

Caravonica State School



P & C Association Outside School Hours Care

***This service is rated overall at Meeting National Quality Standard* (September, 2018)**

PARENT HANDBOOK

2024/2025

Updated November 2024

Service Address: Lot 3 Kamerunga Road

Service Postal Address: P.O. Box 198

Smithfield, QLD, 4878

Phone: 07 4037 0500

Mobile: 0417 796 517

Email: oshc@caravonica.com.au

Family Assistance Office (Centrelink): 13 61 50

Office for Early Childhood Education and Care: 13 74 68 or Cairns office: (07) 4037 3911

Hours of Operation

Before School Care:	7:00am - 9:00am
After School Care:	3:00pm - 6:00pm
Vacation Care:	7:30am - 6:00pm
Pupil Free Day:	7:30am - 6:00pm

Session Fees

Before School Care:	\$18.50 per child
After School Care:	\$27.50 per child
Vacation Care:	\$65 per child
Pupil Free Day:	\$65 per child

*Please note that a **\$65 deposit** is required when placing a **booking for Vacation Care**. There are also additional fees that are incurred during Vacation Care for excursions & incursions.

FEES ARE PAYABLE WEEKLY

PAYMENT OPTIONS

Direct Debit – BSB: 064 836 - ACC: 1004 7577 (Ref: child) – EFTPOS at service – Debit Success Third Party

Centrelink Reference Numbers (CRN's)

Before School Care:	555 008 623 J
After School Care:	555 008 623 J
Vacation Care:	406 977 716 K

Please ensure that your child is registered with Centrelink for this service. If in doubt, please contact Centrelink on 13 61 50 between 8am-8pm.

For all other enquires please contact:

Caravonica OSHC
(07) 4037 0500

Email: oshc@caravonica.com.au

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The following forms will need to be returned to the service before your enrolment is finalised

- 3 forms: Enrolment form; Evacuation Excursion Form; Payment Terms Form
- Copy of immunisation records (which must be up to date)

If applicable

- Asthma Alert Form*
- Health Care Plan
- Allergy Alert Form*
- Court Orders/parent orders/ parenting plans affecting access

*** Children diagnosed with asthma or anaphylaxis cannot attend care until current action plans have been received**

WELCOME TO YOUR SERVICE

Caravonica Outside School Hours Care (OSHC) was established in the mid 1970s and operated from the undercover area adjacent to the school tuckshop. Vacation Care commenced in 2001 and Before School Care in January 2006. In May 2004 the current premises were extended and renovated. We are situated at the eastern end of "B" block; Before School Care currently caters for up to 75 children; After School Care up to 150 children; and Vacation Care and Pupil Free Days up to 90 children per day. Our service aims to provide the highest possible care and guidance for all children attending the program. It is through collaboration with children, families and staff that an interesting and stimulating learning and play environment can be achieved.

We are confident your time with us will be of benefit to both our OSHC community and your family. Please take the time to read this booklet. It will assist you in familiarising yourself with your service. Please do not hesitate to ask staff any questions you may have. If we cannot answer your queries on the spot, we will arrange an alternative time for discussion.

SPONSOR AND LICENSEE

The Licensee is: CARAVONICA STATE SCHOOL P & C ASSOCIATION – LICENCE NUMBER: 27764

Licensee Address: PO Box 198 SMITHFIELD 4878

Caravonica Outside School Hours Care is licenced by the Office for Early Childhood Education and Care. The service has been assessed as **Meeting National Quality Standard** (September, 2018).

MANAGEMENT STRUCTURE

Caravonica Outside School Hours Care is keen to ensure that parents have an ongoing involvement in the service in relation to local issues, to provide feedback on operational issues and annual policy review.

The P&C Executive supports the staff and licensee with the day to day running of the service. The election of the committee is held at the Annual General Meeting in March. Monthly P&C meetings are held on the 3rd Monday of each month in the school staff room. Parents are encouraged to attend these monthly meetings. Policy and management issues should be directed to the P&C via the grievance policy attached to this handbook.

As an Outside School Hours Care Service, we are bound to comply with the Education and Care Services National Regulations and The National Education and Care Services Law.

MISSION STATEMENT

Caravonica Outside School Hours Care is committed to child-centred and holistic quality learning that will address equity of access and outcomes and will respect and encourage family and community involvement whilst incorporating quality practices into the learning environment.

