Whitsunday ANGLICAN SCHOOL

Outside School Hours Care Handbook
Five Core Values lead the School’s Anglican Ethos.

1. CHRISTIANITY (through Social Responsibility) – characterized by faith in God, forgiveness, reconciliation, developing a sense of mission/purpose through service to, and compassion and care for others;

2. TOLERANCE (through Respect) – characterized by openness to a broad range of ideas and concepts, accommodation of multi cultures and faiths, and inclusivity of a wide range of backgrounds;

3. EXCELLENCE (through Effort) – characterized by the pursuit of optimum outcomes for students in their academic, sporting and cultural endeavours and underlined by our explicit strategies to assist students develop the habits of self-belief, persistence and resilience;

4. DIGNITY (through Tradition) – characterized by our expectations for a conservative approach to worship, dress, appearance, manners, language, social discourse, rituals and symbols;

5. TRUST (through Co-operation) – characterized by consideration of the needs of the group before the needs of the individual, expressed through collaboration, teamwork, honesty and consistency.
WHITSUNDAY ANGLICAN OSHC  (OUTSIDE SCHOOL HOURS CARE)

PROGRAMS OFFERED:  
Before School Care  
After School Care  
Vacation Care

FUNDED BY:  
Self Funded

LICENSED for:  
30 Children

LOCATED AT:
CELEBER DRIVE
BEACONSFIELD

POSTAL ADDRESS:  
P.O. BOX 3390
NORTH MACKAY QLD 4740

JUNIOR SCHOOL OFFICE:  4969 2038
FAX:  4969 2001

Coordinator: Tayhla Wood
Mobile: 0418 745 389  Office: 4969 2052  Email: care@was.qld.edu.au
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Your Qualified Educators are:

Coordinator Miss Tayhla Wood

Studying: Bachelor Education Primary
Supervisors Certificate, First Aid Certificate, Asthma and Anaphylaxis Management Certificate
Tayhla has been employed at Whitsunday Anglican School since early 2016. Tayhla has worked in the childcare setting whilst completing her bachelor studies.

Assistant Mrs. Yvonne Cracknell

Diploma Children Services, Supervisors Certificate, First Aid Certificate, Asthma and Anaphylaxis
Yvonne has been employed at Whitsunday Anglican School since 2016 and has worked within education and childcare settings in a range of centers.
Philosophy

Our aim at Whitsunday Anglican Outside School Hours Care is to provide a safe, relaxed, & challenging environment to stimulate children’s social, emotional, physical & intellectual development. The School’s OSHC caters for students from kindergarten to year 7.

- At Whitsunday Anglican OSHC, we believe that all children are individuals and develop at different levels. To encourage further growth and development, children will be exposed to a range of different learning experiences through indoor, outdoor and off-campus play.

- We believe children should be allowed time for stimulating and unstructured play in a safe, warm and caring environment where they feel unique and have a sense of belonging.

- Every child should have the opportunity to learn and develop independence, responsibility and respect for themselves and others.

Aims of the Centre

It is our aim for children who attend to:
- Feel valued and cared for.
- Be self-confident and independent.
- Have high self-esteem.
- Be socially competent.
- Develop effective relationships.
- Be able to communicate verbally and emotionally.

Our Centre offers:
- Opportunities to play with friends and toys.
- Freedom to express feelings.
- Clear and reasonable expectations of behaviour.
- Assistance in teaching respect for other people, property, and the environment.
- To endeavour to build and maintain close parent & family relationships.
- Openness to multiculturalism and sharing beliefs.

Our Centre has:
- Lots of room for noisy, active play.
- Quiet places, to relax and rest, or to be alone.
- Attractive displays of children’s creative artwork.
- An undercover play area
- A playground for many different outdoor activities and places to explore alone and with friends.
- Multimedia equipment (TV, DVD, computers)
- A sandpit with shaded areas to play.
- A fridge for children’s afternoon tea.
- Cooking facilities.
OSHC HOURS OF OPERATION:
Before School 7:30am – 8:00am
After School 3:00pm-6:00pm
Vacation Care 7:30am – 5:30pm

Closed-Public Holidays & Student Free Days

BEFORE SCHOOL CARE Hours of Operation:
School Term – closed on Student Free days and public holidays.

