



# St Pauls Lutheran OSHC

## PARENT INFORMATION HANDBOOK 2018

**Hours of Operation** Before: 6.30-8.30am After: 3.00-6.00pm

Vacation care/Pupil Free day 6.30am -6.00pm

Closed all Public Holidays and Christmas/New Year and two weeks at  
Christmas New Year

**Address:** 55 Smiths Road Caboolture 4510  
**Phone:** 07 54280322 Mb 0417644058  
**Email:** [stpauls.oshc@qlecs.org.au](mailto:stpauls.oshc@qlecs.org.au)



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## WELCOME

We are delighted that you have chosen our Outside School Hours Care Service (OSHC). We hope that you will be very happy during your time here with us.

At St Paul's Lutheran OSHC, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes, and supports co-operative learning. We address the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service and for you to have an understanding of our policies. It contains useful information about OSHC, the way it is managed and what to expect during your time here.

St Paul's Lutheran OSHC is a 52 place not-for-profit Service.

Please keep this booklet in a safe place so that you can use it as a reference of general information and policies. Some policies are only summarised in this booklet. The full details of policies are available at OSHC upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with QLECS, educators, families and the community.

We look forward to sharing the coming year with you and your child, and the partnerships the year may bring.

### **Philosophy & Mission Statement**

Our OSHC is committed to providing quality learning opportunities while nurturing the development of all students in a Christ-centred community.

*To support this Mission St Paul's OSHC aims –*

- 1 to provide each child with a wide range of experiences and activities that will stimulate interest in and a desire for learning;
- 2 to provide an atmosphere where each child is encouraged to recognise and develop their individual talents as fully as possible;
- 3 to provide a setting where children can explore the development of Christian values, attitudes and relationships;
- 4 to give each child quality learning opportunities in a play-based environment as a foundation for continued formal learning;
- 5 to stimulate interest in, and to provide opportunities for growth in creative and cultural pursuits;
- 6 to recognise that each child is a strong and competent person, capable of contributing to the construction of the learning in which they will be engaged;
- 7 to create an atmosphere in which learning is valued, excellence is encouraged and honest effort is recognised and praised regardless of capabilities.

### **NB**

***Where you see the term 'Reg' in the handbook, the reference is to the Education and National Laws and Regulations that govern Outside School Hours Care.***

## 2018 Dates

<b>Term 1</b>	Students Return 22.01.2018 Ends 28.04.2018
<b>Pupil Free Day</b>	29.04.18
<b>Vacation Care:</b>	Begins 03.04.2018 Ends 14.05.18
<b>Term 2</b>	Students Return 17.05.18 Ends 28.06.18
<b>Pupil Free Day</b>	008.05.18 and 29.06.17
<b>Vacation Care:</b>	Begins 02.07.18 Ends 13.07.18
<b>Term 3</b>	Students Return 16.07.18 Ends 21.09.17
<b>Vacation Care:</b>	Begins 24.09/18 Ends 06.10.18
<b>Term 4</b>	Students Return 08.10.18 Ends 05.12.18
<b>Pupil Free Days</b>	22.10.18 and 23.11.18
<b>Vacation Care</b>	06.12.18 Ends 22.12.2018 closed 08.01.2019 reopen
<b>Christmas/New Year Vacation Care:</b>	<i>Service Closed 22.12.2018</i> <i>Reopens : 08.01.2019</i>

## EDUCATIONAL PROGRAM AND PRACTICE

### **Children's Learning**

My Time Our Place – Framework for School Age Care in Australia is based on the Early Years Learning Framework (EYLF). The guideline supports the vision that all children experience learning that is engaging and builds success for life.

“The program provided at OSHC contributes to the following outcomes for children

- children have a strong sense of identity
- children are connected with and contribute to his or her world
- children have a strong sense of wellbeing
- children are confident and involved learners
- children are effective communicators” (Reg 73)

Children's learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated.

Play is a context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning
- assists children to develop relationships and concepts
- Stimulates a sense of wellbeing.

Our core belief is that learning is assisted when children feel in control of their lives and actions. This is developed through frequent opportunities to make real choices and decisions. Self-discipline is a natural outcome of being able to make real choices, and the children are free to choose the areas of interest in which they will participate throughout the day as individuals and as part of the group.

Learning is enhanced when we encourage children to organise their thinking in ways that make sense to them and to represent their ideas and meaning through appropriate symbol systems. Use of symbol systems such as language, drawing, modelling, construction and pretence allows the development of increasingly sophisticated thinking and communication of ideas to others.

