



Catholic Education  
Diocese of Rockhampton

# St John the Baptist OSHC

## 2026 Family Handbook



*Early Learning & Care*



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Please take the time to read this handbook as the following information has been prepared to assist you and your child's transition into OSHC.

Hours of Operation		Fee
Before School Care	6:00am – 8:20am	\$25.00 per child per session
After School Care	3:00pm – 6:00pm	\$35.00 per child per session
Vacation Care	6:00am – 6:00pm	\$70.00 per child per session

Late Fee: \$30.00 per each 15 minutes late per child

#### Service Contact Details

Nominated Supervisor: James Emerick - [James\\_emerick@rok.catholic.edu.au](mailto:James_emerick@rok.catholic.edu.au)

OSHC Coordinator: Bridgette Turner – [Bridgette\\_turner@rok.catholic.edu.au](mailto:Bridgette_turner@rok.catholic.edu.au)

Address: 15 J'Hickey Avenue

Email: [sjgoshc\\_@rok.catholic.edu.au](mailto:sjgoshc_@rok.catholic.edu.au)

Mobile: 0417636948

## CATHOLIC EDUCATION – DIOCESE OF ROCKHAMPTON: MISSION STATEMENT

### OUR MISSION

Inspired by the person and teaching of Jesus Christ, we serve the communities of the Catholic Diocese of Rockhampton.

We provide

- ♦ Life-long faith education
- ♦ Religious education
- ♦ Relevant, holistic, quality education
- ♦ Assisting all in their search for meaning for life.

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## Philosophy Statement

At St John's Outside School Hours Care, we aim to provide children and their families the highest, quality care in a safe, fun, secure and confidential environment. Our commitment to the "My Time, Our Place" framework, ensures we have an established environment where children are encouraged to have choice and control over their learning, through play and leisure-based programming.

**Community Engagement** - Supports our services through networking connection and specialised knowledge. We engage with inclusion support QLD, Autism QLD, Men's Shed, Bunnings and Local businesses. We support our sister school Chanel College by employing school-based trainees.

**Religious Foundations** - Are embedded through our school connections, aligning values and school prayers. Our Prayer table is interactive and relevant to the liturgical calendar. Relationships continue to emerge with our local Catholic community.

**Inclusive Practices** - Our service offers well organised and adapted indoor and outdoor environments to support every child's participation and to engage every child in quality participation. We work with third party specialised services to be inclusive, identify barriers, offer strategies, and deliver training.

**Culture** - We continue to grow our respectful relationships with Indigenous Community Elders to inform our educators of local culture and language. Resources are embedded in our service that develop positive understandings of all cultures. Our innovative RAP focuses on developing and strengthening our relationships with indigenous peoples.

**Intentional Teaching** - Our Values are an integral part of children and young people's learning. We aim to create fun, inclusive, and interesting experiences for all children, offer opportunities for development in social, emotional, spiritual, cognitive, and creative areas.

**Relationships with Families & Children** - Our families are our children's and young people's first educators. We value family engagement and inclusion with an open-door policy. We endeavour to build relationships with families and to ensure children are supported, ensuring all children and young people feel a sense of belonging within an environment that encourages exploration, participation, and expression.

## Approved Provider

Catholic Education- Diocese of Rockhampton

Address: 143 West St, Rockhampton QLD 4700

Postal Address: PO Box 524, Rockhampton QLD 4700

Phone: (07) 49948000

Email: [oshc@rok.catholic.edu.au](mailto:oshc@rok.catholic.edu.au)

Web: [www.rok.catholic.edu.au](http://www.rok.catholic.edu.au)

## Governance

Welcome to ST John the Baptist Outside School Hours Care

Outside School Hours Care (OSHC) Services are operated by the Approved Provider – The Roman Catholic Trust Corporation for the Diocese of Rockhampton. The educators work closely with the Principal of their school, and the Early Learning and Care team from the

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Catholic Education Office. The Principal, who is the Nominated Supervisor of the OSHC Service, is responsible for the overall operation and management of the service. Additionally, services and families are provided with ongoing support through the service, school, and Catholic Education Office.

The service aims to provide leisure based, social learning experiences for children in Outside School Hours Care through the dedication of our qualified educators so that we can support each child's spiritual, physical, social, intellectual, and emotional abilities. The service is required to adhere to a number of guiding documents to fulfil its commitment as the recipient of Child Care Subsidy. These include: The Outside School Hours Care Policies and Procedures, the Education and Care Services National Law and Regulations, the My Time Our Place Framework (version 2.0) and a Quality Improvement Plan. All documents are available to families at the service.

Our service has been providing care to families and we recognise the connection between children, families and communities and the importance of partnership and relationships. We see learning as a social activity and value community participation.

