# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>WELCOME</td>
<td>2</td>
</tr>
<tr>
<td>OUR PHILOSOPHY</td>
<td>3</td>
</tr>
<tr>
<td>GOALS</td>
<td>3</td>
</tr>
<tr>
<td>VALUES AND BELIEFS</td>
<td>4</td>
</tr>
<tr>
<td>ACCESS TO THE SERVICE</td>
<td>4</td>
</tr>
<tr>
<td>ADMINISTERING MEDICATION</td>
<td>5</td>
</tr>
<tr>
<td>ACCIDENT PROCEDURE</td>
<td>5</td>
</tr>
<tr>
<td>ANAPHYLAXIS</td>
<td>6</td>
</tr>
<tr>
<td>ATTENDANCE AND ENROLMENT</td>
<td>6</td>
</tr>
<tr>
<td>BOOKINGS</td>
<td>7</td>
</tr>
<tr>
<td>BEHAVIOUR CODE</td>
<td>8</td>
</tr>
<tr>
<td>BEHAVIOUR MANAGEMENT</td>
<td>8</td>
</tr>
<tr>
<td>COMMUNITY RESOURCES</td>
<td>9</td>
</tr>
<tr>
<td>CHILD PROTECTION &amp; RESPECT</td>
<td>9</td>
</tr>
<tr>
<td>CHILD CARE BENEFIT &amp; CHILD CARE REBATE</td>
<td>10</td>
</tr>
<tr>
<td>CHILDCARE MANAGEMENT SYSTEM (CCMS)</td>
<td>10</td>
</tr>
<tr>
<td>CLOTHING</td>
<td>11</td>
</tr>
<tr>
<td>CYCLONE &amp; FLOODING PROCEDURE</td>
<td>11</td>
</tr>
<tr>
<td>COMMUNICATION WITH FAMILIES</td>
<td>11</td>
</tr>
<tr>
<td>EXCURSIONS</td>
<td>12</td>
</tr>
<tr>
<td>GRIEVANCE POLICY</td>
<td>12</td>
</tr>
<tr>
<td>HOMEWORK</td>
<td>13</td>
</tr>
<tr>
<td>INFECTIOUS DISEASES</td>
<td>13</td>
</tr>
<tr>
<td>ILLNESS</td>
<td>13</td>
</tr>
<tr>
<td>LATE COLLECTION FEE/EARLY DROP OFF FEE</td>
<td>14</td>
</tr>
<tr>
<td>MEALS AND FOOD PREPARATION</td>
<td>14</td>
</tr>
<tr>
<td>PAYMENT OF FEES</td>
<td>14</td>
</tr>
<tr>
<td>PARENT/GUARDIAN CONDUCT</td>
<td>15</td>
</tr>
<tr>
<td>PARENT/GUARDIANS ROLES &amp; RESPONSIBILITIES</td>
<td>15</td>
</tr>
<tr>
<td>PREJUDICE &amp; BIAS</td>
<td>16</td>
</tr>
<tr>
<td>PHOTOS</td>
<td>16</td>
</tr>
<tr>
<td>POLICIES &amp; PROCEDURES</td>
<td>16</td>
</tr>
<tr>
<td>PROGRAMMING</td>
<td>16</td>
</tr>
<tr>
<td>PHYSICAL ACTIVITIES</td>
<td>17</td>
</tr>
<tr>
<td>SAFETY &amp; EMERGENCIES</td>
<td>17</td>
</tr>
<tr>
<td>SCHOOL RULES</td>
<td>18</td>
</tr>
<tr>
<td>SUPERVISION</td>
<td>18</td>
</tr>
<tr>
<td>STAFFING &amp; VOLUNTEERS</td>
<td>18</td>
</tr>
<tr>
<td>SPECIAL NEEDS</td>
<td>19</td>
</tr>
<tr>
<td>TOILETS</td>
<td>19</td>
</tr>
<tr>
<td>CONTACT DETAILS</td>
<td>20</td>
</tr>
<tr>
<td>HOURS OF OPERATION</td>
<td>20</td>
</tr>
<tr>
<td>FEES</td>
<td>20</td>
</tr>
</tbody>
</table>
WELCOME

Welcome you and your children to Townsville Central Outside School Hours Care. Townsville Central After School Care is licensed under the Child Care Act 11. The licensed capacity for the service is 75 children and care can only be provided for children attending school (Including prep children). The service operates after school care during school term and vacation care during school holidays. Townsville Central After School Care Licence number is 15002 and the service must comply with all regulations and acts including the requirements for activities, experiences and programs, this is outlined within this booklet.

The governing body for all services including outside school hours care is the Office for Early Childhood Education and Care. (Formally known as Department of Communities.) If you have any issues or complaints, regarding aspects of the operation of this service, please feel free to contact the Office for Early Childhood Education and Care on 1800637711. The Office for Early Childhood Education and Care conducts regular inspections to ensure Townsville Central After School Care is being operated according to all legal requirements.

Townsville Central After School Hours Care is licensed by Townsville Central State School P & C Association.