7:30am – 8:00am daily If you arrive at school prior to 7:30am you must wait with your child as OSHC Educators are not responsible or licensed to care for children prior to opening hours.

OSHC Educators are available each day to assist with any parent queries at the OSHC room from 7:30am – 9:30am.

Fees:
$5.00 per child per morning (half hour).

Daily Routine:
Homework: A quiet area is provided for children who need to finalise homework from the previous day. They are able to receive assistance from an OSHC Educator.

Activities: Structured and unstructured games and activities are organised each morning some of which include colouring in, drawing, blocks, home corner, computer games, board games, outdoor play and popular card games.
AFTER SCHOOL CARE

Hours of Operation:

School Term – closed on Student Free days and public holidays.

3:00pm – 6:00pm daily

OSHC Educators are available each day to assist with any parent queries at the OSHC room from 2:00pm – 6:00pm

Fees:

$25.00 per child, per day (3:00pm – 6:00pm)

Absent fees apply (see Absent Fees)

Routine:

Afternoon Tea: is provided by the program, which consists of various nutritional menu options. Water is always accessible to the children and they are encouraged to drink regularly. Children must wash their hands before having afternoon tea.

Homework: All Junior School children are encouraged to spend the first 30 minutes of the afternoon completing homework tasks. This is mostly completed Monday - Wednesday each week. A quiet area is provided for children, and Educator assistance is available. Children are encouraged to bring their homework each time they attend. Children who may not have homework, or have been advised to not complete homework at OSHC, will be encouraged to do creative writing, reading or quiet study during the first 30 minutes of the afternoon.

Activities: Structured and unstructured activities are organised each afternoon, some of which include craft projects, painting, ball games, music, cooking, card games, construction play, dress-ups & free play.
VACATION CARE

Hours of Operation:
School Holidays – closed public holidays and during Christmas period.

7:30am – 5:30pm daily

OSHC Educators are available each day to assist with any parent queries at the OSHC room during operating hours.

Fees:
$55.00 per child, per day. (Plus any excursions costs as noted in the program).
Absent fees apply – Please advise in writing (either SMS or email) by 8:00am if an absence occurs.

Excursions:
Please arrive prior to 8:30am on the day of excursions (unless otherwise advised). Excursion times are advised on the program. Preparation and rules for each excursion are given in the 30 minutes prior to departure.
Please prepare your child for all excursions with appropriate clothing, food and drink, and spare essentials packed into a backpack.

FULL FEES APPLY if:
- You are late for the excursion departure time and your child will be left behind.
- You do not provide ONE WEEK (7 DAYS NOTICE of Cancellation)
- If you are absent on the day of the excursion

What to Wear:
Closed in shoes and socks – thongs or sandals may be packed in backpack
T-shirt with shoulders covered by sleeves (sun safe) no sundresses, singlets or tank tops

What to Bring:
Morning and Afternoon tea
Lunch
Snacks
Water bottle
Wide brimmed hat (school hat)
Thongs
Spare clothes
Swimmers and sun shirt
Towel
**VACATION CARE**

**Daily Routine:**

**Morning Activities: (7:30am – 9:00am)** Children will engage in quiet indoor play to start the day (games, puzzles, colouring, blocks). Upon adequate supervision, children may then make their way outside for some sandpit, fort, ball games and free play.

**Morning Tea:** Children will enjoy morning tea with their peers in a social setting. Children are to bring a packed morning tea. Occasionally within the program, morning tea is provided or cooking activities are organised.

**Activities:** Structured and unstructured activities are organised each day some of which include craft projects, ball games, music, cooking, dress-ups & free play. Some exciting excursions are planned for the children to experience i.e. skating, bowling, beach trips, cinema, and park.

**Lunch:** Children will enjoy lunch with their peers in a social setting. Children are to bring a packed lunch daily. Children are encouraged to follow good hygiene practices. Occasionally within the program, lunch is provided or cooking activities are organised.

**Rest Period:** After lunch children will have a rest period. As this is the hottest part of the day, or children are generally fatigued from excursion outing, children will take time out to watch a midday movie and enjoy some relaxation games. No structured activities are planned at this time to allow children to rest.