SERVICE PHILOSOPHY

Caravonica Outside School Hours Care is committed to providing a quality service that believes in the following:

- The child's best interest is at the heart of all decision making.
- We support children's physical, emotional and social needs and promote positive behaviours in a safe and caring environment.
- Children have the right to their individual and cultural identity, and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.
- We recognise the importance of play and provide meaningful programs, which incorporate elements of daily real- life experiences.
- We recognise freedom of choice and offer recreational experiences both age-appropriate and child-initiated that supports the uniqueness of each child.
- We work in partnership with families to support their role as primary and principal educators and carers of their children. We aim to meet the needs of all families by recognising that each family is unique with individual interests, abilities, beliefs, customs and cultures.
- Children, parents, staff and relevant community members are treated with respect and their views in relation to the operation of the service are considered and valued. We welcome and value open discussion and feedback on all issues relevant to the service's operation.
- We acknowledge our responsibility to educate children about the importance of the natural world. We are conscious of our carbon footprint and look at ways to minimise our effect on the natural environment.
- Through professional development we seek and value new knowledge in child development theories and best practices and reflect this in our service.

SERVICE GOALS

Our service goals are based on the following:

For children to:

- Actively participate in the service, be a valued independent member of the service, and to feel safe and secure, both physically and emotionally.
- Express their ideas, creativity and feelings naturally and responsibly
- Have the right to their individual and cultural identity
- Be respectful to themselves, other members of the service and the school environment
- Take responsibility for their own behaviour, behave in a manner that respects the rights of others, including the right to play and learn

For parents, caregivers & families to

- Feel welcomed, valued and respected
- To show an active interest in the child's time in the service, and be able to express and share their culture, concerns, ideas and experiences.
- Contribute positively to behaviour support plans and support staff in maintaining a safe and respectful environment for all children within the service.

For educators to:

- Provide activities to develop each child's social, emotional, physical and creative skills that are age appropriate.
- Develop caring relationships with children and families and to provide an environment that promotes respect for **all** including children and families with additional needs.
- Provide a safe, clean, healthy environment and to provide healthy and nutritious meals.

ENROLMENT AND ORIENTATION

For Families:

Parents/guardians are required to complete an enrolment form before any child is to attend the service. Enrolment is open to school age children (4-12) who are attending prep to year 6 at the school.

On return of the completed enrolment form and immunisation records (**children must be immunised to attend this service**), the coordinator will arrange a time to discuss the general operations of the service, highlighting various aspects of the program i.e. child protection, grievance and feedback procedures, staffing, parent information board, fee payment and sign in / sign out procedures. If required, service information and other relevant community information can be translated. Please speak to the coordinator if you require this service.

This is a fantastic time to discuss with us what will make your child's time with us enjoyable, particularly the initial few weeks. Should your child have a special consideration please discuss with the coordinator.

Each newly enrolled family will receive a copy of the Parent Handbook detailing selected policies and conditions of enrolment. It will then be the parent/guardian's responsibility to familiarise themselves with the contents.

Children's enrolment forms will be updated yearly by the service or immediately after receiving a request from the parent/guardian to update any detail in the child's record.

All bookings will be valid for the current school year. A new enrolment form will need to be completed for the following school year.

For children:

Upon commencement at the service the child/children will be shown around the service generally by a staff member and where age appropriate an assigned buddy and important areas will be highlighted (i.e. toilets, drinking bubblers, boundaries, food storage etc.) All staff will be introduced to the child, as will other children with whom the child may wish to play. The grievance and feedback procedure will also be explained so that children will feel at ease to openly communicate with staff regarding issues or concerns that may arise (where age appropriate).

SIGNING CHILDREN IN AND OUT

For accountability, legislative and safety reasons all children need to be signed **IN AND OUT EVERYDAY** by a parent/guardian or other authorised nominee whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so.

- Before School Care: All children must be signed in by an authorised person and signed out by an educator (failure to sign your child in means you will be called to return to do so)
- After School Care: All Children must be signed in by an educator and signed out by an authorised person.
- Vacation Care/Pupil Free Days: All children must be signed in and out by an authorised person.
- If children who are booked into After School Care have not arrived within ten minutes of expected arrival, the parent/guardian will be contacted on the phone numbers provided.
- Staff will ensure that children are only released to the person/s authorised on the Enrolment Form.
- Where no authority has been given for an alternative person to collect the child/children, permission via email or phone will be required. Proof of identity will be requested upon arrival.
- Information provided to the service on enrolment must be kept up to date, with particular reference to **contact details and medical history**.
- Written permission must be given if you require your child to attend activities within the school grounds.
- Children will not be permitted to leave the service unaccompanied unless written authorisation has been received detailing a time of departure, indicating a release of Duty of Care.
- Children attending an activity on school grounds and returning to the service must sign in at After School Care before attending the activity.
- Staff may not be available to escort children to these activities due to staffing ratios.

