

# **Bucasia Outside School Hours Care**



76 Kemp Street  
Bucasia Qld 4750

Coordinator: Lauren Brown  
Tel: Bucasia OSHC 0499 490 479 – please text enquiries  
Email : bucasia\_OSHC1939@outlook.com  
Operations Manager / Admin : Danille Sandow  
Email: Bucasia\_bookkeeping@outlook.com

## **Hours of Operation:**

Before School Care	6:30am – 8:50am
After School Care	3:00pm - 6:00pm
Vacation Care	6:30am - 6:00pm
Pupil Free Days	To be Announced
Public Holidays	Closed
Christmas Period	To be Announced

### **Executive of P&C (Management Committee):**

P & C President: Belinda Young  
P & C Vice President: Lara Russell  
P & C Secretary: Emma Williamson  
P & C Treasurer: Nyree Murphy

### **Fees and Charges (before Australian Government Child Care Subsidies)**

Before School Care (includes breakfast): \$22  
After School Care (includes afternoon tea): \$28  
Vacation Care and Pupil Free Days (includes morning and afternoon tea): \$60  
(Additional fees are charged for incursion/excursion days)

**CASUAL BOOKING PROCEDURE:** 24 hours' notice or Late booking fee applies - TEXT to phone.

On the weekend by Sunday night 6pm cut off so we can reply. **Please book the earlier the better.** Cancellation and no-show policy as indicated on the enrolment form. **CANCELLATIONS HAVE A 7 DAY CANCELLATION POLICY.**

**COMPLETED ENROLMENT PACK & DIRECT DEBIT FORMS MUST BE SUBMITTED PRIOR TO BOOKING.**



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# OUTSIDE SCHOOL HOURS CARE

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## ENROLMENT FORM

### STAFF USE ONLY

**ALL INFORMATION IS FILLED OUT CORRECTLY:**

YES/NO (please circle)

Action Required: \_\_\_\_\_

**IMMUNISATION STATUS RECORD PROVIDED:**

YES/NO (please circle)

Action Required: \_\_\_\_\_

**COURT ORDERS HAVE BEEN PROVIDED:**

YES/NO/NA (please circle)

Action Required: \_\_\_\_\_

**MEDICAL CONDITION ACTION/MANAGEMENT PLAN PROVIDED AND  
RISK MINIMISATION PLAN DOCUMENTED:**

YES/NO/NA (please circle)

Action Required: \_\_\_\_\_

**DDR FORM FILLED OUT CORRECTLY:**

YES/NO

Action Required: \_\_\_\_\_

NAME OF STAFF MEMBER ACCEPTING ENROMENT FORM: \_\_\_\_\_ DATE: \_\_\_\_\_

ENTERED ONTO KIDSOFT BY: \_\_\_\_\_

DATE: \_\_\_\_\_ SIGNED: \_\_\_\_\_

## PARENT/GUARDIAN DETAILS

Welcome to BUCASIA Outside School Hours Care. To assist us in providing your family with the best possible care, please complete the following forms as accurately as possible. All personal information collected will be treated confidentially and used in accordance with our service policies on privacy and confidentiality. These are available upon request.

When completed, return the forms to the OSHC Operations Manager. This form must be returned fully completed before your child/children can attend OSHC. In addition to this enrolment form we must also receive a child details form for each child and in some cases may require medical management plans.

<b>PARENT/GUARDIAN 1</b> (The Person who child resides with and who is responsible for the account)	
Name: MR/MRS/MISS/MS	
First Name:	Last Name:
Street Address:	
Suburb:	Postcode:
Home Phone:	Mobile:
Email:	Employer:
Date of Birth:	Occupation:
Customer Reference Number (Centrelink):	Work Phone:
Relationship to Child:	Country of Birth:
Accounts are issued weekly. Our policy states all accounts must be paid one week in advance. You will receive your account by email unless otherwise requested.	

<b>PARENT/GUARDIAN 2</b> (This Person is authorised to collect child)	
Name: MR/MRS/MISS/MS	
First Name:	Last Name:
Street Address:	
Suburb:	Postcode:
Home Phone:	Mobile:
Email:	Employer:
Date Of Birth:	Occupation:
Customer Reference Number (Centrelink):	Work Phone:
Relationship to Child:	Country of Birth:
Accounts are issued weekly. Our policy states all accounts must be paid two weeks in advance. You will receive your account by email unless otherwise requested.	

Please provide 3 emergency contacts (other than listed above). If you are unable to provide 3, speak to the Coordinator or Operations Service Manager.

Please note the following applies to Emergency Contacts:

1. Only the people noted below may pick up your child unless otherwise arranged.
2. These people are required to produce photo identification when picking up your child at their first visit to the service and subsequently by staff request.
3. Authorised Nominees/Emergency Contacts must be over the age of 18. No person under the age of 18 years will be allowed to drop off or pick up your child unless he/she is authorised by you to do so. In this case, you will be requested to complete a separate authorisation.
4. In an emergency, and/or if your child is not collected at closing time, the centre staff will contact the emergency contacts.

<b>AUTHORISED NOMINEE/EMERGENCY CONTACT 1</b>	
Full Name:	This person is authorised to carry out the following responsibilities for my child/children (please tick appropriate authorities): <input type="checkbox"/> Collect the child from the education and care service <input type="checkbox"/> Consent to medical treatment and authorised to administration of medication. <input type="checkbox"/> Authorise an educator to take the child outside of the education and care services premises e.g. excursion.
Relationship to Child:	
Address:	
Home Phone:	
Work Phone:	
Mobile:	
<b>AUTHORISED NOMINEE/EMERGENCY CONTACT 2</b>	
Full Name:	This person is authorised to carry out the following responsibilities for my child/children (please tick appropriate authorities): <input type="checkbox"/> Collect the child from the education and care service <input type="checkbox"/> Consent to medical treatment and authorised to administration of medication. <input type="checkbox"/> Authorise an educator to take the child outside of the education and care services premises e.g. excursion.
Relationship to Child:	
Address:	
Home Phone:	
Work Phone:	
Mobile:	
<b>AUTHORISED NOMINEE/EMERGENCY CONTACT 3</b>	
Full Name:	This person is authorised to carry out the following responsibilities for my child/children (please tick appropriate authorities): <input type="checkbox"/> Collect the child from the education and care service <input type="checkbox"/> Consent to medical treatment and authorised to administration of medication. <input type="checkbox"/> Authorise an educator to take the child outside of the education and care services premises e.g. excursion.
Relationship to Child:	
Address:	
Home Phone:	
Work Phone:	
Mobile:	

Please ensure you have ticked the appropriate authorities for each of your nominated emergency contacts.