Parent participation is encouraged throughout all aspects of the service; a parent subcommittee supports the staff and licensee with the day to day running of the service. Members of the subcommittee must be financial members of the Townsville Central P & C. The election of subcommittee executive is held at the Annual General Meeting (AGM) in February. Bi monthly meetings are held on the second Monday of each month on site at 5.00pm. The meetings have an agenda so that they can be kept short, items of discussion can be submitted to the Coordinator or member of the executive of the subcommittee up until 5pm the day before the meeting.

Periodically we review aspects of the service as policies and procedures for which we ask families and staff to participate in a number of ways, including surveys and newsletters. Parents, carers and staff participation not only allows them to have an opinion, it is ensuring that our service is the best it can be.

Policies and management issues should be directed to the Coordinator firstly and then to the P & C via the grievance policy outlined in this manual rather than through the Principal. The P & C and the Coordinator are in constant contact with the Principal and will inform them of any necessary issues.
OUR PHILOSOPHY

Every child is one of a kind, each family unique and the care which we provide endeavours to be exclusive to the needs of each individual remembering that warmth is the vital element for the growth of the soul of each child.

Our service believes that all children should have their physical, emotional and social needs met in a safe, supervised, caring and supportive environment. The values of all children and their families regardless of background, beliefs or physical and mental abilities will be respected and valued.

Central After School Hours Care provides care in a way that protects the child from harm, respects the child’s dignity and privacy and promotes the child’s wellbeing. We strive to provide a holistic approach to education and positive experiences through quality programming ensuring a balanced variety of play, recreational and learning activities to meet the needs and interest of children. Central After School Hours Care provides meaningful programs, which incorporate elements of play with elements of daily real-life experiences. Our programming strives to promote the child’s cognitive development; however our main objective is to help children develop a sense of responsibility through play towards other people and property, to relate effectively with others and to grow into a contributing member of a group. We recognise freedom of choice in experiences, balanced with age-appropriate programming and opportunity for support through child-initiated planning.

Central After School Hours Care recognises and respects parents as primarily responsible for the upbringing, protection and development of their children. Central After School Hours Care aims to support parents in that role, to the greatest extent reasonably possible. Family involvement is vital to aid us in providing the best experiences for children. Involvement of families can be achieved by open communication, parent surveys, parents joining in with an activity and general support. We believe in inclusive practice, where children, parents, staff and relevant community members are treated with respect and their views in relation to the suitable operation of the Service are considered and valued. Central After School Hours Care encourages and welcomes open discussion with all on all issues relevant to the Service’s operation.

GOALS

Townsville Central After School Care main goals are to provide all children with a safe, secure and inclusive environment.

To promote the value of play and recreational activities which meet the developmental needs and interests of all children. For children to be encouraged to be responsible and show respect to others and their property. To provided stimulating activities to help enhance children’s life skill through appropriate programming. To utilize and encourage the use of special skills, expertise and diversity of our families, community and staff members. For all staff to feel secure in a stimulating environment. Staff will be encouraged and professional development to be provided to enhance their skills and knowledge of OSHC. To comply with all legislative requirements by providing ongoing training and regular service reviews.
VALUES AND BELIEFS

• Providing for the development of the child socially, emotionally, physically, culturally and cognitively.
• Respecting the needs of each child to promote growth in independence, confidence and responsibility.
• Developing children’s potential to the fullest through activities and experiences programmed to individual and group needs.
• For staff, children and families to develop a relationship based on trust and respect.
• To provide opportunities for information, advice and support of families, fostering a sense of community and mutual support.
• To develop an appreciation of the arts and concern for our environment.
• For each child to develop and grow into independent individuals developing skills and knowledge preparing for real life experiences.
• To regularly reflect on and re-evaluate all issues relevant to the successful operation of Townsville Central After School Hours Care operations, in open discussion to ensure a continuing standard of high quality care.
• To provide qualified, experienced and caring staff to meet the needs of the individual child.
• All children have access to our Centre regardless of sex, religion, disability, medical conditions or socio economic status. We will aim to meet the needs of the minority groups or individuals at all times.

ACCESS TO THE SERVICE

Townsville Central After School Care will ensure 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. Preschool children are able to commence care from the first day of the year they are to attend preschool. If demand for places provide at Townsville Central After School Care exceed those available, priority of access will be given based on guidelines given by the Office for Early Childhood Education and Care. These guidelines will be balanced with the principle of non-discriminatory access and inclusion.

First priority: A child at risk of serious abuse or neglect
Second priority: A child of single parent who satisfies, or have parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act
Third priority: 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 in the first and second priority group. You will be given 14 days’ notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

After School Care and Vacation Care: When all permanent bookings are filled, a waiting list will be taken in the order that the enrolments are received.
ADMINISTERING MEDICATION

In the interests of health and wellbeing of the children, Townsville Central After School Care will only permit medicines to be given to a child if:

- a medical practitioner prescribes the medicine
- The medication is directed in writing by the medical practitioner to be administered during operational hours.
- The medication is in the original container with child’s name, complete instructions and dosage details on the original pharmaceutical label.
- A request to Administer Medication form has been completed and signed by the parent/guardian. These forms are available from the Coordinator.