PRIVACY STATEMENT – PHOTOS

In order to protect children and better provide its services, the service seeks and deals with personal and sensitive information relating to families, children and others. The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Our service supports the principles of privacy and confidentiality and will at all times protect the privacy of its families, staff and visitors. Personal information will only be used for the purposes outlined in the enrolment form.

All records will be stored in a locked facility with access limited to the Nominated Supervisor and staff authorised by the Nominated Supervisor. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the coordinator about accessing these records.

Photos:

On occasions, your child may be photographed participating within the day to day activities we provide at Caravonica Outside School Hours Care. These photos may be used within the Service - on walls etc. – as part of our programming process. The children take great pride in having their day to day activities documented this way. The service will follow **whatever authorisation you have stipulated on the enrolment form**. If photos are taken at any other time or for use in any other project (e.g. a student who wants to conduct a child profile as part of their studies) parents/guardians will be consulted and **written permission will be required**.

Priority of Access and Non-Discriminatory Access:

The 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.

MEDICATION

Should your child require ongoing medication, e.g., Asthma relief etc. please provide a current Asthma Action Plan from a medical practitioner and an Individual Risk Minimisation Plan will be developed for your child. Children cannot attend the service without a current medical action plan and medication.

When medication is administered at the service:

1. Parents must complete the "Authorisation to Administer Medication Form", which is available at the service.
2. Medication must be in its original packaging, with pharmacy label attached, indicating the child's name, dispensing details and expiry date. This applies to all medications, regardless of whether they are non-prescribed (such as cough medicines, antiseptic cream etc.) or prescribed (antibiotics etc.) 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 by another witness.

3. Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted. Parents/guardians are requested to advise the Service (via enrolment form) of their child's particular health needs, including medication.
4. If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the service, parents/guardians and health professionals to ensure immediate action in case of an incident. Please ensure the service is aware of this by detailing it on the enrolment form.

ILLNESS, ACCIDENT, AND EMERGENCY

The service actively strives to avoid injuries occurring at the service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents/guardians with respect to injuries and illness of their children are acknowledged and will be taken into account when administering all first aid/care.

We are unable to care for children who are sick or who have a contagious illness. In most cases medical clearance must be obtained before a child is able to return to our service.

In the event of an illness or injury to a child, first aid will be administered by a qualified staff member. If medical assistance is required, parents will be contacted immediately. Should it be required, an ambulance will be called and the child taken to the hospital. Should it be required, a staff member will accompany the child. Please ensure **emergency contacts are regularly updated on the enrolment form.**

Staff will complete an Illness/Incident/Injury Report Form as soon as practicable, and parents/guardians are also required to sign this form.

Should the child receive medical attention, an "I01 Notification of Incident" is required to be completed and signed by the parent/guardian. The service will lodge the form with the Office for Early Childhood Education and Care.

Staff may, with parent/guardian consent, apply calamine or Stingose on your child if required

CHILD CARE SUBSIDY (CCS)

To assist families with the payment of child care fees, families using the program may apply for Childcare subsidy (CCS) rebate through the Family Assistance Office. This benefit is means tested and the amount of fee discount will vary from family to family. The parent/carer and the child Customer Reference Number (CRN) and date of birth (DOB) are required to apply CCS to your account. **Parent/carer must contact Centrelink directly to apply for CCS and are responsible for familiarising themselves with all the conditions and guidelines around which it is received.**

Note Children cannot commence or finish care with an absence. (If this occurs, parents will be liable for full fee – (No CCS benefits will apply)

It is essential that the information provided to the service **precisely matches** that submitted to Human Services. Any discrepancies will lead to the service being unable to process the CCS claim and ensure the appropriate reduction in your fees. **Please note, that parents/carers will be responsible for full fees until confirmation of care has been established through your MyGov account (as we may be unable to backdate payments).**

If parents/carers hold a separate CRN (separate accounts), an enrolment form for each parent will need to be completed. The service will not have the ability to charge reduced fees until all relevant **information is provided by the family to Human Services Office**. For more information contact the Human Services office on **13 61 50** (Centrelink). Please ensure you register for all the components of care you may require from us (Before School Care, After School Care and Vacation Care) even if you may not require it at present.

A number of fact sheets explaining Child Care Subsidy are available on the Department of Education and Training website (www.education.gov.au/families).

