



Discover the difference...

Parent Handbook

for

*Outside of School Hours Care
'The Well'*

58 Highland Way
Upper Coomera Q 4209
Ph: 07 5570 7155

email: otw.admin@youngdiscoverers.org.au

www.youngdiscoverers.org.au

ABN: 43 139 430 934

THE YOUNG DISCOVERERS FAMILY...

- ***Young Discoverers Helensvale***

39 Discovery Dve, Helensvale

5529 7888

...Our very first centre established in 1996

- ***Young Discoverers Highland Reserve***

25 Rose Valley Dve, Highland Reserve

5519 3476

...Our second Long Day Centre established in 2013 as part of a Community Hub project within the Highland Reserve Community.

- ***Young Discoverers OSHC***

58 Highland Way, Upper Coomera

07 5570 7155

...Originally established within Highland Reserve State School in 2012, 'OSHC The Well' is a spacious, purpose built facility located directly behind HRSS.

- ***Young Discoverers OSHC Emmanuel***

1 Birmingham Road, Carrara

5529 7888

...Located at Emmanuel College, Carrara, we love being a part of the Emmanuel College Community.

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INTRODUCTION

Welcome to Young Discoverers OSHC. Located directly behind Highland Reserve State School at “The Well”, 58 Highland Way, Upper Coomera Reserve we are a modern, spacious, well-equipped and purpose built School Care Facility.

Young Discoverers is proudly owned and operated by CrossLife- a baptist Church and is committed to providing unsurpassed standards of excellence in the care and development of children. We offer you and your child the very best in facilities, staffing and programming and our hope is that, through the quality care of children, we can also encourage, assist and support your entire family.

Our high standards of care and generosity of resources leads to very satisfied families and a very stable staff base. Many of our staff have worked here since opening in 2012 with some of them having been with the Young Discoverers family for many years before that!

Young Discoverers OSHC has a policy of non-discrimination and seeks to reflect the multicultural nature of our society, as well as promote equality of opportunity for all. Therefore all children are welcome here, regardless of sex, ethnicity, religion or ability.

It is great to have you as part of our family!

CENTRE DESCRIPTION

Young Discoverers OSHC is licensed under the National Quality Framework and complies with all of its regulations, for example; with requirements about activities, experiences and programs, numbers of staff and children, and staff qualifications.

You will find details of this in this OSHC handbook and throughout our Policies. Young Discoverers OSHC caters for up to 150 school children, between the ages of 4-12 year old (providing the child is enrolled in primary school). We offer a Before School Care Program, After School Care Program and a Vacation Care Program.

HOURS OF OPERATION

Young Discoverers OSHC operates three session types- Before School Care (BSC), After School Care (ASC) and Vacation Care (VC)

BSC: 6:30am-8:30am

ASC: 3:00pm-6:30pm

VC: 6:30am-6:30pm (School Holidays)

We do not charge for Public Holidays.

MISSION STATEMENT

“We are committed to providing the highest quality, family oriented early education and care by nurturing children in an environment of Christian love and care”



VALUES

“Love... always protects, always trusts, always hopes, always perseveres.” (1 Corinthians 13:7)

PHILOSOPHY

Young Discoverers was established to provide high quality, family oriented child care and early education that understands the needs of the individual child and family and seeks to holistically provide the best start for all facets of a healthy, productive life. We seek to provide an environment of love and care that aligns with our Christian Faith. Our practice is underpinned by the values statement “Love... always protects, always trusts, always hopes, always perseveres.” (1 Corinthians 13:7)

We recognise that Australia is a diverse society, composed of people from a variety of ethnic and social backgrounds. To enhance our children’s sense of ‘belonging’ we support an awareness and acceptance of individual cultures and values of all members within our child care community. Our program actively encourages an inclusive approach that promotes acceptance, tolerance and the tools to grow in knowledge and understanding of differing abilities, needs, backgrounds, cultures etc.

We enrich our children's sense of 'becoming' when we incorporate our community history within our daily practice. The indigenous background of our region connects us with our heritage and allows us to understand the value of social justice as we move forward. For this reason we will actively incorporate our indigenous heritage within our centre life. This includes maintaining connections with the indigenous community in our region. (The major language group of our region is Yugambeh.)

Our team of educators deliver teaching and learning experiences that are based upon a depth of knowledge of early childhood education theories and practices. It is expected this knowledge base will remain current through ongoing teacher development through a variety of means including reading, networking and attending professional development opportunities in partnership with management. Through reflective practice our educators ensure that their practices remain relevant to the needs of the learning environment.

The early childhood years form the building blocks for a child's future development. We embrace the "Early years Learning Framework (EYLF)", "Queensland Kindergarten Learning Guideline (QKLG)" and "Framework for School Age Children (FSAC)". We hold the values of 'belonging, being and becoming' as essential to the holistic development of children.

We recognise the value of children's play as a crucial factor in their 'being'. Our programs are play based, with the provision of intentional and thoughtful learning opportunities. We seek to provide rich opportunities for exploration and give children the time needed in these spaces to gain maximum benefit. We understand that the needs of our children are ever changing and as such our educators provide a flexible and spontaneous environment that captures the learning opportunities as they present.