Parent /Carer 1 Signature : \_\_\_\_\_ Date: \_\_\_\_\_ Parent /Carer 2 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## CHILD DETAILS AND BOOKING FORM

### HOW MANY CHILDREN ARE YOU ENROLLING? \_\_\_\_\_

PLEASE COMPLETE A SEPARATE CHILD DETAILS AND BOOKING FORM FOR EACH CHILD YOU WISH TO ENROLL

CHILD	
First Name:	Date of Birth:
Surname:	Gender (Please circle): Male /Female
Child CRN:	Class/Grade:
Cultural Background:	
Country of Birth:	
Language Spoken at Home (Other than English) Please specify	
Immunisation Status:	
<input type="checkbox"/> IMMUNISED (A CURRENT COPY OF YOUR CHILD'S IMMUNISATION STATUS IS REQUESTED)	
<input type="checkbox"/> NOT IMMUNISED	

BOOKING REQUEST (please indicate) <input type="checkbox"/> Casual Booking <input type="checkbox"/> Permanent Booking - Set days <input type="checkbox"/>					
Please tick for set permanent days	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
BEFORE SCHOOL CARE					
AFTER SCHOOL CARE					
Vacation Care Program is under development. Families will be advised on progress during term 1.					

#### REASON FOR NEEDING CARE

Work/Study Commitments >15hrs/week        Looking for work        Disability /Carer with Disability /Family Reasons   

#### COURT ORDERS /ACCESS ORDERS

Are there any court/access orders in regard to the above-mentioned child? **Yes / No (Please Circle)**

**If yes, it is a requirement that a copy of the order is provided to the service** clearly summarising the relevant aspects the service needs to know.

#### PHOTOGRAPHY

From time to time, staff will take photos of children to record important events and special activities as part of the program. These photos may be displayed for the children and families to see and may also be used for the purposes of programming and evaluation.

I consent to my child/children being photographed. **Yes / No (Please Circle)**

I give permission for the **Bucasia OHSC** to use photos of my child for the purposes stated above.

#### SUNSCREEN / INSECT REPELLANT

Part of our programmed activities requires children to participate outdoors. Our service follows Sunsafe procedures, and we require the parent/guardian's permission to apply sunscreen when it is deemed necessary. Similarly, when the need arises insect repellent may be required to protect the children from insect bites.

Apply Sunscreen (child to apply) **Yes / No (Please Circle)**

Apply Insect Repellent (child to apply) **Yes / No (Please Circle)**

#### HEAD LICE

I give the coordinator or their appointed representative permission to check my child for head lice. **Yes / No (Please Circle)**

Children found with head lice will need to be collected. If permission is not given, and staff suspect that the child may have head lice, parents will be contacted, and the child will need to be collected.

#### CONSENT FOR CHILD TO VIEW PG RATED MOVIES

I consent for my child to watch PG (and below) rated movies when in Outside of School Hours Care program and Vacation Care program. **Yes / No (Please Circle)**

**Note: (All movies have been viewed by a staff member - G rated movies are always available)**

### 1. HEALTH/MEDICAL DETAILS

Does your child have any specific healthcare needs or medical conditions?     NO     YES

If yes, please provide details \_\_\_\_\_

Does your child require regular medication?  NO  YES

**A separate medication authority form is to be completed by the parent/guardian for regular and occasional medication. All medication is to be provided in the original packaging, is current and with the child's name and dosage.**

Does your child have any allergies?  NO  YES (If yes, please provide details below)

\_\_\_\_\_  MILD  SEVERE  ANAPHYLAXIS

**Please provide copy of any medical /allergy /anaphylaxis management plan relating to your child**

Does your child experience asthma?  NO  YES (If yes, please provide details below)

\_\_\_\_\_  MILD  SEVERE

**Please provide copy of any asthma management plan relating to your child**

Does your child have any specific dietary restrictions /requirements?  NO  YES

Does your child have any food intolerances or food allergies?  NO  YES

If yes, is the intolerance/allergy life threatening?  NO  YES

**Please provide details of any food intolerance/allergy management plans relating to your child**

## 2. MEDICAL PRACTITIONER DETAILS

Doctor 1 Name: \_\_\_\_\_ Surgery/Practice Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone number: \_\_\_\_\_

Family Medicare No: \_\_\_\_\_

## 3. SPECIAL CONSIDERATIONS

Does your child have any religious/cultural needs?  NO  YES

If yes, please provide details; \_\_\_\_\_

Is your child of Aboriginal or Torres Strait Islander descent?  NO  YES

Does your child have any special /additional needs?  NO  YES

If yes, please provide details \_\_\_\_\_

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***Please provide details of any Inclusion Support Plan relating to any additional needs relating to your child***

**4. BEHAVIOUR INFORMATION**

Does your child have a Positive Behaviour Support Plan?  NO  YES

Are there any behaviours that staff should be aware of and how these are best managed?  NO  YES

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Are there any identifiable triggers to the behaviour?  NO  YES

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***Please provide details of any Positive Behaviour Support plans relating to your child***

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## PARENTAL/GUARDIAN AGREEMENT

In consideration for enrolling my child/ren at Bucasia OHSC (referred to as the 'Service') I, the undersigned agree (please tick and initial each item as read and agreed upon):

1. To always keep fees one week in advance. I understand that if fees are not paid, my child/ren's continued enrolment at the Service cannot be guaranteed. I understand that accounts will be issued weekly, and fees are payable upon receipt.
2. That the normal fee will be payable at all times for permanent bookings including absences of my child/ren for sickness and term time holidays (excluding public holidays where no fees are charged) in accordance with the Australian Government allowable absences provisions for Child Care Subsidy (CCS). The Service may discount the fee if the allowable absences have been reached.
3. On termination of my child/ren's enrolment at the Service, I will provide one week's notice or forfeit one week's fees, in lieu of notice. I am aware that if my child/ren does not attend during the notice period Child Care Subsidy (CCS) cannot be claimed and I will be required to pay full fees.
4. To sign at the kiosk when leaving and collecting my child/ren on arrival to/departure from the Service otherwise, under current legislation, CCS cannot be allocated to your account for any unsigned attendances/absences.
5. I will ensure my child/ren is/are collected by an authorised parent /nominee before the official Service closing time 6.00pm. Should I be late collecting my child/ren, I agree to pay the Late Collection Fee for each child (*amount to be advised*). I understand that recurrent late collection may result in cancellation of enrolment.
6. I understand that my child/ren are bound by the Service rules, policies and procedures as formulated by the Service during the period of my child/ren's enrolment. I understand that my child/ren will be under the care and the discipline of the staff of the service and agree to support their positive approaches to guiding children's behaviour. I understand that should my child's behaviour be unable to be supported by staff, that I will be contacted and asked to collect my child.
7. To abide by the parent code of conduct and understand that unacceptable behaviour by parents may result in my refusal of access to the Service.
8. In the case of sudden illness or accident, I authorise the service to provide and seek medical attention, including but not limited to, ambulance attendance and administration of emergency medication (eg. Ventolin or EpiPen), to protect my child/ren from harm. All associated costs for this medical attention will be the responsibility of the child's parent/guardian.
9. To keep my child away from the Service when suffering from an infectious or contagious illness or disease as identified in the Queensland Health "Time Out" recommendations.
10. To inform the Service staff of any absence of my child/ren, prior to the starting time of any session of care.
11. I understand that the Service has the right to refuse further attendance of children whose behavior is harmful to the property, facilities or environment of the Service, or to the property or person of the children and staff who attend the Service.
12. I understand that my child/ren cannot leave the Service with anyone other than the authorised parent/guardian or emergency contact person without prior arrangement with the Service.
13. I understand that the staff of the Service are free of all responsibility for lost property in connection with my child/ren's attendance.
14. I understand that staff will not administer medication unless it is prescribed and accompanied by a Medication Authorisation form. All medication must be in its original packaging, be labelled with the pharmacist's/medical practitioner's instructions and be within the expiry date.
15. I have read the Parent Handbook about the service and agree to abide by the policies, procedures and rules of the service to the best of my ability. [Download from Bucasia State School Website/Facilities/OSHC](#)



16. I understand all information will be handled strictly in accordance with Privacy and Confidentiality Guidelines and will only be shared as a way of improving the quality of Service provision to my child. I authorise the Service to communicate and liaise with the School Principal about matters concerning the care of my child/ren.
17. To notify the Service, in writing, of any change in circumstances from the details as outlined in the enrolment form, including contact details and living arrangements of my child and/or parent/guardian.
18. I give permission for my child/ren to be taken on regular outings limited to areas within the school grounds and understand that a risk assessment has been done and is available for such outings.