MyGov: www.my.gov.au – to create and then access a Centrelink online account, to make Child Care Subsidy claims and view the status of claims.

PAYMENT OF FEES (Payment Terms form required to be signed)

Our Outside School Hours Care Service aims to provide a quality service to families at an affordable price. We rely on the prompt payment of fees to maintain an effective and efficient operation.

The service will:

- Provide statements on a weekly basis via email.
- Inform families of changes to fees in a timely manner.
- Keep attendance up to date.
- Be sensitive and responsive to families in times of financial hardship.

Families will:

- Make **WEEKLY** payments (failure to pay will result in cancellation of care).
- Inform service of any absences and changes to bookings.
- Inform staff of any inconsistencies with their child care statement.
- Fees are **payable** for all booked days including absent days i.e. sick days, holidays
- Vacation Care/ Pupil Free day - Total fees finalised 7 days after completion of care.

Failure to meet these terms will result in your child/children being unable to enrol in the next Vacation Care/ Pupil Free Day program.

PAYMENT OPTIONS –

Direct Debit – BSB: 064 836 - ACC: 1004 7577 (Ref: child) – EFTPOS at service – Debit Success Third party

Fees outstanding for more than **two weeks** for Before School Care and After School Care will result in **enrolment being terminated until all fees are paid**. Your child/children will then go onto the waiting list, until paid a place becomes available to attend again.

A debt collection agency may be appointed to recover monies outstanding for more than four weeks. Contact the Coordinator to discuss payment of outstanding fees; confidentiality is assured.

ABSENT DAYS

Please contact the service on (Ph 4037 0500) if your child/children will be absent on any day they are booked into care. If the phone is unattended, please leave a message or email the service. Absences can also be advised through the Xplor Home App. Each child is eligible for child care subsidy for the first 42 absences from care across all approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation. As all absent days must be reported, **all absent days must be initialled by an educator and must be signed by the parent or guardian as soon as possible.**

*NB: Children cannot commence or finish care with an absence. (If this occurs, parents will be liable for full fee – **(No CCS benefits will apply)***

CANCELLATION POLICY

It is most important that you notify the service of any cancellations to your child/children's booking/s in **writing or by email**. Our service is bound by regulations which stipulate staff to child ratio: Timely cancellations allow us to adjust the staff rosters, which in turn assists us to keep operation costs at a minimum.

- Cancellation of a permanent Before School Care and After School Booking requires **7 days' (one week) notice in writing**.
- Cancellation of a Casual Before School Care and After School Care Booking requires **24 hours' notice (One full working day)**.
- *Cancellation of a Vacation Care/Pupil Free Day Booking requires **7 days' (one week) notice in writing**.
- Full fees apply if the required notice of any changes is not adhered to.
- If your child does not attend on **the first or last day** of booked care, they will be charged **full fees** as no CCS benefits will apply.

LATE COLLECTION AND FEES PAYABLE

We ask for your co-operation by collecting your child by **6.00pm**. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child/children on time, please contact the service as soon as possible. When no contact has been made after Outside School Care closure, the staff will attempt to phone parent/guardians and/or emergency contact people listed on the child/children's enrolment form to arrange for immediate collection.

If your child is not collected on time, **a late fee of \$10.00 per child for the first 10 minutes (regardless of whether you are 2 or 10 minutes late) will apply. \$1 per minute/per child will apply thereafter.**

If a child is not collected by 6.30pm **and emergency contacts cannot be reached** the coordinator will contact the Police to collect children who are still at the service.

UNAUTHORISED COLLECTION

In the event an unauthorised person attempts to remove a child/ren from the service, the Coordinator will be notified immediately. Educators will make every effort to ensure that the child remains at the service however, in doing so, the Coordinator and/or educators will not put the safety of themselves or others at risk. The parent/guardians will be contacted immediately and, if required, police will be called. Details of the unauthorised collection will be recorded on an incident report form and will include as much information as possible (e.g. Distinguishing features of the unauthorised person, details of any vehicles and direction of travel).

CHILDREN'S SAFETY

SAFETY

Evacuation and lockdown plans are situated in the office and activities room. We ask all parent/guardians, staff and children to familiarise themselves with the procedures. Evacuation and lockdown drills are practiced regularly and 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/lockdown procedure. All service firefighting equipment is maintained regularly.

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.