We will endeavour to participate in community-related activities within our regional area, use local services and facilities wherever possible (e.g., shops, museums, etc.), invite involvement from local service providers (e.g., community workers, medical specialists, school personnel) and participate in local community events (e.g., fundraising) where appropriate. We encourage feedback from our community to improve the quality of the service we offer.

### School Board

We believe that parents' contribution to the service is vital in the ongoing success of the service's operation and delivery. The School Board plays an important role in providing a parent perspective and offering a voice for families. We see our connection with our school as our first community and work collaboratively with the school to ensure a smooth transition for children between school and outside school hours care service.

The School Board aims to ensure that effective communication exists between all key stakeholders of the service. Relevant information pertaining to the service may be tabled at the School Board meetings through your OSHC Coordinator or parent representative.

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### Functions of the School Board

- ♦ To liaise with the service, school and other relevant bodies so that mutual understanding of the service exists and opportunities to work together are identified.
- ♦ To assist management to identify any particular needs or issues relevant to the service and provide suggestions of possible solutions.

### Qualifications

At all times, the service is operational, there will be a designated Nominated Supervisor (Principal of the School or member of School Leadership team) or delegated experienced educator responsible for the day-to-day operations of the service. Additionally, information regarding the person who is in the role of the 'Responsible Person in Charge' will be clearly displayed for all families to view.

It is a legislative requirement that ratios are maintained at a level of one educator for every 15 children or one educator for every 11 children if kindergarten-age children are present.

## Child Safeguarding and Protection

### Providing Child Safe Environments

CEDR priorities child safeguarding across the entire organisation. This extends from extensive professional development for all staff and strict policies and procedures, to how environments are, designed, built and resourced to allow for active supervision and child safe practices.

We ask that all families familiarise themselves with the Statement of Shared Commitment and Child Safe Standards in this document and displayed around the kindergarten. We appreciate you joining us in the shared commitment to ensure every child attending the service feels safe, secure and self-confident.



*Figure 1 Extracted from the Queensland Government's Statement of Shared Commitment*

### Child Safe Standards

From October 1 2025, the Child Safe Standards are in effect in Queensland. These standards are published by the Queensland Family and Child Commission and are as follows:

## The 10 Child Safe Standards

	<b>1 Leadership and culture</b>	Child safety and wellbeing is embedded in the entity's organisational leadership, governance and culture
	<b>2 Voice of children</b>	Children are informed about their rights, participate in decisions affecting them and are taken seriously
	<b>3 Family and community</b>	Families and communities are informed and involved in promoting child safety and wellbeing
	<b>4 Equity and diversity</b>	Equity is upheld and diverse needs respected in policy and practice
	<b>5 People</b>	People working with children are suitable and supported to reflect child safety and wellbeing values in practice
	<b>6 Complaints management</b>	Processes to respond to complaints and concerns are child focused
	<b>7 Knowledge and skills</b>	Staff and volunteers of the entity are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training
	<b>8 Physical and online environments</b>	Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed
	<b>9 Continuous improvement</b>	Implementation of the Child Safe Standards is regularly reviewed and improved
	<b>10 Policy and procedures</b>	Policies and procedures document how the entity is safe for children

Figure 2 Extracted from *Guidelines for implementing the Child Safe Standards in Queensland*

Across all 10 standards, the Universal Principle also applies where child safe entities must provide an environment that promotes and upholds the right to cultural safety of children who are Aboriginal and/or Torres Strait Islander peoples.

All families will see these standards in practice across Catholic Education Kindergartens.

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### Child Protection and Reporting

Child protection is everyone's business. As adults, we all have a responsibility to care for children and young people and to protect them from all forms of harm as well as to positively promote their welfare. Catholic Education – Diocese of Rockhampton seeks to continue its adherence to legislative requirements and duty of care to children by a commitment to the implementation of child protection strategies and procedures. If families and/or educators have any concerns regarding child protection, they are encouraged to contact the Principal or the Student Protection Team at the Catholic Education Office: 07 4994 8060.

Additional resources can be found on our Family Portal: [Shared Families Site](#)

All staff at our service hold a current Positive Notice Blue Card from 'Blue Card Services' (Department of Justice and Attorney-General, Qld). Where a person is required to hold one, visitor's Blue Cards are checked.

As part of the Law and employment in Catholic Education, Child Safety Procedures require all educators in OSHC to report any suspicion or evidence of harm to a child. Under the Law, the Police and Child Safety conduct investigations of this nature. This is not the role of our staff. Therefore, staff will be directed by these authorities in the event of an incident regarding serious child safety concerns.

### Legislative Requirements

A National Quality Framework provides guidelines to support OSHCs to achieve the highest of standards in all areas of education and care. Details of The National Quality Framework can be found at [www.acecqa.gov.au](http://www.acecqa.gov.au). The Department of Education, Early Childhood Education and Care has been appointed as Queensland's Regulatory Authority to work closely with services to ensure the best outcome for families and children.