When medication is required for the treatment of pre-existing conditions or complaints, such as asthma, anaphylaxis, epilepsy or ADHD, Townsville Central After School Care will require a letter from the child’s doctor or specialist detailing the medical condition of the child, correct dosage and if needed a management action plan.

ACCIDENT PROCEDURE

When a minor accident occurs, staff qualified in First Aid will:

- Assess the injury
- Attend to the injured child and administer first aid
- Contact the parent (depending on the nature of the injury). If the parent/caregiver is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child.

When a serious accident occurs, which required more than first aid, the Coordinator or senior staff qualified in First Aid will:

- Assess the injury
- Attend to the injured child and administer first aid
- Seek further medical attention, which may include calling an ambulance
- Staff will contact the parents or guardians regarding the child’s condition.

In the event of a child requiring urgent medical treatment and all attempts have been made to notify parents or guardians, Townsville Central After School Care is authorised to obtain medical, hospital and/or ambulance services, including consent from a medical practitioner regarding treatment.

Any accident sustained by a child is investigated, recorded, dated and requires documentation to be filled in by staff member who witnessed the accident or incident. The information contained in the injury/illness sheets must not be used for any purpose except strictly in accordance with the injury and illness policies and any relevant policies of the service.

The Coordinator is responsible for the obligation under the Child Care Act to report to the Office for Early Childhood Education and Care if a child dies, or suffers an injury at the service for which treatment from a medical practitioner was obtained.
ANAPHYLAXIS

Anaphylaxis is a severe and sudden allergic reaction. Anaphylaxis is potentially life threatening and always requires an emergency response. Staff are educated to recognise the symptoms and react quickly and decisively to treat anaphylaxis. An action plan for individual children is displayed and staff attend regular training. Townsville Central Outside School Hours Care caters for all individual needs therefore food requirements are no object. Within the service there is no peanut, peanut butter or any products containing peanuts (that is containing peanuts NOT may contain peanuts).

ATTENDANCE AND ENROLMENT

Parents/Guardians are required to complete and enrolment form before any child is to attend Townsville Central After School Care or Vacation care. All enrolments are to be kept up to date and the Coordinator is to be notified immediately of any changes and forms must be updated. All information provided to staff is strictly confidential. A new family enrolment form must be completed each year. You can be shown around the Outside School Hours Centre upon request and be provided with information about staff and programming.

If your child has additional needs, a meeting will take place between relevant parties to discuss relevant issues before the child commences. This will help us to meet the needs of your child. All information obtained through the enrolment procedure will be kept in the strictest confidence.

Parents/Guardians who have custodial rights and do not wish the other parent/guardian to have contact with their children, must provide a current copy of the custodial papers. We can only go by the custodial papers.

Whilst every care will be taken to prevent a child being taken by an unauthorized 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.

AFTER SCHOOL CARE

All children are expected to go straight to the service following their dismissal from class and are signed in by a staff member. Prior arrangements must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the Service. Please advise persons collecting children that they will be required to provide proof of identity, In emergencies arrangements can be made.

It is important that a parent informs a staff member if they are taking a child home. This is to ensure the duty of care is passed over to the parent. Parents/Guardians must notify the Service if a child is not attending on their booked day, THIS IS A SERIOUS SAFETY ISSUE as staff look for missing children. All booked days must be paid for wether the child attends or not.

VACATION CARE

It is of utmost importance that children are signed in and out each day. Children cannot be left outside the Service on their own at anytime. This is a safety issue. Townsville Central Vacation Care opens at 8am. The nominated family member/caregiver must sign each daily attendance sheet on the child’s arrival and departure. Staff will sign children in, in after school care. Prior arrangements must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the
Service. Please advise persons collecting children that they will be required to provide proof of identity. In emergencies arrangements can be made.

Please note vacation care bookings are to be made at least 1 week before vacation care is due to start. Townsville Central Vacation Care is closed for 2 weeks over Christmas every year, the Coordinator will let you know the dates in the last term of the school year.

If you require your child to attend activities within the school grounds, written authority must be given, Townsville Central After School Hours Care will not be responsible for children once they have been released to attend the activities. Staff will not be available to escort children to these activities due to staffing ratios.

It is important that a parent informs a staff member if they are taking a child home. This is to ensure the duty of care is passed over to the parent. All booked days must be paid for wether the child attends or not.

LEAVING THE SERVICE
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 police and a parent/guardian as quickly as possible. Staff will not leave the service to pursue a child if:

- It will or may leave the other children in the service with insufficient supervision: or
- It will or may expose that staff member to an unacceptable risk of personal harm.