## **DEBT RECOVERY ACKNOWLEDGEMENT STATEMENT**

1. I, the parent/guardian, agree that the information provided in this application is true and correct and can be relied upon by the Service.
2. I, the parent/guardian, agree to notify the Service immediately should there be any change in circumstances from the details as outlined in the enrolment form, including changes to living arrangements of the child and/or parent/guardian, within 7 days of the date of such a change.
3. I, the parent/guardian, agree to pay outstanding childcare fees and cancellation fees where applicable, together with all debt recovery expenses including, court costs, legal fees reasonably incurred by the Service.
4. In the case of a default of payment, I the parent/guardian, acknowledge that any enrolment information specifically required for the purpose of debt recovery and identification of individuals in default may be forwarded to a collection agency for legal recovery action. I understand that an additional 25% will be added onto the fees owing to offset the fees and charges incurred in the collection process.
5. I understand that in the case of a default on payments for childcare fees, enrolment details may be listed on the National Default Registry for a period of six (6) months and thirty days or until paid. This information may be accessed by other care providers at the time of enrolment.
6. I, the parent/guardian, acknowledge that care may be refused in the case of a default.

### **PLEASE NOTE**

- Bookings that need to be cancelled/changed will still attract the normal session fee unless one week's notice has been received by the Service in which case your cancelled/changed sessions will be charged at the regular rate less applicable subsidies.
- Accounts are issued on a weekly basis and are payable a week in advance.
- Regular payment of your childcare fees is required to maintain a placement.
- Non-payment of fees may result in your child's enrolment being cancelled.
- Acceptance of enrolment is at the discretion of the service.

PARENT/GUARDIAN 1 NAME SIGNATURE	DATE    /    /
PARENT/GUARDIAN 2 NAME SIGNATURE	DATE    /    /



ABN: 17 349 353 404 PH: 1800 827 234  
**DIRECT DEBIT REQUEST - DIRECT DEBIT**

Business:	<input type="text" value="Bucasia Primary P&amp;C Association"/>	ABN/ACN:	<input type="text" value="71285504192"/>
*Surname:	<input type="text"/>	*First Name:	<input type="text"/>
*Mobile Phone:	<input type="text"/>	Customer Reference:	<input type="text"/>
*Email:	<input type="text"/>		
*Address:	<input type="text"/>		

\* indicates a mandatory field.

**Debit Arrangement / Payment Details**

I authorise and request **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** (Direct Debit User ID: 424700) to debit payments from my nominated account through the Bulk Electronic Clearing System (BECS), as specified below, at intervals and amounts as directed by Bucasia Primary P&C Association in accordance with the Terms and Conditions of this agreement.

Child's Name	Fixed Amount	Fixed	Variable	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fee Start Date	Weekly	Fortnightly	Monthly	4 Weekly
<input type="text" value="D D - M M - Y Y Y Y"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Debit from Bank, Building Society or Credit Union Account**

Financial Institution:	<input type="text"/>	Branch:	<input type="text"/>
BSB Number:	<input type="text" value=""/>		
Account Number:	<input type="text" value=""/>		
Account Holder Name(s):	<input type="text"/>		

I/We authorise **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** ABN 17 349 353 404 to debit my/our account at the Financial Institution identified above through the Bulk Clearing System (BECS) in accordance with the Payment details stated above and as per the **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** DDR Service Agreement (Ver 3.0) provided.

**Transaction Fee: \$0.79**  
**Failed Transaction Fee: \$4.00**

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** as set out in this Request and in your Direct Debit Request Service Agreement.

Signature(s) of Nominated Account Holder

<input type="text"/>	Date
	<input type="text" value="D D - M M - Y Y Y Y"/>
<input type="text"/>	Date
	<input type="text" value="D D - M M - Y Y Y Y"/>

Office Use Only	Received Date:	Reference No:	Ver 1.0	<b>COMPLETE USING BLACK INK ONLY</b>
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ABN: 17 349 353 404 PH: 1800 827 234

## DIRECT DEBIT REQUEST SERVICE AGREEMENT - DIRECT DEBIT

The following is your Direct Debit Service Agreement with NumeroPro Pty Ltd ATF The Kidsoft Unit Trust APCA ID 424700 ABN 17 349 353 404. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

### Definitions

- a) **account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
- b) **agreement** means this Direct Debit Request Service Agreement between *you* and *us*.
- c) **Business** means the "business" as referred to on the DDR form.
- d) **banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- e) **debit day** means the day that payment by *you* to *us* is due.
- f) **debit payment** means a particular transaction where a debit is made.
- g) **direct debit request** means the Direct Debit Request between *us* and *you*.
- h) **us** or **we** means **NumeroPro**, (the Debit User) *you* have authorised by signing a *direct debit request*.
- i) **variable** means the *balance due* as and when the debit arrangement is set to run.
- j) **you** means the customer who signed the *Direct Debit Request*.
- k) **your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.
- l) **Sponsor Bank** means the bank sponsoring NumeroPro Pty Ltd ATF The Kidsoft Unit Trust as a debit user in the direct debit system.

I/We hereby authorise NumeroPro Pty Ltd ATF The Kidsoft Unit Trust ABN 17 349 353 404 (herein referred to as "NumeroPro") to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (herein referred to as the "Business").

I/We acknowledge that NumeroPro is acting as a Direct Debit Agent for the Business and that NumeroPro does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business. I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business. I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

### Debiting your account

*You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*. We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen **(14) days** written notice.

### Amendments by you

*You* may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen **(14) days** notification by writing to: PO Box 1298, Broadbeach QLD 4218 or by telephoning us on 1800 827 234 during business hours or arranging it through your own financial institution.

### Your obligations

It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in *your account* to meet a *debit payment*:

- a) *you* may be charged a fee and/or interest by *your financial institution*;
- b) *you* may also incur fees or charges imposed or incurred by *us*; and
- c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.

*You* should check *your account* statement to verify that the amounts debited from *your account* are correct.