### Families and Community

#### Family Involvement

Our service has an 'Open Door Policy' to authorised family members, which means you are most welcome to join in our OSHC program with your child.



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A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions or contributions you may have to add to the program.

Your involvement in the service can vary depending on your availability. Any contributions of time or donations (e.g., containers for collage, dress-up's, etc.), will be very much appreciated. Some of the ways you can become involved in your child's OSHC experience, include:

- ♦ sharing any talents/interests that you may have
- ♦ demonstrating a skill that you may have such as cooking, carpentry etc. with the children
- ♦ offering your professional knowledge with educators and children
- ♦ supporting children in the experiences etc.

As parents of children enrolled at our OSHC, staff recognise that you are the primary educators and carers of your child. The participation of parents can help ensure that the service is responsive to the needs and wishes of families.

### Parent/Carer Rights

- ♦ To know that your child is in a safe and welcoming environment
- ♦ To visit the service prior to your child commencing, during the child's attendance and at other times to discuss your child's progress with educators
- ♦ To view and contribute to the service's philosophy and program
- ♦ To be involved in the ongoing Quality Improvement Plan (QIP) process and view the outcome of this assessment process.
- ♦ To view and contribute to the policies and procedures that oversee the operation of the service
- ♦ To be involved in the development of the service and provide feedback
- ♦ To receive regular information from the service, be it by print, electronic media or other means that are deemed appropriate for an individual family's needs (e.g. where English is a second language)
- ♦ To collaborate and consult with service staff regarding your child in a confidential environment
- ♦ To be provided in the enrolment package, the service's contact details, opening times, grievance procedures and any relevant governing authority information

**Commented [LC1]:** These are the parent rights out of Quality Area 6 of the policies and procedures, which I believe are more up to date than these listed in the family handbook. I think it is best that they match, so please let me know which ones you want to keep and I will duplicate them across both documents.

**Commented [CD2R1]:** Yep I agree use the updated ones

- ◆ To receive information on workshops or events
- ◆ To receive updates on current research regarding health and safety practices (e.g. immunisation, sun safety, nutrition, best sleep practices etc.), child development and play, as made available by the service
- ◆ To express concerns according to the *Family Feedback and Grievance Procedure*, and have these addressed in a timely and respectful manner
- ◆ To be informed of contagious diseases that may have been identified at the service
- ◆ To be informed of emergency and evacuation procedures
- ◆ To access current information about community services and resources to support children and families
- ◆ To have access to the records and planning kept in relation to your child on request
- ◆ To receive the Dealing with Medical Conditions Procedure if your child has a medical condition that requires a management plan
- ◆ To view and contribute to service programs.

#### Parent/Carer Responsibilities/Code of Conduct

- ◆ To respect the philosophy and goals of the service, Catholic ethos and values of Catholic Education – Diocese of Rockhampton;
- ◆ To support the service in its endeavours to provide a quality service for all children;
- ◆ To work cooperatively with staff in developing and implementing a *Ready to Play and Learn Plan* (kindergartens) or *Behaviour Support Plan* (OSHCs), as required;
- ◆ To read and be familiar with the service's philosophy and goals and follow policies and procedures;
- ◆ To follow the parent Grievance Procedure and to raise concerns in a respectful manner;
- ◆ To sign children in and out on a daily basis
- ◆ To ensure that written authorisation is provided for those collecting their child;
- ◆ To notify the Nominated Supervisor of their child's immunisation status (if applicable);
- ◆ To notify the service of any contagious disease that their child may have been in contact;

**Commented [LC3]:** These are the parent responsibilities out of Quality Area 6 of the policies and procedures, which I believe are more up to date than these listed in the family handbook. I think it is best that they match, so please let me know which ones you want to keep and I will duplicate them across both documents.

**Commented [CD4R3]:** Keep them matching by using the up to date ones

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- ◆ To keep your child home if aware or ought to reasonably know that their child has, or may have, a contagious condition (Public Health Act s 161);
  - ◆ To value the individuality and uniqueness of all children attending the service;
  - ◆ To approach all communication with staff, volunteers and other parents in a respectful manner;
  - ◆ To approach the Responsible Person In Charge (RPIC) of the service if there is a concern involving another child;
  - ◆ To collect children by the service's closing time;
  - ◆ To notify staff of any medical/dietary or personal needs of their child through regular written updates;
  - ◆ To provide a current Action Plan (medical plan) signed by a medical practitioner or (associated authority for asthma action plans) to the service and to discuss options for the display of this Action Plan in a place accessible to staff, volunteers and personnel working with a child
  - ◆ To notify the staff in writing of changes to or cancellations of bookings;
  - ◆ To make regular payments of fees and to ensure accounts are settled in full;
  - ◆ To respect the confidentiality of all children, families and educators at the service;
  - ◆ To follow all Child Protection Procedures and Protocols in accordance with this document.

