

Gabbinbar

'Kids Inn'

Outside School Hours Care



Parent

Handbook

Last Updated July 2018

Centre Details

**Gabbinbar Outside School Hours Care
189 Stenner Street
Toowoomba 4350**

Contact Details:

**OSHC Direct: 4631 5266
Mob: 0447 711 248
School Office: 4631522
School Fax: 46315200
Email: oshc@gabbinbarss.eq.edu.au**

Provider Numbers:

**After School Care
555 008 573 H
Vacation Care
555 010 461 K**

Hours of Operation:

After School Care	3.00pm – 6.00pm
Before School Care	7.00am - 9.00am
Vacation Care	7.00 am – 6.00pm
Pupil Free	7.00am – 6.00pm
Public Holidays	Closed

Fee Schedule

Gabbinbar Outside School Hours Care fees and operational changes are as follows:

(Before Commonwealth Child Care Benefit reductions)

After School Care fee:

- \$26.50 per child per day for a regular/permanent booking
- \$ 30.00 per child CASUAL rate

Vacation Care fee.

- \$55.00 per child for an early booking (see cut-off date on booking sheet)
- \$64.00 per child per day for an Incursion or bookings made after cut-off date.
- Excursions will be charged at \$75 to cover entry fees and the cost of a bus.
- Bookings submitted will be deemed as accepted unless parents are notified otherwise. All vacation care bookings need to be paid in advance.

Before school care:

- \$12.50 for a morning session combined with After School Care on the same day.
- \$18.50 for Before School Care only.
- \$19.50 Before School Casual Fee

CASUAL ATTENDANCE

Any casual attendance will be paid in advance prior to attendance. Casual attendance cannot be confirmed until payment is received prior to care being provided. Due to the increasing numbers of the After School Care and Vacation Care services, we cannot guarantee your child a place if you do not book in early and confirm attendance with your payment.

CANCELLATION OF BOOKED PLACEMENTS

24 hours' notice is required for all cancellations for Before School care and After School Care. Where less than 24 hours or no notice is received, full fees will be charged. A non-cancellation fee of \$10.00 per child per day will be added to the fee if no notice is given prior to the booked session. Vacation Care cancellations need to be made on or before the Friday of the second last week of term. Staff and other costs have been incurred for the provision of the service based on places booked, and this charge will assist in covering those costs expended.

LATE FEE

Closing time of this Service is 6.00 pm. Parents who collect their children after this time will incur a late fee of \$15.00 payable immediately after 6pm and \$1.00 per minute after 10 minutes.

OVERDUE ACCOUNTS

An Administration Fee of \$5.00 per week applies for any account that is overdue by \$50.00 or more. An account is considered overdue if a payment is not received during the week of attendance, eg. by the last day of the week that the child has attended. This Administration Fee will be added to your account. After two (2) weeks overdue, you will be forwarded a letter advising you

of the fees and charges due (including the \$5 Administration Fee) and advising you that your placement will be reviewed if the fees are not paid by the end of the third week. A review will determine if your place will be suspended until the account in full is paid.

COMMUNICATION TO COMMITTEE REGARDING DIFFICULTY WITH ACCOUNTS

Where any parent expresses to the Coordinator any difficulty or issues related to payment of fees and charges, then the matters will be referred to the OSHC Sub-Committee. It is preferable that the parent/s put their concerns in writing, and given to the Coordinator in a sealed envelope marked CONFIDENTIAL – ATTENTION THE CHAIRPERSON.

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Section 1 About our Service

1.1

Philosophy Statement

Gabbinbar Outside School Hours Care

Gabbinbar Outside School Hours Care recognises the importance of play for children's development. By providing an environment that supports child initiated experiences and open ended resources we endeavor to foster the development of life skills where the children can build on their interpersonal skills, independence, problem solving, creativity and resourcefulness.

We recognise that for children to become confident in their world we need to provide an environment which encourages children to feel secure and develop a sense of belonging through trusting relationships with Educators and other children within the service.

Educators are committed to equity in all children and through positive role modelling of respectful interactions and relationships we aim to develop a sense of community where all children are welcomed and feel a sense of belonging.

Gabbinbar Outside School Hours care value's children's individuality and acknowledge that our children have a wide variety of interests, skills, cultural and family backgrounds, beliefs and special needs. We embrace the differences within our OSHC community and aim to encourage an environment of tolerance, empathy and respect for others. We aim to provide an environment that supports fair play, resilience and sportsmanship. We believe this will develop a sense of social conscience and values providing a pathway for children within our service to grow into becoming well rounded citizens.