We view child care as an extension of home life, and see our role as complementary to that of the parent; working together for a common goal to best meet the needs of the child. It is our desire to help children develop at their own rate with new experiences that challenge them and invite curiosity. All children have a right to feel safe in their learning environment. Our

educators will work with children and community members to protect and enhance the safety of each child regardless of circumstance.

We find great joy in observing our children as they mature and develop, with confidence, to their full potential. Children are precious gifts and we are privileged to care for them, assisting them as they launch into life. We are proud to serve our community as a ministry of CrossLife a Baptist Church.

STAFFING

At Young Discoverers, we have professional, highly qualified and caring staff committed to providing your child with the very best care available. Staffing will comply with all the relevant practices, codes of conduct and regulatory requirements of the Department of Education, Early Childhood Education and Care for both qualifications and ratios. Each staff member possesses a current First Aid Certificate, Fire Training Certificate and Suitability card. Our staff will also participate in various in-service training programs to further develop their skills and knowledge within the Child Care industry.

Lead Educators at Young Discoverers OSHC are provided with childfree time each week to enable them to prepare high quality and relevant programs for the children in our care. At all times our ratio of at most 1:15 is maintained, however we prefer a ratio of 1:12. Please see our 'Staff Information' board for up to date staff names, qualifications and rosters.



MANAGEMENT AND STAFF

LICENSEE

Young Discoverers Limited



BOARD OF MANAGEMENT

Directors: Stephen Knott, Karen Dunnett, Ruth Clarke

Members: Stefan Maslen, Lisa Selvey and Matthew Hunt (ex officio)

The Board acts on behalf of CrossLife- a baptist Church who act under the leadership of Baptist Union of Qld.

EXECUTIVE DIRECTOR

Miss Lisa - *B.Teach (P), Advanced Diploma of Children's Services*

CO-ORDINATOR

Miss Lynda – *Advanced Diploma Children's Services*

EDUCATIONAL LEADER

Miss Kym - *Cert IV Training and Assessment
Advanced Diploma of Children's Services
Diploma of Early Childhood Education and Care*

LEAD EDUCATORS

Miss Janine - *Diploma Children's Services*
Miss Jess - *Advanced Diploma Children's Services*
Miss Kym - *Cert IV Training and Assessment
Advanced Diploma of Children's Services
Diploma of Early Childhood Education and Care*

CHAPLAIN

Miss Deb *Cert III Children's Services*

EDUCATORS (INCLUDING RELIEF)

See staff noticeboard in main hallway

CHILD TO EDUCATOR RATIOS

Young Discoverers OSHC caters for up to 120 school aged children per day with staff levels developed and implemented in line with National Child Care Law and Regulations.

Educators teach primary school aged children at ratios of 12 children/ 1 adult for children under 72months and 15 children / 1 adult over 72 months.

For up-to-date information on ratios, including any allowable emergency considerations, please see the information board.

LEAD EDUCATORS

Lead Educators are responsible for the daily educational OSHC program. The programs are written in conjunction with the 'Framework for School Age Care' (FSAC) and 'The Early Years Learning Framework' (EYLF). These are tailored to individual needs of children. The Co-Ordinator and educational Leader supervises these programs. The Centre Co-Ordinator, as well as the Lead Educators are available should you wish to discuss any matter about your child's care, progress or well-being. For extended discussions please make an appointment to ensure uninterrupted time.

Parents or Guardians, are welcome to ask for information about at any time, including about the following:

- A general description of the activities and experiences given by the service.
- Our services philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved. Please see "Our Philosophy" in Section 5 of this handbook.
- The broad goals (individual, age specific and centre based) regarding knowledge and skills to be developed through the activities and experiences provided daily.

ASSISTANT EDUCATORS

Many of our Assistant Educators are Diploma qualified or qualifying and are therefore able to act in the role of Lead Educator during holiday periods or sick time. Our staff members work together as teams and you will often notice Lead Educators and Assistants sharing tasks.

STUDENTS & VISITORS

From time to time you may find that trainees and students, as well as occasional volunteers are present in the centre. This is quite normal and all such persons shall be under the supervision of the Co-Ordinator/ Educational Leader. All students/volunteers who are not school age are required to hold a suitability card. Students/volunteers will not be directly responsible for children and will not be left unsupervised.

CHAPLAINS

We are so very blessed at Young Discoverers Limited to have a chaplain service available to our children, parents and staff alike. They are a wonderful resource and are ready to assist in a multitude of ways both practically and emotionally... If our chaplaincy service can serve you in any way please speak with your Centre Director...

ENROLMENT PROCEDURES

Parents are invited to attend the service for a tour at a time mutually convenient to the Co-Ordinator. We recommend this occur between 3:15pm and 5:30pm as this is the most active time throughout the centre. At this time, parents will be able to discuss concerns and desires, as well as collect enrolment forms, etc. Please inform the Co-Ordinator if you are a priority 1 or 2 family.

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test

Priority 3 – any other child

ENROLMENT FORMS

Once enrolment is confirmed, parents are required to complete the forms and return them to the Centre. Please ensure that you supply current address, telephone contacts, names of emergency contact persons, as well as those persons whom you may send to collect your child from the Centre. We will check identification of any unfamiliar person picking your child up. Please let us know when someone else is picking up your child.

Please send in an individual photo of your child and a photo of your family for our records. This will help us familiarise ourselves with your child and family.