Educators will document the children's experiences and participation in the program provided. The program for the service is on display in the parent information area, past programs are available upon request.

“Parents can request information on the content and operation of the program as it relates to their child as well as information about their child's participation in the program” (Reg 76).

### **Daily Requirements – your child will need to bring the following:**

- **Hat** – Legionnaire/broad brimmed hats that protect the face, neck, ears and crown of the head.
- **Shoes** – Enclosed shoes compulsory
- **During vacation care** – Morning Tea, Lunch and Afternoon Tea (unless indicated otherwise as part of the planned activities for the day).

***We encourage toys to stay at home as they can become easily lost or broken. The centre accepts no responsibility for toys or equipment brought from home.***

**Please clearly name all of your child's belongings that come to OSHC.**

## Daily Procedures

### Arrivals and Departures

Upon arrival and departure at OSHC, the custodial parent or authorised nominee is responsible for following the required sign-in/out procedure. Failure to follow this correctly could result in CCB/CCR payments being affected. If your child is attending Before School Care, they must also be signed in. You cannot drop your child and leave them to walk to the service.

*“Children can only leave OSHC after a parent or person nominated on the enrolment form has signed them out” (Reg 99).*

If you are going to be on a different contact number during the day, please advise educators.

If your child is to be collected from the Service by someone besides the parent/s or persons authorised to collect on the enrolment form, we ask you please phone the Service beforehand, stating the person's name and their relationship to the child.

***If the person picking up your child is not known by the educators, they will be asked to show identification before your child is released into their care. They may also ring to confirm the arrangement with you.***

The authorised collector must be over the age of eighteen.

Parents, please ensure you notify a staff member about your child's arrival and that your child is left in the care of a staff member. Please also ensure that upon departing, you inform a staff member that your child is leaving.

Please be punctual and keep to the session times indicated on the front cover of this information book, as this helps the program to run smoothly.

Custodial Issues: Parents/guardians are required to notify OSHC about any details of legal custody of the child and any court orders. Copies will be required at the service.

## Routines

The session's routine will be displayed on the noticeboard for families.

## Spiritual Links

OSHC has links with the congregation and Pastor/Chaplain. They are available for Parents and Families.

## RELATIONSHIPS WITH CHILDREN

### Interactions with children

The program offered by OSHC will

- Encourage children to express themselves and their opinions
- Allow children to undertake experiences that develop self-reliance and self-esteem
- Maintains at all times the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child” (Reg 155)

### Relationships in groups

St Paul's OSHC operates on a 1 educator to 15 children ratio. The Service Leader and educators might reduce this ratio after completing risk assessments on planned experience.

## COLLABORATIVE PARTNERSHIPS WITH FAMILIES

### **Communication - Partnerships**

We believe that the partnership between parents and staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent's concerns or questions, so please be active in approaching the Service Leader for discussions. Please arrange a set time to talk to the Service Leader if you have concerns or questions about your child.

### **Contact Details**

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. **Please ensure that authorised nominee names and numbers are current at all times.**

### **Communication**

The OSHC/College/School newsletter and any electronic media, helps staff to communicate the program, interests and events at the OSHC. Most information will be emailed. Please ensure your email address is current.

### **Notice Board**

Notices and information for parents is placed on the notice board. We ask that you check the notice board regularly.

### **Family Involvement**

We value family input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents for the benefit of inspiring the full potential of your child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships. We request that everyone who enters our Service speak and act in a child friendly manner, respectful of both staff and children.

### **Advisory Group**

This is a group comprised of members from the parents of (Service Name's School College, congregation and local community. The meetings usually occur bi-monthly and will be advertised on the notice board.

The aim of the group is to:

- Concentrate on planning and goal setting for OSHC;
- Explore, decide upon and co-ordinate fundraising ventures and family events;
- Provide a support network for OSHC.

### **Family Social Events**

During the course of the year, we may hold some special social events for families.

### **Babysitting**

Families are requested not to ask staff of the Service if they do private baby-sitting. The Service takes no responsibility for such private arrangements.



## CHILDREN'S HEALTH AND SAFETY

### **Children's Clothing**

Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from art activities. It is an OSHC requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun (Vacation Care).

Shoes are to be worn each day and are required to be closed in shoes for excursion days.

### **Nutrition**

We promote healthy eating habits at OSHC.

- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring.
- Please make sure your child can open all containers and packaging to promote their independence.
- If we have a child enrolled at OSHC with severe or anaphylaxis allergies to certain foods or food products, we may ask all parents to exclude these items from their child's lunch box. This ensures the health and safety of all children.

