Mountain Creek OSHC

FAMILY HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome |

Our Family Handbook explains important information to assist you and your child's transition into care at Mountain Creek OSHC

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

We have an open-door policy and you and your family are welcome to visit our Service at any time.

Service Philosophy |

Mountain Creek OSHC are committed to providing children with quality learning opportunities, delivered in a safe, secure and stimulating environment, while aspiring to deliver the highest standard of care. All our endeavours support the values and mission of Mountain Creek State School, including the Creeker Code, benefiting the educational experience of all students. Mountain Creek OSHC is owned and operated by the Mountain Creek Primary P&C Association.

Mountain Creek OSHC *believes that each child has the right to be an active member of the community in which they live, to express their opinions and to have their views considered in decisions that affect them. We aim to teach and support personal growth by encouraging children to become active citizens in the community.*

We believe the best interests of the children and their right to play, learn and develop in a safe and nurturing environment, is the primary consideration in all decision making at the service and is visible in the actions, interactions, and daily work with the children.
We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions, we can build a foundation for successful lifelong learning.

We believe strong relationships between educators provide positive role-modelling to children. We acknowledge that parents and families are the child's primary educators, and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support and promote each child's health and wellbeing.

We acknowledge the important role that schools' play in children's education, learning and development and seek to develop complementary and supportive relationships based on collaborative partnerships.
We acknowledge through all aspects of service delivery, the intrinsic worth and strengths of all children and their families, and their right to equitable access and participation in the community.

The service believes that children have the right to have their individual and cultural identity recognised and respected. We value the diversity and believe all children have the right to be included and participate. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. We seek to embed Aboriginal and Torres Strait Islander perspectives in our day-to-day practice with children and families through our commitment to reconciliation and acknowledge our local Gubbi Gubbi Tribe.

We value ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children. Our reflective practice guides changes for improvement and directs our programs.

Contents

WELCOME....1
SERVICE PHILOSOPHY | 2
SERVICE INFORMATION | 5
Service Type | 5
Contact Information | 5
Management Structure | 5
Our Team of Educators | 6
OUR COMMITMENT TO CHILD SAFETY | 6
CODE OF CONDUCT | 7
OUR EDUCATORS AND STAFF | 7
NATIONAL QUALITY FRAMEWORK | 8
REGULATORY AUTHORITY | 8
Educator to child ratios | 8
EDUCATIONAL PROGRAM | 9
My Time, Our Place | 9
Goals for your child at our Service | 10
Documentation of Children's Learning | 11
COMMUNICATION | 11
ENROLMENT INFORMATION | 12
Enrolment Form | 12
Family law and access | 12
Authorised Nominees | 13
Authorisations | 13
TRANSPORTATION | 14
EXCURSIONS & INCURSIONS | 14
PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION | 15
MEDICAL CONDITIONS | 15
Allergies, Asthma, Diabetes or Epilepsy | 15
Diagnosed Disability and Additional Needs | 15
FEES, REBATES AND ATTENDANCE | 16
Fees | 16
Statement of Fees | 16
Payment Methods | 16
Bonds | 17
Penalties | 17
Child Care Subsidy (CCS) | 17
Complying Written Agreement (CWA) | 18
Allowable Absences | 18
Fees in Arrears / Financial Support | 19

Permanent and Casual Bookings | 19
Waiting List | 19
Priority of Access | 20
Vacation Care | 20
Industrial Action | 20
Make-Up Days | ..... Error! Bookmark not defined.
Service Closing Time and Late Collection Fees | 20
Withdrawal From Care / Reducing Enrolment Days | 21

SERVICE POLICIES AND PROCEDURES | 21
Arrival and Departure | 21
Parent Participation and Feedback | 21
Technology, Television and Devices | 22
Homework | 22
Food and Menu | 22
Toys | 23
Behaviour Guidance | 23
Physical Play | 23
Sustainability | 24
Sun Safety | 24