BOOKINGS
At Townsville Central Outside School Hours Care 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 your children in on regular days according to need. We understand some families will be unable to predict day’s needed and will try to accommodate, but due to restricted staff ratios and places there may be some days we will have to refuse care to casual bookings. ALL BOOKED DAYS MUST BE PAID FOR REGARDLESS OF USAGE. Each child attending the program must have a fully completed enrolment form prior to attendance. Enrolment forms are updated annually, however, if family circumstances, contacts, or any other information should change during the year, families must advise the Coordinator immediately. For permanent changes to your child’s attendance two weeks’ notice must be given to cancel or change a booking without incurring the cost of those days needed. A child’s place will only be held for one week if no notification is given about change of circumstances. A 24 hours answering machine is available to notify the Coordinator of any changes to the days required for care or if your child will not be attending the Outside School Hours Care on a particular day for any reason.

Children must be booked in separately for each vacation care period. Booking slips for vacation care must be filled in and signed by one week before vacation care begins. Under no circumstances will children be able to attend vacation care unless a booking slip is filled in and signed. If there are changes to your needs during vacation care, booked days must still be paid for, so please think carefully before filling in the vacation care booking slip. This is due to staff still having to be employed.
BEHAVIOUR CODE

The purpose of the Behaviour code is to:

• Ensure the safety and security of the children and staff
• Ensure respect for the rights and feelings of the children and staff
• Ensure smooth running of the program
• Ensure self-management on the part of the child.

To achieve these goals the Townsville Central After School Care educators:

• Aim to be consistent
• Reinforce positive behaviour (with verbal encouragement)
• Follow through with clear and established expectations of the school and Outside hours care community
• Ensure that rules and consequences are known and understood by children, educators and families through ongoing discussion and review and having such rules on display at all times
• Encourage children to seek support
• Seek family support for our strategies by ensuring that. Upon enrolment. Families are informed of all procedures

Children are expected to follow the child code of conduct at all times:

CHILD CODE OF CONDUCT:

• We will walk inside
• We will respect ourselves and others
• We will speak to others the way we want to be spoken to, with respect and dignity.
• We will give new things a go!
• We will stay where we can see educators and they can see us AT ALL TIMES
• We have the right to feel safe
• We say NO to bullying
• I am responsible for my own behaviour
• We will be courteous and co-operative
• We will give maximum effort at all times
• We will act in a safe manner at all times
• We will keep our hands and feet to ourselves
• We will not use inappropriate words

Children will have responsibility for their own behaviour and actions

BEHAVIOUR MANGEMENT

The aim of Townsville Central Outside School Hours Care is to provide a safe, enjoyable place, an atmosphere where children have positive and active experiences during their stay, and to provide an environment that minimizes the potential for frustration and/or conflict. Your help and support with this makes it much easier for all involved. We believe children require guidance as to what to do, instead of what NOT to do. Therefore, we endeavour to manage behaviour through a support model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities
and working with children to set rules, follow those rules and understand the consequences of breaking those rules.

Please note if there are any factors that may affect the behaviour of your child/ren (problems at home or school, health considerations, etc) it is very helpful to let the Coordinator know so that we can modify our expectations and the way we deal with situations. However, it is necessary to discipline children from time to time.

A child may be suspended from the program if unsatisfactory behaviour threatens the safety or well-being of any child or other person in the service. Townsville Central Outside School Hours Care has the right to refuse children whose behaviour consistently impairs the safety of other children or staff.

As part of everyday experiences involving children we recognise that fair wear and tear will occur to equipment and our facility. However, if damage is done which can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent/guardian. We also understand that children enjoy bringing personal items from home to use at After School care/vacation care but we do not encourage this as things can be broken or misplaced, Townsville Central Outside School Hours Care assumes no responsibility to any item belonging to any person, staff cannot take time away from other children to look for misplaced items including clothing.

**BULLYING:** We will not tolerate bullying at anytime for any reason. If bullying occurs parents/guardians will be contact immediately. The child will be given one warning, however the Service will work with the parents, child and school staff to support all children involved. If a second offence occurs a written letter will be issued. After a third offence the child will be dismissed from the service. However, if a malicious act is carried out a child can be suspended immediately and a written report will be given to parents/guardians and the principal.

**COMMUNITY RESOURCES**

Townsville Central After School Hours Care strives to make community connections and provide these connections to families and children. Townsville Central is a Reef Guardian School and involves children with the GBRMPA and Reef HQ. Townsville community resource directory is made available to all families as well as the activities planned by Townsville City Council. The centre also involves itself with many local sporting clubs with offering Active After School Care to all children.

**CHILD PROTECTION & RESPECT**

Townsville Central After School Hours Care regards as of utmost importance, its role in the protection of children in its care. This includes the Service’s moral and legal duties to care for children associated with the Service whilst not in the care of their parents or other primary carers. The children, and their wellbeing, health and safety, are the main focus of this service. We endeavour to provide care that respects the child’s dignity and privacy at all times and that considers children as unique, valued individuals. Children are actively involved in the ongoing development of programs, rules and the physical aesthetic environment of the service.
CHILD CARE BENEFIT & CHILD CARE REBATE

The Australian Government provides families with two types of financial assistance to help cover the costs of approved child care - the Child Care Benefit (CCB) and the Child Care Rebate (CCR). It is important to remember that while Child Care Benefit is based on family income, the Child Care Rebate is not income tested.