With regard to the above Rights and Responsibilities, all stakeholders are encouraged to sensitively address any concerns, whilst respecting the dignity and well-being of all involved. The Early Learning and Care Team is available to support children, families and educators through this process.

### Community Involvement

Where possible, our program includes events, celebrations, knowledge, and cultural experiences from the wider community. We are very excited about exploring the unique cultures of all our families. Families are also asked to share their understanding of their local community with the service so that these can be embedded into the daily program.

### Family Concerns and Feedback

The service welcomes family feedback and ideas for the future development of the program. Upon enrolment, parents are given written information encouraging them to

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develop open communication with staff. If parents wish to raise a concern, please advise the Coordinator as soon as possible so that all those involved can work together to find positive solutions. The Coordinator will organise a time that is convenient for all involved to discuss any concerns or feedback. If necessary, the Coordinator, in consultation with the Nominated Supervisor and Approved Provider, will arrange for an investigation into any complaint and take reasonable actions to resolve issues raised.

It is a parent's right to contact the service's management and the relevant government agencies if they have any concerns. All those involved in any grievance procedure are expected to behave in an appropriate manner. In order to ensure confidentiality and to respect the dignity of those involved in the process, discussions relating to a grievance should not be discussed within the vicinity (hearing distance) of children or parents and staff, not directly involved.

#### Family Grievance Procedure

- ♦ If you, as a parent/carer have concerns pertaining to the service, you are encouraged to raise the matter with the OSHC service Coordinator.
- ♦ If your concern is not resolved, you can contact the school Principal Mr James Emerick
- ♦ Address: 15 J'Hickey Avenue Clinton QLD 4680  
Email: James\_emerick@rok.catholic.edu.au  
Phone: 07 49781799
- ♦ If you consider that the Principal is not able to adequately address the concern, you can contact, in writing, the Early Learning & Care Manager at:  
Address: 143 West St, Rockhampton, QLD 4700  
Postal Address: PO Box 524, Rockhampton, QLD 4700  
Email: kindergarten@rok.catholic.edu.au  
Phone: 07 49948036
- ♦ If you consider that the Early Learning & Care Manager was not able to adequately address the concern, you can contact, in writing, the Assistant Director: Schools (Rockhampton), at the above address.
- ♦ In the event that you are not satisfied with the outcome, the following authorities may be of assistance:

Department of Education Early Childhood Education and Care

Address: PO Box 15033, City East QLD 4002

Email: [ecec@qed.qld.gov.au](mailto:ecec@qed.qld.gov.au)

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Phone: 13QGOV (137468)

Australian Children's Education and Care Quality Authority

Address: Level 6, 175 Liverpool Street, Sydney NSW 2000

Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)

Phone: 1300 422 327

### Methods of Communication

From time to time, important information will be emailed home to families or displayed for families at the service, school, Catholic Education or parish newsletters. Information of interest to families may also be found by selection of brochures and fact sheets on various topics relating, but not limited to, child development, child protection, health and nutrition, and community resources may also be displayed at the service, emailed to families or posted as notification from the service in the Xplor Home app.

All families have access to the Xplor Home app to access statements, bookings and notification from the service, as well as our online Family Portal where relevant information is available regarding parenting, child development, environmental considerations etc.:

<https://sites.google.com/rok.catholic.edu.au/rok-elc-family/home>

We also encourage parents to view our collections of pictures, learning stories and other items of interest created by the children and displayed throughout the service.

### Social Media

Catholic Education OSHC services do not have social media accounts. Any groups or pages that are labelled as being for an OSHC are not affiliated with or monitored by the service or Catholic Education in any form. Any messages sent through social media cannot be actioned. The only accepted way of contacting the kindergarten and staff are through the service contact details listed in this document. Any other messages to personal emails or social media accounts will be deleted and receive no response. This is to ensure the security of child, staff and parent data, as well as to comply with the recently introduced 'Right to Disconnect' laws.

Where the Catholic school associated with an OSHC has a social media account, information about the OSHC may be shared on there as decided by the Nominated Supervisor.

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### Personal Electronic Devices

We request that families only use their personal mobile phones or other smart devices for Xplor operations while on service premises, and not to capture images, videos or recordings of children. Use of personal electronic devices is restricted to ensure the digital safety of all children in care at the kindergarten. We ask that all families support us to maintain high standards for child safeguarding.

## Our Children

### Respect for Children

Our OSHC is a place where the children, educators and parents are respected for their individual differences and the unique qualities each and every one of them make to our community of learning. Our daily programmed-experiences are appropriate for the development and enjoyment of each child and acknowledge that all children are on their own journey.

The dignity and rights of the child are respected at all times. The service promotes positive relationships and citizenship and therefore supports children in making responsible decisions and choices.

