

Trinity Beach

Outside School Hours Care

Family Handbook

This handbook will help families to inform them of general and important information about our service

*We endeavor to
Provide Quality Care*



Phone: 4057 5678

Mobile: 0487 575 678

*Email on:
tinoshc@bigpond.net.au*

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Welcome

The staff of Trinity Beach Outside School Hours Care welcome you to the service.

We hope that you find your time with our service a happy and rewarding one.

Approved Provider

Trinity Beach State School P & C Association Outside School Hours Approval Number is: QPA-19818 and our Service Approval number is QSA-731029

General Information

Trinity Beach Outside School Hours Care is a 50 place service for Before School Care After School Care and Vacation Care Programs operated by Trinity Beach Tropical North Learning Academy P & C Association in the grounds of Trinity Beach Tropical North Learning Academy. The service caters for children who attend primary school.

The vast majority of the children attending come from Trinity Beach Tropical North Learning Academy but we welcome other children who can make their way to the service from other schools if capacity permits.

The aim of the service is to provide a quality recreation program for children who require care at the end of the school day. It is our hope that we can work side by side with parents in ensuring that our program meets the needs of children and their parents. We follow the "Our Time, our Place" Framework for School Age Care in Australia.

During the school holiday periods Trinity Beach provides a Vacation Care program for children. The staff from our Before and After School Care service also operate the Vacation Care program. Should you wish to know more about this program please do not hesitate to ask the staff or ring Trinity Beach Outside School Hours Care on 4057 5678 or 0487 575 678. Email address: trinoshc@bigpond.net.au

Trinity Beach Outside School Hours Care Philosophy

Our Service believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children. We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions; we can build a foundation for successful lifelong learning.

We acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support their children and promote each child's health and wellbeing. We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of service delivery.

The service believes that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

Ours Goals

Trinity Beach Outside School Hours Care has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Hours of Operation

The **Before School Care Service** is open from **7:00am till 9:00am**. All Preps are escorted to their classroom.

The After School Care Service is open from the end of the school day until 6pm sharp. Preps are collected from their classroom by a member of the After School Care staff. Children from grade 1 to 6 make their way to our room.

All our staff are in attendance at the **After School Care Service** from approximately **2pm/2:30pm until 6:00pm**.

Prior to the end of the school day they spend time in preparing craft, games, activities and ensuring that the service is safe.

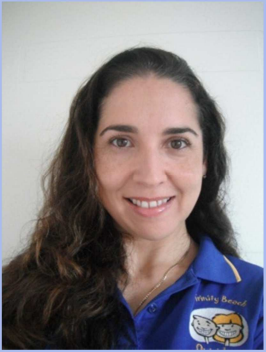
Messages can be left on our land on **4057 5678** or the mobile number on **0487 575 678** at any time throughout the day. **Please e-mail bookings or cancellations.**

After School Care is be available on Student Free Days and is **closed** in Public Holidays.

We operate our **Vacation Care Service** during the school holidays in January, Easter, June/July September/October and December/January break. We open from **7:30am till 6:00pm**.

Our Service is staffed by permanent part- time and casual staff.

Educators



Coordinator BSC/ASC/Vacation Care:

Veronica Vignes (CERTIFIED SUPERVISOR)

Veronica has completed Associate Diploma in Social Sciences.

During the afternoon, Veronica can be contacted on 0487 575 678 or on 4057 5678

Please leave a message at other times. Email: trinoshc@bigpond.net.au

Assistant Coordinator/ASC/Vacation Care:

Christine Lowien (CERTIFIED SUPERVISOR)

Has certificate III in Children's Services.

During the mornings and afternoons, can be contacted on 0487 575 678 or on 4057 5678.

Please leave a message at other times. Email: trinoshc@bigpond.net.au

Coordinator BSC

Assistant Coordinator/ASC/Vacation Care:

Linda Parker (CERTIFIED SUPERVISOR)

Linda has her Diploma in Children's Services and Certificate III in Children's Services.

