the beginning of each new year.

## Hours of Operation:

Before School Care: 7.00am to 9.00am  
After School Care: 3.00pm to 6.00pm  
Vacation Care: 7.00am to 6.00pm

## Enrolment and Booking Procedure

A parent or legal guardian must enroll children attending the Outside School Hours Care programme by initially completing Booking Request Form. Forms may be obtained from the Coordinator, Primary Administration or on the College website. On offer of a place, an enrolment pack will be sent to parents to complete and return to the Service. These forms must be given to the Coordinator prior to your child starting care. All information given on the enrolment form is confidential. Any queries concerning the Outside School Hours Care programme should be directed to the Outside School Hours Care Coordinator at the College on **5585 9982**.

**Please be aware that NO PHONE BOOKINGS WILL BE ACCEPTED WITHOUT A COMPLETED ENROLMENT FORM.**

Bookings are made on a permanent or casual basis. Casual bookings may be made by phoning or emailing the Coordinator. Due to strict childcare ratios/regulations and our licensed capacity, no guarantees can be made as to whether a place will be available.

**After School Care:** Cancellations are required by 12.00noon on the day of care and, if notified by this time, will not incur any extra charges. If no notification is received or notification is after the 12.00noon deadline the normal, daily rate will be charged to your account and your child marked as absent.

**Before School Care:** Cancellations are required by 6.00pm the day before care and, if notified by this time, will not incur any extra charges. If no notification is received or notification is after the 6pm deadline the normal daily rate will be charged to your account and your child marked as absent.

Any Before or After School Care cancellations must be made by contacting OSHC staff on 5585 9982 or 0418 187 936 or via email to [herwin@cac.qld.edu.au](mailto:herwin@cac.qld.edu.au) or via the Early Learning Centre on 5585 9925.

**Vacation Care:** Cancellation Fees - \$18.00 if made after the end of the College Term. Cancellations must be made by contacting OSHC staff on 5585 9982 or 0418 187 936 or via email to [herwin@cac.qld.edu.au](mailto:herwin@cac.qld.edu.au) or via the Early Learning Centre on 5585 9925.

Please note: **The service operates between 7.00am and 6.00pm. A Late Fee will be charged to families if their children are not collected by 6.00pm at night. This fee is in addition to the fees charged for care of that day and incorporates an initial fee as well as \$1.00 per minute per child charge.**

Vacation Care Booking forms are made available towards the end of each term. These are available at the OSHC Service, Primary Administration or through the College website.

**Please be aware that:**

- **NO PHONE BOOKINGS WILL BE ACCEPTED WITHOUT A COMPLETED ENROLMENT FORM**
- **NO CHILDREN WILL BE ACCEPTED WITHOUT A BOOKING HAVING BEEN MADE** (this may be reviewed in the case of an emergency)

## Collection of Children

### **Before School Care**

At 8.15am children are dismissed from the OSHC room. Preparatory children are walked to the Preparatory classrooms.

### **After School Care**

All Preparatory children are collected by OSHC Educators and taken to the OSHC Service.

All other children are to meet at the Primary undercover area. Educators will then locate children who are booked in but have not arrived. If staff cannot locate a child then parents/guardians will be contacted.

It is **imperative** that parents/guardians contact the centre to inform staff of any cancellation.

## Payment of Fees and Outstanding Accounts

It is our aim to provide a quality service to families at an affordable price.

Accounts are issued weekly on a Monday afternoon and payment is due **no later than the following Friday**. Cash or cheque payments may be placed directly in the fee box located next to the sign in/out area. EFTPOS and credit card are also accepted at the Service. Bpay payment option is available; please see your statement for details.

**Fees outstanding for more than two weeks will result in enrolment being terminated until fees are paid in full. Your child will then go on a waiting list and you will be contacted when a place becomes available. Parents may be required to make up front payments prior to the child's attendance if there has been a history of late payment.**

For accounts outstanding for more than two weeks the account will be sent to the College Business Manager.

If required, please do not hesitate to contact the Coordinator to arrange a confidential discussion regarding the payment of outstanding fees.

Statements containing receipted payments will be issued and emailed to families. It is paramount that families advise the service if there is any change to email addresses.

## Fee Information for 2019

	Permanent booking	Casual booking
Before School Care	\$20.00	\$20.00
After School Care	\$35.00	\$38.00
Vacation care (including all incursion costs)	\$63.00	\$65.00
Vacation care cancellations	\$18.00 per day	
Late fee after Service closes at 6pm.	An initial fee, which is in addition to the daily fee plus a \$1.00 per minute per child for every minute after the Service closes. This charge does not attract CCS	An initial fee, which is in addition to the daily fee plus a \$1.00 per minute per child for every minute after the Service closes. This charge does not attract CCS

## Child Care Subsidy (CCS)

Child Care Subsidy is a payment made to services to assist families with the costs of child care, including Outside School Hours Care. Many families are entitled to assistance with the costs associated with care on a weekly basis. To access the CCS all families must provide the OSHC Service with a Parent/Guardian's Customer Reference Number and their date of birth, as well as the Child's Customer Reference Number and date of birth.