Gabbinbar Outside School Hours care recognises the importance of developing a sense of environmental conscience. Children have access to natural resources and we provide an environment that practices sustainability through recycling, and children's involvement in our produce garden, reducing waste, and our involvement in the 'small green steps' program.

Gabbinbar Outside School Hours Care recognises the importance of promoting an awareness of healthy lifestyles through our sun safe policies, hygiene, safe practices,

opportunities for physical activity and growing food to contribute to our nutritious menu plans.

Gabbinbar Outside School Hours care recognises and respects parents as primarily responsible for the upbringing, protection and development of their children. We aim to support parents in that role and aim to develop partnerships based on respect, communication and acknowledgement of each family's needs, cultures and skills. We encourage parents to contribute their ideas and involvement in our program in any way they are able.

Gabbinbar Outside School Hours Care encourages and welcomes open discussion within the community on all issues relevant to the service's operation and strive to encourage and support an environment of ongoing learning and reflective practice. Educators strive to develop their skills through ongoing professional training to ensure they are able to provide for the varied needs of each child attending the service.

The philosophy is supported through practice which promotes children's learning by:

- . Adopting holistic approaches
 - . Collaborating with children
 - . Planning and implementing play and leisure activities
 - . Acting with intentionality
 - . Creating physical and social school aged care environments that have a positive impact on children's development, wellbeing and community-building.
 - . Valuing the cultural and social contexts of children and their families.
 - . Providing for continuity in experiences and enabling children to have successful transitions.
 - . Using reflection and documentation about children's wellbeing and learning to inform and evaluate programs and to support children in achieving outcomes.
- (My time, Our Place, Framework for School age Care).

Gabbinbar OSHC Service Goals

Service goals and practice are underpinned by the five Outcomes developed through My Time, Our Place. **Gabbinbar Outside School Hours Care** recognises that children's learning is influenced by each child's wellbeing, capabilities, dispositions and preferences; educator's practices and the environment; and engagement with the child's community. These Outcomes demonstrate how the Principles, Practices and Outcomes of the National Quality Framework combine to guide programming and assessment to promote children's opportunities for ***being, becoming and belonging***.

Children have a strong sense of identity:

- Children feel safe, secure and supported
- Children develop their autonomy, interdependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect.

Children are connected to and contribute to their world:

- Children develop a sense of belonging to groups and communities and an understanding for the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment.

Children have a strong sense of wellbeing:

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing.

Children are confident and involved learners:

- Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials.

Children are effective communicators:

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage in a range of texts and gain meaning from these texts
- Children collaborate with others, express ideas and make meaning using a range of media and communication technologies.

1.2 Licensee Information

Gabbinbar Outside School Hours Care is managed by the Gabbinbar State School P&C Association.

The Committee works closely with the Co-Ordinator and staff. Parent participation is encouraged throughout all aspects of the service. Monthly meetings are held on third Wednesday of each month at 7.00pm in the Staff Room in the Administration Building. The meetings have an agenda so that they can be kept short, items for discussion can be submitted to the school office or email pandc@gabbinbass.eq.edu.au. An OSHC Sub-Committee meets on a monthly basis that coincides with the scheduled P&C meeting and is held in the OSHC room.

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 committees and surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

The service is licensed under the Child Care Act 2002 and abides by the Child Care Regulations. The license is on display in the room.

1.3 Policies and Procedures

Gabbinbar Outside School Hours Care has an extensive Policy and Procedure Manual which reflects the Philosophy and Goals of our 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 located on the sign in/out desk in the Outside School Hours Care room.

In this Parent Handbook we provide a snapshot of policies, which will affect you, your family and individual child during the time with us.

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

Policies and Procedures are subject to change.

1.4 Enrolment and Orientation

Parents/Guardians are required to complete an enrolment form before any child is to attend the service. A meeting will take place on enrolment of your child. This is a great opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly 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 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 could be:

- 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 help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment process will be kept in the strictest confidence and used only for the purposes for which it was obtained. It is in your child's best interest that these forms are kept up to date.

See Enrolment Policy & Communication with Parents Policy.