Physical, verbal, or emotional punishment including corporal punishment or discipline that humiliates, frightens or threatens a child is totally unacceptable and is not permitted or justified as a means to guide behaviour at our service.

Educators endeavour to:

- ♦ Provide an environment that enhances the mental and physical health of the child, stimulates the child's involvement in experiences and encourages self-esteem and a sense of achievement
- ♦ Provide support for children to make responsible choices through a decision-making process
- ♦ Provide children with uninterrupted play periods where they can become fully involved in and complete their projects
- ♦ Ensure that interactions with the children are always genuine, equitable and sensitive.
- ♦ Encourage the child to learn about their own rights and develop a respect for the rights of others including showing empathy towards others
- ♦ Ensure instructions are age appropriate and from a strengths-based approach e.g. "Please walk," instead of "Don't run!"
- ♦ Provide security by displaying a collaborative routine

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- ♦ Ensure confidentiality when discussing children's learning and development
  - ♦ Follow the Policies and Procedures of the service

We ask that families support these approaches whilst at the service.

### Inclusion and Diversity

Educators endeavour to:

- ♦ Provide a variety of experiences that encourage the participation of all children
- ♦ Support each child's social and emotional well-being through the provision of responsive and genuine interactions with educators and peers
- ♦ Offer opportunities for success and also challenges in the OSHC environment
- ♦ Cater for children from all cultural backgrounds including any routine considerations, food provisions and additional communication requirements
- ♦ Provide a wide variety of educational resources to support learning and development
- ♦ Support the inclusion of children with disabilities and learning support requirements to ensure the child's best interests are central to all decision-making (parents are also asked to work collaboratively with the OSHC educators to provide an opportunity for their child to engage in a positive OSHC experience)
- ♦ Liaise closely with families, and with permission, associated professionals including the school team, to provide appropriate adjustments where necessary to ensure all children have access to experiences

### Children's Rights

- ♦ To a supportive environment where they are seen as unique as well as part of community
- ♦ To have fun and feel comfortable in expressing themselves so that they have a voice
- ♦ To be treated justly and with courtesy and respect
- ♦ To be connected with and contribute to their world
- ♦ To be seen as capable of succeeding
- ♦ To be treated equitably
- ♦ To play and be challenged in a safe environment
- ♦ To contribute to and be involved in the program and the service's environment
- ♦ To be offered learning experiences that allow them to explore, create, develop, imagine, share, and reflect

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### Children's Responsibilities

- ♦ To interact with others in a courteous, respectful, and empathetic manner
- ♦ To show care for their own belongings, those of others and of the service
- ♦ To cooperate within the community of learning to contribute as an active member and citizen
- ♦ To be active agents of change where they contribute to the program and offer suggestions to inform learning (with educators embedding appropriate learning and development considerations into the experiences)
- ♦ To follow, with the guidance of educators, the legislative requirements whilst at the service e.g., health and safety procedures

### Child Concerns

The service respects and supports all children's rights to express their concerns and grievances. Staff will actively listen to and encourage the children to express their likes, dislikes, concerns, or feedback regarding any aspect of the service's operation during planned and spontaneous activities.

All contributions from children are respected, and where possible, embedded in the service's program. Children's concerns and feedback will be acknowledged and followed-up respectfully.

### Wellbeing and Positive Relationships

All children, staff and families have the right to attend the service free from harassment and/or inappropriate behaviours. Staff and children co-construct clearly defined behaviour expectations for the service. Children, staff and/or families who do not comply with these expectations will be supported to develop the correct behaviour for the service environment following the same methods of the school. If the behaviour cannot be resolved, enrolment/ attendance status at the service may be reviewed, as all members of the community have the right to feel safe at the service.

### Toys and Personal Items

Children and families are strongly requested not to bring toys or personal items to the service unless specified in the program e.g. wheels day. The staff take no responsibility for loss or damage to personal items.



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If children bring items from home in consultation with parents, we will endeavour to provide a place for appropriate storage. Due to child safety, we ask that all electronic devices, such as laptops, remain at home, or are handed to staff to store for the duration of the period of attendance.

### Enrolment

The service is required to maintain a record of each child's details to ensure the safe and appropriate education of children, and compliance with legislation. Children may enrol into any OSHC at the commencement their formal school year. Our OSHC also accepts routine/booked enrolments from children of kindergarten age once they have commenced in the kindergarten program (if places are available).

Children may enrol into a service at any time during the school year if a vacancy is available. The service will only accept enrolments from Catholic Education Diocese of Rockhampton Schools.

All information contained in enrolment documentation will be treated in accordance with the Catholic Education Diocese of Rockhampton Privacy Policy. Enrolment Forms will be required to be updated annually.