FAMILY INVOLVEMENT | 25
Your Occupation or Hobby | 25
Your Home Culture | 25
Reading | 25
Recyclable Items | 25
Special Events | 26
Suggestions | 26
Community Information | 26

HEALTH AND HYGIENE | 26
When should I not send my child to the Service? | 27
Infectious Diseases | 27
Immunisation | 28
Medication | 29
Incidents, Injury, or Trauma | 29

SAFETY IN OUR SERVICE | 30
Emergency and Evacuation Procedures | 30
Drop-Off and Pick-Up Time | 30
Workplace Health and Safety | 31
Social Media | 31
Privacy and Confidentiality | 32

PARENT ACKNOWLEDGEMENT 32

Service Information |

Our Service caters to primary school aged children. We are open Monday to Friday for Before and After School Care during the school term.

Before School Care hours are: 6:30am to 8:30am and After School Care hours are 2:30pm to 6:00pm.

Our office hours are 8:30am to 2:30pm.

Vacation Care operates during the holidays, Monday to Friday between the hours of 6:30am to 6pm.

The Service closes for two weeks over the Christmas/New Year period. These exact dates will be advised as they differ each year. Our Service is closed on QLD public holidays. Notice will be given via our OWNA app, post in the sign in/out kiosk area and newsletters when these days occur.

Service Type |

Mountain Creek Outside School Hours Care operated by Mountain Creek P&C Association.

Contact Information |

Phone: 0439 700 524

Email: hello@mountaincreekoshc.org.au

Websites: www.mountaincreekoshc.org and https://mtncreekss.eq.edu.au/facailities/out-of-school-hours-care

Facebook: Mountain Creek OSHC

Management Structure |

Approved Provider: Nathan Bailey & Paula Spivey

Service Manager: Jason Spivey

Nominated Supervisor: Samantha Beyer

Assistant Coordinator: Leah Gabbitas

Educational Leader: Alison Hall

Our Team of Educators |

Sophie Spencer

Hannah Cheal

Zac Hanson

Ruby Hopper

Connor Hanson

Jenna Peters

Holly Shenton

Mia McNeill

Holly Davies

Amber Grant

Morgan Griffiths

Hanah Bowater

Laurel Lord

Molly Shuttleworth

Jamie Cope

Our Commitment to Child Safety |

Our Service is committed to ensuring the safety and wellbeing of children and young people is maintained at all times whilst being educated and cared for by educators and staff at Mountain Creek Outside School Hours Care. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Children Checks.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.
We aim to ensure our education and care service is a tobacco, drug and alcohol-free environment at all times in accordance with Education and Care National Law and Regulations. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

Code of Conduct |

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

Our Educators and Staff |

Our Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.
We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and their families.

All staff hold valid Working with Children Checks/Cards and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.
All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

National Quality Framework |

Our OSHC Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at ACECQA/nqf/about

Regulatory Authority |

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in QLD. To contact our Regulatory Authority, please refer to the contact details below.

Department of Education – Early Childhood and care –

Ph: (07)5352 9910

Email: maroochydore.eded@qed.qld.gov.au

Educator to child ratios |

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children and young people. Our Service always meets the prescribed educator-to-child ratio of 1:15.

Responsible Person:	1:30
At the Service:	1:15
Excursions:	1:8
Swimming/water-based activities:	1:5

Educational Program |

We provide a range of both structured and non-structured play-based learning experiences that are designed to be are stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning. The development of our program guided by the My Time, Our Place Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders. Our program format varies for before and after school care and during vacation periods. 'The Framework provides broad directions for school age care educators to ensure children and young people are supported, celebrated and connected to their community, taking account of their wellbeing, learning and development.' (MTOP, 2022, p. 7)

My Time, Our Place |

Fundamental to the Framework is a view of children and young people's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for children and young people's play and leisure is provided in the MTOP Framework:

"All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives." (MTOP, 2022, p. 6).

