FERNY HILLS OUTSIDE SCHOOL HOURS CARE

Family Information Package
Welcome to Ferny Hills State School P&C Association Outside School Hours Care Service. Thank you for enrolling your child with us. Our staff look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Your Coordinator is Alison Hibberd and she is assisted by Lynette Rohde. We also employ a number of part time and casual staff. We have photos of all staff located at the wall behind the Parent/Guardian Information table. All staff members employed at our service hold relevant child care industry qualifications and hold current First Aid Certificates. Current Suitability Cards for Child Related Employment, issued by the Commission for Children and Young People are also held be each staff member.

Our service is licensed by Australian Children’s Education & Care Quality Authority (ACECQA) and we are assessed under the National Quality Framework. We are committed to the principals of quality improvement.

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

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

In package:

- Ferny Hills Outside School Hours Care Enrolment Form
- Ferny Hills Outside School Hours Care Family Handbook
- Ferny Hills Outside School Hours Care Children’s Handbook

☐ I have received all of the above information.

☐ I have had the opportunity to have an interview with the Coordinator to discuss my child’s enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns or voice any questions I had.

☐ I understand it is my responsibility as parent/guardian to apply for Child Care Benefit, and the Service will not be able to apply CCB to my fees until they receive a Child Assessment Notice from Family Assistance Office instructing them to do so.

☐ I have read, and agree to abide by the Ferny Hills Outside School Hours Care Service Policy and Procedure Manual.

☐ I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information on this form changes.

Signed: ______________________________________ (Parent/Guardian)

Date:___________________________________

Service Representative: _________________________

Position: ______________________________________

This form is to be photocopied and original retained by service.
Ferny Hills Outside School Hours Care

- Is licensed under the Education & Care Services Act 2013; and
- Must comply with the Act and National Quality Framework including the requirements about activities, experiences and programs, the numbers of staff members and children and staff qualifications.
- Office for Early Childhood, Education and Care information Service 1800 637 711
- Photos, names, positions and qualifications of each staff member are on display in the centre.
- Age range of children in care are Prep-Grade 6
- Staff/child ratios are 1:15
- The content and operation of the program is based on the children’s interests.
- Weekly programs for each service are on display in the centre.
- Parents are encouraged to discuss/ask for information about any aspects of the Service including:

  1. A general description of the activities and experiences given by the service

  2. The Service’s Philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved

  3. The goals about knowledge and skills to be developed through the activities and experiences.
Ferny Hills Outside School Hours Care  
Ferny Hills State School  
30-56 Illuta Ave  
Ferny Hills  
Queensland 4055  
P.O. Box 347  
Ferny Hills  
QLD 4055

Contact Details:  
Nominated Supervisor: Alison Hibberd  
Tel: 3851 1573  
Fax: 3851 4826  
Email: fernyhills.oshc@bigpond.com

Provider Numbers:  
Combined Before and After School Care: 555 008 638B  
Vacation Care: 555 010 454H

Hours:  
Before School Care 7.00 am - 9.00am  
After School Care 3:00 pm - 6:00pm  
Vacation Care 7:00 am - 6:00pm  
Pupil Free Days 7:00 am - 6.00pm  
Public Holidays Closed  
Christmas Holidays: The Service will close for 2 weeks. Dates will vary depending on where Christmas falls in the week. See Coordinator for updates.

Management Committee Contact Details:  
Chairperson OSHC Committee: Khrs Bust  
Secretary OSHC Committee: Joelle Tuka  
President P&C Association: Charmaine Tame  
Treasurer P&C Association: Shelley Gillis  
Secretary P&C Association: Nichole Dwyer

2015 Fees and Charges (before Commonwealth Child Care Benefit reductions)  
Before School Care (includes breakfast): $10.00  
After School Care (includes afternoon tea): $14.00  
Vacation Care and Pupil Free Day (includes afternoon tea): $35.00  
(Additional fees are charged for excursion days. Please ask Coordinator about amounts)

Annual registration fee per child: $10.00
Ferny Hills Outside School Hours Care

Family Handbook
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Section 1

About our Service

1.1 Our Philosophy

Ferny Hills Outside School Hours Care service believes that all children should have their physical, emotional and social needs met in a safe, caring and supportive environment.