### Signing In/Out

- ♦ A child may only leave the premises under the following circumstances:
  - ♦ A parent or authorised nominee (as identified on the child's enrolment record) collects the child
  - ♦ A parent or authorised nominee provides written authorisation for the child to leave the premises
  - ♦ A parent or authorised nominee provides written authorisation for the child to attend an excursion
  - ♦ the child requires medical, hospital or ambulance treatment, or there is another emergency
- ♦ All children will be signed in and out by a parent or an authorised person (as identified on the child's enrolment record). Educators of the service are also authorised to sign your child in and out of Catholic Education services/schools on your behalf (refer to Terms and Conditions of Enrolment).

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- ♦ In addition, the authorised person signing a child in or out in the method used by the service must: note the time; print their name; and sign using a hand-written signature, digital signature, or pin
  - ♦ Responsibility for the child by service personnel begins when the child is signed in by an authorised person. Responsibility ends when the child is signed out by a parent or an authorised person
  - ♦ Our service offers an electronic signing in/out of children via a device located at the entrance of the service. Please ask the staff for guidance, should you require the operation of this program

### Fees

Our OSHC is a not-for-profit service. Therefore, it is important that families support the OSHC by keeping up-to-date with fees. All families must pay via our automated direct debit system.

The preferred Fees Payment Policy is for fees to be paid in advance.

- ♦ All service fees are paid by automatic direct debit from a nominated bank account or credit card, according to the direct debit form you complete on enrolment. New enrolments will not be accepted without a completed direct debit details
- ♦ The payment period will be defined by the payment frequency selected by the family on the direct debit form (e.g., fortnightly, or monthly); Payments will be required at that interval from the start date nominated on the direct debit details.

Routine (permanent) Bookings are when a child attends on regular booked days. Fees will be charged one week in advance and the corresponding payment amount debited from the nominated payment method.

Casual bookings are when a child attends on an irregular basis. This depends upon availability of vacancies for any one session. Casual bookings are not available for kindergarten age children, due to the necessity for additional educators, to be sourced at short notice.

Fees will be charged retrospectively based on attendance and the corresponding payment amount debited from the nominated payment method. Authorisation by the Early Learning & Care Accountant is required to operate outside this procedure.

- ♦ Overdue payments will be manually processed on a future date as agreed by the Nominated Supervisor. This future date must not exceed the next automatic payment date.

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- ♦ An account becomes overdue if it is not paid according to the terms agreed to on the automatic direct debit form.

Catholic Education Office in Rockhampton is available to support you with fee enquiries (0749948000).

### Cancellations

Cancellation of an enrolment, including Vacation Care, will require two weeks' notice. All associated fees for the two-week period will be paid before leaving the service.

Cancellation of a booking will require 48 hours' notice. Where this notice is not received, the service reserves the right to record this attendance as an absence and require payment of associated fees.

*Exemptions to the above:* bookings or cancellations may be approved in exceptional circumstances at the discretion of the Nominated Supervisor of the service, through written application.

### Financial Assistance

If experiencing financial hardship, Payment Plans are available. Please discuss any concerns with the Coordinator/Nominated Supervisor.

The following information may support families who require additional assistance with fees:

- ♦ Grandparent Child Care Benefit – families where the grandparent is the primary carer
- ♦ Special Child Care Benefit – families experiencing hardship
- ♦ Work, Training, Study Test for Child Care Benefit

### Orientation

Orientation for your family and child may include information about the following: participation of families in the service's program, sign in/out procedures, fee payment options, location of the parent area, location of relevant documents, introduction of educators, and the Parent/Carer Code of Conduct and Grievance Procedures. Supporting your child in transitioning into the program will be through orientating them as to the routine, location of experiences, identifying their interests, mentoring/buddying them with a peer, etc.

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If required, service information and other relevant community information can be translated. Please speak to our educators if you require this for yourself or any member of your family.

### Health and Safety

The service's Health and Safety Procedures will be adhered to by everyone entering the premises. The Nominated Supervisor will ensure the service is a safe and healthy environment. This is in accordance with the Work Health and Safety Act & Regulations 2011.

Families and visitors will be expected to:

- ♦ Be accountable for their actions and be willing to cooperate in supporting a healthy and safe environment at the OSHC
- ♦ Be accountable for the health and safety of children
- ♦ Observe and practise personal safety while at the service
- ♦ Report any unsafe situations or faulty equipment to the Coordinator or educators at the service
- ♦ Report any serious injury, dangerous occurrence or near miss to the Coordinator or educators as soon as practicable
- ♦ Avoid actions that have the potential to place at risk their health and safety or others

### Handwashing

Hand washing is one of the most important aspects of "infection control" in all activities of life. Families are welcome and encouraged to use service hand washing facilities at any time.

