
**Middle Park State School Outside
School Hours Care**



**Family Information
Package**

Family Handbook Check Sheet

Welcome to Middle Park Outside School Hours Care (OSHC). Thank you for enrolling your child with us. Our staff look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Your Coordinator is Ximena Benitz. We also employ a number of casual staff. You will find photos of all staff located within the centre. Many staff members employed at our Service are trained in first aid. Our staff hold a wide range of qualifications related to the care of children and hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

Our service is licensed by State Department of Communities. We are committed to the principles of continuous improvement and have implemented Outside School Hours Care Quality Assurance processes.

We hope that you find this information package helpful and informative.

Enclosed you will find a number of forms and a family handbook which outlines for you how our Service is run. Please use this checklist below to ensure you have received and completed the relevant information.

In package:

- Middle Park OSHC enrolment form.
- Middle Park OSHC family handbook.

- I have received all of the above information.
- I have had the opportunity to have an interview with the Coordinator to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns or voice any questions I had.
- I understand it is my responsibility as parent/guardian to apply for Child Care Benefit (CCB), and the Service will not be able to apply CCB to my fees until they receive a Child Assessment Notice from Family Assistance Office instructing them to do so.
- I have read, and agree to abide by the Middle Park OSHC Policy and Procedure Manual.
- I have completed the enrolment form honestly and to the best of my knowledge. I understand I must contact the Service immediately if information on this form changes.

Signed: _____ (Parent/Guardian)

Date: _____

Service Representative: _____

Position: _____

Middle Park State School Outside School Hours Care



Family Handbook

Updated: 28/11/2007

Next review: 28/05/2009

Middle Park OSHC

Cnr of Sumners Rd & MacFarlane St
Middle Park Qld 4074

Contact Details:

Coordinator: Ximena Benitz
Tel: 37155700
Fax: 37155700

Email: OSHC@middleparkschool.com

Provider Numbers:

Before and Afterschool care: 555 009 151 V
Vacation Care: 555 009 152 S

Hours:

After School Care	3:00pm - 6:00pm
Before School Care	7:00am - 9:00am
Vacation Care	7:00am - 6:00pm
Pupil Free Days	7:00am - 6:00pm
Public Holidays	Closed

2008 Fees and Charges (before Commonwealth Child Care Benefit reductions)

Before School Care: \$7.50
After School Care (includes afternoon tea): \$12
Vacation Care and Pupil Free Day \$32
(Additional fees are charged for excursion days. Please ask Coordinator about amounts)
Casual Before School Care (non permanent booking): \$9
Casual After School Care (non permanent booking): \$15

Facility Fee (due on enrolment)

Annual tax-deductible levy per family: \$10

The centre does not take permanent fortnightly bookings.

Remove this sheet and stick to fridge for easy reference!

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About our Service

1.1 Our Philosophy

At Middle Park Outside Hours School Care:

We are committed to providing a happy, enjoyable, caring place where children have fun and experience a feeling of belonging.

We are committed to providing a physically and emotionally safe environment which promotes active exploration and one which supports the development of autonomy, active learning and positive self concept.

We believe that through play, first hand experiences and social interactions, children are able to become highly competent in a variety of ways.

Children, parents and staff are treated with respect and their individual uniqueness is acknowledged and valued.

1.2 Our Goals

We have a number of goals on which our Service is based. They are:

To provide a quality program where children have the opportunity to experience:

- trust and respect;
- recognition and praise;
- frequent interactions with peers and adults;
- involvement in experiences that are meaningful, developmentally appropriate and that meet individual needs;
- encouraging and supportive adults;
- opportunities to learn through play and direct experiences;
- recognition and valuing of their family and differing family structures;
- acknowledgement of their cultures;
- a range of creative experiences including art, dance, drama, music as well as physical activities;
- a balanced program that reflects the importance of routines and fosters a positive attitude to the development of good nutrition habits, personal health, hygiene and safety;
- opportunities for children to have a quiet time and relax.

To create an environment that promotes the development of a strong partnership with families and the community, we encourage parental and community participation and welcome open discussion on all issues relevant to the Service's operation.

To provide staff with opportunities for professional development.

1.3 Our Sponsor/Licensee

Middle Park OSHC is sponsored/licensed by the Middle Park State School P&C.