**Afternoon Tea:** Children will enjoy afternoon tea with their peers in a social setting. Children are to bring a packed morning tea. Occasionally within the program, afternoon tea is provided or cooking activities are organised. Water is always accessible to the children and they are encouraged to drink regularly. Children must wash hands before having afternoon tea.

**Afternoon Activities:** Structured and unstructured, indoor and outdoor activities are organised each afternoon some of which include painting, play dough, computers, sport, dancing, dress-ups, blocks and construction activities. After packing up indoor activities, children may free play until parent collection.
ENROLMENT

Each child attending the service must have a separate enrolment form completed. As of 2017, enrolment forms must complete online. Please visit the “Outside School Hours Care” tab on the Whitsunday Anglican School website. Follow the prompts to complete the form. Once completed and signed, you may email, take the form to the Junior School Office or OSHC room.

- Enrolment forms need to be properly completed before children can attend the service.
- Enrolment forms need to be updated regularly to ensure the safety of your children.
- All eligible families using the service for Outside School Hours Care are available to apply for CCB and CCR through Centrelink. (See page 19 for further information)

FEES AND PAYMENTS

Fees must be paid weekly. Any unpaid fees must be cleared by the last day of term or 2% interest will be charged. We reserve the right to cancel the child’s enrolment for the following term. You can choose to pay via EZIDebit, payment at reception or via bank transfer weekly.

EZIDEBIT: Payments of OSHC Fees can be made with EZIDebit via Direct Debit from your Bank, Building Society or Credit Union Account or by Credit Card. EZIDebit forms can be found on the OSHC tab of the school website, or collected from the OSHC room.

RECEPTION PAYMENT: Payments of accounts can be made at Reception at the main school office by cash, cheque, or Credit Card.

BANK TRANSFER: OSHC Bank Account details are:

BSB: 034-195
Account no: 273732
Account Name: Outside School Hours Care
Reference: [Your child’s surname]

Children who are not enrolled at Whitsunday Anglican School must pay all fees in advance, prior to attending.

A Centrelink Customer Reference Number (CRN) must be provided for each child and family to receive Child Care Benefit or Child Care Rebate payment reductions.

LATE FEES

After School Care:

A late fee is charged for children collected after 6.00pm, $15.00 per child for every 5 minutes or part thereof.

Please ensure you have made suitable arrangements for the collection of your child before 6pm. This is a workplace, health and safety issue and these late fees will be strictly enforced. We understand that on rare occasions these circumstances may be beyond your control. Please be considerate and advise on 0418 745 389 if you expect you will be late collecting your child so that attending staff can make the necessary arrangements.

Vacation Care:

Late fees for children collected after 5:30pm during vacation care are charged at $15.00 per child for every 5 minutes or part thereof.
**ABSENT FEES**

**OSHC Sessions**

No fee is charged for cancellations of 24 hours’ notice. If notice is given before 12:00pm on the day, an absent fee of $10.00 will apply. If no notice is given on any booking, full fees will apply ($25.00) (including casual).

Please note that if you book your child in for an afternoon session and your child does not attend you will be charged full fees if no notice is given.

**Vacation Care**

Absent fees for illness are charged at a reduced rate if notice is given 24 hours in advance. Excursions will still be charged at full fees. Absent fees are charged at full fees if no notice is given.

**BOOKINGS**

As we need to ensure staff/child ratios are always being met, bookings are mandatory. Due to government regulations, approved places are limited; therefore it is a requirement that bookings are made to ensure your child has a place.

**How to book:** Each family must arrange with the Coordinator the days required for care, whether it is on a regular or casual basis. This can be arranged through the online Enrol Webpage. Casual bookings can be made via the Coordinator or “My Family Lounge” application. Details for this app can be found on the website for both iPhone and Android phones. Please remember the enrolment process needs to be completed before bookings can be made. Please email or phone the coordinator if any queries arise.

Vacation Care booking letters are published each term to highlight the program and booking requirements. Confirmation emails are sent to parents to confirm booked attendances and fees.