ABN: 17 349 353 404 PH: 1800 827 234

## DIRECT DEBIT REQUEST SERVICE AGREEMENT - DIRECT DEBIT

If NumeroPro is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay NumeroPro on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

I/We acknowledge that there may be a delay in processing if:-

- a) there is a public or bank holiday on the day, or any day after the debit date; or
- b) a payment request is received by NumeroPro on a day that is not a banking business day; or
- c) a payment request is received after normal NumeroPro cut off times, being 4:00pm Queensland time, Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

### Dispute

If you believe that there has been an error in debiting *your account*, *you* should notify us directly on 1800 827 234 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct. If we conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to *your* query by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. We will also notify you in writing of the amount by which *your account* has been adjusted. If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

### Accounts

*You* should check:

- a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions. *Direct Debit, through BECS, is not available on all accounts.*
- b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

### Confidentiality

We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information. Further information relating to NumeroPro's Privacy Policy can be found at <https://app.kidssoft.com.au/terms/PrivacyPolicy.pdf>

We will only disclose information that we have about *you*:

- a) to the extent specifically required by law; or
- b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).
- c) if the *Sponsor Bank* requests such information to be provided in the event of a claim or relating to an incorrect or wrongful debit



# Family Handbook



Please keep this booklet in a safe and accessible place at home





# Welcome to Bucasia OSHC

## Contact Details:

76 Kemp Street, Bucasia, Queensland 4750

Coordinator / Educational Leader: Lauren Brown

Email: [bucasia\\_OSHC1939@outlook.com](mailto:bucasia_OSHC1939@outlook.com)

Tel: Bucasia OSHC: 0499 490 479 – please text enquiries

## Service CCS Provider Numbers:

Before School Care 387 905 356

After School Care 387 905 357

Vacation Care 387 905 358

## Hours of Operation:

Before School Care: 6:30am – 8:50am

After School Care: 3:00pm - 6:00pm

Vacation Care: 6:30am - 6:00pm

Pupil Free Days: To be Announced

Public Holidays: Closed

Christmas Period: To be Announced

## P&C Executive (Management) Committee:

P & C President: **Belinda Young**

P & C President: **Lara Russell**

P & C Secretary: **Emma Williamson**

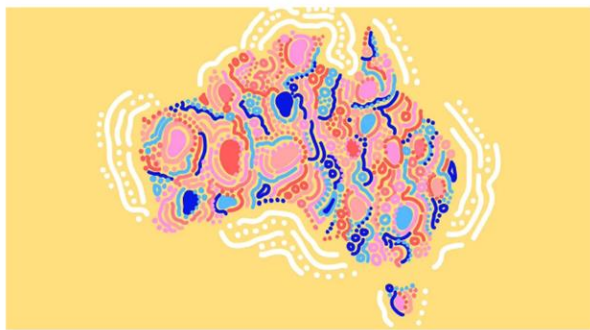
P&C Treasurer: **Nyree Murphy**

Accounts Manager: **Lisa Finnigan**

OSHC Operations Manager/ Administration:  
**Danille Sandow**

Email: [Bucasia\\_bookkeeping@outlook.com](mailto:Bucasia_bookkeeping@outlook.com)

*Licensed by Bucasia State School P&C and an approved service under the Education and Care Services National Law Act 2010 and National Regulation 2011 and is regulated by the Queensland Department of Education and Training – Early Childhood Education and Care.*



**We are honoured to acknowledge our Elders, past, present, and emerging.  
They have walked this land with us, and before us: today, yesterday and generations long ago.  
They have lived lives of courage, strength, and determination.  
We recognise their legacy, that each of us now carries.  
We recognise the path that their footsteps have carved for us.  
We acknowledge the trust that has been placed in us to continue this journey.  
We do all of this with respect and understanding.**

# A welcome note from the Operations Manager

On behalf of our team, I would like to welcome you and your family to Bucasia OSHC. By selecting us as your Outside School Hours Care provider, you have chosen a service that is affordable and of high quality.

The Bucasia OSHC philosophy is as follows:

- Our service believes that children and families are the cornerstone of our community.
- Children have the right to belong in safe, secure environments where they can develop a strong sense of identity.
- We believe in fair and inclusive practices that support culture, individuality, and diversity.
- We promote language rich educational environments, with a variety of experiences that engage children in their own learning.
- The holistic development of children is enhanced as their needs and interests are responded to positively.
- We advocate strongly for the co-participation of children, families, educators, coordinator, and members of the wider community to prepare children for their future in society.
- We endeavour to build strong relationships with all stakeholders and act as a role model to promote sustainability and an awareness of environmentally friendly practices.
- Together we believe we can make a difference as we continue to uphold and encourage our children and their families.

We look forward to sharing this journey with you. Please do not hesitate to contact our Bucasia OSHC Coordinator Amanda Hunt if you have any questions relating to the care of your child.

**Danille Sandow**

*Operations Manager / Administration, Bucasia Outside School Hours Care*

# What is Outside School Hours Care (OSHC)

- ❖ Outside School Hours Care (OSHC) is an approved form of childcare that is provided for school-aged children during outside of school hours, including before school, after school care, and vacation care.
- ❖ OSHC operates under the same National Quality Framework (NQF) as all other centre-based and family day care childcare services. However, rather than being in a centre or family day care setting, education and care at Bucasia OSHC is provided onsite at Bucasia State School. This setting provides a familiar, safe, and secure learning environment in which school age children can thrive. Parents are eligible for the same childcare subsidies.
- ❖ Families can be made up of different members, including Grandparents, Adoptive Parents, Foster Parents, Guardians, to name a few. As you read through this Family Handbook, where 'family' is written, this is in reference every family unit that makes up our OSHC family. Each family is important to our team.
- ❖ Bucasia OSHC is operated by the Bucasia State School P&C Executive Committee. The P&C Executive Committee is led by the President, who is also named the Nominated Supervisor of the service. Also included on the Executive Committee are the Secretary, Treasurer and Operations Manager. Families are kept informed of the current contact details of the chair of the management committee through the parent handbook, newsletters or are otherwise available on request.

## Our Mission

- ❖ To provide school aged children with child-centered, play-based learning experiences and develop life skills in a safe, welcoming and an accepting environment.

