



## Family Handbook

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### Welcome to Mayfield State School OSHC

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Thank you for considering us for your childcare needs! We look forward to getting to know you and your child.

Our OSHC educators are friendly, highly capable and hold a range of qualifications related to the care of children.

Mayfield OSHC is operated by Mayfield State School P&C Association, which is an Approved Provider under the *Education and Care Services National Law Act 2010* and *Regulation 2011*. We are licensed and regulated by the Office for Early Childhood Education and Care, and comply with all aspects of this Act and Regulation.

We are committed to the *National Quality Framework* and are committed to the principle of quality improvement.

We hope that you find this handbook helpful and informative. We aim for the material to be accurate and concise. If you have any suggestions or questions feel free to contact us.

#### OSHC Co-ordinator

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#### Contact Details

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##### **Mayfield State School OSHC**

Paget Street, Carina QLD 4152

p: 07 3398 9599

admin@mayfielddoshc.com.au

##### **Jason Hennessey**

P&C President and

OSHC Subcommittee Chairperson

pandc@mayfieldss.eq.edu.au

##### **Sharnie Sue Yek**

Nominated Supervisor

and Co-ordinator

admin@mayfielddoshc.com.au

##### **Nicky Grice**

Assistant Co-ordinator

and Educational Leader

admin@mayfielddoshc.com.au

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#### Hours of Operation and

#### Session Times

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Before School Care 6.45am – 9am

After School Care 3pm – 6pm

Vacation Care 6.45am – 6pm

Pupil-Free Days 6.45am – 6pm

Public Holidays CLOSED

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#### Session Fee Schedule

(before Child Care Subsidy)

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Before School care \$20 per child

After School Care \$24 per child

BSC & ASC Casual Fee \$5 extra per child

Vacation Care \$51 per child

Vacation Care Incursion \$60 per child

Vacation Care Excursion \$66 per child

Vac Casual Fee \$10 extra per child

Failure to Notify of Absence \$5 extra per family each absence

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# About Our Service

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## Service Philosophy

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At Mayfield Outside School Hours Care we believe that each child is a unique individual with their own thoughts, ideas, abilities and traditions. We provide an environment that is safe and a stimulating curriculum that challenges children through creativity, self-choice and learning through play. We aim to foster equal opportunity for learning and education for all children, regardless of race, religion, culture or physical ability.

As educators we must tap into the ways that children express themselves and engage children in their learning. At Mayfield OSHC our educators encourage children to use critical thinking and problem solving skills in their daily experiences by allowing their imagination and self-expression to flourish.

Mayfield OSHC advocates for open communication with parents for they ultimately play the most vital role in their children's social, emotional, spiritual, physical and intellectual development. Our intention is to build respectful and collaborative relationships with the school and wider community, strengthening the capacity of the service to support children and promote each child's health and well-being.

- For more information on this services philosophy, please see Policies and Procedures.

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## Our Goals

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Our goals are based on the outcomes for children 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 and theories, collaborate with others, 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.

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## Approved Provider

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The Mayfield State School P&C Association is the Approved Provider of the Service and we operate on a not-for-profit basis. Although the Service is located on school grounds, it operates separate to the school. However, there is a strong collaborative relationship between the Service and the school.

Parent participation is encouraged in all aspects of the Service. A parent Sub-Committee supports the staff and Approved Provider with the day to day running of the service. Members of the Sub-Committee must be members of the Mayfield State School P&C Association. The election of the Sub-Committee is held at the OSHC meeting following the P&C AGM (generally in March). P & C meetings are held on the third Monday of every month in the OSHC building, commencing at 7.00pm.

Issues arising about policies and/or management issues should be directed to the Co-ordinator via the 'Concerns, Complaints and Suggestions' (grievance) policy outlined in this handbook, rather than through the school principal.

A copy of our current Service Approval (issued by the Office of Early Childhood Education and Care) and the assessment and rating against the National Quality Standards are displayed in the OSHC building.

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### **Policies and Procedures**

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Mayfield OSHC has an extensive Policy and Procedure Manual which reflects the philosophy and goals of our service. This manual is available to families on request.

Both the Family Handbook (this document) and the Policies and Procedures are reviewed regularly and will be updated from time to time.