During the mornings, Linda can be contacted on 0487 575 678 or on 4057 5678.

Please leave a message at other times. Email: trinoshc@bigpond.net.au

Regular Casual Staff: *Christina Parker, Kylie Walmsley, Teleah Mahaffey, Aimee Hedges, Brigette Pappas, Lorena Bouwman, Janice Ciantar*

Permanent Part-time Staff: *Veronica Vignes, Linda Parker, Christine Lowien, Kelsey McDine, Analeigh Dobbie, Angela Riera,*

Our regular casual members bring richness to the program and loads of practical experience with children. A range of other casual staff is used in the service when needed.

First Aid Certificates are held by Coordinators, Permanent Part Time and Casual staff. Child ratios of 1:15 children are maintained at all times. During School Holidays a risk assessment is compiled to determine these.

Service Management Structure

Trinity Beach OSHC Services is operated by Trinity Beach Tropical North Learning Academy Parents and Citizen Association and forms one part of its provision of services for children. P & C has an excellent working relationship with the School and there are opportunities for OSHC staff to liaise with the Principal about any issues that arise and vice versa.

National Quality Framework

The National Quality Framework (NQF) is the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children using education and care services.

The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia. ²The service strives to ensure that the service meets the National Quality Standard. The [National Quality Standard](#) sets a new national benchmark for the quality of education and care services, and promotes the safety, health and wellbeing of children. It includes seven quality areas:

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



Australian Children's
Education & Care
Quality Authority™

A national quality rating and assessment process

Approved services are assessed and rated against the National Quality Standard. The aim is to promote continuous improvement in the quality of child care and early learning services. Further information is available on [assessment and ratings on the ACECQA website](#)

The Australian Children's Education and Care Quality Authority

ACECQA has been established to oversee the National Quality Framework, and to ensure the new system is implemented consistently and effectively across all states and territories.

Information on the National Quality Framework, including information sheets and sector support material, is available on the [ACECQA](#) website.

Priority of Access and Non-Discriminatory Access

We are a service approved by the Federal Government to provide Child Care Benefit to families. Child Care Benefit is a means tested subsidy which reduces cost of care to families (see next section).

One of the responsibilities of this registration is to ensure that places are made using the priority of **access guidelines** as determined by the Federal Government.

Our service will take children into care on the following basis:

Priority 1 A child at risk of **serious abuse or neglect**

Priority 2 A child of a **single parent who satisfies**, or **parents who both satisfy**, the work/training/study test under Section 14 of the Family Assistance Act

Priority 3 Any other child.

Within each of these three main priorities, children are to be given further priority as follows:

1. Children in Aboriginal or Torres Strait Islander families
2. Children in families that includes a person with a disability
3. Children in families on lower incomes
4. Children in families with a non-English speaking background
5. Children in socially isolated families and children of single parents.

Should the service become full, a parent using care who is Priority 3 may be requested to vacate the place for a child in Priority 1 or 2.

Fourteen (14) days' notice will be given.

Child Care Benefit or CCB

Child Care Benefit is provided by the Federal Government to help reduce the cost of care to parents. For many parents, Child Care Benefit significantly reduces the cost of care to families.

The majority of our families are entitled to a deduction of their daily fees. Alternatively eligible families can choose to claim this deduction at the end of the financial year.

The Federal Government has introduced a new system for Child Care Benefit. This is called the Child Care Management System (CCMS). This system puts more onus on parents to keep the Family Assistance Office (FAO) up to date with any changes to details especially income and work details.

Our service is no longer able to obtain any information from the FAO for any reason ie. if there is a concern about the CCB rate that is being paid by the Government.

In order to receive Child Care Benefit and Child Care Tax Rebate, parents MUST provide us with the following information:

- Name, date of birth and Customer Reference Number of one parent and
- Name, date of birth and Customer Reference Number of the child or children

Without our service having this information, we are unable to 'link' you and your child to our service and therefore offer a deduction on your fees or in the language of CCMS 'to make your child a formal enrolment'.