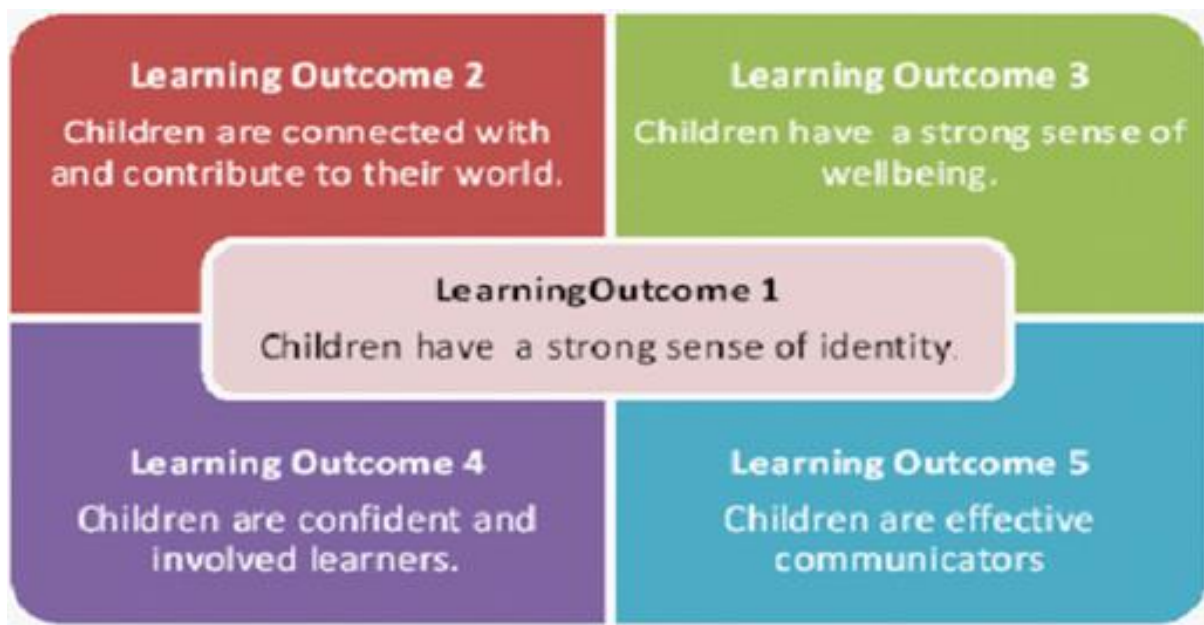
## Policies and Procedures

- ❖ The Bucasia OSHC has an extensive Policy and Procedure manual which reflects the philosophies and values of our service. The Policy and Procedure Manual is available manual for you to read upon request, the document must not leave the service.
- ❖ Policies and Procedures are reviewed regularly, your input is invited during the review process. Policies that are currently under review will be available to be read on the Family Noticeboard. If any changes are made to current Policies and Procedures during the review process, these changes will be shared with you via email as well as be displayed on the family information board for you to view.
- ❖ An overview of some of our Policies and Procedures can be found towards the end of this booklet.



At Bucasia OSHC we strive to provide a foundation that helps children to grow to be understanding, caring, accepting people and effective learners who are able to contribute and connect with the world as well as to enjoy respectful and reciprocal relationships with those around them. Our Educators follow the *My Time Our Place* Framework using the following outcomes as a guide:

- ❖ Children have a strong sense of identity.
- ❖ Children are connected with and contribute to their world.
- ❖ Children have a strong sense of wellbeing.
- ❖ Children are confident and involved learners.
- ❖ Children are effective communicators.



Our Educators have a wide variety of experience in various childcare settings, bringing collective experience and providing safe, fun, child led activities to our Service.

## **Co-Ordinator/Educational Leader: Lauren Brown**

**Experience:** Childcare industry

**Qualifications:** Diploma Early Childcare Education & Care

The core values we would like to embed at Bucasia OSHC are honesty, caring, respect, responsibility and safety. Our goal for OSHC is to build a nurturing homely environment for your children to come and enjoy while feeling safe, secure and supported.

❖ We have several regular educators and staff that are available when Vacation Care comes around to support our capacity of children at this time, to ensure correct Educator/Child ratios are being met at any given time.

## **OSHC Educators**

❖ Our Educators have undergone a thorough recruitment process to join our OSHC team.

❖ Educators must hold, or be working towards:

- A minimum of a Certificate III in Early Childhood Education and Care/Children's Services or Working Towards
- A current Suitability Card for Child Related Employment issued by Blue Card Services, this is also a requirement for our junior assistants.
- Current First aid and CPR certificate

❖ Our Educators are required to maintain and demonstrate consistent quality care practices in accordance with the following:

- National Quality Standards
- Learning Framework for School Age Care
- Health and Safety standards
- Our service policies.

*We are committed to the principles of the Our Time My Place Learning Framework, the National Quality Standard, and the process of quality improvement and the National Quality Standard.*

# Our Team cont....

## Confidentiality

Staff and Educators are committed to confidentiality. All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the Service.

## Professional Development

Bucasia OSHC is committed to providing a quality Service. Our Educators are encouraged to participate in ongoing professional development for continued growth and service delivery.

## Educator/Child Ratios

- ❖ In our setting, the Educator/child ratios are a maximum of 15 school age children to every 1 member of staff.
- ❖ For all excursions the Educator/Child ratio is 1 educator to 8 children. However, a detailed Risk Assessment is conducted for each excursion, which will clearly define the educator/ child ratio needed as supervision is of paramount concern.
- ❖ When the children are participating in water-based activities (pool/beach) the ratio of Educator to child will be at least 1 Educator for every 5 Children.

## Our Care environment

Bucasia OSHC ensures the care environment has:

- A safe outdoor play area including appropriate shade.
- Adequate fencing
- Sufficient space available indoors
- Access to sufficient furniture, common materials, and developmentally appropriate equipment
- Adequate ventilation and natural light and are maintained at a comfortable temperature
- Age-appropriate resources
- A fire evacuation plan in place, which is regularly rehearsed
- Effectively met the service's Health and Safety Standards
- Photo's – Please sign the attached form if you **do not** wish for your child's image to be used for social media and Advertising purposes, to be used in the Newsletters or to be on display at OSHC.

# Program Planning

- ❖ The current weekly program is permanently posted on the Parent Notice Board.
- ❖ Our programs include all the interactions, experiences, activities, routines, and events, planned and unplanned, that occur on a day-to-day basis. Our aim is to work collaboratively with the children to provide play, activities and experiences that are meaningful to them.
- ❖ We aim to 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.
- ❖ There will be a variety of activities and experiences planned for each day of Before, After School and Vacation Care (e.g., cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community.
- ❖ If you have any questions or concerns with any aspect of the program, the Co-Ordinator is more than happy to discuss them with you at any time. We also use surveys periodically to ask for families input and feedback on the program.
- ❖ We at Bucasia OSHC feel it is valuable for children to feel part of a wider community that extends beyond the learning environment. To support this, we invite members of the community to come in and work with or share information with our children. Some of these experiences include sporting and physical activities, art workshops, magic classes etc.

## Priority of Access

- ❖ Bucasia OSHC 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. Prep children can commence care from the first day of the year they are to attend Prep.
- ❖ If demand for places provided at Bucasia OSHC exceeds those available, priority of access will be given based on guidelines by the Department of Education, Employment and Workplace Relations.

**First Priority** will be given to a child at risk of serious abuse or harm.

**Second Priority** will be given to a child of a single parent who satisfies, or have parents who both satisfy, the work/ training/ study test under section 14 of the Family Assistance Act 1999

**Third Priority** will be given to 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 in a first or 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.
- ❖ When all permanent bookings are filled, a waiting list will be created, and enrolments taken in the order they are received.

- ❖ Families are required to complete an enrolment form before your child is to attend Bucasia OSHC. **It takes 48 hours to process the enrolment pack before your child can attend the service.** All enrolments are to be kept up to date and the Co-Ordinator is to be notified immediately of any changes and forms must be updated. An Update of Family Details form is available on request.
- ❖ You are welcome to a tour of our Outside School Hours Care environment upon request and will be provided with information about Educators and programming.
- ❖ Bucasia OSHC welcomes children and families with additional needs. If your child has additional needs, a meeting will take place to discuss any concerns or requirements before your child commences. This will assist us in ensuring that we will be able to meet the needs of your child. In some instances, the number of children with additional needs already in attendance at the service may affect our ability to accept your child.
- ❖ All information obtained through the enrolment process will be kept in the strictest confidence.
- ❖ Where there are court orders or other legal documentation pertaining to custody and or protection of the child a current copy of these court orders/documents **must** be provided. Without having a physical copy these documents, we are unable to uphold them.