### Nutrition

Our service endeavours to provide a variety of nutritious food such as:

- ♦ plenty of vegetables, beans, and lentils
- ♦ fruit
- ♦ breads, cereals, rice, pasta, noodles (mostly wholegrain), and other grains like oats and barley
- ♦ milk, yoghurt, and cheese

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We ask for suggestions from children and families into the planning our menus. When bringing their own food, during vacation care periods, the service encourages food and drinks that are nutritious and enjoyed by the children (see <http://www.nutritionaustralia.org/> for further details on healthy eating options).

Fresh water is available at the service at all times.

The service will encourage positive learning experiences during meal/snack times where appropriate food habits are developed in an appealing, social environment. The service will offer opportunities throughout the year for children to experience food from different cultures through cooking activities. Food from home will not be reheated/cooked by the service due to health and safety guidelines.

Please see our Nutrition and Dietary Requirements Procedure for further information.

#### Special Dietary Needs and Allergy Awareness

The service is supportive of special dietary requirements of children. Parents are encouraged to discuss their child's needs, including but not limited to, any food allergies, cultural or religious beliefs. The service staff will attempt, where reasonable and practicable, to meet your child's dietary requirements. Families may be asked to supply food for their child's specific dietary requirements.

A regularly updated list of children who have special dietary requirements will be placed in the food preparation area for staff reference.

Due to the serious allergic reaction that some products pose to some of our children, we strongly recommend families familiarise themselves with any allergens identified on our Alert Posters (displayed at the entrance to our OSHC – where applicable). We cannot guarantee that a child will not be exposed to allergens, but we will attempt, where it is reasonable and practicable, to put appropriate controls in place.

#### Rest and Relaxation Time

In OSHC, we provide time and places for rest and relaxation, through many different forms including meditation activities, puzzles, quiet reflective music, storytelling etc. For kindergarten age children, planned rest periods are incorporated into our Vacation Care Program and parents are required to provide a sheet to cover mats so that children can take time-out during their busy OSHC day.

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### Medication and Medical Plans

Medication will only be administered if it is accompanied by an Authorisation to Administer Medication Form signed by a person who is authorised, and is:

- ♦ in its original container, bearing the original label and instructions and before the expiry or use by date
- ♦ with any written instructions provided by a registered medical practitioner.
- ♦ Parents are responsible for ensuring any updates are provided to ensure the staff are aware of any changes to care plans.

In addition:

- ♦ All medication will be kept by the staff and stored in a safe place.
- ♦ Parents are required to provide written confirmation outlining when the last dosage of medication was administered.
- ♦ All medication will be administered and witnessed by an educator.
- ♦ All unused medication will be returned to parents (authorised person) on collection of children.
- ♦ Should your child require ongoing medication e.g., asthma relief etc. please provide the educators with a copy of a care plan signed by a medical practitioner.
- ♦ Emergency medication such as an auto-injector or asthma puffer is to be supplied by families to the service (spares are kept at the service for emergencies only). Staff will not be responsible for transporting medication from a third-party e.g., from the school to the OSHC.

### Illness and Infectious Diseases

Children, who develop symptoms of an infectious illness or condition, will be isolated from contact with other children as soon as the symptoms are detected. Parents will be contacted for immediate collection. Children will be monitored by staff. Any child with symptoms of an infectious condition, when being signed in by parents or on collection at the school, will not be accepted until all symptoms have abated or until a written clearance from a Doctor (in accordance with the National Health & Medical Research Council's Recommended Minimum Exclusion Periods) is sighted.

Such symptoms may include the following:

- ♦ Elevated temperature, flushed colouring, unusual pallor
- ♦ Coloured nasal discharge or repeated, severe coughing
- ♦ Stomach-ache, vomiting or diarrhoea
- ♦ Red or discharging eyes or ears

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- ♦ Undiagnosed skin rashes, sores, or swellings
  - ♦ Unusual activity levels, irritability, restlessness, or fussy listless behaviour.

### Sun Safety

All who work and play at the service are encouraged to be sun safe. We have in place certain measures to ensure that the children are protected from over exposure to the sun, (such as those outlined on the Queensland Government website):

- ♦ Avoiding playing in the sun at high-risk times of the day
- ♦ Wearing a hat with a wide brim
- ♦ Applying high protection (30+) sunscreen to skin when exposure to UV is high – instructions on the sunscreen will be followed (the service provides sunscreen, although parents may also choose to supply sunscreen for their child)
- ♦ Wearing a shirt, which covers the shoulders and upper back (i.e., collared shirts preferred)

Children are permitted to wear sunglasses with side protection to reduce exposure to reflected UV when UV index is at extreme range (not compulsory).

### Tobacco, Illicit Drug and Alcohol-Free Environment

Consuming illicit substances and alcohol is not permitted on the service's premises including school entrances and car parks during operational hours.

The service respects the need to provide a healthy and safe workplace and to ensure that children, staff, and families enjoy fresh air. In accordance with legislation (National Law: Section 167; National Regulations: 82–83), this service is a tobacco, illicit substance and alcohol-free environment and no person may use these substances on these premises.