Families who do not wish to claim either CCB or Child Care Tax Rebate can still be enrolled and attend our service but are deemed 'informal enrolments' by the Federal Government.

Child Care Tax Rebate

Child Care Rebate helps with the cost of child care fees. It covers up to 50% of your out of pocket child care expenses up to an annual limit of \$7,500 per child.

Out of pocket child care expenses are your total child care fees less any [Child Care Benefit](#) and [Jobs, Education and Training Child Care Fee Assistance](#) you're entitled to.

You must have a 'formal enrolment' with Trinity Beach Outside School Hours Care service to be entitled to claim this subsidy. This is claimed at the end of the financial year when a tax return is submitted.

For further information on CCB or the Tax Rebate, please contact the Family Assistance Office on:
136 150 Monday to Friday 8.00am-8.00am or www.childcarerebate.gov.au

Orientation

For Families:

On return of the enrolment form, the coordinator will arrange a time to discuss with each family the general operations of the service, highlighting various aspects of the program i.e. child protection, grievance and feedback procedures, parent information, fee payment & sign in/out etc. If required, service information and other relevant community information can be translated. Please speak to the coordinator if you require this service for yourself or any member of the enrolled child's family. Should your child have any special considerations please see the coordinator.

For Children:

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

Parent Involvement and Feedback

Our service has an open door policy, which means you are most welcome to come and spend time with your child/ children and their friends. It is WH&S protocol as a visitor to the service to sign in and out in the visitor sign in book.

We sincerely want you and your child/children to be happy and feel welcome at the service. Our intent is to develop a home away from home atmosphere where everyone feels part of the family.

We encourage open communication with parents and welcome any suggestions or comments you may have.

Parental involvement in the service can vary depending on your circumstances.

We note that from time to time parents, children and members of the community may have concerns, questions or suggestions regarding the operation of the service. We welcome and encourage open positive communication. Your coordinator will address all positive and negative feedback as soon as possible. For a copy of the grievance and feedback procedure please see your coordinator.

Parents may also provide feedback via the Suggestion Box, P&C meetings, and verbal communication with the coordinator.

The older children will be encouraged to provide feedback via the Suggestion Box or staff can note the children's likes and dislikes on paper for them.

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

Absences from Childcare

The Federal Government allow families to claim a maximum of 42 days of Child Care Benefit on days they are booked into care but are unable to attend. For children in Outside School Hours Care this will include days where they are booked for Before or After School Care or days booked for Vacation Care.

Allowable absences are paid for up to 42 days per financial year and can be taken for any reason.

In some circumstances you may be entitled to additional absence days but you may need to provide supporting document for this. Reasons for additional absences may include:

- illness (with a medical certificate) or other absence due to sickness of the child, a parent or sibling, supported by a medical certificate.
- Non-immunisation
- Rostered days off
- Rotating shift
- Temporary closure of a school or pupil free days
- Period of local emergency
- Shared Care arrangements due to Court Order, parenting plan or parenting order••
- Other exceptional circumstances.

Please let the service know when your child is absent and the reason for the absence. We will regularly inform you of your child's absences and let you know if your child is getting close to the 42 absences for the year.

Medication

Should your child require ongoing medication e.g. Asthma relief etc please contact the coordinator so that an individual Health Care management plan can be developed for your child.

When medication is administered at the service:

1. Medication must be in its original packaging, with pharmacy label attached, indicating the child's name, dispensing details and expiry date. This applies to all medications, regardless of whether they are non-prescribed (such as cough medicines, antiseptic creams, etc.) or prescribed (antibiotics etc.) Pharmacies can provide dispensing labels for non-prescribed medication.

2. Parents must complete the service's Medication Form, which is available at the service.

Illness and Accident/Emergency

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

In the event of an illness or injury to a child, first aid will be administered by a qualified staff member. If medical assistance is required, parents will be contacted immediately. Should it be required, staff will accompany the child in the ambulance to the hospital. Staff will complete an Illness/Incident/Injury Report Form as soon as possible, and parents are required to sign this form.