Child Care Benefit
The Child Care Benefit is income tested and is usually paid directly to approved Child Care Services to reduce the fees that eligible families pay. You may receive the Child Care Benefit if you are a parent, foster parent or grandparent with a child in your care who is attending child care services approved by, or registered with, the Government. Townsville Central Outside School Hours Care is an approved service.

Child Care Rebate
An additional payment to the Child Care Benefit is the Child Care Rebate. The Rebate helps families cover the out-of-pocket costs of child care and it is not income tested. Even if your family income is too high for you to receive the Child Care Benefit, you may be eligible for the Child Care Rebate. It covers up to 50 per cent of out-of-pocket costs, up to $7,500 per child, per year.

You may choose to receive the Child Care Rebate paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You still have the option of having your Child Care Rebate paid quarterly or annually as a lump sum directly to your bank account. Out-of-pocket child care costs are calculated after deducting any Child Care Benefit payments that are received. You can choose from two a payment options:

- Direct to Service: The Child Care Rebate would be automatically sent to your Approved Child Care Service. The Child Care Service will reduce your account by the amount of the Child Care Rebate entitlement.
- Direct to Customer: The Child Care Rebate entitlement would be credited to your bank account each time your Approved Child Care Service lodges child care attendance details. You could choose to receive payments fortnightly, quarterly or annually.

Please note this information is subject to change - for the most up to date information about the Child Care Benefit or Child Care Rebate contact the Department of Human Services on 13 24 68 online at www.humanservices.gov.au or in person through Centrelink.

It is the parent’s responsibility to obtain and register for child care benefits.

CHILDCARE MANAGEMENT SYSTEM (CCMS)

CCMS is the recording and reporting Commonwealth Government childcare system incorporating CCB. On 1 July 2009, the Child Care Management System (CCMS) has replaced the Centrelink managed Childcare Operating System. If you as parents/guardians would like to receive CCB or/and CCR as well as informing Centrelink you need to supply the service with yours and your child/rens date of birth and Customer reference numbers from the Family Assistance Office.
CLOTHING

During after school hours care children will usually be dressed in school uniform. During vacation care we ask that children wear shirts with sleeves and comfortable clothing which will enable them to participate in activities. Shoes and hats must be worn during vacation care. For more information on what your child will need to bring or wear for vacation care please refer to the vacation care program.

CYCLONE & FLOODING PROCEDURE

Procedure the early morning of a vacation care day

An announcement on whether the vacation care program will be open on the day, or the day after a cyclone/flooding will be made via radio stations, 4QN, 4TO, 4TTT, HOT FM 103.1 and Reef Radio at 6.30am.

If the radio indicates a general closure then our school and Vacation Care program will be closed. However, if the official position is to open, but there are special circumstances why our Service wouldn’t open, an announcement will be made on the above radio stations at 6.30pm.

Special circumstances may include:
- power lines down – where this represents an immediate threat to children’s health or safety in the actual school or the immediate area.
- School/Service has no access to water for a prolonged period.
- Local flooding of buildings or grounds not allowing children to be accommodated in our buildings.
- Structural damage to buildings.

If official position is to open the Vacation Care program, parents should still make their own judgements on whether it is safe to send children on the day.

Procedures during a School Day

If conditions change during a school day the above mentioned radio stations will broadcast a message to notify parents that school is closing. The After School program will not be operating under these circumstances.

COMMUNICATION WITH FAMILIES

We know that communication between carers and parents/guardians is most important. Therefore, we have a number of ways we communicate with you as a family. These include, bi-monthly management committee meetings which parents are invited to attend, newsletters, delivered posters and brochures, which are available at the sign in counter, relating to a number of subjects such as programming, health and nutrition etc.

Our wonderful electronic photo frames displaying your child busy at play and the display of art and craft throughout is other ways of communicating activities undertaken by your children. Your feedback is important to us therefore two surveys will be conducted throughout the year and a suggestion box is provided. Parents are always encouraged to ask questions about the activities and experiences offered by the service. A program is always available. Parent contact with all staff is of great importance to ensuring your child is receiving the best possible care.
The Coordinator is available for parents/guardians to speak briefly to at all times when the service is open. Longer, more confidential appointments can be made to speak to the Coordinator. If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts for the Management Committee can be provided for you upon request. The happiness and well-being of your child is our first priority and we are continually striving to improve the quality of care we provide.

EXCURSIONS

Excursions 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, risk assessments will be done and written permission will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- Names of staff who are attending

Children are required to have footwear for ALL excursions. NO THONGS PLEASE ON WALKING EXCURSION THIS IS FOR SAFETY! Children MUST wear a sun safe hat and sunscreen at all times during outdoor activities. If transportation is required for an excursion vehicles will comply with the appropriate legislation and regulations and transport operations act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport. There will only be a change to the excursion if there is an emergency or weather conditions do not permit.

Please note no staff will be left at the service to look after children, if you have not signed the permission form or you do not want your child to attend the excursion, your child will not be able to attend the day of the excursion.