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### **Environmental Management**

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OSHC Management recognise the need to ensure that activities undertaken through the program minimize environmental impact and are committed to establishing procedures that respect and care for our land and its resources.

Our service has an Environmental Sustainability Plan to ensure that the activities undertaken through our program are committed to establishing procedures that respect and care for our land and promote sustainable lifestyle choices which minimise environmental impact for ourselves and future generations.

As part of our ESP, we have our Vision for an Environmentally Sustainable education to provide an opportunity to publicly articulate to the wider community what sustainability means to our service and the community, what motivates our commitment to environmental sustainability, and how the sustainable practices are embedded into our service operations.

### **VISION**

Mayfield State School Outside School Hours Care (OSHC) is committed to ensuring policies and procedures developed as part of the program promote sustainable lifestyle choices. We aim to ensure that our centre is environmentally sustainable and our daily practices, resources and interactions minimise environmental impact for ourselves and future generations.

Mayfield State School OSHC staff and children will be encouraged to follow sound environmental practices and understand their role in positive modelling for the children. Staff will work collaboratively with the children and their community to implement active learning experiences at Mayfield OSHC and empower children with knowledge and critical thinking skills to make informed decisions about sustainable practices.

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### **Commitment to Reconciliation**

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Our Service is proud to have developed a Reconciliation Action Plan (RAP) in consultation with Mayfield State School to strengthen relationships, respect and opportunities at OSHC, around the school and with the community.

As part of our RAP we have our Vision for Reconciliation, which is an overarching, aspirational statement that provides an opportunity to publicly articulate to the wider community what reconciliation means to our service and wider community, and what it is that motivates our commitment to reconciliation.

### **VISION**

At Mayfield OSHC we believe that reconciliation is about truthfully recognising Australia's past, supporting and respecting Aboriginal and Torres Strait Islander communities, creating meaningful relationships with First Australians and working together towards a shared future. We aim to provide an environment that reflects the lives of the families and children attending Mayfield OSHC and the cultural diversity of our community,

including Aboriginal and Torres Strait Islander peoples. Our intention is to build respectful and collaborative relationships with our wider community including collaborating with other organisations and providers to strengthen the capacity of the service to support children in making connections with and understanding their communities. Mayfield OSHC celebrates all cultures, with emphasis on the First Nations histories and cultures of Australia, whilst advocating for equal and equitable opportunities and access to all of our programs for all children.

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### **Enrolment and Orientation**

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Parents/guardians are required to complete an enrolment form before any child is to attend the service, as this is a legal requirement.

If there is a change of details please advise us.

A meeting with the Co-ordinator can be requested on enrolment of your child. This is a good opportunity for you to discuss what would make your child's time at OSHC enjoyable, particularly in the initial few weeks.

If your child has additional needs, a meeting may take place between relevant parties (e.g. parents/guardians; Co-ordinator, occupational therapist, teacher) before the child commences.

Issues discussed may include:

- Level of support the child requires;
- Duration of support;
- Necessary training of educators
- The safety of all children enrolled
- Environmental factors;
- Sources of information and resource/support services that will ensure the best possible care of the child.

This information assists the service to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures is kept in confidence and used only for the

purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

You are encouraged to ask the Co-ordinator and educators for information relating to:

- Your child's enrolment at our Service including the activities and experiences provided by the Service;
- Our service philosophy about learning and child development outcomes and how the outcomes will be achieved; and
- The goals about knowledge and skills to be developed through activities and experiences.

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### **How We Communicate With Families**

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We have a number of ways that we communicate with you as a family. These include newsletters or flyers available at the sign-in table or sent to families via email. Posters and brochures are available at the family table and relate to a number of subjects such as health and nutrition and community support groups. We can help with further contacts if you need them.

Your feedback is important to us. Through surveys and discussions with parent/carers and children, and through the more formal 'Concerns, Complaints and Suggestions' (grievance) procedure, families have regular opportunities to provide feedback. This is important to us and we encourage all parents to use these mechanisms, as well as other more informal ones to have their say.

Your participation in surveys and your feedback about the Service allows you to have your say and helps to ensure our Service is responsive to our communities needs.