INFORMATION REQUIRED FOR CHILDREN'S FILES

On enrolment we will require information that could be vitally important if your child becomes ill or injured whilst in our care. Having this information up to date is imperative as it allows us to provide the best quality care and it will assist us to act in your and your child's best interest at all times. Please inform us as soon as the following change:



- Current telephone numbers and address on enrolment forms
- Emergency contacts and telephone numbers in case you are unable to be contacted
- Written permission to administer children's paracetamol by an authorised person in case of high fever pain
- *Immunisation Details: Please attach a copy of your child's



immunisation record. This must be in the form of an official record issued by the Australian Childhood Immunisation Register or a letter from a recognised immunisation provider (e.g. a GP or immunisation nurse).

*To be eligible for the Child Care Subsidy children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule, or have an approved exemption from the immunisation requirements.

For more information about the immunisation requirements for Child Care Subsidy, contact Centrelink (www.centrelink.gov.au).

N.B. Not providing this information will result in exclusion from care in the event of the occurrence of an illness on the Immunisation Schedule. Normal fees will apply during absence.

REQUIREMENTS FOR CHILD CARE SUBSIDY

The enrolment form asks for your and your child's Centrelink Customer Reference Number (CRN). CRNs, together with the dates of birth, form the basis for your enrolment with Centrelink and the subsequent downloading of any applicable CCS payments to your account. Click [here](#) for more CCS info.

To access CCS you will need to:

- Lodge a claim for Childcare Subsidy, ensuring that the Customer/Guardian is the person listed with Centrelink for your family...
- Confirm through your “myGov” account, children details, centre details, days of attendance etc...
- Request your CCS percentage – this will enable us to estimate your weekly child care payment amount...
- Accept your childcare enrolment through MyGov after we have submitted it.

ADDITIONAL NEEDS

At Young Discoverers OSHC, every child is regarded as a unique person, with individual interests, patterns of learning and rates of development. We therefore cater for a range of “additional needs”, including cultural, social, family, religious, language, intellectual, physical development and dietary differences. In other words, our commitment is to develop programs with sufficient flexibility and stimulation to enable your child to develop to the very best of his or her potential. We encourage your support and the support of outside agencies to best help the needs of your child.



PARENT TEACHER INTERVIEWS

Throughout your child's enrolment you may need to arrange interviews with us or we may need to arrange interviews with you to:

- Get to know you on a more personal basis
- Gain valuable insight and background information on your child in care
- Gain valuable insight and background information on your child in their family relationships and behaviour at home
- Obtain ideas on areas such as developmental needs, in order to maintain levels of consistent care in the home and school environment
- Support each other and form a team relationship for the enrichment of your child's learning
- Provide information on Centre management, policies and program planning

Appointments may be initiated by either parents or YD staff/ management.

QUESTIONS AND CONCERNS

We understand that the care, education and well-being of a child is of utmost importance to parents. As a parent, you are well within your rights to seek to find out more, and if necessary, question the quality of care your child is receiving. In the first instance, we encourage any parent to approach the Educator who is taking care of your child to discuss their care and then clarify any questions or concerns. If you feel that your concerns have not been addressed adequately, then do not hesitate to approach the OSHC Co-Ordinator, who will tend to the matter as soon as possible.



At any time parents and guardians are encouraged to ask for information about any facet of their child's care, including the following:

- A general description of the activities and experiences given by the service
- The service's philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved.
- The goals about knowledge and skills to be developed through the activities and experiences.

YOUNG DISCOVERERS OSHC GRIEVANCE PROCEDURE

At Young Discoverers we aim to offer the highest quality services. However, for a variety of reasons, situations can surface that cause stress. If at any time you find yourself feeling concerned or confused about anything, we welcome your input.

We ask that all issues be discussed with respect, grace and consideration for all involved. Staff are here to provide the best quality care and education for your children and are very open to hear constructive criticism that can help our services provide a continuously improving environment.

The centre has a zero tolerance policy on bullying. If families or staff choose to approach children, staff or other families with violence and aggression, either verbal, emotional or physical, they will either be offered counselling and/or may be asked to terminate their enrolment/employment at the centre immediately.

Following is our grievance procedure that will help if you have any questions that need answering! Please follow these steps and don't hesitate to escalate a situation to the next level if you don't feel like you have been heard or responded to as you would have hoped. We believe that all problems have positive solutions if we communicate well and work together as a team.

- **Speak to your class room teacher:** 0755 707 155
- **Speak to Centre Director** 0755 707 155
 Lynda Squires: lynda.squires@youngdiscoverers.org.au
 Lisa Selvey: lisa.selvey@youngdiscoverers.org.au
 Chrissy Jones: chrissy.jones@youngdiscoverers.org.au
 Alina Hamilton alina.hamilton@youngdiscoverers.org.au
- **Fill in a confidential complaints form (located near fee box).**
You only need to sign this if you want feedback, all complaints will addressed.
- **Contact Executive Director**
 Lisa Selvey: 0414 692 868
lisa.selvey@youngdiscoverers.org.au
- **Contact Board of Management**
 Stephen Knott: 0411 514 080
- **Department of Education, Early Childhood Education and Care:**
 GOLD COAST OFFICE, PO Box 492, Oxenford 4210
 Level 1, 340 Hope Island Road, Hope Island
 Telephone: 5656 6688
 Email: southeastregion.ecec@qed.qld.gov.au

We want to offer all the support you need as you enter the world of OSHC. If you have any concerns, your teachers and Directors want to help! Thank you for helping us be the best we can be!