Parent participation is encouraged throughout all aspects of the Service. Parents are invited and encouraged to attend monthly P&C meetings.

Policies and management issues should be directed to the P&C via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the Service such as policies and procedures for which we ask for families to participate in a number of ways, including participation on committees and completing surveys. Your participation not only allows you to have your say, but it ensures that the high quality of our Service is maintained.

A strategic plan has been developed for our Service. All stakeholders involved in the Service are involved in the development of the strategic plan.

This child care service is licensed by the Department of Communities, under the Child Care Act 2002 and must comply with this Act and Child Care Regulation 2003, including, for example, the requirements relating to activities, experiences and programs, staff members qualifications, numbers of staff members and children.

The Department of Communities Child Care Information Service contact number is 33244225 or free call outside Brisbane 1800 637 711

1.4 Policies and Procedures

Middle Park OSHC has an extensive policy and procedures manual which reflects the philosophy and goals of the Service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing, a copy is kept next to the sign in/out book on the parent/guardian information table.

In this family handbook, we provide a snapshot of policies, which will affect you, your family and your child their time with us.

Details in this manual are correct at the time of printing.

Policies and procedures are subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child can attend the Service. A meeting will take place upon enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly during the initial few weeks. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment. You will be shown around the Service and will be given a rundown on basic operations such as staffing and programming.

Information will be required from the parent/guardian. Refer ***Enrolment Policy*** for details.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences. Issues discussed may include the:

- level of support the child requires;
- duration of support;
- necessary training of staff and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will assist us in meeting the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedure 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.

See Enrolment Policy & Communication with Parents Policy.

1.6 How we communicate with families

We have a number of ways we communicate with you as a family, for example, notices on the notice board, letters or statements in your family pocket or information placed in the school news letter. Posters and brochures are available throughout the Service and at the parent desk, relating to a number of subjects such as health and nutrition and contact numbers for various community support groups. We provide these in a number of languages and can help with further contacts if you need them.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all Service users.

Information on quality assurance and licensing is available at the parents/guardians information table and is updated regularly.

See Communication Policy.

1.7 Respect for Children

The best interests of the child are our paramount concern at the Service and we endeavor to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the Service, including the rules of behavior and the physical and aesthetic environment of the Service.

See Respect For Children Policy.

1.8 Child Protection

The Service regards its role in the protection of children of the utmost importance. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All staff have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

See Child Protection Policy.

1.9 Photos

On occasion, your child may be photographed while participating within the day to day activities we provide at Middle Park OSHC. These photos may be used **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 this way. If photos are taken at any other time or for use in any other project such as marketing material for the Service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 7.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services (See Child Care Service Handbook 2003-04 Section 6.3. A copy of this is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

First priority	A child at risk of serious abuse or neglect
Second priority	A child of a single parent who satisfies, or have parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act
Third priority	Any other child

If you child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

See Access Policy.

1.11 Confidentiality

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 authorised guardian who has enrolled the child. Please see Coordinator about accessing these records.

1.12 Parent Code of Conduct

Staff are available for parents to speak briefly to at all times which the Service is open. Longer, more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the Service in a suitable manner.

- **There will be no swearing or raised voices**
- **Staff members have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if person does not respond to request to leave the premises**

1.13 Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the Quality Principles and the Child Care Act, 2002 (Qld). Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

At the Service	1 staff for every 15 children + Coordinator as extra
On excursions	1 staff for every 8 children
During water activities	1 staff for every 5 children

The management of the Service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member's career. There will always be one staff member on duty that holds a current first aid certificate. Our staff have a wide variety of experience in school age care, recreational, sporting and childcare settings. Staff employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All staff members hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People. Two staff members are present at the Service at all times.

Photos of staff are displayed at Parent Information table so that you are aware of who is caring for your child.