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### **Respect for Children**

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Our Service endeavours to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are considered and, as far as possible, involved in the ongoing

development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

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### **Child Protection**

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

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### **Photos**

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With your permission, your child may be photographed and videoed to record important events and special activities as part of the program. These materials will be displayed for the families and occasionally external stakeholders to see e.g. Newsletters, QK Journeys profiles, promotional materials, action research, OSHC website, showcase. The photos, videos and observations will also be used for the purposes of programming and evaluation.

If parents do not wish to have their child/children's photo taken for any reason, please notify the Co-ordinator.

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### **Priority of Access and Non-Discriminatory Access**

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This Service ensures that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care for school age children from any school, primarily those attending Mayfield SS. We also provide care in January for children attending Prep in that year.

The Service will follow the priority of access guidelines set down by the Australian Government, Department of Education and Training. These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

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

**Priority 2:** A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

**Priority 3:** Any other child

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. In this situation we will provide you with at least 14 days notice and seek to resume care for your child as soon as possible.

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### **Confidentiality**

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All personal records are stored securely and kept confidential. All information is strictly limited to use by the service. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Co-ordinator about accessing these records.

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### **Family Code of Conduct**

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Educators are always happy to talk to parents about their child during service hours. In-depth or more confidential appointments can be made to speak with the Co-ordinator.

It is expected, however, that in your communication with staff that:

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

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### **Staffing**

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All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011.

Children are actively supervised by at least 1 adult at all times with a minimum staff to children ratio of:

- At the Service 1 staff for every 12 - 15 children
- On excursions 1 staff for every 8 children
- During water activities 1 staff for every 5 children

The Management of the Service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member's career. Staff employment and training procedures ensure that the Service employs suitable people. Our OSHC staff are highly capable and hold a range of qualifications related to the care of children. All staff members hold a current Working with Children Check for Child Related Employment, issued by the Queensland Government Blue Card Services. Two staff are present at the Service at all times.

Photos of staff are displayed at the Service to assist parents in identifying staff.

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### **Concerns, Complaints and Suggestions**

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If you have any concerns, complaints or suggestions, please speak to the Co-ordinator in the first instance. If a satisfactory outcome is not achievable, you are encouraged to contact the OSHC subcommittee. Contact details for the current OSHC subcommittee are available at the OSHC office or through the P&C.

Other avenues of communicating your feedback, suggestions or concerns are via the 'Suggestion Sheets' at the sign-in desk or at our annual parent satisfaction survey.

We value and encourage your participation in our service as we believe it enhances the service we provide.

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# Caring for Your Child

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## Arrivals and Departures

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Children must be signed in and out each day by an authorised person. Written authorisation must be provided for any person other than those stated on the enrolment form to collect children from the centre. In emergencies emails authorising a person can be sent to the Service. Please advise persons collecting children that they may be required to provide proof of identity and signature.

If children who are booked into the Service for care have not arrived within fifteen minutes of expected arrival, the Service will ascertain the children's location, if necessary by contacting Mayfield State School and/or the parent/guardian and/or emergency numbers provided by parents/guardians.

If children arrive at OSHC unsure of whether they are being picked up or if they are meant to attend the service (but are not booked in) we will sign them in, call the parent/guardian, and it will be classified as an attendance if the child is not picked up within 10 minutes of arriving here.

If you require your child to attend activities within the school grounds, such as swimming lessons etc, written authority must be given, by completing the Extra-Curricular Activities Form. Children are not permitted to leave the Service unaccompanied unless written authorisation detailing time of departure, indicating a release of Duty of Care. In general, educators may not be able to escort children to these activities due to educator ratios. However depending on demand and at the discretion of the OSHC subcommittee, the Service will employ a dedicated educator to escort children safely to the activity. Parents need to be aware that should staff not be available, your child will not be escorted to the activity. Parents should consider this and the ability of their children to walk

themselves safely before enrolling children in these activities.

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## Late Collection and Fee Payable

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Closing time of this Service is 6pm. We ask for your cooperation by collecting your child by this time. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child on time, please contact the Service as soon as possible.

Parents who collect their children after this time will incur a late fee of \$20 per child for the first 15 minutes and then \$1 per minute after that. The fee does not attract CCS.