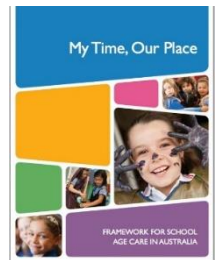
YOUR CHILD'S PROGRAM

Signs/posters/displays to look out for:

- Daily routine.
- Information about the teachers and their backgrounds.
- Your child's art work will be displayed at various times. Displays will change constantly.
- Programs. You are invited to discuss the activities with the Educators in charge.
- Program includes an 'inside program' with components of social play, language, music, puzzles, games, blocks and art. An 'outside program' is incorporated each day with opportunities for children to develop physical and social skills. The programs are balanced with rest and eating times.

WEEKLY WRITE-UPS

To keep you connected with what we do in OSHC our activities are always displayed in your room. You will find this on the program. Please do not hesitate speak to us if you would like more information on the program. Lead Educators spend many hours observing and assessing the needs of the children and program planning for them.



PLAY

Play is a child's work! "Play" has a legitimate and crucial place in all early childhood educational programs. In line with latest research and government policy we use the "My Time, Our Place Framework" as our base curriculum. Consequently, our programs, facilities and the physical environment provide opportunities for:

- Observation of the environment through exploration and experiment.
- Language development through language 'in use'.
- Social development through interaction with other children and adults.
- Decision making and problem solving through interaction with materials, equipment, peers and human resources.
- Gaining positive self-esteem and confidence.
- Development of physical skills through a range of gross (large muscles) and fine (small muscles) motor development activities.
- Expressing feelings in socially acceptable ways.
- Learning to function in the world around us, within group rules.

- Musical appreciation.
- Art appreciation.
- Discovery of the environment and community in which we live.
- Opportunities for rest and relaxation

We offer a large variety of activities – puzzles, paint, collage, clay, play dough, building blocks, toys for water and sand experiences etc. All children are engaged in language experiences through – stories, dramatic play and music, which are designed to widen their understanding and concepts.

Through the use of various materials in areas such as art, collage, cooking, puzzles, blocks, Lego, storybooks, etc., children develop skills which are the foundation of later learning.

The outdoor area encourages children to develop confidence and self-concept through gradual mastery of their own bodies and a range of physical skills such as balancing, climbing, running, jumping, throwing and catching. All of these activities contribute to the optimum ‘whole’ development of each child. Positive social attitudes are encouraged through group activities, in which they share, take turns and treat others, including adults and peers, with respect, equity and consideration.

FEES & ADMINISTRATION

On enrolment you will be asked to pay your first two weeks of fees. It is imperative that you keep your fees one week in advance to avoid building up a large and sometimes confusing bill. You will be charged full fees until we have received confirmation of your CCS from Centrelink. We will back date to the date indicated and credit any extra fees paid to your account. You will be expected to have your CCR paid directly to the centre if it becomes apparent that you are finding it difficult to pay fees. Please see an up to date fee schedule displayed on the notice board across from reception.

PROCEDURES TO REMEMBER

- Before School Care fees include the provision of breakfast
- After school care fees include the provision of afternoon tea.
- A \$10 penalty (on top of normal fees) will be charged to any ASC cancellations not received by 2:30pm.

- Fees are charged per session, regardless of how many hours are used.
- Late fees are applied to families picking children up after close of business (6.30pm) (see 10.6 below)
- Police will be notified if children are not accounted for in a reasonable time frame, usually between 3:30-3:45pm.

WAITING LIST

If upon inquiry to the Centre there are no spaces available for your child, your name can be placed on the waiting list. This does not guarantee a place for your child, as we cannot foresee the availability of places within the rooms. As places become available we will make contact with you.

PAYING YOUR FEES

Payments are to be made weekly, fortnightly or monthly as long as you are always one week in advance. Family Statements will be e-mailed or can be arranged to be collected weekly from OSHC...

PROCEDURES FOR PAYMENT

From 1 July 2023, families using child care must pay the gap fee using electronic means.

- Payment can be made via EFTPOS, or credit card (Visa/MasterCard). Credit card forms are available next to the fee box if you wish to set up a regular payment.

**If using EFTPOS/ Credit Card please ensure you write your child's name on the top of the "Merchant copy" receipt issued and place it in the fee box...
(Very Important to ensure that your payment is applied to your account!)**

- For payment by internet our account details appear on the bottom of your statement. Use child name as reference.
- Cash Payments are unable to be accepted.

EXTRA ACTIVITIES

From time to time we may invite special activities to the service. These may attract extra fees and will be advertised in advance. Please advise prior to the event if you **do not** wish to have your child participate otherwise fees charged for these activities will be charged as a surcharge on your fee statement.

OVERDUE FEES

If fees are not kept up to date Young Discoverers reserves the right to cancel your child's enrolment. If you are having financial difficulties that affect your ability to pay fees, come and speak to the Co-Ordinator or Executive Director to arrange a payment plan. As part of this plan it may be suggested that you drop some days for a period of time to make payments more manageable.

Enrolments at the start of a new calendar year will be conditional upon outstanding fees being paid in full. Failure to pay may result in your account being forwarded to a debt collector. Any debt recovery costs to Young Discoverers will be added to the family's outstanding fees.