Educators will not leave the service to pursue a child if:

- **It may leave the other children in the service with insufficient supervision; or**
- **It may expose a staff member to an unacceptable risk of personal harm.**

CHILDREN UNACCOUNTED FOR DURING THE PROGRAM

If a child is unaccounted for during the operating hours of the program, the Coordinator will be notified immediately once the disappearance is discovered. A comprehensive search of the service's approved areas will be carried out immediately. In the event that the child is not located, the child's parent/guardian will be contacted, and Police shall be called. Details of the event will be recorded on an incident report form and will include as much information as possible (eg Location when last seen, details of supervising educators and circumstances surrounding their disappearance and details of actions taken etc.)

CHILD PROTECTION

This service regards as being of upmost 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 their parent or primary carers. All staff are provided with annual Child Protection training. The service and its staff adhere to all legislative requirements and changes relating to the protection of children.

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 papers.

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.

PARENT, GUARDIAN, CARER, VISITOR CODE OF CONDUCT

With impressionable young children about, it is imperative that all parents, guardians, visitors, and guests to the service communicate in an appropriate manner at all times.

We anticipate that you will agree with the following:

- The rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background will be respected.
- The decisions of employees as professionals will be supported and valued and you will guide children to do likewise.
- Children participate in activities for their own enjoyment not ours; therefore, their efforts and performance will be encouraged.
- Our responsibility is to create a child safe and friendly environment, therefore all efforts to remove any form of abuse or mistreatment will be supported.
- The service grievance procedure provided will be followed.
- Children and adults alike will not be treated in an unfair, unjust, or discriminatory manner.
- Adults will not arrive at or near the service under the influence of alcohol or illicit substance.
- The use of obscene or inappropriate language on the premises will not be tolerated.

POLICIES AND PROCEDURES

The service's Policies and Procedures are reviewed on a regular basis. As significant stakeholders, parents, carers and children are encouraged to be involved in the consultation process. Policies, procedures or forms under review will be displayed on the service noticeboard, available for comment.

Our ratified Policies and Procedures are available for your perusal at the service's sign in desk.

GRIEVANCE POLICY

Everyone using the service – Families, Children and Staff – have the right to raise issues, concerns, or voice their complaints, or to appeal any decision of the service. All matters discussed are respected and treated fairly with a genuine desire to resolution.

In the **first** instant please speak to the **Service Co-ordinator** and attempt to resolve the matter. The co-ordinator shall respond as soon as reasonably practicable.

If the grievance is not resolved, please consult with the **School Principal**.

If the Principal cannot resolve the issue, you may need to refer to the **P & C Executive**. At this stage all complaints must be made in writing.

Mailing Address for the Principal, OSHC and the P&C Executive:

**P.O. Box 198
Smithfield Qld 4878**

Service Coordinator

Phone: 4037 0500

Email:

oshc@caravonica.com.au

School Principal

Michelle Davis

Phone: 4037 4333

Email:

principal@caravonicass.eq.edu.au

P & C Executive Committee

Phone: 4037 4333

Email:

pandc@caravonicass.eq.edu.au

ACTIVITIES PROGRAMS

Our Outside School Hours Care service aims to provide a program where children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater to the social, intellectual, physical, emotional and spiritual needs and interests of all children attending the program.

In an environment where individuality and independence are encouraged, children learn the complexities of living and learning in the wider community. Our programs are about friendships and fun and emotional and social wellbeing; they are simply too diverse and all-encompassing to explain. You will simply need to see for yourself.

Our curriculum is built around School Aged Care Framework document, "My Time Our Place".

The Activity program and Service Philosophy are displayed near our sign in table.

The laws and other provisions affecting this policy include:

- The Education and Care Services National Regulations
- The National Quality Standards for Education and Care Services

HOMEWORK:

Children have the opportunity to carry out their homework between the hours of 3:45pm to 4:15pm daily. Children are supervised and may ask for assistance from educators; however, the responsibility of homework completion still remains with the parent or guardian.

DAILY ROUTINE

Before School Care

- 7:00am Children begin to arrive. Wash hands upon entering the service.
- 8:00am Wash hands. Breakfast is served.
- 8:30am Group time – Story time, “Show and Tell”, group meetings, news.
Children with written “authority to leave at 8: 30am” depart.
- 8:45am Children are released to go to their classrooms, Prep children are escorted to their classrooms.

After School Care

- 3:00-3:15pm Children arrive from school and are signed in. Prep children are collected from their classrooms. Roll call is conducted.
- 3:00-3:45pm Wash hands. Children enjoy Afternoon tea (in 4 designated areas)
- 3:45-4:15pm Children may do their homework in the activities room. (Quiet room)
- 3:45-5:45pm Children participate in planned activities and free play (outside until homework session is over).
- 5:45-6:00pm Children are brought together inside where they help tidy the activities room.
Children play free choice games.
- 6:00pm Service closes.