The correct time will be recorded on the sign out system (if necessary the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Co-ordinator will contact the police to collect children who are still at the Service.

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## Children Leaving without Permission

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

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## Custody

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

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

personal harm. If a child is taken, the police will be called immediately.

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### **Safety**

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Evacuation and lockdown plans are situated in the entrance area. We ask all parents, staff and children to familiarise themselves with the procedures. Evacuation and Lockdown drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation/lockdown procedures give the children an opportunity to become familiar with the routine and planned evacuation/lockdown procedures.

All Service firefighting equipment is serviced every six months.

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### **Health and Hygiene**

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The wellbeing of all children is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children.

If a copy of a child's immunisation records has not been supplied to the Service then they will be considered as "not up to date". If there is an infectious disease outbreak then that child will be excluded from attending the service until such time as there is no risk of infection.

Educators observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, a staff member will attend to the incident

and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Consistent with the Sun Safety Policy, children and staff will wear hats and appropriate clothing when outside. Educators will encourage children to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals and/or food preparation activities. Hand rubs may be used where soap and water are not accessible.

Mayfield SS P&C OSHC is a smoke free environment.

The Service encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

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### **Illness and Injury**

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

Children with infectious diseases will be excluded from the Service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation



from appropriate health agencies or a medical certificate.

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

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### **Medication**

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Educators will only be permitted to administer medication to a child if it is:-

- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- accompanied by a Medication Authority form, completed by the parent/guardian.
- Medication is to be signed in and out of the Service.

This includes all non-prescription medication such as Panadol or cough mixtures. If there is no pharmaceutical label with the child's name on the medication it will not be administered.

Separate forms are to be completed for children with asthma or anaphylaxis.

Children who become ill at the Service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the

Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure the Service is aware of this by detailing on enrolment form.

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### **Daily Routines**

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Routine plays an important role in a successful school age care setting. It allows the Service to operate effectively and efficiently and makes for a relaxed environment for staff, children and parents.

Routines provide consistency, prevent confusion, reduce staff workload, reduce behavioural problems, promote and ensure general hygienic practices.

Weekly curriculum plans are posted for all staff, families and children to view. Children are consulted on a regular basis to decide on future programming activities.

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### **Homework**

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On mornings and afternoons of certain days, the Service endeavours to provide quiet space and supervision by staff to enable children to do their homework. Ask a staff member the days and times when children can do their homework and advise if you would like your child to participate. Please discuss your expectations with your child and agree with your child the amount of time he or she will spend doing homework. Parents and children will have a written agreement on the amount of work to be completed at Mayfield OSHC and provide a copy of the agreement to the Co-ordinator. Educators will remind children of their agreement and your expectations, but ultimately the responsibility of completing homework belongs to your child, and staff cannot force your child to complete their assignments. While we support the children in homework, we regret that educators are not able to

provide individual tutoring or assistance. Educators will not take responsibility from parents/guardians e.g. to check and finalise or sign-off on homework.

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### **Breakfast, Morning and Afternoon Tea, Lunch**

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Nutritious and well-balanced snacks will be provided for afternoon tea, which include a variety of fresh foods. For those who need it, the service will also provide breakfast before 8am and a light snack at 5pm. Please remember to inform staff if your child has any food allergies or has a special diet (including religious or cultural). Our menu is displayed near the kitchen and on the vacation care brochure.

Children are to bring Morning Tea and Lunch during Vacation Care/Pupil Free Days and lunch boxes are to be kept in their bags.

Educators are unable to prepare or heat lunches (such as noodles and pasta) for children.

Fresh water is available to children at all times.

All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

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### **Behaviour Support and Management**

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Educators are trained to respond to various developmental stages of the differing ages of the children who attend the Service, and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the Service.

The Service acknowledges and supports Mayfield State School's School Wide Positive Behaviour System and incorporates the system into behaviour management procedures.

Educators are required to discuss the behaviour expectations with the children

on a regular basis, reinforcing why they are necessary.

Educators are required to:

- Model appropriate behaviour, including using positive language, gestures, facial expressions and tone of voice;
- Monitor children's play, pre-empting potential conflicts or challenging situations and support children to consider alternative behaviours;
- Constantly and consistently use positive guidance strategies when reinforcing the Service behaviour expectations;
- Support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions;
- acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.