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbourhoods and a global community. Belonging acknowledges children and young people's interdependence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children and young people are now and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children and young people's lives. It is about knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children and young people develop their interests, curiosities and explore possibilities. School age care settings give children and young people time and place to collaborate with educators to organise activities and opportunities meaningful to them.

BECOMING

Children identities, knowledge, understandings, dispositions, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming acknowledges children and young people's ongoing learning and development. It emphasises the collaboration of educators, children and young people and families to support and enhance children and young people's connections and capabilities, and for children and young people to activity participate as citizens.
(My Time, Our Place. 2022. V.2.0. p. 7)

Goals for your child at our Service |

Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.

(adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council)

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship.

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the 5 outcomes outlined in the Framework for School Age Care-*My Time, Our Place*. These include:

Outcome 1: Children and young people have a strong sense of identity

Outcome 2: Children and young people are connected with and contribute to their world

Outcome 3: Children and young people have a strong sense of wellbeing

Outcome 4: Children and young people are confident and involved learners

Outcome 5: Children and young people are effective communicators

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.

Documentation of Children's and young people's Learning |

Children and young people's learning may be documented as part of our continual planning cycle. Documentation may be collected in a variety of ways to assist with ongoing reflection, evaluation and assessment of their wellbeing, strengths, interests, behaviours and relationships. Documentation may include:

- Child's voice
- Input from families and educators
- Observations
- Children's risk assessments
- Work samples
- Children's and young people's critical reflection

The group children and young people's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. This documentation will be available for you to review at your convenience.

Communication |

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of the time spent at our Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service. You are encouraged to talk to our Nominated Supervisor to arrange to meet your child's educator at a mutually convenient time.

Our Service uses the OWNA app to provide real time updates about your child.
We have many types of communication we use for families, including:

- School newsletters
- Phone calls
- Emails
- OWNA
- Face to face upon pick up/drop off.
- Daily floor books

Enrolment Information |

Prior to your child commencing at our Service, you'll be required to complete an online enrolment form and provide mandatory documentation.

Enrolment Form |

If you require assistance completing the enrolment form, please contact our Nominated Supervisor or responsible person in charge for assistance.

We will require the following documentation:

- a copy of your child's birth certificate or identity documents (Passport)
- your child's Medicare number (if available)
- certified copies of any court order, parenting orders or parenting plans
- an immunisation history statement from the Australian Immunisation Register

Please note, the names written on the enrolment form must match the names on your child's birth certificate. Enrolment Records will be required to be updated annually or whenever your circumstances change. You can update any personal information (ex. address, mobile number, banking details) all via the OWNA app to which will notify the nominated supervisor by email that these changes have been made.

Family law and access |

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance with our *Record Keeping and Retention Policy.*

Inclusion Of All Children |

If your child has a disability or learning, behavioural difficulty, please speak to our Nominated Supervisor at least [2 weeks] prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Authorised Nominees |

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations |

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

Transportation |

As part of our service, we provide transportation between our Service location and primary schools and other locations during school holidays whilst participating on excursions. The safety of children and young people enrolled in our service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure supervision at all times and ensure all attendance records are checked and maintained when children embark and disembark a vehicle. Educator to child ratios are strictly adhered to at all times. For regular transportation, including transporting your child to and from school, written authorisation will be required once every 12 months unless circumstances change. Any other forms of transportation will require individual written authorisation. Please see our *Safe Transportation Policy* for further information.

Excursions & Incursions |

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion Policy.*

Photographs, Social Media, Promotion |

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote our Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

Medical conditions |

Allergies, Asthma, Diabetes or Epilepsy |

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed Disability and Additional Needs |

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Nominated Supervisor prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability

Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.
Our Service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access. Our Educational Leader will also develop in collaboration with your child and self to create a Individual Support Plan to help assist and support educators in how to help assist your child in moments of dysregulated feelings, triggers, interests and current valuable information.

Fees, Rebates and Attendance |

Fees |

Below is our full fee schedule from the 28th of January 2025, before Child Care Subsidy (CCS) has been applied.