Vacation Care/Pupil Free Days

- 7:30am Service opens. Children begin to arrive. Wash hands upon entering the service.
- 7:30-9:00am Children enjoy free play and indoor activities. Children may play outside from 8:00am (weather permitting).
- 9:00am Wash hands. Children enjoy Morning tea.
- 10:00am Activity program begins.
- 12:30pm Wash hands. Children enjoy Lunch.
- 3:00pm Wash hands. Children enjoy Afternoon tea.
- 5:45pm Children are brought together inside where they help tidy the activities room.
Once this is complete, children play free choice games.
- 6:00pm Service closes.

POSITIVE GUIDANCE OF CHILD BEHAVIOUR

It is important to note that most children's behaviour can be affected by their development, the environment, the time of day, actions (modelling) of staff and other children, family experiences and the family cultural background. Caravonica Outside School Hours Care aims to provide a caring and learning environment that teaches children how to act thoughtfully towards others. This is reinforced through role modelling, expressions of empathy and the offering of choice throughout the child's day.

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 sit out. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation with parents, the child and coordinator may be necessary. A written report will be given to the parents if unacceptable behaviour threatens the safety or wellbeing of any child or other person in the service.

Where it is deemed by the coordinator and staff that a child may cause physical or emotional harm to other children, staff, or themselves, the parents/guardians will be immediately informed and required to remove the child from the service and a suspension may be enforced.

Caravonica Outside School Hours Care understands the right of all children to attend the service free from bullying and/or harassment. Children who are found to be bullying or harassing others will be dealt with through the behaviour management process. Inappropriate language is seen as a form of bullying and will not be tolerated.

It is important in an early childhood setting to develop agreeable methods of guiding children's behaviour in collaboration with children. The service has established expectations that are necessary to protect the safety and wellbeing of every child. It is important that the expectations be kept to a minimum so that children can remember and understand the reasons for them.

SUN SAFETY AND CLOTHING

Children and staff will wear appropriate clothing and footwear when attending the service. Thongs and singlets are not appropriate. For outside play we have a "No Hat No Play" policy. **Children who attend the service without hats will remain in the undercover area and will not be able to participate in activities that involve sun exposure.** They will need to sit quietly until such activities are completed. Staff will encourage children, 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.

Please ensure your child/children are provided with a broad brim hat, sunscreen, and appropriate sun safe clothing. Sunscreen is available at the service for children to apply. **Parents are encouraged to apply sunscreen to their children on arrival at the service** and especially during Vacation Care and on Pupil Free days. Children are taught the significance of U.V rays and hats may be removed when the U.V rate is safe to do so.

If you do not want sunscreen applied to your child whilst attending the service for medical reasons etc. parent/guardians are required to put it in writing to be attached to their child's enrolment.

During Before and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable, sun safe 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. Appropriate clothing and footwear should be worn on excursions when exposure to the sun for a short period of time may occur.

HEALTH AND HYGIENE

The wellbeing of all children who attend the service is our highest priority, so we ask for your co-operation. To safeguard the health of all children and to prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. **All children suffering from an infectious disease will be excluded from the service to prevent others being introduced to the infection.** The service does not have facilities to care for sick children. Staff observe stringent hygiene practices throughout the day and the service is cleaned daily.

Any person entering the service must immediately wash their hands with soap/sanitiser.

This should also happen when exiting the service.

Equipment is routinely checked to ensure that it is well-maintained, clean, and safe for children's use.

Please advise the service before entering, if you or any family members are awaiting results of a covid-19 test.

FOOD

Our menu is displayed in advance on the Sign-In table. Please check the menu to ensure your child/ren eat the food on offer each morning and afternoon. If they do not like a particular food, please pack an extra snack in their lunch box. **BREAKFAST IS OFFERED AT BEFORE SCHOOL CARE BETWEEN 8.00AM AND 8.30AM. FRUIT ONLY WILL BE OFFERED AFTER THIS TIME.** Afternoon Tea is offered on arrival at After School Care. Afternoon tea is a snack for children to enjoy after school, it is not meant to substitute a meal. We encourage children to select from a range of nutritious foods as well as to try new and different foods. Eating unwholesome 'celebration or fun' foods in moderation enables children to understand the principles behind healthy eating. Water is always available to children.

If your child has any dietary requirements, please inform the Service Coordinator.