Educators are not permitted at any time to use physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Supervised exclusion will be used where required to allow for a reflection period and/or cooling off period for the child.

Educators are required to follow the Service behaviour management strategies and techniques, including completion of an incident report to be signed by the parent/guardian at the end of the day.

Behaviour support plans will be implemented if deemed necessary by the Co-ordinator. Support plans will be developed collaboratively with the Co-ordinator, parent/guardian, child and other health/educational professionals as required.

Parents/guardians are not permitted to approach other children attending the

Service regarding behaviour incidents and/or issues.

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### **Excursions/Incursions**

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Excursions (where the activity occurs outside of the Service's grounds) and incursions (where an external provider is brought onto the Service's grounds for the activity) are occasionally planned for the Vacation Care program.

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

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### **Clothing**

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

Children wear enclosed shoes at all times. Wide brimmed hats or legionnaire caps only, are to be worn when playing outside. Appropriate clothing should be worn on excursions when exposure to the sun for a short period of time will be encountered.

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# Payment for Care

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## Babysitting

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

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## Programming

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Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occurs on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of supervised activities will be programmed for each day of Before School Care, After School Care and Vacation Care (e.g. cooking, painting, clay work, crafts, music, and outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. The programming follows the My Time, Our Place – Framework for School Age Care in Australia. Planned activities are also designed to reflect the multicultural and multilingual nature of our community.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups.

The Co-ordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out during the year can be used as a means to convey parent's and children's thoughts and input into the program. A weekly plan is posted at the service.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the Service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion sheet, newsletter surveys; school-wide surveys and parent information evenings.

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## Personal Effects

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We understand that children enjoy bringing personal items from home to use at the Service (books, toys etc.). Educators should be made aware that children have these items and they should be clearly named with permanent identification.

Electronics (e.g., Nintendo DS, ipods) are NOT permitted at OSHC.

If mobile phones are brought they need to be handed into the office and signed in and out.

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

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## Payment of Fees

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This Service aims to provide a quality service to families at an affordable price. The OSHC subcommittee 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 the Service's Policies and Procedures.

A statement is issued for each active account, usually via e-mail, at the end of each week. The statement details

charges for attendance in the previous weeks and payments made.

When making a booking you agree to the session fees as per the Session Fee Schedule on page 1.

**Accounts must be paid within a week of the statement date.**

The Service uses Debitsuccess – an automated payment system – as the preferred payment method. By using the Debitsuccess service, families can help keep costs down, a separate form must be completed.

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**Overdue Fees**

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If parents/caregivers are experiencing financial difficulty paying their account the Service should be contacted to discuss alternative payment arrangements.

If there are outstanding fees, or where no payment has been made in at least two weeks:

- In the first instance, the Service will remind the parents by email or mailed statement;
- If no payment received, then the Service will remind the parent verbally and record when the parent has agreed to pay the account;
- If no payment has been received when agreed, written notification by mail will be sent;
- A debt collection agency may be used if payment of fees has not been received;
- The Service may exclude the child temporarily or permanently from further attending the Service if the parents have not met the requirements as advised to them.
- If an account is in arrears of \$500 or more, children will be suspended from the service until the debt has been paid

off or unless other arrangements have been made (e.g. payment plan) with the Service and this arrangement is fulfilled.

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**Child Care Subsidy (CCS)**

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CCS is a payment made to eligible families to assist with the costs of child care.

It is the family's responsibility to contact the Dept of Services Australia office to ensure their eligibility to claim CCS. The Dept of Services Australia calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the Service's enrolment process.

For parents/caregivers starting with the Service who have a child care subsidy percentage, the percentage will be applied upon OSHC being supplied the CRN's and the parents/caregivers confirming the details via mygov. For parents/caregivers starting with the service who have not applied for Child Care Subsidy, a credit may be placed on the account after the CRN is supplied to OSHC, as per Dept of Services Australia policies.

On a weekly basis, our Service submits online attendance records for each child. Child Care Subsidy calculations are made based on family eligibility details and attendance information as reported by the service. Child Care Subsidy reductions are paid directly to the service and are itemised on the family account.