LATE PICK-UP FEE

Please Note: A late pick-up fee will be issued if children are collected after 6.30pm. This fee is \$10.00 for every ten minutes or part thereof and is able to be made higher for repeat offenders at the discretion of the OSHC Co-Ordinator. (Form to be signed at the time of pick-up). This fee covers



'overtime' wages for staff. The clock in our OSHC room is the only time that will be taken into consideration when this fee is charged. There will be no exceptions to this rule.

CANCELLATION OF CHILD'S PLACEMENT

It is the policy of Young Discoverers OSHC that two week's written notice be given on cancellation of your child's booking. Fees are required to be paid in full prior to the cancellation date. Children must attend on their last enrolled day to be eligible to receive CCS.

HOLIDAYS

Our OSHC will close for a short time annually over the Christmas/New Year holiday period. Actual dates are determined each year. No fees will be charged for this period. Alternate care will be made accessible as available for OSHC at Young Discoverers Helensvale or Young Discoverers Highland Reserve. OSHC families will be given priority for these two weeks if they book this service within the four weeks prior to the commencement of the school holidays.

OSHC ABSENCES

As OSHC families don't typically take holidays, up to 10 absences per child per year, that occur at short notice, will no longer have a fee applied (it will show on your statement as a 1cent fee due to the parameters of our software).

To be eligible for this waiver you must advise us of your child's absence prior to the start of the session they are booked in for. That is: prior to 6:30am for Before School Care and prior to 2:30pm for After School Care. Absences with at least one week's notice can be cancelled without penalty, however, this place will be offered to anyone on the waiting list and may not be available if your situation changes and you need it back.

Please note: there is a Child Care Subsidy limit of 42 days per year allowable absences set by Commonwealth Government guidelines. Once the first 42 absence days have been used, CCS is only payable for any additional absences if your child has a doctor's certificate. For an explanation of any other exceptions please talk to the Co-Ordinator. Once the child has reached 42 allowable absence days, CCS is not paid for any further absence. That means, for example, if your child has 50 unapproved days off in a financial year we will have to charge you full fees for the last 8 days.



PUBLIC HOLIDAYS

In keeping with the practice of all OSHC providers, we do close for public holidays. As a service to our families and due to our centre being church run and a not for profit organisation, we **DO NOT** charge fees for public holidays.

GOVERNMENT ASSISTANCE

Young Discoverers OSHC participates in the Commonwealth Government's Child Care Subsidy Scheme (CCS). Australian residents using child care provided by accredited child care services are entitled to apply for a CCS percentage. The Child Care Subsidy helps create a more affordable system of child care. It supports workforce participation and respite and developmental care for children whose parents are not in the workforce.

Families receiving CCS will have this applied as a reduction to their fees directly from Centrelink. For more information regarding the Childcare Subsidy we recommend visiting www.education.gov.au/childcare.

It is essential that this is done prior to your child attending this centre. It is the responsibility of the parent to ensure that fee assessments are current and accurate at all times.

Full fees will be charged until the Centre receives notification of your CCS entitlements from Centrelink. On enrolment to the Centre you will be asked for your CRN and date of birth and for the CRN & date of birth of your child.

ASSESSMENT AND RATING PROCESS

All child care centres that offer government fee reductions must meet the National Quality



Australian Children's
Education & Care
Quality Authority™

Standard. This process ensures centres operate in an ethical way that meets the needs of children on all levels. Young Discoverers OSHC is an active participant in the National Quality Standard. If you would like to know more about this process, please ask a staff member.

ARRIVAL/PICK UP PROCEDURE

Ensure the staff member is aware that your child is either arriving or departing. Children will only be permitted to leave with authorised pick-ups and staff will ask for ID if they don't recognise you regardless of how many times you have attended the service previously.

DIGITAL SIGN IN/SIGN OUT

It is very important that sign-in /sign out is completed each day by a parent or guardian. This digital format is a licensing requirement and must be completed at the beginning and/or end of each day. This is not only proof of your attendance but, in the unlikely event of a fire, it is our record of exactly who is in the building. Sign in kiosks (I-Pads) are located at the Centre entrance. Please see staff if you need some assistance...

Children should be dropped off and picked up **ONLY** by authorised adults who have been nominated on the enrolment form. If you or a nominated person cannot pick the child up, you must advise us in writing or by telephone and

inform the 'collector' that they will be required to show identification. Identification will be required by the Centre before your child will be allowed to leave at any time that the attending staff member does not recognise the collecting adult - even if this adult is one of the child's parents.

CUSTODY ORDERS

Parents are required to inform the Co-Ordinator/Educator of existing custody orders and the circumstances mentioned in regard to the child/children attending the Centre. Staff members at the Centre have no legal control over either parent picking up their child, even if a separation or grievance is occurring. Please support us with the necessary custody orders so we can support you more fully. Please maintain current telephone numbers, home address and alternative phone numbers and contact persons in case of illness or an emergency. If a parent with a custody order against them presents at the centre, staff will call the police immediately and then contact the other parent.



PARENT NOTICES / SOCIAL MEDIA

Notices, teacher/parent notices, newsletters and accounts will be placed on the table inside the door for you to collect. It is extremely important that you check this when you collect your child please. We also utilise electronic forms of communication such as email and social media as a means to ensure that every effort is made to keep all lines of communication open.