In the event a child has been medically diagnosed with a life-threatening food allergy, the service will endeavour to reduce the risk to the child by enforcing a ban on the food that triggers the allergy when the child is in care.

Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

EXCURSIONS AND TRANSPORT

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/guardians before a child may attend any excursion.

All vehicles used in the transportation of children will comply with appropriate legislation and regulations to Transport Operations (Road Use Management) Act 1995. The service will use buses fitted with seatbelts. Maximum safety precautions will be maintained, and parent/guardian permission will be obtained before a child travels on any type of transport.

Children are required to wear appropriate clothing and footwear for ALL excursions. **(NO THONGS OR SINGLETs ALLOWED).**

Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

TOYS, MOBILE PHONES, AND VALUABLES

Toys and Valuables:

Children are encouraged not to bring toys and valuables to the service. If a child is found to have a toy/s or valuables on them, the service takes **no responsibility** for loss or damage to these items. The items may be held in the office and returned when the child is picked up from the service.

The service understands that children sometimes visit other family members when leaving our care. Items that children need to bring, over and above their usual requirements, must be given to the coordinator for storage in the office. This avoids children becoming distressed over lost or broken treasures.

Mobile Phones, Smart Watches, electronic Devices etc:

Children are not permitted to use their **own** mobile phones or electronic devices whilst the service is in operation.

- All mobile phones and electronic devices are to be handed to the coordinator upon arrival at the service for storage in a secure location and will be returned to the child when they are signed out.
- All mobile phones and electronic devices must be clearly labelled with the child's name
- If Parents need to contact their child/children during operating times, please contact children using the service's land line or mobile.

Taking photos of other children attending the service on personal devices is not permitted unless permission has been sought from coordinator, educators, and parents/guardians.

PARENT INVOLVEMENT AND FEEDBACK

It is Work place Health and Safety protocol that as a visitor to the service you are required to sign in and out in the visitors' book.

We value open communication with parents, and we encourage your participation in our service, as we believe it enhances the service we provide and welcome any suggestions or comments you may have. 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 to families.

Parental involvement in the service can vary depending on your circumstances. Providing much needed resources or being a regular visitor, replying to surveys, giving feedback both positive and negative as well as making suggestions for our menu ideas, our Vacation Care program, and even our daily routine. We note from time to time, parents, children, and members of the community may have concerns, questions, or suggestions regarding the operation of the service. We welcome and encourage open, positive communication. The Nominated Supervisor will act on all positive and negative feedback as soon as possible.

Parents may also provide feedback via the service's feedback forms/communication book, at P&C meetings or by verbal communication with the Nominated Supervisor.

The older children will be encouraged to provide feedback via the feedback book/forms/program ideas or staff can note the children's likes and dislikes on paper for them.

From time to time a survey will be sent home for completion. This practice allows us to review the daily service routines and procedures by incorporating all stakeholders' ideas, thoughts, and opinions. We deem constructive negative feedback just as important as positive: there is always room for improvement.

For a copy of the grievance and feedback procedure please see your Nominated Supervisor.

NOTICE BOARDS AND NEWSLETTERS

From time to time important information will be displayed on the Parent Notice Board above your child/children's sign in/out area. We also have a selection of brochures and some parent resources available in the same area. We invite you to browse through this section often; they keep you linked to your local community.

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 feedback forms and surveys.

We also encourage you to have a look at the collection of pictures and other items of interest the children create.

CELEBRATIONS

At Caravonica Outside Schools Hours Care it is customary to celebrate various events such as Christmas and Easter. However other cultural and religious events may also be celebrated as part of our Inclusion Policy.

Birthdays are a special time for children and the service enjoys sharing in the occasion. We provide two iced muffins for the birthday person to share with a friend of their choice. We give special consideration for children with known food allergies. We endeavour to be inclusive to all children.

RESPECT FOR CHILDREN

The best interests of the child are our paramount concern at Caravonica Outside School Hours Care and the service endeavours to provide care that always respects the child's dignity and privacy and considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the service.

STAFFING

All staff qualifications and child/staff ratios are in accordance with or better than, those set out in the Education and Care Services National Regulations 2011. In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the children and any special needs the children may have. Children are actively supervised by at least 2 adults at all times.

At the Service	1 staff for every 15 children
On Excursion	1 staff for every 8 children
During water activities	1 staff for every 5 children

All staff employed by the service will hold relevant qualifications. Staff must hold a current Suitability Card for Child Related Employment and a First Aid Certificate (including asthma and anaphylaxis). Child Protection and Behaviour Management training is compulsory for all for staff to undertake. The Management of the service supports Professional Development for all members of staff and believes it should continue throughout each staff member's career.