As a safety measure staff check that all children who are booked in do arrive safely. Should your child not be attending on a particular day due to illness or other reasons please make sure a courtesy phone call is made to advise the Coordinator.

**CANCELLATION OR ENROLMENT CHANGES**

Please notify the Coordinator by email or phone.

**OSHC Sessions**

Cancellation of all care bookings should be given in writing to the Coordinator at the earliest opportunity. Charges may apply to after school care if notice is given after 9am of cancelled bookings.

**Vacation Care**

1 week (7 days) notice IN WRITING to the COORDINATOR (SMS or email is acceptable).

Late cancellations (less than 7 days notice) or non-attendance without notice will be charged at FULL FEES including excursion costs. (as numbers are pre-booked and confirmation has been made)
SIGNING IN AND OUT

Parents must log into the iPad (using their phone number and created PIN) to sign their child in/out. This log in is created on your first visit to OSHC. Occasionally the school server may cause log in issues, in which case a printed sign in/out sheet is provided and must be completed.

Before School Care:

Parents must escort & sign their children in each morning to ensure their safety. When Before School Care is finished, children will be signed out by an OSHC Educator and will be sent to their classrooms.

After School Care:

Children will need to make their way directly from class to the After School Care room to be signed in by an OSHC Educator for the afternoon.

Vacation Care:

Parents must escort & sign their children into the service each morning and out each afternoon to ensure their safety.

*Please Note: The documentation of your child’s attendance is crucial in maintaining your CCB. If another adult will be collecting the children at any stage, the Coordinator must be notified of the change of circumstance. This person needs to be aware of the signing in and out process and will need to show photo ID upon their arrival. We also encourage parents where possible to bring any authorised contacts to the service to be introduced to staff members and to be shown the correct collection process. On days where someone else may be collecting your children, making OSHC Educators aware of the change of plans helps us to ensure the safety of your children and ensure a smooth transition.

CONFIDENTIALITY

All information collected on your Enrolment Forms is treated as private and confidential. Our policy is to respect your privacy and none of this information will be forwarded to anyone without your consent.

CO-CURRICULAR ACTIVITIES

Please advise the OSHC Coordinator in writing in advance if your children will be attending sport or co-curricular activities which necessitates someone else collecting them or if they will leave or arrive late to OSHC. This is necessary as OSHC Educators will follow up on any students they consider missing from care, in which you will receive a phone call.

CLOTHING / SUN SAFETY

Each afternoon, children must wear enclosed shoes as per school uniform guidelines and student expectation. Students are required to bring their hat each afternoon and during vacation care. All children will be required to wear their hats when participating in any outdoor play. Sunscreen is applied regularly during Vacation Care to ALL Children and is applied during After School Care outdoor play.

NO HAT, NO OUTSIDE PLAY!
Children should be vaccinated against the following diseases at all times recommended in the National Health and Medical Research Council (NHMRC) schedule. The following is an extract from a publication of the Tropical Public Health Unit:

<table>
<thead>
<tr>
<th>AGE</th>
<th>DISEASE</th>
<th>VACCINE</th>
</tr>
</thead>
</table>
| 2 months, 4 months & at 6 months | • Diphtheria  
• Tetanus  
• Pertussia (Whooping Cough)  
• Poliomyelitis  
• Haemophilias influenza type b (hib) disease | DTPa or DTPw Sabin  
Hib vaccine (HbOC) |
| 12 months            | • Measles  
• Mumps  
• Rubella | Measles-Mumps-Rubella |
| 18 months            | • Diphtheria  
• Tetanus  
• Pertussia (Whooping Cough)  
• Poliomyelitis  
• Haemophilias influenza type b (hib) disease | DTPa or DTPw Sabin  
Hib vaccine (HbOC) |
| 4 - 5 years          | • Diphtheria  
• Tetanus  
• Pertussia (Whooping Cough)  
• Poliomyelitis  
• Haemophilias influenza type b (hib) disease | DTPa or DTPw Sabin  
Hib vaccine (HbOC)  
MMR |
| 10 – 16 years        | • Hepatitis B (1st Dose)  
• Hepatitis B (2nd Dose)  
• Hepatitis B (3rd Dose) | HBV  
HBV  
HBV |
| One month later      | • Diphtheria  
• Tetanus  
• Poliomyelitis | ADT  
ADT  
Sabin |
| Six months later     | • Diphtheria  
• Tetanus | ADT  
ADT |
MEDICATION