Please check our notice board for special events of interest and upcoming activities. Please feel free to add your suggestions for special events, etc. and place these in the Suggestion Box. Yellow communication forms are next to the box for suggestions/ comments on anything!

LOST PROPERTY

Please check the lost property box regularly for items belonging to you. Naming all items, including socks, shoes and hats, can help staff in locating the owners of lost property.



DAILY REQUIREMENTS

HATS

Hats must be worn outdoors at all times. If your child does not bring a hat, your child will be encouraged to play in the shaded areas for safety reasons. Please assist us by checking that your child comes with a wide brimmed hat every day. Please refer to the “Sun Protection Policy” in Section 21 of this handbook.

No hat, play in the shade is always the rule

BELONGINGS

Remember: please label all your child’s belongings.

CHILDREN’S CLOTHING

Please dress children attending vacation care in appropriate clothing. The activities at the Centre do, by their very nature, involve coming into contact with paints, glue, sand, mud and water!

While every precaution is taken to prevent clothing from becoming damaged, it is not possible to ensure complete protection for every busy child. Avoid sending expensive clothes or clothes of sentimental value.

Children must wear shirts with sleeves & suitable footwear (Please avoid thongs/ “Flip Flops”).

TREASURES FROM HOME

It would be appreciated if children did **NOT** bring toys from home, unless required for special days. Toys from home can easily get lost or broken. We do not take responsibility for these. Please name anything that your child needs to bring from home. It saves a great deal of heartache if anything of financial or sentimental value is left at home!

No child is permitted to bring toys that promote or display violence (such as guns or violent toys). We seek to discourage children from unnecessary exposure to violence. However, we do encourage children to bring natural ‘God Made’ items and other items of general educational interest.

PROCEDURES IN CASE OF ILLNESS

ABSENCES DUE TO ILLNESS

If your child is sick or unable to attend, you must notify us ASAP. Sick days must be paid for in full if allowable absence conditions have not been met or you have used up your allowance of 10 per year. Late/forgotten notifications of absences can incur late fees.



Child Care Subsidy will be paid by the government for up to and including 42 allowable absence days for each child per financial year. Allowable absence days may be taken for any reason. If your roster causes excess absences an exemption can be applied for.

For exclusion periods relating to infection we follow the 'Staying Healthy in Childcare' guidelines as set by the National Health and Research Centre. You will be notified of contagious conditions affecting the service as needed.



Staff members teach and model hygiene practices that assist in restricting the spread of illness. Toys and games are regularly washed and disinfected. You are welcome to read through our policies for further information. (We will even make you a cuppa whilst you do so!)

PROCEDURE

When a child appears to be unwell i.e. is particularly quiet when normally active and social, the Educator will discern whether or not the child is displaying other symptoms consistent with a child who is unwell.

The following general guidelines will be used:

- Taking the child's temperature.
- Observing whether the child is pale, coughing or has coloured nasal or eye/ear discharge, or has an unidentified rash (other than eczema).
- Observing whether the child is lethargic and has an unusual lack of appetite.
- Asking the child if he/she feels unwell or has a pain (in the tummy, head etc.).

- Observing whether the child is irritable, vomiting, diarrhoea, etc.



If the child displays any of these symptoms, the child is taken to the Co-Ordinator who checks the symptoms. The Co-Ordinator, Assistant Co-Ordinator or Lead Educator will decide if it is appropriate to call a parent.

Phone calls regarding sickness will be either information calls; stating that your child is displaying possible symptoms but doesn't have to be picked up; or more urgent calls; stating that your child is displaying symptoms indicating a contagious condition and needs to be picked up as soon as possible. Depending on your child's symptoms, your child may have restricted contact with the group until collected.

The Co-Ordinator has the right to refuse re-entry if the child is still unwell or appears to be contagious. A doctor's certificate may be requested if there is disagreement as to whether or not your child is contagious.

MEDICATION

If your child needs to have medication in the sessions, please inform your educator and fill out the necessary forms.

For Prescription Medication:

Medication for children given either regularly or from time to time **must be accompanied by written instructions from the prescribing doctor.**

The instructions may be in the form of a label attached to the medication. Medication must be clearly named and in its original container. Parents will be required to sign a permission/instruction form stating the name of the medication, the dates, the times to be administered and the dosage. Medication must be directly handed to the Lead Educator and will be stored either in the fridge or on top of the fridge in a locked container in the kitchen.

For Non- Prescription Medication:

Non-prescription or over the counter medication may be given at parent/guardian request as per Medicine Administration Consent Form only if staff have confidence that the medicine is appropriate to the situation. If staff

have any concerns as to the type, amount duration etc. of medicine given they will insist on instruction from a medical practitioner before they administer.

Medication can be administered from its original container, with the original label and instructions and before the expiry or use-by date, and in accordance with any instructions attached to the medication (NQF regulation).

In the event of your child running a fever whilst attending the Centre, all efforts will be made to contact a parent. If we are unable to do so, then appropriate methods will be taken to lower the child's temperature. This may include the administration of **paracetamol**, in doses that are appropriate to the Child's age and weight. If you are happy for us to take such steps, where we feel it is appropriate, please sign the **MEDICATION AUTHORISATION** form. They are attached to your child's enrolment form.

Please Note: No medication will be administered unless these instructions are given. The medication forms must be filled in when your child arrives and completed on a daily basis. The medication must be in the original bottle/container. No single doses are to be handed to an Educator, or left in bags or added to bottles.