All CCS records will be kept for three years from the last entry on the record in accordance with the Department of Education, Skills and Employment, Child Care Provider Handbook.

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**Bookings**

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At Mayfield OSHC we attempt to cater to all families with regard to days needed for

care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict their need and we will try to accommodate, but due to licensing restrictions there may be some days we are unable to accommodate casual bookings.

When making bookings you agree to pay the fee as per Session Schedule Fee.

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### Attendance

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Please notify the Service if your child/ren will not be attending a particular session.

It is not sufficient to contact the school about an OSHC cancellation as OSHC operates separate to the school. Conversely, it is not sufficient to contact OSHC about a school cancellation.

Failure to cancel a booking 7 days prior to attendance will result in the normal session fee being charged.

Failure to book before 6pm the business day prior to attendance or before date advised for special events, will result in an additional casual fee (refer to Session Schedule Fees on page 1).

Failure to advise that your child/ren will be absent, will incur an extra fee per family for each absence not advised (refer to Session Schedule Fees on page 1).

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### Allowable Absences

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Families receiving Child Care Subsidy are allowed 42 days per financial year, per child, for 'allowable absences'. Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are 'approved additional absence days'.

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### Approved Additional Absence Days

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CCS is also payable for approved additional absences taken for the following reasons:

- Illness (with a medical certificate)
- Non-immunisation (with written evidence)
- Temporary closure of school or pupil free days
- Periods of local emergency
- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan
- Attendance at preschool (specific conditions apply)

There is no limit on the number of these days for which CCS may be paid as long as:

- They are taken for the reasons specified above, and
- Supporting documentation (where required) is provided, and
- They are days on which care would otherwise have been provided

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### Cancellations

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Session of Care	New Cancellation Deadline from 19 <sup>th</sup> April 2022
Before School Care, After School Care	1 week (7 days including weekends) - Cancellation of bookings must be made 7 days prior to the session starting the full fee for that session will be charged.  (to cancel a before school care session for a Monday the service will need to be notified before 6:45am Monday the week prior)

Vacation Care Incursion,	<p>1 week (7 days including weekends) - Cancellation of bookings must be made 7 days prior to the session starting the full fee for that session will be charged.</p> <p>(to cancel a vacation care incursion day for a Monday session, the service will need to be notified before 6:45am Monday the week prior)</p>
Vacation Care Excursion	<p>1 week (7 days including weekends) - Cancellations for vacation care excursions must be made with 7 days' notice or the full fee including any other additional costs for the excursion will be charged.</p> <p>(to cancel a vacation care excursion day for a Monday session, the service will need to be notified before 6:45am Monday the week prior)</p>
Vacation Care Regular session	<p>1 week (7 days including weekends) - Cancellations for vacation care must be made with 7 days' notice or the full fee including any other additional costs for the session will be charged.</p> <p>(to cancel a vacation care day for a Monday session, the service will need to be notified before 6:45am Monday the week prior)</p>
Pupil Free Day	<p>1 week (7 days including weekends) - Cancellations for pupil free days must be made with 7 days' notice or the full fee including any other additional costs for the session will be charged.</p> <p>(to cancel a pupil free day for a Monday session, the service will</p>

	need to be notified before 6:45am Monday the week prior)
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# Community Resources

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## **Emergency Numbers**

Police 000

Ambulance 000

Fire Station 000

## **General Departments**

Centrelink Self Service Line 13 62 40  
(otherwise see Dept of Human  
Service)

Office of Early Childhood  
Education and Care (Early  
Childhood Information Service)

137468

Dept of Human Services

13 20 11

## **Health**

Community Child Health Service -  
Paddington 1300 366 039 (for  
services offered to parents of  
children from 0- 12 years)

Queensland Health 13 HEALTH

(13 43 25 84) (for health advice and  
information)

## **Counselling and Support**

Lifeline 13 11 14

Poisons Information Centre 13 11 26

Disability Information Service

1800 177 120

Women's Infolink 1800 177 577

Domestic Violence Telephone  
Service (Women) 1800 811 811

Domestic Violence Telephone  
Service (Men) 1800 600 636

Kids Helpline 1800 551 800

Relationships Australia 1300 364 277

PPP – Positive Parenting Program

13 74 68