If medication needs to be administered to your child by the OSHC staff, it must comply with the following:

- All medications must be prescribed by a doctor.
- Original labels on all medications must be visible with the child’s name and dosage details.
- Parents must present medication to staff upon arrival and fill out and sign the Medication Diary.
- Parents must personally administer medications that are not prescribed by a doctor.
- Health forms must be regularly updated (obtained at OSHC centre)

ACCIDENT & EMERGENCY

- First Aid is administered by OSHC Educators who are qualified with a First Aid Certificate.
- If further medical intervention is required, OSHC Educators will call an ambulance immediately and parents will be contacted.
- If necessary, the Coordinator will travel in ambulance with child and meet parents at the hospital.
- An Accident Report Form will be completed by staff and will need to be signed by a parent.

Please ensure upon enrolment that all medical information and emergency contacts are up-to-date and correct in case of such an emergency. Regular Fire, Lockdown, and Emergency Drills are conducted to ensure students are aware of the procedure, should a danger be presented.

INFECTIOUS ILLNESSES

Our centre complies with the Queensland Department of Health regulations. Certain illnesses have recommended exclusion times when a child should not have contact with other people. To reduce spreading of infectious illnesses, please do not send your children to attend the service if they are sick. It is our duty of care to send your child home while contagious. Please notify the Coordinator if your child won’t be attending. Copies of exclusion periods (Time Out table) are available at the OSHC room or downloaded from the Department of Health.

VOLUNTEERS

At times during the year students may visit OSHC for work experience, practise teaching and service commitments. At no time will these visitors be left solely in charge of the children. All volunteers must sign in and out in the visitor’s book located at OSHC. All volunteers must have a current blue card.

Note: Whitsunday Anglican OSHC is licensed under the Child Care Act. You can contact the Department on Ph: 07 4842 8354

Level 4, Verde Central, 44 Nelson Street, Mackay  QLD  4740
PO Box 760 Mackay  QLD  4740
PARENTAL INVOLVEMENT

Whitsunday Anglican OSHC operates to care for your children and we want you to be involved wherever possible. Here are a few suggestions on how you can be involved with the program on a daily basis:

- Parents are always welcome to stay and join in. Children love it when parents stay for periods of time and are included in the program. We encourage you to ask about your child’s day.

- If children are experiencing separation anxiety, please drop your child off and make a quick departure. Children are easily distracted and tend to settle within a short time. If you are concerned about your child please feel free to call to check up on them. If we are concerned, we will call you.

- Input from parents is always valued. Please feel free to contribute suggestions about the daily running of the program. Sharing Cultural Celebrations, history and experiences are invited.

- Donations of books, games, dress-ups, craft and recyclable materials are much appreciated.

GRIEVANCES

If you have any concerns about your child or any related issues, please speak to the Coordinator immediately so your mind can be put at ease. If you feel unhappy with the way the matter has been handled, please feel free to speak directly with the Head of Junior School.

We here at OSHC encourage open communication and aim to resolve any issues or concerns in an appropriate manner.

If children and their families are happy, we are happy.

SUPPORTIVE LEARNING ENVIRONMENT

The following is a guide of the behavioral standards we expect from the children attending the service. Please read through these with your children prior to attending so they are aware of what is appropriate.

<table>
<thead>
<tr>
<th>RIGHTS</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>To learn in a positive, caring environment</td>
<td>To be co-operative and to actively participate without interfering with the learning of others</td>
</tr>
<tr>
<td>To be treated with respect, fairness &amp; with consideration</td>
<td>To treat others with respect, fairness and courtesy</td>
</tr>
<tr>
<td>To be safe</td>
<td>To stay in the designated area and to act in a manner which does not threaten others or their property</td>
</tr>
<tr>
<td>To be able to freely express opinions, thoughts and feelings</td>
<td>To listen, and accept the viewpoints of others and to consider their feelings</td>
</tr>
<tr>
<td>To have appropriate access to OSHC facilities</td>
<td>To care for the equipment and the environment &amp; to share resources</td>
</tr>
<tr>
<td>To know what is acceptable behaviour and to know the consequences of any unacceptable behaviour</td>
<td>To take responsibility for my actions, and to accept the consequences of my behaviour</td>
</tr>
<tr>
<td>To feel accepted, welcome and valued</td>
<td>To make others feel accepted by being kind, helpful &amp; a good friend</td>
</tr>
</tbody>
</table>