***Whilst 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 educators 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.***

## Before School Care and Vacation Care Start Time

- ❖ Bucasia OSHC opens at 6.30am. It is of the utmost importance that the parent/ guardian sign in their children each day using iCheckin.

### **Children cannot be left outside the service on their own at any time.**

- ❖ Please do not leave your child earlier than 6:30am, as we are not insured for children on site until this time, children are not deemed to be in our care until 6:30am and they have been signed in by their parents/caregiver.
- ❖ The service opens at 6.30am and it is a legal requirement that all children are signed in by the parent/guardian no earlier than this time. Bucasia OSHC will keep the doors closed until the opening time of 6:30am. Thank you for your cooperation.
- ❖ Children will be provided with breakfast and can participate in a variety of planned and spontaneous learning experiences.
- ❖ Children will usually be dressed in school uniform. Our clothing policy reflects that of the school.
- ❖ At 8.30am the educators will escort the children to their classroom teachers where they will have their name marked off the roll. The children will then be in the care of their class teachers.
- ❖ Prep children will be with OSHC staff until 8:50am when the Prep classroom doors open.

# Attendance and Enrolments cont....

## After School Care

- ❖ Prep children will be collected from their classroom by the Educator on duty. Children in grades 1 to 6 are to make their own way to the designated meeting point. All children are signed in by the Educator on duty.
- ❖ A nutritious afternoon tea will be provided.
- ❖ Bucasia OSHC will provide adequate time, quiet space, and supervision to enable children to do their homework if they wish. Whilst we support the children with homework, we do not take responsibility to ensure that homework is completed. Educators are unable to personally tutor children with homework.
- ❖ A range of activities will be available to the children.
- ❖ Children will usually be dressed in school uniform. Our clothing policy reflects that of the school.
- ❖ If you require your child to attend activities within the school grounds (e.g., Auskick or similar programs), written authority must be given. Bucasia OSHC will not be responsible for children once they have been released to attend the activities. Educators will not be available to escort children to these activities due to Educator/Child ratios.
- ❖ After school care concludes at 6pm sharp. **Parents/Caregivers who fail to collect their child by 6:00pm will attract a late fee of \$5/minute, this late fee will be added to your account.**
- ❖ For any person other than those stated on the enrolment form to collect children from the service, prior arrangements must be made in writing with the Co-Ordinator. Please advise persons collecting children that they will be required to provide proof of identity (Photo ID), in emergencies arrangements can be made.
- ❖ It is important that a parents inform a member of staff if they are taking a child home from school instead of using the service. 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 Educators will look for missing children. Booked days must be paid for if you do not adhere to the cancellation policy.



## Vacation Care

- ❖ Vacation Care arrival time and guidelines are the same as Before School Care and can be found on the previous page.
- ❖ Please note that vacation care bookings are to be made at least 1 week before vacation care is due to start. Bucasia OSHC is closed for 2 weeks over Christmas every year; the Co-Ordinator will advise dates during the last term of the school year.
- ❖ 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, could you please pack them extra. Please ensure that clothing is sun safe – sleeved shirts, closed in shoes and hat. Please label clothing.
- ❖ Please name all clothing clearly as staff cannot take time away from other children to look for missing clothing/accessories.
- ❖ For safety, please do not send your children wearing jewelry. During activities, this may become caught and cause an accident or injury. It may also become misplaced.
- ❖ Children are provided breakfast, morning, and afternoon tea. Families need to provide a packed lunch.
- ❖ During any excursions or Incursions (special onsite activities). All required Educator/Child ratios will be adhered to. Parents/Caregivers will be notified in advance of any Excursions/Incursion that are taking place.
- ❖ After school care concludes at 6pm sharp. **Parents/Caregivers who fail to collect their child by 6:00pm will attract a late fee of \$5/minute, this late fee will be added to your account.**
- ❖ For any person other than those stated on the enrolment form to collect children from the service, prior arrangements must be made in writing with the Co-Ordinator. Please advise persons collecting children that they will be required to provide proof of identity (Photo ID), in emergencies arrangements can be made.
- ❖ It is important an Educator is informed when collecting your child and leaving care. This is to ensure the duty of care is passed over to the parent/guardian.

## Bookings

- ❖ At Bucasia OSHC we attempt to cater to all families with regards to days needed for care.
- ❖ We understand some families are unable to predict their required days and we will try to accommodate this. Due to Educator ratios and the number of places available, there may be days that we will have to refuse bookings. **It is also available to read at the service on request.**
- ❖ All booked days are required to be paid for, even when your child is unable to attend.

## How do I book?

- ❖ Bookings are made using the Kidsoft iParentPortal. Kidsoft have a free app that can be downloaded on any Smartphone.
- ❖ At times, bookings may be closed off which means that the session is almost full or full. In these instances, please text the staff on 0499 490 479 with the sessions you require, and they can book you in manually or advise that the session is full.
- ❖ The iParent portal closes 24 hours prior to the session, if you would like to book after this time Text 0499 490 479. A late booking fee of \$8 will apply. **If booking during the weekend there is a Sunday night 6pm cut off so we can reply with a confirmation.**
- ❖ Each program is separate: Before School Care, After School Care and Vacation Care; so, children will need booking into each one they require.

## Cancellation Policy

- ❖ Bucasia OSHC has a 7-day cancellation policy during the school term. Bookings that need to be cancelled/changed will still attract the normal session fee unless one week's notice has been received by the Service in writing. There are no Vacation care cancellations after the Friday in Week 9 of the preceding term. The 7-day cancellation policy does not apply in vacation care. Families must inform Bucasia OSHC of any absences especially for After School Care to prevent staff trying to find your child in the school. Cancellations can be made via the parent portal or SMS the service mobile – 0499 490 479. Any No Show that is not communicated prior to session commencing to the service will incur a \$10.00 fee. effective 18/11/24

- ❖ **Fees and Charges (before Australian Government Child Care Subsidies)** effective 01/07/23

Before School Care (includes breakfast):	\$22.00
After School Care (includes afternoon tea):	\$28.00
Vacation Care and Pupil Free Day (includes morning and afternoon tea):	\$60.00

## Payment of Fees

- ❖ It is our aim to provide a quality service at an affordable price. Fees are reviewed by the Management Committee and families will be given a minimum of two weeks' notice of any changes in fees.
- ❖ Customer Account Statements are issued weekly, and payments are made using iDebitPro on Kidsoft. Payments and Direct Debit schedules can be organised on iDebitPro, or parents can use the DDR form attached to the Enrolment Form. Parents have the option of making variable or fixed amount payments. We recommend a variable amount, so you pay for the care you receive, when you receive it. The frequency of payments can be chosen to align with your own financial needs.
- ❖ Receipts can be issued on request.
- ❖ If no schedule has been organised, fees are outstanding for more than 2 weeks or over \$250 will result in enrolment being suspended until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.
- ❖ Contact the service at [Bucasia Bookkeeping@outlook.com](mailto:Bucasia_Bookkeeping@outlook.com) to discuss the any financial concerns or questions.