** If a child is absent due to illness, normal fees are still payable.

IMMUNISATION

The government has linked the payment of CCS to immunisations for all children attending child care.



For more information about immunisations and how they affect your ability to claim CCS please contact the immunisation related enquiries line on 1800 671 811.

If your child still does not meet the immunisation requirements, your CCS will cease until Centrelink requirements have been satisfied.

If an epidemic of a particular illness arises, the Centre has the right to refuse entry of an unimmunised child. We strongly suggest that you check with the

recommendation by the National Health and Medical research Council regarding the immunisation of all children.

NB. All staff are encouraged to keep up to date with immunisations. If staff are not immunised they will also be excluded in the event of an infectious disease outbreak.

HEALTH AND SAFETY

HEALTH AND HYGIENE PRACTICES

The licensee must ensure that employees observe strict health and hygiene practices that have regard to current community standards and current information provided by relevant government departments, to minimise health risks to children and staff at the Centre.

UNIVERSAL PRECAUTIONS

“Perform a task as if all the recipients of the service were infected, even in the absence of signs or symptoms of illness” (Taylor and Taylor cited Kendall and Moukadden – Young Children – 1992).

EMERGENCY AND EVACUATION PROCEDURES

Please familiarise yourself with the evacuation procedures that are displayed in the Centre.

If the fire alarm/bell is ringing, do NOT enter the building. If you are in the building, follow the instructions of the staff in that room.

The Centre keeps all records of evacuations, along with documentation of all fire equipment checks. Staff complete annual fire training where they learn correct use and handling of fire equipment.

FIRE INSTRUCTIONS

The Co-Ordinator /person who finds the fire gives alarm and notifies the Co-Ordinator. The Co-Ordinator tries to put the fire out only if safe to do so and calls the Fire Brigade.



Lead Educators take their roll and gather their children using methods appropriate to their age group and calmly walk to the meeting point.

Assistants close all windows and doors that face outdoors, if possible, and assist the Lead Educators with the children sitting them in the designated meeting point and calling the roll.

The Co-Ordinator double checks internal areas for any children, staff or parents wandering and makes sure windows are closed, if possible, before joining the group outside.

INJURIES AND ACCIDENTS



All injuries, regardless of severity, will have an accident/incident report written by the witnessing /attending teacher. These reports will be given to you and need to be signed and returned to the OSHC Co-Ordinator. These reports are kept confidentially on site. If you require a copy of your child's accident report, staff will be happy to copy it for your records. Please ensure your contact details are kept up to date (including emergency contacts) in case of emergency.

The centre is not responsible for any incurred expenses due to injury. To read this policy in its entirety please look through our policies folder.

PROCEDURE FOR CONTACTING FAMILY - INJURY

Procedure for contacting family in the event of an injury:

All injuries resulting in swelling and bruising or bleeding beyond that of a scratch or graze require notification calls to parents.

Contact messages need to be clear stating; "Hi this is (name) from Young Discoverers. An injury has occurred, it is (briefly describe if appropriate). Please call us back when you receive this message." When possible the Centre Co-Ordinator, Executive Director or responsible person on duty needs to make this call.

If unable to reach parent/guardian within a reasonable period of time (up to 20 minutes depending on severity of injury) emergency contacts must be contacted, leaving similar message to above.

If attempts to contact families fail, staff will make the decision as to the need to seek medical advice. This decision will take into account the severity of the injury as judged by the staff member and the individual needs of children. As every attempt will be made to contact you, in the event of not being able to, staff will not be held accountable for making a decision contrary to what your judgement would have made.

For a MINOR INJURY to a child, visitor or staff member, the following procedure will apply:

- Reassure child/person injured and apply general first aid
- Remove cause of injury (if relevant) and ensure environment is safe
- Ensure other children are being supervised (call for assistance if necessary)
- Notify the Centre Co-Ordinator or Executive Director as soon as possible after the event.
- Notify the family, either by phone during the day or at the end of the day (see 'Procedure for contacting family in the event of an injury' above).
- Complete an Incident and Accident Form and have the parent/guardian sign this report at the end of the day to verify that they have been notified.

For a MAJOR INJURY to a child, visitor or staff member the following procedure is to be followed:

- Assess the situation and ensure the safety of self, other children, visitors and staff (remove other children from the area)
- Remove any hazard/danger or call emergency services.
- Reassure child/person injured and apply general first aid
- Notify or get someone else to notify the Centre Co-Ordinator or Executive Director immediately.
- Call ambulance if necessary* (*broken bones, loss of consciousness, extreme bleeding, obstructed breathing, allergic reaction, seizures or any other condition that appears to need urgent medical attention- it is always better to be over responsive to an injury rather than under responsive).

- Notify parents/emergency contacts by telephone to collect child/adult or meet ambulance at local hospital.
- Staff member to escort child to receive medical treatment if family member not present.
- Send emergency information with child/adult (enrolment form), details of accident, details of first aid administered and any comforters (soft toy, blanket, bottle, nappies).
- Cordon off area or remove equipment where accident occurred until the area/equipment can be checked for safety to ensure no further incidents.
- Complete an Incident and Accident Form and ask parent/guardian to sign form to confirm notification of accident.
- Contact an Early Childhood Officer at the Department of Education, Early Childhood Education and Care as soon as possible to explain the situation and follow their advice. Ph: 5583 4400

Complete all required forms, starting with SI01 Notification of serious incident. Forms available on ACECQA website: acecqa.gov.au. Send by fax to the regional office at Hope Island using Email: southeastregion.ecec@det.qld.gov.au

EXCURSIONS, INCURSIONS AND COMMUNITY VISITORS

From time to time community visitors such as the fire brigade, police, puppet shows, etc. will visit the Centre. Excursions are also arranged to places in which the children have interest and that have educational value.