GRIEVANCE POLICY

Townsville Central Outside School Hours Care invites comments and complaints from children, parents/guardians, staff and the community, to ensure the service is providing high quality child care. Townsville Central Outside School Hours Care respects and considers all complaints which require a resolution, and attempts to find a satisfactory resolution wherever possible.

The Coordinator shall be the first contact for all complaints. However the Coordinator will encourage the complainant to have direct contact with the management committee and/or the P&C Executive if:

1. The complaint is about the conduct of the Coordinator
2. The complainant is not comfortable to take the complaint to the Coordinator
3. The complainant is not satisfied with the Coordinator’s handling of the complaint
4. The complaint is about a matter of management and administration policy

For this purpose, parents and others will be kept informed of the current contact details of the chair of the management committee through the parent handbook, newsletters or other appropriate form of communication, and otherwise will be available on request.
The Coordinator will ensure that another staff member is present when meeting with any person to discuss a complaint. The Coordinator will make and keep a written record of the discussion at the time, or immediately afterwards, and will have the other staff member, and if possible the complainant, sign that record. A copy should be provided to the complainant on request. The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in times of operation to avoid disruption to children and parents/guardians within the service. The Coordinator is to promptly log all complaints, the records of relevant discussions, and the resolution of the complaint in a complaints record book. The complaints are to be reported to the Management Committee on all entries in this record book each meeting of the management committee.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record book is a confidential document, which will not be accessible to any person, provided that the Coordinator will provide copies of relevant entries only to a complainant on request.

The management committee shall have the final say on whether a matter is relevant and should be provided to a complainant on request if there is a dispute between the Coordinator and the complainant in that respect.

**HOMEWORK**

Townsville Central After School Hours Care will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. Whilst we support the children in homework, we do not take responsibility for enforcing or signing off on work. It is the parents responsibility to enforce homework is done, Educators can only offer the service. Educators will not be expected to personally tutor each child.

**INFECTION DISEASES**

Townsville Central After School Hours Care strives to remove immediate and/or serious risks to health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people, including children, staff and parents with infectious diseases will be excluded from attending Townsville Central After School Hours Care to prevent the diseases spreading to others. See infectious diseases policy.

When the Service are made aware of an infectious disease, families are notified and directed to staff if they require further information. The Coordinator will provide relevant articles and fact sheets,

**ILLNESS**

The wellbeing of all children who attend the Service 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.

If a child becomes unwell whilst attending Townsville Central Outside school Hours Care, the family and/or emergency contacts will be notified to collect the child as soon as possible if the Coordinator deems necessary. The child will be cared for and comforted whilst awaiting pick-up.
LATE COLLECTION FEE/EARLY DROP OFF FEE

We ask for your cooperation by collecting your child by 6.00pm. Late pickups are upsetting for the child and stressful for all staff. If there is emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee equal to the extra wages paid to the two remaining staff for the time required to wait for your child/children will be charged. The correct time will be recorded on sign out sheet (if necessary the time will be confirmed by calling 1902212582 -time information service). If a child is not collected by 6.30pm after every endeavour has been made to contact parent/guardian or other emergency contacts, the Townsville Police will be contacted. Any associated costs will be the responsibility of the family.

As the Service closes at 6.00pm it is to be stressed that the service needs to be locked and alarms set and the gate to both car parks locked by 6.00pm. If you wish to talk to staff or catch up with other parents please make sure you do this at an appropriate time. Fees will be charged if it means staff have to stay after 6.00pm because of these reasons. Please appreciate we have families too and finishing after 6.00pm is inconvenient for all involved.

A $15 charge will also be incurred to parents who drop their children off early in the vacation care period. The service opens at 8.00am and it is a legal requirement that all children are signed in by the parent/guardian no earlier than 8.00am. Thank you for your cooperation.

MEALS AND FOOD PREPARATION

All food which is handled (which includes preparing, eating or storing it) at Townsville Central After School Hours Care is to be handled using all care to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. We encourage and promote the health and wellbeing of children through a healthy nutritious diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Nutritious and well-balanced afternoon tea and snacks are provided for children. If children do not like the food on offer parents can provide food for them from home. However children will not be given the choice daily of what is on offer they will be required to eat from their lunch box first then if they would like to try what is on offer. This is due to ensuring that all children have eaten. Different sized portions are offered to the children but if the children ask for a large serving than they are expected to eat what is offered. This is due to children being responsible for their choices. Please remember to inform the Coordinator if your child has any food allergies or requires a special diet. Water is available to children at all times. Staff will encourage children to drink extra water especially through the summer months. A menu is displayed on the communication board.

PAYMENT OF FEES

It is Townsville Central Outside School Hours Care’s aim to provide a quality service to families at an affordable price. Fees are reviewed by the Management Committee every 6 months to determine whether the service is viable. Parents will be given two weeks’ notice to any changes in fees.

Accounts are issued weekly and payment of fees are to be directly debited from your chosen account. Townsville Central Outside School Hours Care utilise Ezidebit Childcare” and forms are to be filled in with the enrolment forms. Payment can be made directly to the Coordinator by cash if there are extreme
circumstances but these accounts are required to be two weeks in advance at all times and must be passed through the committee.