### Emergency Response Procedures

To ensure the health and safety of all those who attend our service, we will conduct regular emergency response training procedures. Part of this process is to empower children to learn about keeping safe in a variety of contexts.

The emergency response routine for evacuation and lockdowns is displayed at the kindergarten at all times.

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## Programming

### Programming

Our OSHC is committed to providing a quality program where every child's physical, emotional, spiritual, and social needs are met in a safe, caring, and supportive environment.

Our service delivers a program, which aligns with the Australian Government's National Quality Framework My Time Our Place. The Framework aims to maximise learning outcomes for children who participate in OSHC programs and offers guidance to educators on specific areas to support children in their learning and development. The Framework is a play and leisure-based curriculum, which offers opportunities for children to be active and empathetic citizens in their ever-changing and evolving worlds. Children at our service have access to a wide variety of stimulating, developmentally appropriate activities, including indoor and outdoor opportunities. Educators aim to collaborate with children and their families to provide meaningful play and learning opportunities that support their wellbeing and development. Children have choice and control over their learning as they are supported by educators.

A daily program will be displayed within the service for families to offer their contributions. Services welcome family contributions to aspects of the programming including evaluation of the program, through their suggestions, donations of resources, equipment, and participation in experiences.

The programs will be evaluated regularly and will include feedback, suggestions and input from parents, children, staff, and the community. Programs are designed to meet the changing needs of the children and are flexible. Included is information collected from parents via regular and ongoing conversations with families, the Enrolment Form, Family interviews, Child Portfolios etc.

### Excursions/Incursions

OSHC programs, at times, include excursions into the local and wider community, which extends the program by offering new learning experiences, in differing social contexts and interactions with those in the community. We also offer children opportunities where we bring outside experiences into the service (incursions). Excursions will take into account the age, interests and abilities of the children. Going on an excursion is intended to make connections for children with what is a focus in the OSHC program.



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### Quality Improvement Plan

The aim of the service is to work through a process of ongoing review and improvement to achieve high quality standards across the OSHC. Our Quality Improvement Plan (displayed at the entrance to the service) is a gathering tool to record all the strengths and areas for improvement in the OSHC. We ask that our families participate in the collation of this document by engaging in any way they are able throughout the year.

The regular review and update of policies and procedures, handbooks, the service's philosophy, the program, and various processes involves all our OSHC stakeholders.

Current ratings for each Quality Area in the National Quality Standard and the overall rating of the service will be displayed for families to view at the entrance to the service.

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## Family Website Resources of Interest

Please click on the title and it will link to the desired site.

- ♦ Brain development and Well-being
- ♦ Lifting our Game – Latest research on the importance of preschool
- ♦ Parents and Friends Federation
- ♦ Queensland Government Support Page on Raising children
- ♦ Early Childhood Australia Resource Page for Parents
- ♦ The Early Years Count
- ♦ Foundations for success
- ♦ Triple P Positive Parenting Program (Free service)
- ♦ Reading to Children
- ♦ Nature Play Webpage
- ♦ Reading to Children from a Young Age
- ♦ Being sustainable in the home
- ♦ Family and Child Connect is a free service to help you with the challenges of parenthood
- ♦ Child Protection Mandatory Reporting
- ♦ Kidsafe
- ♦ Parents' Rights under the Law
- ♦ Stronger Families Connect
- ♦ 1800 RESPECT (National Sexual Assault, Domestic and Family Violence Counselling Service) 1800 737 732, 24 hours 7 days
- ♦ You can contact Family and Child Connect on 13FAMILY or call 13 32 64.
- ♦ National Action Against Bullying for Parents of Children in the Early Years & For older children
- ♦ KidsMatter Developing Children's Social and Emotional Skills
- ♦ KidsMatter Creating a Sense of Community
- ♦ Save the Children Website
- ♦ Immunisation App to reminding dates for immunising children
- ♦ Raising Children Network
- ♦ Poisonous plants list - a list of those plants that are not suitable for children as they may prove hazardous/poisonous
- ♦ National Poisons Information Centre 131 126, 24 hours 7 days
- ♦ Healthy Kids Fact Sheets
- ♦ Caring for children's ears
- ♦ Child Care Finder Website
- ♦ Get up and Grow Resources & Family Handbook
- ♦ Lunch Box Ideas - Get up and Grow
- ♦ Sun Safety - ideas to support families in protective behaviours about the sun
- ♦ Nutrition Australia Fact Sheets - healthy food options for children and families
- ♦ SIDS Support Page - latest information for parents on safe sleeping practices for babies
- ♦ ACECQA WEBSITE (Starting Blocks):
- ♦ ACECQA We Hear You Portal
- ♦ Translated Resources – National Quality Framework
- ♦ National Quality Framework
- ♦ Australian Department of Human Services