Permanent Before School Care: $24.00

Causal Before School Care: $29.00

Permanent After School Care: $35.50

Casual After School Care: $40.71

Vacation Care: $88.74 Service Session, Incursion $100, Excursions $105

Non-Notification of absence ASC: $20 per child

Failure to accompany and sign your child/ren in and out of the service: $10 per child per session

Late collection fee (after closing 6pm): $1.00 per minute

Vacation Care Hours: 6:30am-6pm

Statement of Fees |

Each week OWNA will generate a statement/invoice before your weekly debit is actioned. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Nominated Supervisor as soon as possible.
Families are provided with access to OWNA to access account information. Each family will be provided with individual log-in details, families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

Payment Methods |

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted weekly on a Tuesday.

Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

Fees must be paid via Electronic Funds Transfer (EFT) (effective 02 July 2023)

Bonds |

Other Fees & Charges:

Credit cards used for payments will incur a charge.

Fees are to be kept one week in advance. If fees are outstanding for two weeks, we may reduce enrolled days or terminate the enrolment.
Please note that additional charge of $2.50 will apply for any failed transactions as a result of insufficient funds.

Penalties |

Non-notification of absence ASC: $20.00 per child

Late collection fee: $1.00 per minute per child after 6pm

Non-booking fee: $5.00 will apply if your child arrives without a prior booking.

Child Care Subsidy (CCS) |

Child Care Subsidy offers assistance to families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- **Combined annual family income**
- **Activity test – the activity level of both parents**
- **Service type –** type of childcare service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the MyGov website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Complying Written Agreement (CWA) |

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the MyGov website.

Allowable Absences |

Parent/guardians must notify the Service by **2pm** if a child will be absent from an After-School care session. This is so that staff are not searching the premises for a child that has been collected or was not at school.
*Please note that a $10 fee applies for failure to notify us of your child/ren's absence.

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through the OWNA app.

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to **42 days per child per financial year**. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the Nominated Supervisor about additional absences.

You can access your child's absence record on your online statement by selecting **'View Child Care Details and Payments'** on your Centrelink online account. You can also do this using the Express plus Families mobile app.

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child. If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.
Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations, please speak with the Nominated Supervisor for further information.

Fees in Arrears / Financial Support |

If fees are outstanding after two weeks, we will reduce enrolment or terminate enrolments.
Should fees still be outstanding after three weeks, a debt recovery process will be implemented, and additional late fee added to your account. Mountain Creek OSHC reserves the right to suspend/withdraw your child's enrolment if your account is overdue after 2 weeks.
If you are experiencing financial hardship, please speak to the Nominated Supervisor or Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

Permanent and Casual Bookings |

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 1 week
- are chargeable regardless of attendance

Casual bookings are one off bookings that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via OWNA App, email or text is given

Waiting List |

Casual waiting list: On the casual booking system via OWNA – when the day/session you require states 'unavailable' in grey, tapping the bell icon will automatically place your child/ren on a casual booking waiting list and email the service to notify the Co-Ordinator to create more spaces if we aren't at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our *Priority of Access process.*

Priority of Access |

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Vacation Care |

Our Service provides Vacation Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days. The program will be distributed to parents by week 7 of each term. Parents/guardians will be able to book Vacation Care via the online casual booking section on the app.

Industrial Action |

Our Service will strive to meet parents needs for care during Industrial action/strike days/stop work meetings. On most occasions our Service will extend our hours to provide care however this will always be dependent on; the amount of notice given (of the industrial action) and availability of staff. In any case, families will be notified in writing by the Director/Responsible Person.

Service Closing Time and Late Collection Fees |

Please be aware our Service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm. The fee is $15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

Withdrawal From Care / Reducing Enrolment Days |

We require 7 days written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please see the Nominated Supervisor to obtain the required form to complete. Children are not able to attract CCS for any days after the last day your child physically attends our Service. *There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.*

Service Policies and Procedures |

You will find a copy of our Service policies and procedures in the OWNA app under the document/policies. We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.
Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement with feedback helps us to improve our Service and may lead us to change our policies and procedures.