During vacation care there will be extra costs associated with lunches, excursions or incursions please check the vacation care program for these costs. Please remember no child is automatically booked into vacation care, you must book your child in at least 1 week before holidays are due to start. All fees for holidays must be paid in full before commencement of holidays except in the December holidays fees must be paid in full to the Christmas break then again straight after the Christmas break for the last couple of weeks. If for some reason your account is not up to date you cannot book your child/ren in for Vacation Care.

Please remember booked days must be paid for whether your child/ren attends or not on their day.

Two weeks’ notice must be given to change your booking or finish up care.

**PARENT/GUARDIAN CONDUCT**

Townsville Central Outside School Hours Care strives to provide a safe and healthy workplace for staff and a caring and supportive environment for children and families. The service expectations of parent conduct is as follows:

- Parents shall be expected to communicate appropriately with all staff whilst dropping off or collecting their children, or other children as permitted to and from the centre.
- Appropriate communication shall include; appropriate language, calm tone and consideration.
- Parents/guardians shall not be permitted to discipline verbally or in any other way the children of other families.
- Should a parent/guardian have an issue regarding the behaviour of another child, family or staff member they shall follow the grievance procedure.
- Parents/guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences and the Police may be notified if Parent/Guardian conduct within the service is threatening or violent.
- There is no smoking within the school grounds.

**PARENT/GUARDIANS ROLES & RESPONSIBILITIES**

You as a parent/guardian have the responsibility to:

- Collect your child/ren on time
- Keep in touch with the Coordinator regarding physical and emotional state of your child/ren if necessary
- Book and cancel as per policy requirements
- Advise the Coordinator of changes to family circumstances, change of address, contact details.
- Pay fees on time
- Take an active interest in the program and support staff in their roles.
- Advise Centrelink of any changes in family circumstances

Time and resources may allow you to:

- Contribute ideas and resources
• Donations of craft materials, boxes, newspaper, paper and magazines are appreciated
• Join the Management Committee

PREJUDICE & BIAS

Townsville Central Outside School Hours Care supports the principals of equity through implementing inclusive and anti-bias practices.

At our service, the common aim equal opportunities are:
• to achieve equal relations between nationalities, races, religions, genders and special needs.
• To nurture each child’s ability to stand up for him/herself and for others and act to promote equity and justice.
• To develop programs which support the goals of an anti-bias program.
• For each child to be able to recognise and challenge bias.
• To regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.

PHOTOS

Townsville Central Outside School Hours Care encourages the appropriate use of photographic and video images of children attending the service to support and promote their involvement in relevant programs and activities. Parents shall be required to authorise permission on the enrolment form for images to be taken and used by this service.

POLICIES & PROCEDURES

Townsville Central Outside School Hours care have an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our Service. This manual is a large document, which will be made available to you to read upon request. This document must not be taken away from the Service.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Policies and Procedures are subject to change.

PROGRAMMING

Planned Activities

At monthly staff meeting we discuss what the children have been doing, what they have verbally expressed to staff, what new ideas the staff have. Staff takes observations of children both in group situations and individual. The coordinator evaluates these observations and then collaborates with staff about suitable activities to reflect the children’s likes, strengths, needs. At the end of every term the program is evaluated by staff and then further ideas are constructed. Two afternoons a week all children participate in active after school care these activities are chosen by asking the children what they like and taking a vote. Also if children are interested in a particular sport and represent that sport the children and staff discuss this and try and encourage this sport to show acceptance and encouragement to those children.
Unplanned Activities
Every afternoon the children are asked whether they want to do inside or outside activities and break off accordingly. The children are then asked in which areas would they like to play and then they all go to the shed and choose which items they want to play with. Inside there is an activity that is planned by staff to coincide with the program but the children have free access to all art items, puzzles, board games, cultural area, dress ups, construction. Children can choose what they want to do. The centre does have a television but this is not promoted as a regular thing, only in wet weather and during summer months when children are exhausted or late in the afternoon and vacation care.

PHSICAL ACTIVITIES
Twice a week children will be expected to participate in physical activity for 30minutes. An organisation called Active After School Communities encourages all children to become active and healthy. This program consists of a range of activities for the children to choose from and runs for 7 weeks of each term with two different activities. Activities range from dance to ball skills to karate to yoga and much more. The children are expected to treat all delivers with respect as they are visitors to our school. Staff members participate along with the children. This program is compulsory for all children therefore if your child does not want to participate other days may suit better.

SAFETY & EMERGENCIES
For the protection of all children and staff Townsville Central Outside School Hours Care will ensure that its equipment, facilities and premises are safe and clean. The Coordinator will ensure that all poisons are marked in their original containers and kept in a secure storage facility out of reach from children. All medications are accessible to staff but not children. The first aid kit is checked regularly and kept well stocked in an accessible place for staff to obtain.

All records, confidential information and all materials required by legislation will contain up to date information to ensure safety and quality care.