The Child Care Subsidy was introduced by the Government on 2 July 2018, replacing the Child Care Benefit and Child Care Tax Rebate

The Child Care Subsidy can be claimed until your child reaches the age of 13 years or attends High School. It is the parent's responsibility to register with the Family Assistance Office - phone: 13 61 50 or log on to *My Gov*.

**Outside School Hours Care Customer Reference Number: 190014414C**

If you have any questions regarding registering with the Family Assistance Office or the Child Care Subsidy, please do not hesitate to contact the OSHC Coordinator.



# Early Childhood Education and Care Department of Education, Training and Employment

Maintaining open communication between parents and staff ensures a healthy, positive atmosphere for children in the Service. Any concerns or issues should be raised and discussed unreservedly, amicably and in a courteous manner. An essential part of developing that environment is ensuring that families are encouraged to come forward with their grievances in the knowledge that the Lead Educator/Coordinator will take the appropriate action to address those grievances.

Parents should follow the following procedures to address any issue:

- Parent/s and staff meet to discuss and resolve any issues
- If the issue cannot be resolved, then the Coordinator is approached and her assistance to resolve the matter is requested
- If the issue still cannot be resolved then the Director of the Early Learning Centre or College Principal will be contacted to discuss the matter further
- Should the issue still be unresolved, parents can take their concerns to the Office of Early Childhood Education and Care and speak with the Community Resource Officer.

## Contact details for the Early Childhood Education and Care Department of Education, Training and Employment

Address: PO Box 492  
Oxenford, Qld, 4210

Phone: 5656 6688

Website: <http://www.deta.qld.gov.au/earlychildhood/>

## Procedures for Signing In and Signing Out

Signing in and signing out of OSHC is both a Regulation requirement and a safety procedure. Electronic sign in and out is available at the main desk. Should the electronic sign in not be available, a paper copy will be utilised. Only parents or authorised persons over the age of 18 years are to collect children.

The OSHC Coordinator **must** be informed if there is any change regarding who is authorised to collect children from the Service. Parents, or their designated Guardian, must sign children in on arrival for Before School Care and out upon departure from After School Care. During Vacation Care periods, parents must sign their child in and out each day.

# Accident and Illness

All OSHC educators have First Aid and CPR Certificates. In the event of an injury, first aid will be administered by the staff from OSHC. An Incident/Accident Form will be completed by staff and parents are required to sign this form as they collect their child. If a child is ill, parents will be contacted and asked to collect their child. If the parents cannot be reached then Emergency contact persons will be called. As per College procedure, if an ambulance is required it will be called immediately.

## Medication

**In the best interest of the children's safety and wellbeing, the educators in the Coomera Anglican College OSHC will only administer Prescription Medication if the medication is:**

- In its original container.
- Has a dispensing label attached listing:
  1. **Child's Name**
  2. **Dosage** to be administered
  3. **Time** medication needs to be administered
  4. **Current date of issue** from the Doctor.
- An Administration of Medication Form has been fully completed by the parent/guardian. This form **MUST** be completed for each day that the child requires medication to be administered by staff in the Centre
- When administering medication, staff must sign the Record of Administration of Medication form. This is to be witnessed by another staff member to ensure the correct medication and dosage has been dispensed to the right child at the right time according to the instructions on the bottle and the Administration of Medication Form
- All medication **MUST** be handed to a senior staff person to be locked away in a sealed container until required. **NO MEDICATION IS TO BE LEFT IN A CHILD'S BAG, IN A LOCKER OR ON THE SHELF IN THE SERVICE.**

A Medical Management Plan must accompany any child with an ongoing illness or medical condition such as Asthma, Diabetes and Epilepsy. A record will be kept of the times medication is administered and the Action/Management Plan followed.

### Individual Medical Management Plan

An Individual Medical Management Plan is a care plan developed for a specific child by a Medical practitioner that outlines detailed descriptions of triggers, possible triggers and the child's reaction to these. It must also contain details of the treatment and medication that must be administered. The plan should provide educators with an individual emergency response if a child at risk shows any signs of their condition.

As with temporary medication, this treatment must be in writing by the parent/guardian and updated regularly.

# Food and Drinks

Afternoon tea is provided by the educators at After School Care. As indicated on the routine, the children are offered afternoon tea at approximately 3.45pm. All staff are trained in Food Handling and ensure that the children follow basic hygiene practises including washing of hands prior to and following eating afternoon tea.