Foods we love at OSHC	Foods we like to stay at home
Fruit (Fresh/Dried)	Roll Ups
Vegetables	LCM,s
Yoghurts	Chips
Cheese, crackers	Lollies
Sandwiches/Wraps/Rolls	Soft Drinks
Custards	Chocolate
Healthy Baked Treats	Junk Food

We celebrate special events or holidays during the year with food, often multi-cultural, and endeavour to make cooking experiences a regular part of our program.

### **Rest and Relaxation**

Resting is an important part of the day. An atmosphere conducive to relaxation is provided during vacation care to allow children to 'recharge'

*"The service will ensure that the individual needs of the child regarding sleep and rest are met" (Reg 81).*

### **Behaviour Guidance**

Staff will gently guide children towards acceptable and considerate behaviour to others. This method empowers children to choose the right behaviour. If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *QLECS Behaviour Guidance Policy (5.03)*

### **Incursions and Excursions**

To complement the program we may plan to take the children on excursions or bring activities to the Service. All excursions and incursions are carefully planned.

*"Children can only attend excursions after the parent or person nominated on the enrolment form has completed and signed the excursion permission form" (Reg 102).*

Excursions and incursions will attract an additional cost on top of the daily fee.

## Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- Toilets are cleaned and disinfected at the end of each day and during the day, if the need arises.
- Children are taught and required to wash their hands after toileting and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.

## Illness and Injury Policy

At all times there is at least one staff member at OSHC who holds a First Aid qualification. The OSHC environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Guidelines in QLECS Policies 2B:08 and 2B:11) have been written on the premise that children who have been ill will not return to OSHC until they are fully recovered. In some instances, a letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to OSHC and non-immunised children will be excluded (as per Policies 2B.08 and 2B.11). Please contact the service to report contagious illnesses.

In the case of minor injury to a child whilst at OSHC, staff will administer first aid immediately. If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign.

*"In the event of a child becoming ill or injured while at OSHC, staff will complete an incident/injury form which includes name, age, circumstances, time and date as well as any action taken by staff, witness details and time and date of notification to parents or persons nominated on the enrolment form" (Reg 87)*

*"Parents will be notified as soon as practicable and within 24 hours if their child is involved in any incident, injury, trauma or illness while at OSHC" (Reg 86)*

*"The staff will take all reasonable steps to prevent the spread of infectious disease and if there is an occurrence of an infectious disease at the service families will be notified by the placement of a notice in the parents area as well as verbally by staff" (Reg 88).*

## Medication

*"OSHC has a medical conditions policy that covers the management of conditions including asthma, diabetes and a child at risk of anaphylaxis. Parents are asked to provide staff a management plan for their child if they identify with one of the above health care needs. OSHC will develop risk minimisation procedures in conjunction with parents of children identified to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised" (Reg 90).*

*"OSHC has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy" (Reg 91)*

*"If medication is required to be given during your child's attendance then a medication form is required to be completed by the parent or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed, staff will complete and sign their section when the medication is administered" (Reg 92).*

*"Medication will only be administered once the medication form has been signed and correctly filled out. In cases of emergency a parent or person nominated on the enrolment form can consent to the administration of medication verbally or if parent or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent" (Reg 93). "If staff need to administer medication for a anaphylaxis or asthma emergency they will notify the parent and emergency services as soon as practicable" (Reg 94)*

*"Medication can only be administered if it is prescribed by a registered medical practitioner, in its original container with original label with the child's name on it and the medication has not expired, details and dosage will be checked by another staff member before administration" (Reg 95).*

***Please note: Non-prescribed medication will be given as per the Service's policy.***

## **Puffers and Inhalers**

For asthma, a management plan from your child's doctor is required at least every six months or when medication or dosage changes. We do have blank forms at the service. Individual medication and equipment is to be supplied by the parent. The medication form will need to be filled out and signed by the parent on arrival and also on their return to OSHC, if medication has been administered.

## **Anaphylaxis Treatment**

Parents must provide a completed management plan prepared by a doctor that outlines the medical condition of, and recommended treatment for the child. A signed consent form for injection of medication must be kept at OSHC. For further information, please discuss with the Service Leader prior to your child beginning at OSHC. A risk minimisation plan will also need to be completed with the Service Leader.

## **Sun Protection**

### Hats

In the interest of promoting healthy and safe protection from the sun, we require all educators and children to wear hats while outdoors. Children **MUST** wear either a Broad brimmed or legionnaires hat outdoors. Caps are not allowed, as we follow Sun Smart Polices.