1.5 Communication with Families

The service encourages communication with and participation by the parents/guardians because it enhances the service we provide. Parents/guardians are welcome to attend the service or talk to staff during operation. We encourage parents/guardians to voice any concerns in a way that will assist us to provide a better service. Information for parents/guardians will also be communicated through: regular newsletters; monthly open meetings between staff and parents/guardians; notices written by the staff, and approved by the management committee being given to parents/guardians when there are policy changes. Posters and brochures are available throughout the service at the sign in/out desk, relating to a number of subjects such as health and nutrition through to 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 years and provide a suggestion box and confidential grievance procedure for all service users.

See Communication Policy.

1.6 Respect for Children

The best interests of the child are our paramount concern at Gabbinbar Outside School Hours Care and our service endeavours 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 ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the service.

See Respect for Children Policy.

1.7 Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of the parents/guardians 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

1.8 Photos

This service encourages and plans children's participation and often documents this participation through photographs and observations of day to day activities we provide at Gabbinbar Outside School Hours Care. These photos may be used within the service on walls for displays and as part of our programming process. The children take great pride in having their day to day lives documented in this way. If photos are taken 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.

1.9 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 provide care for school children between Prep and Grade 7. The service will follow the priority of access guidelines set down by the Commonwealth Department of Families (See Child Care Service Handbook 2003) A copy of this is located at the service.

1.10 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 Policy**.

1.11 Parent Code of Conduct

Staff are available for parents to speak briefly to at all time when the service is open. Longer, more confidential appointments can be made to speak with the Director/Coordinator. If you wish to speak to someone other than the Director/Coordinator you can follow the **Complaints Handling Policy** outlined in the Policy and Procedures 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 parent 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.

1.12 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 two (2) adults at all times to ensure that they are protected from harm:

National Regulations	1 educator for every 15 children
At our service	1 educator for every 12 children
On excursions	1 educator for every 8 children
During water activities	1 educator for every 5 children

Staff names, positions and qualifications are on display near the sign in desk for parent's information.

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. All staff will have First Aid qualifications and a wide variety of experience in Outside School Hours Care, recreational, sporting, education 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 services 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 are present at

the service at all times.. Photos of staff are displayed at the sign in/out desk so that you are aware of who is watching your children.

Refer Staff Policies and Staffing Ratios Policy.

1.13 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts for Management Committee are at the back of this handbook. 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 sign in/out desk, at regular P&C; Management; 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.***

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. The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure and indicating a release of Duty of Care. If children who are booked in to the service for care have not arrived within ten minutes of expected arrival, parent/guardian will be contacted on the numbers provided.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00 pm. 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 \$15.00 will be charged immediately after 6.00 pm, with a further \$1.00 payable every minute after 10 minutes.** The correct time will be recorded on the 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 6.30 pm 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 of 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 centre.

- 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/children must provide a current copy of the custodial paper.

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 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 on the wall near the main entry. We ask all parents/guardians, staff and children to familiarise 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 centre is cleaned daily. Equipment is routinely checked to ensure that it is well maintained, clean and safe for children's use. In the case of 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 modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Gabbinbar Outside School Hours Care is a smoke free environment.

Refer Health and Wellbeing Policies.

2.8 Illness and Injury

Gabbinbar Outside School Hours Care 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 are 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 wellbeing 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 an 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 Infections 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. All medication will be administered by the Coordinator or a 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 form) of their child's particular health needs, including medication.

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

Refer Health and Wellbeing Policy.

2.10 Daily Routines

Children are signed in by a staff member immediately after school. A light, nutritious snack will be served at 3.15 pm. The menu is on display near the kitchen. 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 and a quiet space 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. As the environment is also noisy, we cannot do Home Reading with children.

Refer Homework Policy.

2.12 Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for morning and afternoon tea which include a variety of fresh foods. Through these snacks and cooking sessions, we endeavour 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 above the hand washing sink. Detailed information about our Nutrition Policy is available in our Policies and Procedures Manual. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Director/Coordinator. All food preparations on the premises are carried out within the guidelines set down in the National Food Safety Standards.

Breakfast will be offered until 8am for Before School Care and Vacation care.

2.13 Behaviour Management

The aim of Gabbinbar Outside School Hours Care 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 endeavour to manage behaviour 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 behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. If unacceptable behaviour continues, parent will be notified. If disruptive behaviour persists, consultation may be necessary with parents/guardians, the child, Coordinator and Management Committee. A written report will be sent to the parents/guardians 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.