Children will be aware of appropriate action in the case of fire or other emergency evacuation procedures. The evacuation plan is situated near the entrance. We ask all parents, staff and children to familiarise themselves with the procedures. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation procedure.

Outside equipment will be checked regularly and anything broken or dangerous will be removed. The sandpit is to be raked daily. All equipment purchased will comply with relevant Australian standards and will regularly be checked to ensure that it remains in safe and good working order to avoid injury.
SCHOOL RULES

At Townsville Central Outside School Hours Care we follow the school rules with regards to playground accessibility, no climbing trees, and no children to wander around school grounds unaccompanied. There is a no tolerance for physical violence and swearing at Townsville Central and this is followed through at After School Care. All incidents are reported to the school principle to ensure open communication and to provide continuity in behavioural expectations. Children are allowed to remove their shoes when playing in the sandpit, children participating in wet activities and sensory activities may also remove their shoes.

SUPERVISION

All Educators 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 2 adults on the premises at all times to ensure that they are protected from harm.

In setting Educators ratios:

• There will be a maximum of 15 school age children to every 1 educator
• For school age care there shall at all times be at least 2 adult Educators, or 1 adult Educator and another adult at, or near, the centre ready to help immediately if required.

For all excursions, a detailed risk assessment will be carried out which will clearly define the educator/child ratio chosen and the associated rationale. Supervision is of paramount concern.

STAFFING & VOLUNTEERS

All staff qualifications and child/staff ratios are in accordance with the guidelines set in Child care Act 2011 and the National Law. Children are actively supervised by two (2) adults at all times to ensure that they are protected from harm. At Townsville Central Outside School Hours Care we are committed to providing a quality service therefore staff are required to participate in ongoing professional development. Staff are well aware of confidentiality and all personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service.

All staff members hold a current suitability card for Child related employment, issued by the Commission for Children and Young People. All staff have first aid qualifications and have a wide variety of experience in recreational, sporting, health and childcare settings.

Townsville Central Outside School Hours Care does not encourage or endorse staff 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.

Childcare students, visitors and volunteers may visit the Service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents/guardians will be informed and written permission will be sought prior to observations taking place. In additions, no student, volunteer or visitor will be left in charge of a group of children. All visitors require to operate within our philosophy and policies.
SPECIAL NEEDS

Townsville Central Outside School Hours Care recognises that additional support may be required when including children with special needs into the program and welcoming them into the Service. The procedures outlined in the Policy and Procedure manual support the successful inclusion of children with special/additional needs through implementing practices which are conductive to a supportive environment for children, staff and families. This will involve collecting appropriate information about children which may impact on their ability to participate in the program and access the service and surrounding areas. Staff will assist children when required at all times. Townsville Central Outside School Hours Care will work with the inclusion support team from the Townsville City Council to access any information, equipment or funding as the need arises.

TOILETS

For security purposes a minimum of two children are to go to the toilet at any one time. Children must notify staff when they are leaving and when they return. Staff will accompany any children that are staying late or from dusk onwards. Toilets, hand basins and soap are available at all times and are maintained in a clean and hygienic state.
CONTACT DETAILS

TOWNSVILLE CENTRAL OUTSIDE SCHOOL HOURS CARE
4-6 Warburton Street
Northward
Queensland 4810

Contact Details
Coordinator: Kylie Andersen
Telephone: 47 727077
Fax: 47 727077
Email: coshc1@bigpond.com
ABN: 79 744 116 977

OFFICE FOR EARLY CHILDHOOD EDUCATION AND CARE INFORMATION
Telephone: 1800 637 711
Contact for Service: Sandra Epton: 47 263185

HOURS OF OPERATION

After school care: 2.50pm – 6.00pm
Pupil free days: 8.00am – 6.00pm
Public holidays: closed
Vacation care: 8.00am – 6.00pm
(please note we close for two weeks over Christmas and new year)

FEES

(as at 1 July 2013)
After school care: (includes afternoon tea and munchies): $25 per day
Casual After School Care (not a permanent booking): $35 per day
Pupil free days*: $48 per day
Vacation care*: $48 per day
Late Notice Vacation Care*: $58 per day

*Additional costs will apply for excursions or eventful days. Amounts will be advised on booking/permission forms.

CHILDREN MUST BE OF SCHOOL AGE TO ATTEND.
MEET THE TEAM

**Kylie Andersen**
Coordinator
Diploma of Early Childhood
Diploma of nursing
First Aid Certificate
Work Place Health & Safety

**Jai Andersen**
Educator
AASC Qualified Coach
First Aid Certificate
Currently Studying Bachelor of Education

**Annette Davie**
Educator
Currently Studying Bachelor of Education 4th year
Certificate of Art – Art History
First Aid Certificate

**Erin Bailey**
Educator
Certificate III in Children’s Services
Currently Studying Bachelor of Education
Cert III in Business & Administration
Touch Football Referee Certificate
First Aid Certificate

**JUNIOR STAFF**

**Morgan Andersen**
First Aid Certificate

**Elliot Brenchly**