### Sunscreen

Sunscreen is available for use. If your child requires a particular sunscreen, please bring a bottle for their use while attending OSHC.

### Clothing

Sun safe clothing must be worn.

## **Emergency and Evacuation Procedures**

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to educators and visitors. These procedures include emergency services, contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for the OSHC is distributed to all new educators and volunteers on their first day at OSHC. Parents, educators, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down.

All children attending OSHC are regularly familiarised with evacuation/lockdown procedures at the discretion of the educators.

## **Child Protection**

*All educators are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing. "All educators at OSHC are aware of child protection law and their obligations that they have under Queensland Child Protection Act 1999" (Reg 84).*

## **Immunisation**

The immunisation status of your child must be completed on your child's enrolment form. Families who choose not to immunise their children, other than for medical exemptions, will not receive government subsidies. Parents are responsible for providing staff with updated immunisation information. Children who have not been immunised will be excluded from care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. For information relating to fee payment during exclusion periods, please refer to Policy 2B.09 and the Immunisation enrolment agreement.

## Tobacco, Drug and Alcohol Free Environment

*"The Service provides an environment free from the use of tobacco, illicit drugs and alcohol" (Reg 82).*

Please note that there are specific exclusions boundaries in regards to smoking- 5 metres beyond the property boundary.

## STAFFING ARRANGEMENTS

### **Our Educators and their Roles**

Children at OSHC are in the care of qualified and suitably trained educators.

#### Service Leader's Role

The role of the Service Leader is to work closely with educators, QLECS and parents to ensure the effective and efficient day to day running of the service. The Service Leader takes whatever action is necessary to ensure the health and safety of the children at OSHC. The Service Leader is responsible for ensuring high standards in both the administrative and educational programs and for planning and overall supervision of the children.

#### Assistant's Role

The role of the Assistant at OSHC is to be communicative and supportive in working with children, parents and other educators. The Assistant provides professional support and co-operates with the Service Leader.

*Notices of current educators are displayed at the service. Families will be informed of staff changes via the notice board.*

### **Students and Volunteers**

OSHC welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at OSHC, they must be approved by the Service Leader, hold a Positive Suitability Card and sign confidentiality and policy agreements. Parents will be notified if a student will be visiting the service. Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Positive Suitability Card.

## LEADERSHIP AND SERVICE MANAGEMENT

QLECS support and oversee the running of the OSHC, including financial, **staffing and compliance matters**. QLECS is the Approved Provider's representative for Lutheran Early Childhood Services in Queensland. Each service has its own Children's Services Manager and their details are displayed in the parent area of the OSHC.

**The Children's Services Manager (CSM)** is part of the QLECS Operations Team and works closely with the educators of the OSHC, ensuring smooth operations and administration for QLECS. The CSM provides assistance to OSHC through programming support, approval assistance, grant applications, staff support and advice, financial administration and support and other areas as needed.



## Outstanding Fees

If your account has been overdue for more than 28 days, we reserve the right to refuse future enrolment in either Vacation Care, Before School Care or After School Care. After 28 days, the unpaid account may be placed in the hands of a debt collection agency.

Should the above process need to be implemented a second time, your enrolment may be cancelled.

No enrolment for Before or After School Care (or further bookings) will be honoured if there are outstanding fees from the previous school term or Vacation Care period.

No enrolment for Vacation Care (or further bookings) will be honoured if there are outstanding fees from the previous Vacation Care or Before/After School care period.

If there are outstanding fees of \$20.00 or more a **late fee penalty of \$20.00** shall be applied. A fee becomes outstanding 14 days after the statement has been sent. The late fee penalty occurs every 14 days until the fee has been paid.

## Shift workers:

Shift workers will not be charged a casual fee. Bookings will be adjusted according to your roster. We require a letter or roster from your organization/company stating that you are a shift or casual worker. If that is not possible, please provide information in writing around your circumstances (to the Service Leader and to QLECS) so that we can assist in meeting your needs. We do request shift/casual workers to notify OSHC of their bookings for the following week by 4pm on the Friday.

## Vacation Care and Pupil Free Days

Vacation care and Pupil free day bookings require a separate booking form for every Vacation care.

We require 48 hours' notice for Vacation care cancellations.

If an excursion or an incursion has been booked on the day you cancel your booking, you will still be charged for the excursion or incursion but not for the actual booking, as the service must confirm numbers in advance with the companies supplying the incursion/excursion.