Arrival and Departure |

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our online kiosk by an authorised person or on your personal device via the OWNA app.
No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

Parent Participation and Feedback |

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback. You can be involved in our Family Committee. Your involvement can be as formal or active as you like as

time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We seek input from families on all aspects of the Service.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available via the OWNA app to which you can access at any time.

Technology, Television and Devices |

Our Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision. On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G.

Mobile phones and smart watches are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required. Some children and young people with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's enrolment record.

Homework |

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space, staff support and resources to complete their homework.
If you would like your child to be encouraged to complete their homework please notify the Responsible Person.
Please note that educators will not force your child to do homework while in care.

Food and Menu |

Our Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide Breakfast, Afternoon Tea and a late snack if requested (fruit or plain biscuit).
A fortnightly menu will be on displayed in the parent areas and on the OWNA app. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.
We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

Toys |

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

Behaviour Guidance |

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectations. This policy allows children and young people to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

If you require further information on this policy, please ask educators and refer to the Policy manual.

Physical Play |

Physical play includes activities that use physical movements to allow children and young people to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day.
Our Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and

und understand their limits

- learn to cooperate and share with others
- promote healthy growth and development

Sustainability |

Our Service is passionate about sustainability. We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing democracy and citizenship.
In order to empower our sustainability program, we emphasise children and young people's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy and conserving water. We aim to provide children and young people with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

Sun Safety |

Children and educators 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 30+), which is reapplied according to the manufacturer's recommendations. We have a Sun Smart station where children can apply sunscreen upon arrival to After School Care and before playing outside during Vacation Care.

SUN HAT

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please

note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

Family Involvement |

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby |

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

Your Home Culture |

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

Reading |

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our Service.

Recyclable Items |

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Special Events |

Our Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

Suggestions |

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.
If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

Community Information |

We have a community notice board at the entry to our Service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis. Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

Health and Hygiene |

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

Our Service cares for children and young people before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC) – *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.
Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns. Please remember that Make-up Days are only applicable when the Service has been informed of the child being away by 7am on the day - not if they are sent home during the day.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has

any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

CONDITION	EXCLUSION PERIOD
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness. (Not including COVID-19)
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried.
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Immunisation |

When enrolling your child at our Service you will be asked to provide an Immunisation History Statement as recorded on the **Australian Immunisation Register (AIR)** to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through **myGov.**

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.
If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child will be considered as not being immunised and will not be able to attend the service.

Medication |

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given to directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office. Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times.
Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Incidents, Injury, or Trauma |

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. **Please note that Ambulance cover is the responsibility of each family.*

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Safety in our Service |

Emergency and Evacuation Procedures |

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.
Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Drop-Off and Pick-Up Time |

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children and young people will be effectively supervised at all times while attending the Service.

- Please always hold young children's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children

- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

Workplace Health and Safety |

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.
Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Social Media |

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Nominated Supervisor and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form.

We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

Stay connected and find us on Facebook: Mountain Creek OSHC | Sunshine Coast QLD | Facebook

Privacy and Confidentiality |

We are committed to protecting the privacy and confidentiality of children, young people, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. *(This may include Child Information Sharing Scheme or Family Violence Information Sharing Schemes in our state/territory).*

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.
Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, young people, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy.*

Parent Acknowledgement

I/We have read this handbook carefully. I/We understand the commitment that you are undertaking and our responsibilities to the Service.

I/We have completed the enrolment form at the Service and provided the required documentation for our child.

I/We have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

I/we agree to notify Mountain Creek OSHC of any changes that may affect the education and care of our child (changes to court order, parenting orders, authorised nominees, Medical Management Plans, medication etc).

Family Name & Date:	
Parent Name/s	
Child/ren's Name	
Parent Signature	
Parent Signature	

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the Service.

Have you completed the orientation evaluation? Please circle Yes / No