We have a rotating menu which offers nutritious snacks which are always served with fruit. Our afternoon tea menu is displayed on our OSHC notice board.

If your child has an allergy it must be noted on the Enrolment Form. All children who have allergies or special diets will be noted in our special needs folder for staff to access. This allows staff to plan an appropriate afternoon tea for these children.

## **Coomera Anglican College (including OSHC) is a nut free zone.**

The College is a designated Nut Free Zone and all children and staff are encouraged to bring only those products that do not contain nuts. In accordance with this, the OSHC only provide food that is nut free for afternoon tea.

**During Vacation Care parents must provide their child with morning tea, lunch and a drink. Any product containing nuts must not to be sent with the child as it places some children at serious risk.**

# Behaviour

Relationship between children and children, children and educators, and educators and families are integral in providing a safe and secure care environment. As such, respectful relationships are vital. Our service's behaviour expectations are in line with the College Behaviour Code outlined in the College Handbook. The College Handbook is available to families through the College website.

On acceptance of a position in Outside School Hours Care your child agrees to abide by the College expectations of behaviour. These behaviours are non-negotiable and if breached will result in action being taken by management including the possibility of suspension or cancellation of enrolment.

These non-negotiable behaviours include, but are not restricted to:

- Physical violence towards children, staff, visitors and volunteers
- Verbal abuse towards children, staff, visitors and volunteers
- Possession or production of inappropriate written or visual matter
- Swearing and offensive language of an ongoing or persistent nature.
- All forms of discrimination and harassment (eg: sexual, religious, racial, disability)
- Theft. This is defined as being in possession of someone else's property without their permission. Valuables should not be brought to OSHC. Where this is unavoidable, they should be left behind the front desk with an OSHC Educator.
- Accessing or using mobile phones at OSHC. Student Mobile Phones MUST be left behind the front desk with an OSHC Educator
- Internet and Computer abuse. The use of the College Computer Network is subject to compliance with the contract issued to all students from Preparatory to Year 12.
- Vandalism including damage to College property and that of others.

## Privacy

The personal information provided by you will be used for the provision of educational, health, administration and accounting purposes and for the purpose of processing the Out of School Hours enrolment application. The information will not be disclosed unless law requires it or we have obtained parent/guardian specific consent. If there is information that staff require regarding your child, please contact the Coordinator of the Outside School Hours Care programme. Alternatively, sensitive information can be conveyed to the OSHC Manager on 5585 9925.

## Emergency Drills

The OSHC educators will coordinate emergency practice drills from time to time. When this occurs, children will be supervised on the oval for an evacuation or taught what to do in a lock down situation. Children will be spoken to and reassured to ensure that they are not frightened.

## Vacation Care

Vacation Care is available during all school holidays to students of the school. The Vacation programme information is available on the College Website. The Child Care Subsidy is available to those families who use this service.

Vacation Care provides parents with the comfort of knowing that their children are in a safe, caring, fun environment and provides a place for children to be involved in a variety of activities where they can catch up with the school friends and also meet new ones. Activities include art and craft, cooking, construction, board games, movies and special guests.

Bookings are essential as there are only limited places available each day.

**Hours:** 7.00am - 6.00pm

**Cost:** \$63.00 per day / \$65.00 per day for casual bookings. Includes all incursion costs

**What to Bring:** Morning tea and lunch (afternoon tea is provided), hat, drink bottle and a change of clothes.

## Policies and Procedures

### Child Protection

#### *Statement of Commitment*

Anglican schools support the rights of children and young people and are committed to ensure the safety, welfare and wellbeing of students. Anglican schools are therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees.

This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.

### *Student Protection Officers*

To report any information or allegation of harm that you are aware of or reasonably suspect has been caused to a student, contact one of the following *Student Protection Officers* at the College.

Mrs Jenny Rees



Dr Lee-Ann Prideaux



Mrs Kerry Lowe



Mr Mark Heaney



Mr Douglas Seymour



Mr Ben Campbell



### *Student Protection in Anglican Schools Policy and Procedures 2018*

A full copy of the ***Student Protection in Anglican Schools Policy and Procedures 2018*** is available on the College website ([www.cac.qld.edu.au](http://www.cac.qld.edu.au)) and on Passmarc. The Diocesan policy is available to provide further information on how we can all protect our students.

Additional information is also provided in the *Anglican Schools Office Information for Parents* sheet which is located on Passmarc and on the College website:

<http://www.cac.qld.edu.au/our-college/governance>

### **Other Policies**

Outside School Hours Care Policies and procedures are available for families in the Service and through the College Website. These policies are updated regularly and are in accordance with the current Legislation and Regulations.