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

Refer Behaviour Support and Management Policy.

2.14 Damage to Equipment or Facilities

As part of everyday 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/guardians will be informed and written permission will be sought prior to any observation taking place. In addition, no student, visitor or volunteer 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
- the cost
- proposed destination
- times of departure and return
- method of transport used
- activities to be undertaken.

Children are required to wear closed in footwear for ALL excursions. Children **MUST** wear a hat and sun screen at all times during outdoor activities. 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/guardian permission will be obtained before a child travels on any type of transport.

Refer Transport for Excursion Policy.

2.18 Clothing

During 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. Closed in shoes and shirts or dresses that have short or long sleeves are required to be worn to conform to our sun safety policy.

Children wear shoes at all times when playing outside unless engaged in water play. Hats will be worn. Wide brimmed hats are required to be worn during outside play.

Refer Preventative Health and Well Being Policy.

2.19 Babysitting

The service does not encourage or endorse staff and parents/guardians entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

2.20 Programming

A variety of supervised activities will be programmed for each day of 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 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/guardians. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the year and can be used as a means to convey parent's/guardian's and children's thoughts and input into the program. The weekly program is permanently posted near the sign in/out desk.

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.

Section

3

Payment for Care

3.1 Payment of Fees

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

Accounts are issued weekly and placed on the sign in/out desk or emailed. Payment is due at the end of the care week. Forms are included in the enrolment package. Payment can be also made by Direct Debit, by cash or cheque with agreement by the Coordinator. These payments will be documented in the collection book, which you will also need to sign.

Fees outstanding for more than four weeks will result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.

A debt collection agency will be appointed to recover monies outstanding for more than four weeks. Contact Coordinator to discuss payment of outstanding fees, confidentiality is assured. Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

3.2 Childcare Benefit (CCB)

Childcare Benefit is a payment made to families to assist with the costs of childcare. 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. It is the parent's/guardian's responsibility to obtain and forward to the Coordinator, a current Childcare Benefit letter stating your entitlement. 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 (After School 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 Gabbinbar Outside School Hour Care we attempt to cater to all families with regard to days needed for care. It helps in our planning for staff 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 restricted Child Care Benefit places there may be some days we will have to refuse care to casual bookings. If you need to change a regular booking please complete a **Change of Information** form so that there are no misunderstandings.

3.4 Attendance

Please notify the Coordinator promptly if your child/children will not be attending on a particular day. Planning associated with the delivery of our service, such as staffing, food and other expenditure reflect the daily expected attendances. Bookings may only be cancelled prior to 24 hours before a booked session. Bookings cancelled within 24 hours of the child's booked session will be marked as an allowable absence and full fees will still apply.

An additional non-cancellation fee of \$10.00 will be charged if your child does not attend on a booked day without prior notice from a parent/guardian.

3.5 Allowable Absences

Families receiving Childcare Benefit are allowed 42 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.

3.7 Bond Payment

A refundable bond payment of \$100.00 will be required from all families. This is to ensure the service is able to cover costs incurred for care if accounts are not kept up to date. The bond is charged once per enrolment, and will be refunded by cheque.

Section

4 Important Contact Numbers

Centre

Gabbinbar Outside School Hours Care	4631 5266
Gabbinbar State School office	4631 5222
P&C COMMITTEE	
President Shauna Whitely	46315222

Emergency

Police link	000 131 444
Flood or Storm SES	132 500

General Departments

Centrelink	my.gov.au
Medicare	132 011
Toowoomba Regional Council	131 872
Queensland Government	137 468
http://education.qld.gov.au	

Health Departments

Department of Communities	www.communities.qld.gov.au/communityservices
Dept of Families, Youth & Community Care	1800 809 078
Aboriginal & Torres Strait Islander Health	13 74 68
Australian Childhood Immunisation Register	1800 653 809

Counselling and Support

Lifeline	13 1114
Poisons Information Centre	13 1126
Women's Health Qld Wide	1800 017 676
Women's Infolink	1800 177 577
Child Support Agency	13 12 72
Family Relationship Advice line	1800 050 321

DVConnect womensline
1800 811 811
24 hours, 7 days a week

DVConnect mensline
1800 600 636
9 am to midnight, 7 days a week

Kids Help Line
1800 55 1800
24 hours, 7 days a week