The best interests of the child are the paramount concern of our service. We provide care that protects our children from harm whilst respecting their dignity, individual needs and privacy.

We strive to provide positive experiences through quality programming to all children in our care regardless of background, beliefs or physical & mental abilities, recognising that school age care provides opportunities for the development of the life skills and age appropriate experiences.

Family involvement is vital to our service through committees and general support.

1.2 Our Goals

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

- For each individual child to develop an understanding of themselves and others
- For each child to develop emotionally, socially, physically, culturally and cognitively
- For each child to grow in independence, confidence and responsibilities
- For children to participate in independent learning through self selecting activities, enabling them to develop skills and knowledge appropriate to developmental age and stage
- For each child to feel as though they are participating, and part of, a team which is Ferny Hills Outside School Hours Care
- For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment
- For staff, children and families to develop a relationship based on trust and respect
- To reflect a diverse multicultural perspective and show acceptance of all people as equal
- To provide a program which responds to individual as well as group needs and interests
- To provide an environment where families have the opportunity to contribute in the decisions and operations of the service
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support
- To regularly reflect on and re-evaluate all issues relevant to the operation of Ferny Hills Outside School Hours Care operations, in open discussion with all stakeholders, in order to ensure a continuing standard of high quality care
1.3 Our Sponsor/Licensee

Ferny Hills Outside School Hours Care is sponsored/licensed by Ferny Hills State School P&C Association.

Parent participation is encouraged throughout all aspects of the service. A parent sub-committee supports the staff and sponsor/licensee with the day to day running of the service. Members of the sub-committee may be members of the Ferny Hills State School P&C. The election of sub committee executive is held at the AGM in February each year. General meetings are held once per term at the OSHC building at 6.00 pm. Dates are on display at the service. The meetings have an agenda so that they can be kept short. Items for discussion can be submitted to the Operations Manager (Robyn Mabb), the Nominated Supervisor or a member of the Sub-committee Executive up until 6 pm the day before the meeting.

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

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it is ensuring that our Service is the best it can be.

A Strategic Plan has been developed for our Service. It is briefly reviewed at each monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the Service are involved in the Strategic Plan.

1.4 Policies and Procedures

Ferny Hills Outside School Hours Care has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept in the office area. Please speak to a staff member if you would like to access the Policy & Procedures document. A copy is also available on the school website.

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

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

Policies and procedures are subject to change.

1.5 Enrolment and Orientation

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

Information will be required from the parent/guardian. Refer 9.2 Enrolment Policy for details.
If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences. Issues discussed will be:

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

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

See 9.2 Enrolment Policy & 9.3 Communication with Families Policy.

### 1.6 How we communicate with Families

We have a number of ways we communicate with you as a family. These include newsletters emailed to families, the school website, P&C Facebook page and the school newsletter. Please check these forms of contact regularly to ensure that you are fully up to date with the happenings at OSHC. Posters and brochures are available throughout the service relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups and we can help with further contacts if you need them.

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

We have been licensed since June 2005 by the Department of Families (State). We became accredited under the Commonwealth OSHCQA process in December 2006 and are currently awaiting our accreditation under the new National Quality Framework.

Information on Accreditation and Licensing is available at the Parents/Guardians request and updated regularly.

See 9.3 Communication with Families, 9.4 Communications with Community, 9.5 Complaints Handling

### 1.7 Respect for Children

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

See 2.1 Respect For Children Policy.
1.8 Child Protection

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

See 2.2 State of Commitment to the Safety & Wellbeing of Children and the Protection of Children from Harm Policy.