Two staff are present at the service at all times.

Photos of staff are displayed above the Parent noticeboard so that you are aware of who is watching your child/children.

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.**

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's operations and programs. If individual observations are required, parents will be informed, and written permission will be sought prior to any observation taking place. In addition, no student, volunteer, or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

All visitors to the service are required to sign in and out when attending the service. The visitor's book is located under the sign-in/out table. Hand soap and sanitizer are readily available near sign in area.

THE NATIONAL QUALITY STANDARDS

All services who offer care for school aged children will be assessed against the 7 National Quality Standards. The National Quality Standards consists of seven quality areas. These are:

1. Educational program and practice
2. Children's health & safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

The National Quality Standard is linked to the framework for school age care in Australia, My Time, Our Place (MTOP). MTOP recognises school aged care children and outlines practices to support and promote children's learning.

THE RATING STANDARD

The National Quality Standard is accompanied by a quality rating system which has been introduced to ensure each service's practices are of a high quality. An assessor visits each service and rates the service as one of the following:

Significant Improvement required:

Service does not meet one of the seven quality areas or a section of the legislation and there is a significant risk to the safety, health, and wellbeing of children.

Working towards National Quality Standards:

Service provides a safe education and care program, but there are one or more areas identified for improvement.

Meets National Quality Standards:

Service meets the National Quality Standard. Service provides quality education and care in all seven quality areas.

Exceeds National Quality Standard:

Service goes above and beyond the requirements of the National Quality Standard in at least four of the seven quality areas.

Excellent:

Service promotes exceptional education and care, demonstrates sector leadership, and is committed to continually improving. This rating can only be awarded by ACECQA. Services rated Exceeding National Quality Standard in all seven quality areas may choose to apply for this rating.

LIST OF USEFUL CONTACTS

Centre Contacts:

Caravonica Outside School Hours Care

Phone:	4037 0500
Mobile:	0417 796 517
Email:	oshc@caravonica.com.au

Emergency Numbers:

Police	Emergency 000	4057 1900 (Smithfield)
Ambulance	Emergency 000	13 12 33 (Smithfield)
Fire Station	Emergency 000	4245 9300 (Smithfield)
Poisons Information Centre:		13 11 26

Government Departments:

Centrelink (Access your account by phone) – An Australian Government statutory agency, delivering a range of Commonwealth services to the Australian community.	13 62 40
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Childcare Information Services – department of Social Services network	1300 653 227
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Family Assistance Office – Offers a range of payments to support families with their work and family responsibilities.	13 61 50
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Office for Early Childhood Education and Care – responsible for providing high quality, integrated early childhood education and care services for all Queensland children from birth to 12 years.	4037 3911
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MyGov – help desk (select option 1)	13 23 07
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Health:

Smithfield Community Health	4226 4800
Child Health Line	13 43 25 84

Counselling and Support:

Lifeline	13 11 14
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<p>Centacare Cairns – provides family support, relationship support, child safety, parenting skills, child therapy, depression support, stress management, development of conflict resolution skills, communication and assertion skills, development of self-awareness, self-management and self-esteem counselling, grief and loss counselling, adolescent counselling, adolescent mediation and family therapy, relationship education, counselling and enhancement.</p>	4044 0130
<p>Cairns Child Safety Service Centre – Child Safety Services is dedicated to protecting children and young people from harm or who are at risk of harm, and whose parents cannot provide adequate care or protection for them.</p>	4255 7200
<p>Kids Help Line – Kids Helpline is a *free, private and confidential, 24 hour Counselling service for young people aged 5-25. Counselling is offered by phone, email and over the web.</p>	1800 551 800
<p>Women’s Info link – provides state-wide free and confidential information and is a referral service about community services and government agencies supporting women.</p>	1800 177 577
<p>Domestic & Family Violence – aims to provide women and children in emergency accommodation with emergency care packs to assist during this traumatic period. These consist of calico bags filled with items such as toothbrushes, and personal toiletries, non-perishable food and activities for children.</p>	1800 737 732
<p>Relationships Australia – is leading provider of relationship support services, for individuals, families and communities. We aim to support all people in Australia to achieve positive and respectful relationships.</p>	1300 364 277
<p>Nutrition Australia – is an independent, member organisation that aims to promote the health and well-being of all Australians.</p>	(07) 3257 4393
<p>ARC Disability Services – supports services for people, who have disabilities and their families.</p>	4046 3600