## 2018 FEES

Before school care	\$18 per session booked \$18 per session casual
After school care	\$24 per session booked \$24 per session casual
Vacation care /PFD	\$48 per day booked \$48 per day casual
Yearly enrolment fee	\$20 per family (calendar year)
Late fee	<b>\$5.00</b> .at 6.05pm then \$2.00per minute after this



## Method of Payment

We are a cash free service and ask that all fees are paid by Eftpos or direct deposit.

Account details:

Account Name – **St Paul's OSHC Caboolture**

BSB 034002 ACCOUNT NUMBER: 188049 BANK: Westpac

St Pauls OSHC is an Approved Care Provider and eligible parents/carers can access Child Care Benefit to assist with the payment of their fees. Child Care Benefit (CCB) reduces the amount you pay for your child care. To claim CCB families must apply for Customer Reference Numbers (CRNs) through the Family Assistance Office (FAO). Once you have been issued with yours and your child's CRNs you need to supply them to the Service Leader so that the information can be entered into the service's software system. The service uploads child enrolment and attendance information weekly via the service's software system to the government's Childcare Management System. It calculates the CCB and fees are charged to the family minus your CCB entitlement. We realise this is a lot to comprehend and urge families to contact FAO on **13 61 50** should you require any extra information. All parents are asked to contact FAO and link their children to both provider numbers listed below as this streamlines the CCB accountability process.

## Absences

Each child is eligible for CCB for 42 days for allowable absences from care across all approved child care services during each financial year without the need to provide documentation, such as medical certificates. All absences beyond the first 42 days will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Parents are required to sign the attendance sheet for absences. Additional absences do not include public holidays.

## Discontinuing Enrolment

You are required to give **two weeks written notice** to the Service Leader if you are discontinuing your child's enrolment. **Fees are payable up to and including end of notification date. If you do not attend during the notice period, you will be required to pay full fees as you will not be eligible for CCB.**

## OSHC Policies

**"All educators and parents are required to abide by these policies" (Reg 169, 170).**

This is a condition of enrolling your child at OSHC. The policies cover all aspects of operation and management of OSHC in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Service Leader and the Children's Services Manager.

**OSHC has a range of policies and procedures readily available which include the following**

- delivery and collection of children
- excursions
- refusal of authorisation for a child to leave the service
- dealing with infectious disease
- dealing with medical conditions
- emergency evacuations
- health and safety matters relating to:

- nutrition, food and beverages and dietary requirements
- sun protection
- water safety
- administration of first aid
- incident, injury, trauma and illness
- child safe environment
- staffing arrangements
- staffing including:
  - code of conduct
  - determining the responsible person present
  - participation of volunteers and students
- relationships with children
- interactions with children
- service management
- governance and management of the service, including confidentiality of records
- enrolment and orientation
- payment of fees
- dealing with complaints (Reg 168, 171)

### **Inclusion Policy**

Children have a wide variety of backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability. Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Service Leader. Medical information may be required.

### **Insurance**

The service is fully covered by Public and Products Liability with Liberty International through LCA Insurance Fund.

*The OSHC will keep a copy of their current certificate of insurance (Reg 180).*

### **Media Involvement in OSHC**

St Pauls OSHC has set out the following policy regarding media involvement:

- Permission to photograph or video in OSHC is included in the Enrolment Agreement Form. This includes newspapers and advertising displays etc. If parents do not give permission, OSHC will ensure that the child is not included in these activities.
- When photos go into local newspapers, first names only will be printed unless otherwise negotiated.
- Should the OSHC wish to print multiple copies of photos for advertising, permission will be sought from parents prior to use.



## Feedback and Concerns

Family input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child's experiences at the Service. Please take the time to read and respond to these requests as they assist us to improve the quality of our service. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises:

1. In the first instance, please approach the Service Leader to discuss the matter. Be willing to express how you feel clearly and be open to working with the Service Leader to resolve this matter. This may involve more than one discussion.
2. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing. Contact details for your CSM will be available at the Service.
3. Unresolved concerns can also be raised with

Office for Early Childhood Education and Care

Department of Education and Training

PO Box 15033 City East QLD 4002 Phone 1800 637 711 Fax 3234 0310 or email

[ecec@det.qld.edu.au](mailto:ecec@det.qld.edu.au)

## CONCLUSION

It is our hope that your family will enjoy being a part of St Pauls OSHC

Should you require further information or explanation regarding this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this booklet for the future.

# St Pauls Friendly Staff



**Shirley Crispe** -: Service Leader



**Nicholas Peto** -: Educational Leader



**Rhonda Donsky** -: Educator



**Helen Malcomson** -: Educator



**Christine Casten** -: Educator



**Julie Ker** -: Children's Service Manager