Should the child receive medical attention, a SI01 Notification of Serious Incidents is required to be completed and then forwarded to the P&C Management Committee for signature. Trinity Beach OSHC will lodge the form to the Office for Early Childhood Education and Care.



Child Protection Policy

Trinity Beach OSHC will at all times endeavour to fulfil its duty of care to all within its service communities and particularly its duty of care to students. In order to do this, our service is committed to:

- Ⓜ Upholding the right for children to a safe and secure environment based on the belief that this is critical to their overall wellbeing;
- Ⓜ Responding promptly and appropriately to information concerning child/student protection matters;
- Ⓜ Co-operating and working in partnership with the relevant State authorities that are involved in child/student protection;
- Ⓜ Ensuring that the service care structures address and make appropriate provision for the support of children, families and staff.

We achieve this by:

- Ⓜ Being focused on the wellbeing of the child/young person;
- Ⓜ Providing staff with annual student protection training;
- Ⓜ Having at least one specifically trained Student Protection Contact within each service;
- Ⓜ Adhering to legislative and organisational responsibilities to the Student Protection Processes.

Every action relating to a case of suspected child abuse will have the wellbeing of the child as its main concern.

Breakfast

Breakfast is provided for the children attending Before School Care. The service aims to provide nutritious and varied breakfast. The Breakfast menu is displayed in our service. Examples include: cereal, toast and spreads, milk (soy milk and gluten free cereal is also available). Other special breakfast may be provided on special occasions. For example, French toast, yoghurt, pikelets, etc.

Consideration is given to children with special dietary needs and the breakfast is provided and adjusted based on any special needs.

The menu for each week is displayed on the Notice Board located outside our room.

Afternoon Tea

Afternoon tea is provided for the children attending After School Care. The service aims to provide nutritious and varied afternoon teas. A rotating menu is used and is displayed in our service. Examples include sandwiches, savoury biscuits, fruit loaf and a variety of fruits.

Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs

The menu for each week is displayed outside our Notice Board.

Frequently an afternoon activity will include cooking. Biscuits, pikelets, popcorn, pizza melts and cupcakes are often made. Children are able to consume these during the afternoon or take them home. Cooking is always a favourite activity.

Anaphylaxis is the most acute and serious form of allergy. Approximately 1 in 200 individuals will experience such a reaction. Nuts are responsible for many such reactions. For this reason the service is a “**Nut Free Zone**”. Peanut butter and other nut-based products are not provided.



Daily Program

We aim to provide daily routines that meet the needs of individual children and to implement a balanced program that is, stimulating, interesting and exciting. This allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of the children. Children are encouraged to participate in this process by writing suggestions on the “Suggestions Box” at the service or discuss during our group time. Below is a typical day at the service. The current week’s program can be viewed on the noticeboard in our room.

We follow “My Time Our Place”- Framework for School Age Care in Australia .It supports the ongoing development of children in school age care services. It ensures that they have opportunities to participate in leisure and play-based activities that are responsive to their needs, interests, and choices.

Morning Care

- 7.00 am Service opens, sharp. No children are allowed before this time.
- 7.15 am Breakfast is provided.
- 8.50 am Breakfast is finish.
- 8.05 am Room activities and free play/ outdoor play.
- 8.30 am Pack up time, children are offered show and tell, discussions, storytelling, or a book is read.
- 8.45 am Preps are escorted to class and children from older grades can go to class.
- 9:00 am Centre Closes.

After School Care

- 3.00 pm Children’s names are marked off; children wash their hands and afternoon tea served.
- 4.15 pm Group time. Announcements and communicate activities that will be delivered for the day
- 4.30 pm Indoor games, sporting activities, craft activities and free play.
- 5.00 pm Pack up time, children offered games outdoors.
- 6.00 pm Service closes.