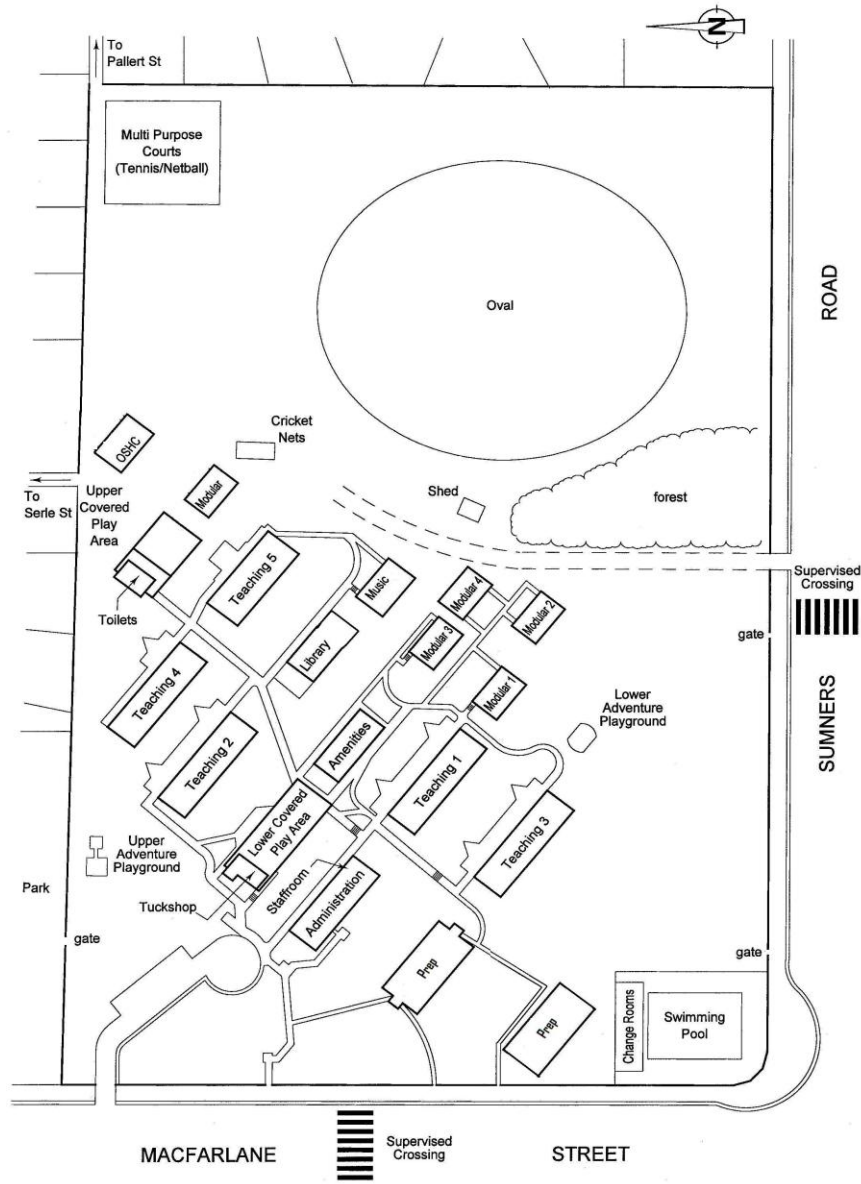
Refer Staff Policies and Staffing Ratios Policy.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, you may lodge a complaint with the P&C. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the signing desk, at regular (P&C; Licensee meetings), parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

Refer Complaints Handling Policy.

1.15 School and Service Map



Section**2**

Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Sample signatures shall be required from all such authorised persons. In emergencies faxed letters of authorisation can be sent to service. If you require your child to attend activities within the school grounds, written authority must be given. Staff will not be available to escort children to these activities due to staffing ratios. Parents should consider this when enrolling children in these activities. 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 into the Service for care have not arrived within ten minutes of expected arrival, parent/guardian will be contacted on the numbers provided.

Refer Arrivals and Departures Policy.

2.2 Late Collection and Fee 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 staff. 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 of \$10.00 will be charged immediately after 6.00pm, with a further \$1 per minute after the first 10minutes. The correct time will be recorded on sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police to collect children who are still at the service.

Refer Arrivals and Departures Policy.

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. **Refer Arrivals and Departures Policy.**

2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service.

- We will walk inside
- We will respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see staff (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

See Arrivals and Departures Policy.

2.6 Safety

An evacuation and harassment plan is situated in the entrance area on the Parent Notice Board. We ask all parents, staff and children to familiarize themselves with the procedures. Fire, evacuation and harassment drills are practiced regularly should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service fire fighting equipment is serviced every six months.

Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.

2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Staff observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modeling behavior, to avoid excessive exposure to the sun. Middle Park OSHC will have sunscreen readily available if the children wish to apply it.