- ❖ A debt collection agency may be appointed to recover outstanding money.



## Bookings cont....

### Child Care Subsidy (CCS)

- ❖ The Child Care Subsidy (CCS) is a payment made to the service on behalf of eligible families to assist with the cost of care. Families are required to pay the gap between the service fee and the subsidy paid to the service.
- ❖ It is the family's responsibility to contact Centrelink to ensure their eligibility for CCS which requires an income and activity test. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process. Please ensure you have access to the MyGov app or MyGov website so you can check and/or approve your CCS eligibility.
- ❖ 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 Subsidies are paid directly to the service and are itemised on the family account.
- ❖ In some circumstances, CCS may be paid directly to you, the parent/ guardian, instead of the service. It is your responsibility to use this to pay for the service you have used.

### Late Collection Fee

- ❖ We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups can be upsetting for any child and stressful for staff. If there is an 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 of \$5/minute** will apply.
- ❖ The correct time will be recorded on the sign out sheet (if necessary, the time will be confirmed by calling 1902 212 582 – Time Information Service).
- ❖ If a child is not collected by 6.30pm after every endeavor has been made to contact parent/guardian and other emergency contacts, the police will be contacted. Any associated costs will be the responsibility of the family.
- ❖ If you wish to talk to our Educators or catch up with other families, please make sure that you do this at an appropriate time. Fees will be charged if it means that Educators are required to remain on site after 6.00pm for these reasons. Please appreciate that we also have families and lateness is inconvenient for all involved.
- ❖ The service opens at 6.30am and it is a legal requirement that all children are signed in by the parent/guardian no earlier than this time. Bucasia OSHC will keep the doors closed until the opening time of 6:30am. Thank you for your cooperation.

### Nominated Pick-Up Person/s

- ❖ All nominated pick up persons for children must be named on the enrolment form. They must be over 16 years of age (with consent from parent/guardian) and will need to produce photo ID when first picking up the child.
- ❖ An email to the Co-Ordinator to nominate a person to pick up your child who is not on your enrolment form is required; this person will need to show photo identification to staff when collecting children.

# Code of Conduct and Responsibilities

## Parent/ Guardian Code of Conduct

❖ Bucasia OSHC strives to provide a safe and healthy workplace for staff, Educators, and families alike and a caring and supportive environment for children and families. The service expectations of parent/guardian conduct are as follows:

- Parents/ guardians are expected to communicate appropriately with all staff whilst dropping off or collecting their children, or other children as permitted to and from the OSHC.
- 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. Instead, please make our Educators aware of the situation so they can resolve it.
- Should a parent/guardian have an issue regarding the behaviors of another child, family, Educator, or staff member they shall follow the grievance policy.
- Parents/guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences. The Police may be notified if parent/guardian conduct within the service is threatening or violent.
- There is no smoking within the school grounds or within 5 meters of the school grounds.

## Parent/Guardian Roles and Responsibilities

You as a parent/guardian have the responsibility to:

- Collect your child/ren on time
- Pay fees on time
- Keep in touch with the Co-Ordinator regarding the 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 and contact details
- 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
- Join the Bucasia State School P&C
- Make donations of craft materials, boxes, newspaper, paper, and magazines which are much appreciated

## Personal Items

❖ We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones etc. however we do not encourage this as things can be broken or misplaced. The Coordinator/ Educators must be made aware that children have these items, and they should be clearly named with permanent identification.

❖ Limits will be placed on children's access to electronic devices.

❖ Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person. Educators cannot take time away from other children to look for misplaced items.

## Photos

- ❖ On occasions your child may be photographed whilst participating in day-to-day activities. Bucasia OSHC encourages the appropriate use of photographic and video images of children attending the service to support and promote their involvement in programs and activities.
- ❖ Please sign the attached form if you **do not** wish for your child's image to be used for social media and Advertising purposes, to be used in the Newsletters or to be on display at OSHC.

## Cultural diversity

- ❖ Bucasia OSHC Educators strive to enhance children's awareness of, and respect for, cultural similarities and differences, and instil in children pride in their cultural heritage.
- ❖ Bucasia OSHC supports the principles of equity through implementing inclusive and anti-bias practices. Our 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 service
  - For each child to be able to recognise and challenge bias
  - To regularly assess the physical environment for inclusivity and to make changes in the environment where appropriate.

## Behaviour Code

- ❖ Educators provide a positive guidance approach to behaviour, which builds children's confidence and self-esteem and is based on the development of caring, equitable and responsive relationships. This positive guidance approach supports the needs of each child, which helps them to develop a sense of autonomy and take responsibility for their behaviour.
- ❖ The purpose of our 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 Bucasia OSHC Educators:
  - Aim to be consistent,
  - Reinforce positive behaviors (with verbal encouragement)
  - Follow through with clear expectations of the school and OSHC community
  - Ensure that rules and consequences are known and understood by the children, staff and families using ongoing discussion and review
  - Encourage children to seek support
  - Seek family support for our strategies by ensuring that upon enrolment, families are informed of all procedures

## Child Code of Conduct

Children are encouraged and expected to always follow the child code of conduct.

- We walk inside when asked
- We respect ourselves and others
- We speak to others the way we would like them to speak to us, with respect and dignity
- We give new things a go!
- We stay where we can see Educators and they can see us at all times.
- We say NO to bullying
- I am responsible for my own behavior's
- We be courteous and cooperative
- We act in a safe manner
- We keep our hands and feet to ourselves
- We do not use inappropriate words

❖ The aim of Bucasia OSHC is to provide a safe and enjoyable place where children have positive experiences during their stay. An environment that minimises the potential for frustration and/ or conflict. We believe that children require guidance as to what TO do, instead of what NOT to do. We endeavour to manage behaviours through a support model which includes efficient supervision, effective role modelling and redirecting children to other activities.

❖ Please note that if there are any factors that may affect the behaviours of your child/ren (problems at home/ school/ health considerations etc) it is very helpful to let an educator know so that we can modify our expectations and the way we manage these situations. However, it is necessary to provide consequences to children when appropriate.

❖ A child may be suspended from the program if unsatisfactory behaviours threaten the safety or wellbeing of any child or person in the service. Bucasia OSHC has the right to refuse children whose behaviours consistently impair the safety of the other children and staff.

❖ If damage is done which can attributed to a malicious or intentional act on the part of the child, it will become an expense to the parent/ guardian.

❖ We will not tolerate bullying at any time for any reason.

❖ If bullying occurs parents/ guardians will be contacted immediately. The child will be given one warning however the service will work with the family, child, and school support staff to support all children involved.

❖ If a second offence occurs a written letter will be issued.

❖ A third event will result in the child being dismissed from the service. 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 Management Committee/ Principal.

# Code of Conduct and Responsibilities cont...

## School Rules

- ❖ At Bucasia OSHC we follow the Bucasia State School rules with regards to playground accessibility. No climbing trees, and no children to wander around the school grounds unaccompanied.
- ❖ There is a no tolerance policy for physical violence and swearing at Bucasia State School and this is followed through at OSHC.
- ❖ All incidents are reported to the Management Committee/ Principal to ensure open communication and to provide continuity in behavioural expectations.