Sporting Schools Program

Sporting Schools is a part of the Australian Government's commitment to tackling increasing levels of obesity-particularly among primary school children- and will be delivered by the Australian Sports Commission.

It will fund free sporting activities and provide access to a range of trained community coaches to deliver sporting programmes at the school.

This program started in February 2015 and will offer a range of features to connect schools with their local community and follows the Playing for Life philosophy.

What is Playing for Life?

Playing for Life is an approach to coaching that uses games as the focus of development. By concentrating on game based activities, children are able to:

- *Develop skills in a realistic and enjoyable context, rather than practising them in isolation and from a technical perspective.
- *Engage in dynamic game based activities that use a fun approach to developing a range of motor skills.



Fees & Charges

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunization guidelines.

Currently the fees and charges are as follows:

- Before School Care: \$12 per session (per child)
- After School Care: \$24.00 per session (per child)
\$120.00 weekly per session (per child)
- Vacation Care: \$50.00 in-house session (per child)
\$70.00 for excursions- session (per child)

Administration Fees

A processing fee of **\$10 per family applies** upon first enrolling. This is a one-off fee which is not subject to Child Care Benefit.

Late Collection

Our service closes at **6pm sharp**. Please pick up your child 10 minutes prior closing time.

On the occasion that your child is picked up late, **LATE FEES WILL APPLY** in all instances.

On the **FIRST** instance you will be charged a **\$20. After 15 minutes**, you will be charged an **additional \$2 for every minute** your child remains at the service.

On the **SECOND** occasion, a late fee **\$25** for the first 15 minutes or part thereof applies and a further \$2 per minute, as above.

On the **THIRD** occasion, a **\$30** fee for the first 15 minutes (or part thereof) applies, as well as the \$2 per minute fee thereafter.

On the **FOURTH** occasion, your enrolment will be reviewed and may be cancelled if no suitable resolution is found.

If you are going to be late for any reason, please contact 4057 5678.

Non-Notification of Absence Fee

A **\$5 charge** will be billed to the account of parents who repeatedly neglect to inform the service of their child's absence from BSC /ASC. It is the **responsibility** of the parent to inform our **Outside School Hours Care office** and not only the School Office of your child's/ren absence prior to 2:55 pm.

Non-Notification of Attendance Fee

If a child/ren is/are enrolled in the service and comes to attend the session **without a CONFIRMED BOOKING**. The child/ren will be accepted to attend the service **IF THE SPACE IS AVAILABLE**.

However, you will incur an extra **\$10 fee**.

If the space is **not available**, your child/ren will **be escorted to the school office**, to contact you and await collection. If you require a casual booking, you must contact OSHC via e-mail or letter.

Method of Payment

Parents can elect to pay Weekly, Fortnightly, Monthly (Must have P & C approval) or by the Term (a discount of 10% for this option).

Parents not advising of a payment schedule will be e-mail or posted a weekly statement.

The following procedure will apply to the issuing of accounts:

1. Service will prepare a statement and this will be e-mail, displayed or posted to families.
2. New Families must pay by Bank Debit and completing an Ezidebit Form.
3. Other accepted payment methods include cash, Eftpos or internet transfer if there are insufficient funds.
4. ***Families are required to pay our Service Invoices within 21 days or care may be cancelled.***

If you are having difficulties paying your invoices, please contact the Coordinator on 4057 5678 to discuss a payment plan.

Overdue Fees

Parents have the option to discuss payment difficulties with the Service and arrange an alternative payment plan with the P&C **PRIOR** to the due date. If no previous arrangement have been made the following late fee payment procedures apply:

1st Overdue Week: The week after the fees were due, a reminder will be issued to you stating the outstanding amount.

2nd Overdue Week: If the account has not been settled and/or no correspondence has been received trying to resolve the matter, a \$10 late fee will be added to your statement.

3rd Overdue Week: If the account has not been settled after 3 weeks, you will be contacted via correspondence, informing you that your child's enrolment is at risk and may be terminated. If the payment is not finalised as soon as possible, the spot will be considered vacant by the next school term.