Middle park OSHC is a smoke free environment. ***Refer Health and Wellbeing Policies.***

2.8 Illness and Injury

The Service actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re inclusion of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in a serious accident or becomes ill. Qualified staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.

2.9 Medication

In the case of your child/children requiring medication whilst in our care, please supply written authority from the parent/guardian stating the drug, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. Separate forms are to be completed for children suffering from Asthma. All medication will be administered by the Coordinator or staff member nominated by the Coordinator and will be recorded in a Medication Register which will be signed off by another witness. Children who become ill at the service will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form.

Refer Health and Wellbeing Policies.

2.10 Daily Routines

Children are signed in by parents each morning. Morning routine can consist of children completing home work, reading, or playing board games. Year 6 and 7 children are allowed to leave the premises and go to school at 8.15am if they have written permission from the parent. All other school age children may leave at 8.30.am. Prep children are signed into Prep 8.45 am by a staff member.

Children are signed in by a staff member immediately after school. A light, nutritious snack will be served at 3.30pm, followed by quiet time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

2.11 Homework

The Service will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. Whilst we support the children in homework, we do not take responsibility for signing off on work.

Refer Homework Policy.

2.12 Afternoon Tea

Nutritious and well-balanced snacks will be provided for afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavor to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Our weekly menu is displayed on the notice board. Detailed information about our **Nutrition Policy** is available in our Policies and Procedures Manual, located in the foyer of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behavior Management

The aim of Middle Park OSHC is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behavior through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behavior will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behavior management technique. Any child displaying unacceptable behavior will be given no more than 10 minutes supervised time out. If unacceptable behavior continues, parents will be notified. If disruptive behavior persists, consultation may be necessary with parents, the child and Coordinator. A written report will be sent to the parents if unacceptable behavior continues. A child may be suspended from the program if unsatisfactory behavior threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with the children and staff.

Refer to Behaviour Support and Management Policy.

2.14 Damage to equipment or Facilities

Sample:

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, it will become an expense to the parent.

2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers 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 observations of the service operations and programs. If individual child observations are required, parents 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 visitors to our service are required to operate within our philosophy and policies.

Refer Volunteers Policy.

2.16 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. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The required child/staff ratio required
- Names of the persons who are in charge

Children are required to have footwear for ALL excursions. Children MUST wear a hat and sun screen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Refer Excursion Policy.

2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and 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.

Refer Transport for Excursion Policy.

2.18 Clothing

During before school and after school care, children will usually be dressed in school uniform. During vacation care, we ask that children wear comfortable clothing which will enable them to participate in activities. 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, could you please pack them.

Children need to wear closed in shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn that provide protection from the sun. Items such as singlet tops are not acceptable.

Refer Preventative Health and Well Being Policy.

2.19 Babysitting

The service does not encourage or endorse staff 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. We ask the parents not to approach staff for babysitting jobs.

2.20 Programming

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the Newsletter can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted on the Parent Notice Board.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the Service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Refer Program Policy.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly video games, hand held computer games etc. Staff should be made aware that children have these items and they should be clearly named with permanent identification.

Whilst every care is exercised, the Service assumes no responsibility for damage or loss to any item belonging to any person.

We discourage children from bringing mobile phones with them to OSHC. If children do have mobile phones with them they must leave them in their school bag for the duration of the session. We will take no responsibility for lost or damaged phones.

Section**3**

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. Fee schedule is printed on Family Handbook Check Sheet at the front of this package. The P&C will set fees based on the annual budget (**see Service Policy**) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent/Guardian Information Table.

Procedures

- Fees will be paid, for all days booked, two weeks in advance to the Coordinator
- A receipt will be issued for each payment detailing all the requirements according to OSHC Handbook. A copy will be held at the service
- Payment by cheque, EFTPOS, credit card or direct debit is accepted.
- If parents/care givers are experiencing financial difficulty paying the fees in advance, an application may be made in writing to the Coordinator and P&C so that a payment arrangement can be considered.