EXCURSIONS, INCURSIONS AND OUTINGS (VACATION CARE)

The Vacation Care program is always available six weeks prior to the holiday period. Children attending regular BSC and ASC days will get priority for their days in the first two weeks after the program is distributed. In this period all other children will go on a waiting list and places will be distributed four weeks prior to the holidays in order of waiting list. The program may be subject to changes due to unforeseen circumstances.

It is the responsibility of the parent to peruse the program and book children in for activities appropriate for the child. Activities will be planned with regard to interests and needs appropriate to the variety of ages we cater to.

ADULT/CHILD RATIOS (VACATION CARE)

Whilst at the centre the ratio is 1adult/ 15children or 1/12 for under 72mths.

We conduct risk assessments of all incursions and then decide on the appropriate ratio. For example: if an incursion involves water it may be decided that the best ratio would be 1:8 or 1:5 depending on the risk of danger as perceived by the Co-ordinator.

FOOD AND NUTRITION

MEAL TIMES

In the room time is set aside in our daily routines for children to sit down for meals. Meal times are times of enjoyment and relaxation. At OSHC we will not put pressure on your children to make them eat. Please support us in this. Food packed by you and not eaten in Vacation Care will be returned in the lunch box so that you are aware of what food is being consumed each day.



During Vacation Care, we have limited space within our fridge so be sure to pack your child's lunch with an ice brick each day.

NUTRITION

Good nutrition is an important part of our daily program. In addition to the normal requirements for growth and physical development, quality food, will also help children concentrate better and enhance their capacity to learn. Studies have shown that there is a link between certain foods and behavioural challenges. If your child seems to be effected by various food types it is best to get medical advice on which foods they should avoid.



As a general rule foods that are heavily processed, high in fats and saturated fats, salts, preservatives and/or sugars should not be a part of your child's daily diet.

Please do not send your child with sweets, chocolate, chips, soft drink and other highly processed low-nutrition foods. Juices are too concentrated for a child to digest and while the digestion process is occurring a child has difficulty concentrating.

We encourage you to choose balanced foods from the basic food groups:

- Fruit, vegetables and legumes
- Bread and cereals
- Fish, meat and poultry products
- Dairy (milk, yoghurt, cheese and/or alternatives)
- Choose water as a drink



SUGGESTIONS FOR HEALTHY EATING

- Healthy food. We place a high emphasis on keeping our bodies healthy and will begin to educate your children on healthy eating, so we need your help to encourage this.
- Healthy lunches and morning/afternoon tea snacks. These are to be individually wrapped and labelled. We will not be sharing food/fruit items from home for health and hygiene reasons.
- Left over dinners/meals that are transported in temperature controlled conditions (e.g. ice boxes) make great lunches. Staff are happy to reheat these as required, as long as they have been stored safely and don't show signs of spoil.
- Food past the expiry date cannot be given to children
- Healthy snack ideas – fresh fruit, celery sticks, cheese cubes or slices, unsalted crackers (e.g. vita wheats), cherry tomatoes, homemade muffins, carrot sticks, finger-sandwiches, fruit yoghurts, fruit salad, etc.
- Drinks – Our preference is for you to send water only for your children.

BIRTHDAYS/ SHARED FOOD

We encourage parents to let their children share their special day with their friends. Cupcakes are the best choice for celebrations. Children will blow out candles on either a slice of the cake or an individual cupcake to avoid contaminating other children's food.

It is important that staff have up to date information regarding your child's nutritional needs. If your child has allergies please ensure staff are aware. So your child doesn't feel left out during celebrations please provide an alternative that can be stored in the freezer.

From time to time programs will involve sharing food to learn about things such as other cultures, nutrition etc.

BREAKAGES

In the event of deliberate breakages of toys or equipment owned by the Centre or other children, (in circumstances outside of teachers control) the child's parent will be formally notified and asked to assist in payment or part-payment to replace the item.

PARENT INVOLVEMENT

At Young Discoverers OSHC we promote a loving family atmosphere. For this reason we welcome parent participation.

We would like to think of Young Discoverers OSHC as an extension of your own family and we would like you to feel free to join our daily activities, (eg. Cooking, puppet-making, music, etc.), look into our busy, happy and creative classrooms and see your child at play (work).

If you feel you have a special skill or talent you would like to share with the children, or if you simply have some time on your hands, we would love for you to come along and share with the Young Discoverers OSHC family. Also, collecting junk for art and helping with the social functions.



Our centre is committed to supporting your whole family and as a ministry of CrossLife - a baptist Church we have access to resources that could make a big difference.

If you require support in your parenting journey please speak to Lynda or Deb... Either will be pleased to assist!

POLICY & PROCEDURE MANUAL

Our Policy & Procedure Manual can be found on our website....

www.youngdiscoverers.org.au

We would love your feedback!