1.9 Photos

On occasion your child may be photographed participating within the day to day activities we provide at Ferny Hills 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 lives documented this way. Photos may also be used on the P&C Facebook page, school website and school newsletter. Relevant permissions for the use of such photos are included on the Enrolment Form. If photos are taken by a student educator who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

See 2.13 Use of Photographic and Video Images of Children Policy

1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality care that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged between Prep and Grade 6. We are able to provide care for early high school age children if we have available CCB places available and if these children abide by service Policy and Procedures. Prep children are able to commence care from 1st January from the year they are eligible to attend a State Prep unit.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services (See Australian Government Department of Education Children’s Services Handbook, Section 6.3. A copy of this is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

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

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

See 9.1 Access Policy.
1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child’s personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

See 10.8 Information Handling (Privacy and Confidentiality) Policy

1.12 Parent Code of Conduct

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

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

See 9.8 Parent Conduct Policy, 9.5 Complaints Handling Policy

1.13 Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Standards and the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

At the Service (under normal circumstances) 1 staff for every 13 children

On excursions 1 staff for every 8 children

During water activities 1 staff for every 5 children

The Management of the Service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member’s career. All staff have First Aid qualifications and have a wide variety of experience in SAC, recreational, sporting and childcare settings. Staff employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service’s Child Protection Policy. All staff members hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People. Two staff are present at the service at all times.

Photos of staff are displayed so that you are aware of who is watching your children.

Refer 8 Educators, Staff Members and Volunteers Policies and 2.3 Educator Ratios Policy
1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts for Management Committee are at the front of this handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the ‘Suggestion Box’ at the Parent Information Desk, at regular (P&C; Management; Licensee meetings), parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

Refer 9.5 Complaints Handling Policy.

1.15 School and Service Map
Caring for Your Child

2.1 Arrivals and Departures

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

Refer 2.4 Arrivals and Departures of Children Policy

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of $30.00 will be charged immediately after 6.00 pm. The correct time will be recorded on the sign out sheet (if necessary the time will be confirmed by calling 1194 Time Information service). If a child is not collected by 6.30 pm and emergency contacts cannot be reached, the Coordinator will contact the police to collect children who are still at the service. Staff may also report the incident to the appropriate Child Protection Services.

Refer 2.4 Arrivals and Departures of Children Policy.

2.3 Children Leaving without Permission

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

Refer 2.4 Arrivals and Departures of Children Policy.

2.4 Child Code of Conduct

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

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

### 2.5 Custody

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

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

See 2.4 Arrivals and Departures of Children Policy.

### 2.6 Safety

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

Refer 10.9 Risk Management and Compliance Policy, 7.1 Emergency Equipment and Facilities Policy, 7.2 Drills and Evacuations Policy, 7.3 Harassment and Lockdown Policy

### 2.7 Health and Hygiene

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

Children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and...
to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturer’s recommendations.

Ferny Hills State School is a smoke free environment.

Refer Health and Wellbeing Policies.

2.8 Illness and Injury

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

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

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

Refer 4.5 Illness and Injury Policy, 4.1 General Health and Safety Policy and 4.2 Infectious Diseases Policy.

2.9 Medication

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

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

Refer Health and Wellbeing Policies.
2.10 Daily Routines

Children are signed in by parents each morning. If your children have not yet had breakfast they may have some supplied by the service. Morning routine can consist of children completing home work, reading, playing board games or watching appropriate TV. Students from Year 1 to Year 6 are allowed to leave the premises and go to school at 8.30 am (or when the students are released from the morning waiting area). Prep children are walked up to their classrooms after 8.45 am by staff.

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

2.11 Homework

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

Refer 3.4 Homework Policy.

2.12 Breakfast, Morning and Afternoon Tea

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

See Food and Nutrition Policies

2.13 Behaviour Management

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

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

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

Refer 2.6 Behaviour Support and Management Policy.

### 2.14 Damage to equipment or Facilities

As part of every day experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

### 2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

Refer 8.5 Volunteers Policy.

### 2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

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

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

Refer 3.5 Excursion Policy.

2.17 Transport

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

Refer 3.6 Transport for Excursion Policy.

2.18 Clothing

During Before school and After school care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Children wear shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn on excursions when exposure to the sun for short periods of time may occur.

Refer 4.4 Preventative Health and Well Being Policy.