Childcare Benefit

- The Coordinator will keep parents informed about the availability of Childcare Benefit (CCB) by advising all parents in the Parent Handbook and when the Coordinator initially meets with parents, of the ability to apply for CCB through Centre link.
- For parents/care givers starting with the service and who have not applied for child care benefit, the fee for the full price of the two weeks will be required and a credit will be paced on the account after the subsidy percentage is supplied to the Coordinator
- For parents/care givers starting with Service and who have a child care benefit subsidy percentage, the percentage will only be applied upon the centre receiving a letter from Centrelink stating the percentage given.
- All CCB records will be kept for 3 years from the last entry on the record in accordance with the Commonwealth Department Family and Community Services CCB Handbook

Late Collection Fees

- Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a \$10 fee any time with in the first 10minutes, and a dollar per minute after that.
- The fee will be automatically placed on the family invoice and will not attract child care subsidy

Absence

- Unless seven days notice is given of an absence, parents will be charged as normal for absent days.

- Parents must notify the Coordinator if a child is to be absent for a booked session. If this does not occur, then the parent will be charge a **\$5 confirmation of absence** fee.

Overdue fees

If there are outstanding fees of over \$50.00 or where no payment has been made in at least two weeks:

- In the first instance, an invoice will be issued with a reminder sticker
- If no payment had been received, the Administrator will remind the parent verbally and record when the parent will settle the account.
- If arrangements are not adhered to, the Administrator will issue a letter where the terms of payment are explained and the parents are informed that continued enrolment is dependant on the payment of the fees outstanding.
- A debt collection agency may be used if payment of fees has not been received.
- Management in its discretion may exclude the child temporarily or permanently from further attending the service, if parents have not met with the requirements

Vacation Care

- All fees in relation to Vacation Care must be paid in advance.
- All fees for After School and Before School Care must be paid before a child is accepted into Vacation Care

3.2 Childcare Benefit (CCB)

Childcare Benefit is a payment made to families to assist with the costs of child care. Australian residents using child care provided by approved child care service may receive Childcare Benefit. CCB is based on an income assessment. This can be applied for through the Family Assistance Office. All childcare details are confidential. You must also ensure you have contacted Family Assistance Office to link your family to this service. Please ensure you register the Provider Number for all of the components of care you require from us (Before, After and Vacation care) even if you may not require it at present. Failure to do this will result in paying full fees until Child Assessment Notice has been received by the Service.

3.3 Bookings

At Middle Park OSHC we attempt to cater to all families with regard to days needed for care. In order to plan for staffing and activities, it is important that children are booked in on regular days. The Service acknowledges that this is not always convenient for families. Consequently, the Service offers bookings on a casual basis. Please be aware that the acceptance of a casual booking is dependent on staff/children numbers. There may be times where a casual booking may not be accepted. In order to secure regular care for your child, it is recommended that a permanent, regular booking be made.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will not be attending on a particular day. Fees will not be charged if notice of an absence is given 7 days in advance.

Allowable or Approved Absences will be used for all other instances including Vacation Care cancellations.

No fee will be charged if your child is sick (with doctors certificate), or if you provide us with 7 days notice that you will be taking annual leave.

3.5 Allowable Absences

Families receiving Childcare Benefit are allowed 30 days per calendar year, per child, for 'allowable absences'. Allowable absence days can be taken for any reason. Once the 30 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are 'approved absence days'.

3.6 Approved Absences

CCB is also payable for absence taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation
- rostered days off
- rotating shift work
- temporary closure of school or pupil-free days
- public holidays
- periods of local emergency
- court ordered shared custody

Absence taken for the above reasons are called 'approved absence days'. There is no limit on the number of approved absence days a child's family can claim provided they are taken for the specified reasons. Copies of paperwork will be retained by Service.

Section**4****Important Contact Numbers****Centre Contacts**

Middle Park OSHC	37155700
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Emergency Numbers

Police	000	Mt Ommaney Police	3712 5222
Ambulance	000		
Fire Station	000	Mt Ommaney Fire	3279 0536

General Departments

Centrelink	136150
Department of Communities	3224 4225
Family Assistance Office (FAO)	13 61 50

Health

Community Health Service Centre	38622333
	13432584
Department of Health	32277111

Counseling and Support

Lifeline	13 11 14
Poisons Information Centre	13 11 26
Special Needs Support Service	3265 9326
Women's Health Info Line	3839 9988
Domestic Violence Telephone Service	1800 811 811
Relationships Australia	1800 600 636
PPP Parenting Program	3290 8900