Expectations of Families

Arrivals and Departures

A parent or their guardian is responsible for completing the Attendance Record noting the time that the child has been signed in or collected and initialling the sheet. Staff are responsible for signing the child in each afternoon. Children are to make their own way to the service. This however, does not apply to children in Prep. They will be picked up by a staff member from their classroom.

NB. Our staff have been advised that only people authorised in writing to collect your child are to do so. Please ensure that you have provided written authorisation to any person who is to collect your child. Only in an emergency will we accept authorisation by phone. Children under 18 will not be able to sign out child, please consult Coordinator for appropriate arrangement.

Absences

It is essential that parents ring the service if their child will be absent from the service on a day they are booked. It is not sufficient to advise the school that your child will be absent.

If a child does not appear at After School Care when expected, our staff **MUST** presume the child is **MISSING** and take all actions to locate the child. It is frustrating to find that the child did not attend school and that parents failed to advise the service.

Messages can be left on the land line 4057 5678 or mobile 0487 575 678. An e-mail will also be accepted.

Changes to Contact Details

It is essential that we are kept informed of any changes to your contact details eg. changes in work place and phone numbers, changes of address, changes to those people who you will allow to collect your child from care. You will find at the service a form for this purpose. Please complete this and hand back to a staff member.

Custody

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

Children leaving without permission

If a child leaves the service in any circumstances and for any reason without permission, our educators will assess the situation immediately and will call the parent/carer and police as quickly as reasonably possible.

Code of Conduct

Please be aware that Trinity Beach Outside School Hours Code of Conduct is bound by the school's rules and these will apply whilst the children are within the school grounds. Please refer to sign outside and inside our service. Please refer to enrolment form about families and child's responsibilities.

Positive Behaviour Management

Please see Responsible Behaviour Plan folder located at the entrance. It is important to note that most children's behaviour can be affected by their development, the environment, the time of day, actions (modelling) of staff and other children, family experiences and the family cultural background. Our service values a care and learning environment that teaches children how to act thoughtfully towards others.

This is reinforced through role modelling, expressions of empathy and the offering of choice throughout the child's day.

The service has established expectations that are necessary to protect the safety and wellbeing of every child.

It is important that expectations be kept to a minimum so that children can remember and understand the reasons for them.

Please refer to the services Responsible Behaviour Plan for a more detailed explanation of these expectations.

Trinity Beach OSHC understands the right of all children to attend the service free from bullying and/or harassment. Children who are found to be bullying or harassing others will be dealt with through the behaviour management process. Inappropriate language will not be tolerated.

Where it is deemed by the co-ordinator and staff that a child may cause physical or emotional harm to staff, other children or themselves, the Parents/Carers will be immediately informed and required to remove the child from the service.

If unacceptable or harmful behaviours do persist, Parents/Carers and principal will be called to have a meeting with the Coordinator or Assistant Coordinator of Trinity Beach Outside School Hours Care to discuss the issues at play and develop a Responsible Behaviour Plan. If the child demonstrates any extreme behaviour during this time or unacceptable behaviour after the specified time period for improvement on the Responsible Behaviour Plan, the service will then have the right to consider suspension or expulsion.

If a child is suspended or expelled from school, they in turn, are also suspended or expelled from Trinity Beach Outside School Hours Care for the duration of the time indicated by the school. Parents have a responsibility to the service to notify staff of any suspensions or expulsions and cancel any bookings their children may have during that time.

Extra-curricular Activities (Excludes Excursions)

The Service recognises that extra-curricular activities provide opportunities for children to engage in enriching extension programs which support their growth and development. Where possible, the service will work with local and wider community groups to support the provision of such activities within the legislative framework for OSHC.

Extra-curricular activities **provided by our service** will be run within the school grounds. Families may wish to access these for their children who are attending OSHC. It is therefore essential to implement practices which support the needs of children and families without compromising the capacity to provide quality care for all children attending the service.