2.19 Babysitting

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

2.20 Programming

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the Newsletter can be used as a means to convey parent's and children's
thoughts and input into the program. The weekly program is permanently posted near the sign in/out books.
In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Refer 3.1 Educational Program Planning Policy.

2.21 Personal Effects

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

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

Refer 2.15 Children’s Property and Belongings Policy
Payment for Care

3.1 Payment of fees and outstanding fees

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

Ferny Hills Outside School Hours Care charges an annual registration fee to all families.

Accounts are issued weekly and fees are required to be paid at least one fortnight in advance unless prior arrangements are made. Payment can be made directly to the Coordinator or Admin Assistant, by credit card, cash or cheque or by direct debit. Receipts will be issued on request.

Fees outstanding for more than two weeks may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available. An outstanding fee collection policy is adhered to by the Ferny Hills State School P&C Association. Fees associated with same are listed on the Fee Schedule each year.

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

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family’s entitlement.

Refer 10.4 Fees Policy

3.2 Childcare Benefit (CCB)

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

At Ferny Hills Outside School Hours Care we attempt to cater to all families with regard to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit places there may be some days we will have to refuse care to casual bookings. It is recommended that you notify the service of your regular service bookings to guarantee a place for your child.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will or will not be attending on any particular day. Full fees are charged if bookings are cancelled without providing 24 hours notice for Before and After School Care and 48 hours for Vacation Care. This is necessary to ensure that adequate staff numbers are rostered at all times.

Refer 10.4 Fees Policy

3.5 Allowable Absences

Childcare Benefit (CCB) is paid in certain circumstances when a Family is charged for care that their child does not attend.

Each child is eligible to receive CCB for an initial 42 days of absence, per financial year, which can be used for any reason and without proof of circumstances (includes public holidays).

3.6 Approved Absences

After the initial 42 absence days have been paid for a financial year only absences which meet the additional absence criteria will attract CCB. Additional absence reasons are:

- An illness with a medical certificate
- An outbreak of infectious disease, when the child is not immunized
- A parent on a rotating shift or RDO
- A temporary closure of a school or pupil free day
- Shared custody arrangements due to court/consent or parenting order
- Exceptional circumstances
### Section 4

## Important Contact Numbers

### Centre Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ferny Hills Outside School Hours Care</td>
<td>Phone: 3851 1573 Fax: 3851 4826 Email: <a href="mailto:fernyhills.oshc@bigpond.com">fernyhills.oshc@bigpond.com</a></td>
</tr>
<tr>
<td>Ferny Hills State School</td>
<td>Phone: 3550 5444</td>
</tr>
</tbody>
</table>

### Emergency Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>000</td>
</tr>
<tr>
<td>Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Fire Station</td>
<td>000</td>
</tr>
</tbody>
</table>

### General Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrelink</td>
<td>136 150</td>
</tr>
<tr>
<td>Department of Communities</td>
<td>13 74 68</td>
</tr>
<tr>
<td>Family Assistance Office (FAO)</td>
<td>136 150</td>
</tr>
<tr>
<td>Moreton Bay Regional Council Contacts</td>
<td>3205 0555</td>
</tr>
</tbody>
</table>

### Health

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Service Centre</td>
<td>3335 8888</td>
</tr>
<tr>
<td>Department of Health – Metro North</td>
<td>3624 1111</td>
</tr>
</tbody>
</table>

### Counselling and Support

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifeline</td>
<td>13 11 14</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Special Needs Support Service</td>
<td>13 74 68</td>
</tr>
<tr>
<td>Women’s Infolink</td>
<td>1800 177 577</td>
</tr>
<tr>
<td>Domestic Violence Telephone Service</td>
<td>1800 811 811</td>
</tr>
<tr>
<td>Relationships Australia</td>
<td>1300 364 277</td>
</tr>
<tr>
<td>Child Protection and Investigation Unit</td>
<td>3285 0239</td>
</tr>
<tr>
<td>PPP Parenting Program</td>
<td>3236 1212</td>
</tr>
</tbody>
</table>
CCB Application Form


JET Application Form


School Handbook

Refer to school website: www.fernhillss.eq.edu.au