Make the right choice!
CHILD CARE BENEFIT

What Is Child Care Benefit?
Child Care Benefit (CCB) is an income based Government Subsidy provided to families to assist with the costs of child care. CCB helps create a more affordable system of childcare. Families may choose to receive CCB through Weekly Fee Reductions or as a Lump Sum Payment at the end of the financial year. Either way, you must inform the Family Assistance Office (FAO) that your child is attending our service.

(Please remember to state whether you have other children in any other type of care)

But I don’t think I’m entitled to receive CCB.
Every family that meets the work/care/study criteria is entitled to the CCR (Child Care Rebate) subsidy. Connecting to our service means that even if you are only entitled to the minimum fee reduction of CCB, 50% of your out of pocket expenses are claimable with CCR. That could be a huge saving in childcare costs.

What do I need to do now?
You will need to choose whether to claim for CCB or CCR as weekly fee reduction or as a lump sum payment. You will now need to inform the Family Assistance Office (FAO) by applying for CCB/CCR.

How to apply for CCB.
Phone 13 61 50 or visit your local Family Assistance Office (FAO) and give them your details. You will need to quote our Service Provider Number and inform them of your choice.

Our Service Provider Number:
555 011 872 L After & Before School Care

What do I need to tell Whitsunday Anglican OSHC staff?
You will need to inform the service coordinator that you have contacted the Family Assistance Office (FAO) and completed the CCB information on the enrolment pack. Whether you decide to claim for CCB or not, it is imperative that we obtain the CCB information as it is our legal requirement that all children attending our approved service are put into our Childcare Management System.

What if I still have questions about Child Care Benefit?
If you would like more information about this process, please don’t hesitate to speak with Cheree Pigott, our service coordinator who will be happy to assist you with correct information.

Please Note: Full fees will be charged until your application is processed and forwarded to our service; therefore it is advisable to apply immediately. If you are currently receiving any CCB with another service, Whitsunday Anglican OSHC still needs to be nominated as an Approved Service Provider. Multiple services can be used, eg, a Vacation Care and a Long Day Care service.

Policies & Procedures
The Policies and Procedures of the service are set in place to ensure the smooth daily operation and the safety of your children. Therefore they must be adhered to at all times. Copies of these are displayed and are available at our service. Please read carefully so you are aware of your responsibilities.
STAFFING

Government Regulations state minimum staffing requirements must be met at all times.

Staff/Child Ratio at the service:
Primary School Children – 1:15

Staff/Child Ratio on Excursions:
All Age Groups - 1:10

Your Carers are:

OSHC Coordinator: Miss Tayhla Wood
OSHC Assistant: Mrs. Yvonne Cracknell
Additional Coordinators: Mrs. Tammie Banks, Mrs. Yvonne Cracknell
Additional Assistants: Mrs. Deb O’Brien, Mrs. Heather Klein.

Our OSHC Educators have qualifications, which include the following:

- Bachelor of Education (Primary)
- Assoc. Degree of Learning Management (Primary)
- Diploma of Community Services (Children’s Services)
- Certificate IV in Education Support
- Certificate III in Education Support
- First Aid Certificate/Anaphylaxis and Asthma Certificate
- Supervisor Certificate (as per Childcare regulations)
OSHC Contact Details

Please contact the Coordinator during care hours for information about your child.

Office: 4969 2052
Mobile: 0418 745 389
Email: care@was.qld.edu.au

All information relating to enrolment, policies, fee payments, vacation care program etc are available on our website. Website: http://www.was.qld.edu.au/out-of-school-hours-care

For general information outside care hours please phone

Whitsunday Anglican School Main Office 4969 2000
Junior School Office 4969 2038