The service also acknowledges that, from time to time, families may arrange for their child to participate in extra-curricular activities whilst enrolled at OSHC (Paid activities such as Footy, Tennis, Cheerleading, Netball etc.). The family shall be responsible for informing the OSHC service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend the service. This may be done by completing the extra-curricular form.

Families will be responsible to arrange their child to make their own way from OSHC/Class to and from the activity. If your child is in Prep please make appropriate arrangement with the coach or activity coordinator. Children will **not be escorted by our staff** for paid extra-curricular activities. This is to maintain appropriate Staff to Child ratios.



Signing Children In and Out

For accountability, legislative and safety reasons all children need to be signed **in and out EVERY DAY** by an authorised adult.

- ☉ Staff will ensure that children are only released to the person/s as authorised on the Enrolment Form.
- ☉ Where no authority has been given for an alternate person to collect the child/ren, permission via fax, email or phone will be required. Proof of identity will be requested upon arrival.
- ☉ Information provided to the service on enrolment must be kept up to date, with particular reference to **contact details and medical history**.
- ☉ When no contact has been made ten minutes after our service's closure, the staff will attempt to phone parent/carers and/or emergency contact people listed on the child's enrolment form to arrange for immediate collection. Additional fees will apply.
- ☉ In the event there is no response from contact numbers or parents/carers are unable to arrange collection, advice will be sought from the Police.

Personal Effects

Toys

Children are encouraged **not** to bring toys and other valuables to the service. We do however recognise the benefits of providing children with opportunities to learn responsibility for their belongings and develop an understanding of consequences and allow them to bring toys. If parents decide that their child is responsible, the service and its staff take **no responsibility** for loss or damage to personal items. We understand that children sometimes visit other family members when leaving our program. Items that children need to bring over and above their usual requirements must be given to the coordinator for storage in the office. This avoids children becoming distressed over lost or broken treasures.

Mobile Phones

Children are not permitted to use mobile phones whilst the service is in operation.

All mobile phones are to be handed to the co-ordinator upon arrival at the service for storage in a secure location and will be returned to the child when they are signed out.

All mobile phones must be clearly labelled with the child's name.

If parents need to contact their child/children during operating times, please contact children using the land line at the service.

Homework

Our Outside School Hours Care service recognises the importance of homework. Whilst it is the policy of the service that homework is an individual's responsibility, we endeavour to create a time and place whereby homework may be commenced. Children from grade 1 onwards have the opportunity to carry out their homework during indoor times, program permitting and staff to child ratio needs being met. There is not the capability within our service to offer one on one for homework the responsibility of assisting and communication with the child's teacher still remains with the parent or carer. Please see our staff if you wish for your child to do their homework at our service.

Sun Safety

Our service has a **'No Hat No Play'** rule for outdoor play. Please ensure that your child/ children are provided with a broad brim hat, sunscreen and appropriate sun safe clothing. Sunscreen is available for children to apply. Parents are encouraged to apply sunscreen to their children on arrival at vacation care.

Notice Boards and Newsletters

Our newsletter will be with the school newsletter and is sent via email (unless otherwise requested) each week. Email will be used for service's correspondence if there is information that needs to be shared.

From time to time important information will be displayed near the sign in/out area. We also have a selection of brochures and library resources available. We invite you to browse our selection of resources often; they keep you linked to your local community.

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

Complaints & Compliments

We believe that parents/carers have an important role in the service and we value their comments. We aim to ensure that parents/carers feel free to communicate any concerns they have in relation to the service, staff, management, programs or policies, without any negative consequences.

Our priority is to do everything possible to improve the quality of the service.

If you have any concerns regarding any aspect of the service, please discuss them with the coordinator or the Assistant Co-ordinator. Alternatively you may speak with our P&C members.

Families are also able to contact Cairns Regional Office on 40373901 should they have concerns regarding the operation of the service.

For a detailed description of our complaint policy, please refer to the Procedure & Procedures for Outside School Hours Care. A copy of this is located in the entrance area at the service.