## Safety and Emergencies

- ❖ For the protection of all children and our team, Bucasia OSHC ensure that all equipment, facilities, and premises are safe and clean. All equipment purchased complies with relevant Australian standards and is checked regularly to ensure it remains in good working order to avoid injury. Outside equipment is checked regularly and anything broken or dangerous is removed.
- ❖ The Co-Ordinator ensures that all poisons are marked in their original containers and kept locked away from children. All medications are accessible to staff but not children. The first aid kit is checked regularly and accessible for staff to obtain quickly.
- ❖ All records, confidential information and all materials required by legislation contain up to date information to ensure safety and quality of care. Children are made aware of the appropriate action in case of fire or other emergency procedures. The evacuation plan is situated near the entrance. We ask that all parents/guardians, Educators, and children familiarise themselves with it. Regular evacuation practices give the children the opportunity to become familiar with the routine and procedures.

## Accident Procedure

- ❖ The service actively strives to avoid injuries occurring at the service 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 is acknowledged and will be considered in administering all procedures.
- ❖ 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 is not contacted at the time of the injury they will be informed when they arrive to collect their child.

# Code of Conduct and Responsibilities cont...

## Accident Procedure cont...

- ❖ When a serious injury occurs which requires more than first aid, the Coordinator or the Educator on duty will:
  - Assess the injury
  - Attend to the injured child and administer first aid
  - Seek further medical attention, which may include calling an ambulance
  - Will contact the parents/guardians regarding the child's condition. 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. Please ensure emergency contacts are updated on enrolment forms regularly.
  
- ❖ Any accident sustained by a child is investigated, recorded and dated. This documentation is filled in by the Coordinator or Educator on duty who witnessed the accident or incident. The information contained in the report will not be used for any other purpose, in accordance with the injury and illness policies of the service.

## Administering medications

- ❖ In the interests of health and wellbeing of the children, Bucasia OSHC will only permit medications to be given to a child if:
  - A medical practitioner prescribes the medication.
  - The medicine is directed in writing by the medical practitioner to be administered during operational hours.
  - The medication is in the original container and pharmaceutical label stating the child's name, complete instructions, and dosage details, on both packaging and medication container/packet.
  
- ❖ A medication form must be completed by parents/guardians when the need for medication arises.
  
- ❖ Separate forms are to be completed for children with anaphylaxis, Asthma, Diabetes and/or any other diagnosed medical condition. If a child has a severe reaction or other illness in which timing is vital, medical management plans and risk minimisation plans must be developed between the Service, parents/guardians, and health professional to ensure immediate action in the case of an emergency event. Please ensure the Service is aware of this by detailing on enrolment form and discussing with our Coordinator.

## Anaphylaxis

Educators are educated to recognize the symptoms and react quickly and decisively to treat anaphylaxis. A medical action plan for individual children is displayed and Educators attend regular training. Bucasia OSHC caters for all individual needs, including food requirements. We are a nut aware service, food with nuts will not be served to children with intolerances.

## Illness

The wellbeing of children, Educators and families who attend Bucasia OSHC is of the highest priority. We ask for your cooperation in helping us safeguard the health of the Bucasia OSHC community and prevent the spread of infection by keeping your child home until he/she is fully recovered from an illness. If your child becomes unwell whilst attending our Service, the family and/or emergency contacts will be notified to collect them as soon as possible if the Co-Ordinator deems necessary. Your child will be cared for and comforted whilst awaiting pick up.

# Code of Conduct and Responsibilities cont...

## Infectious Diseases

❖ Bucasia OSHC strives to remove immediate and/or serious risks to the 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, Educators and families with infectious conditions will be excluded from attending the Service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion will be considered after consultation with and recommendations from the Department of Health. When the service is made aware of an infectious disease, families are notified and directed to the Coordinator/Educators if they require further information.

## Nutrition and Menu

❖ We recognise the importance of a well-balanced diet and support educators and families to provide food of high nutritional value. Children will always have access to safe drinking water. Please remember to inform the Coordinator if your child has any food allergies or has a special diet, including religious or cultural.

❖ Bucasia OSHC provides breakfast and afternoon tea during school terms and vacation care. Additionally, we provide morning tea during vacation care.

❖ Families are required to provide lunch during periods of vacation care.

❖ Our weekly menu for breakfast, afternoon tea and all foods provided during vacation care is displayed on the kitchen notice board. Please see our Policies and Procedures Manual for further information regarding nutrition.

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

## Sun Safety

❖ The purpose of a Sun Safety policy is to ensure that all children, Educators, and visitors clothing are appropriate for our climate and protect as much skin as possible. Families are asked to provide covered shoes and a broad-brimmed SunSmart hat which will be always worn when playing outside. No caps, please.

❖ Families are asked to apply sunscreen before arriving at our service.

Educators will ensure that SPF 30+ broad-spectrum sunscreen is applied 20 minutes before going outdoors and reapplied every 2 hours.



## Cyclone Procedure

### Procedure for early morning of a Vacation Care Day:

An announcement on whether the vacation care program will be open on the day, or day after a cyclone will be made via text message as well as on radio stations; Triple M, Star FM, Hit FM, 4MK, ABC Tropical North during that morning.

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.

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
- Structural damage to buildings

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

### Procedure during a School Day:

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

## Family's Grievance Procedure

❖ Bucasia OSHC has a commitment to quality improvement and promotes an organisational culture that is responsive to grievances. In the first instance the grievance should be taken to the Co-Ordinator (if in relation to the service or care), who will attempt to reach a resolution with all parties concerned.

❖ The Co-Ordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way with consultation with the complainant. These discussions will not take place in times of operation to avoid disruption to children within the service. The coordinator will promptly log all complaints, the records of relevant discussions and the resolution of the complaint. A copy will be provided to the complainant on request.

❖ If unresolved, the grievance should then be taken onto the P&C as per the grievance policy outlined in the Policies and Procedures Manual

❖ If still unresolved, the grievance can then be taken to the principal.

The P&C and Service Coordinator are also in constant contact with the principal and will communicate issues where required.

The service will provide an 'arena' which allows for a grievance to be heard in a fair and impartial manner.





## Family Handbook Declaration of Terms

- I have received the Family Handbook information (download from Bucasia State School Website)
- I understand it is my responsibility as parent/guardian to apply to Centrelink for Child Care Benefit, and the Service will not be able to apply CCs to my fees until this process has been completed.
- I agree to make regular payments and will not let my account go over \$250.00
- I agree to abide by the Bucasia OSHC School Age Care Service Policies and Procedures located in a Manual in the parent sign in area.
- I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information on this form changes.
- I have read and understand all the information in the family handbook. I have asked the educators about any of the information that I was unsure of or wanted to know more.
- I have had the opportunity to have an interview with the Co-Ordinator to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns and voice any questions.
- I **DO NOT** wish for my child's image to be used for social media and Advertising purposes, to be used in the Newsletters or to be on display at OSHC

Signed: \_\_\_\_\_ (Parent/Guardian)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (Service Representative)

Position: \_\_\_\_\_

Date: \_\_\_\_\_

*Please complete this page and return to Bucasia OSHC prior to commencing attendance.*