CHILD CODE OF CONDUCT
As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the Service.

- We will walk inside.
- We will respect ourselves and others.
- We will speak to others the way we want to be spoken to, with Respect and Dignity.
- We will open our eyes to new things and give them a go!!
- We will stay where we can see staff (and they can see us) at ALL times.
- We have the right to feel safe.
- We say NO to bullying.

CONCERNS, COMPLAINTS AND SUGGESTIONS
If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not to your satisfaction, our Management Committee will endeavour to handle your concerns, to the best of their ability. The names of the Management Committee are below and contact details are available on request.

The happiness and well-being of your child/ren is our top priority and we are continually striving to improve the quality of care we provide our Families. Other avenues of communicating your suggestions or concerns are via the ‘Suggestion Box’ at the Sign In desk, at regular parent information sessions (P&C; Management; Licensee meetings) or via surveys conducted through newsletter. However, please feel free to discuss any issues at any time, you will find our staff to be friendly, approachable and more than willing to help.

MANAGEMENT COMMITTEE
President P&C Committee
Treasurer P&C Committee

MT CROSBY S.S. P&C
OUTSIDE SCHOOL HOURS CARE
Coordinator: Belinda Beckham
Mt Crosby State School P&C
Mt Crosby Rd, Mt Crosby Q
Ph: 3201 0841
mtcrosbyoshc@bigpond.com

This information is only part of the Policies and Procedures. A full copy is available at Sign In/Out desk at OSHC room.
WELCOME TO MT CROSBY STATE SCHOOL P&C
OUTSIDE SCHOOL HOURS CARE.

Thank You for enrolling your child/ren with us, our staff look forward to caring for your children and building a meaningful and lasting relationship with you and your family.

Your Coordinator is Belinda Beckham (Diploma Children’s Services and Diploma in Psychology) and she leads our OSHC staff of qualified (Diploma & Cert III Children's Services) Educators and Junior Assistants: photo's of all staff are located on wall of OSHC room.

Our staff hold a range of qualifications related to the care of children and all hold current Suitability cards for Child Related Employment issued by the ‘Commission for Children and Young people’ and are also First Aid trained. We regularly employ junior staff members who interact enthusiastically with the children in outdoor activities.

This Service is licensed under the Child Care Act 2002 and the Service must comply with the Child Care Act 2002 and Child Care Regulations 2003 (Including the requirements about activities, experiences and programs, staff/child ratios and staff qualifications).

SERVICE HOURS
Before School Care 7:00am—8:30am
After School Care 3:00pm—6:30pm
Vacation Care 7:00am—6:30pm

This Service is closed during the School Easter break and for 2 weeks of Christmas/New Year break

CONTACT NUMBERS
Co-ordinator: Belinda Beckham
Ph: 3201 0841 Fax: 3813 2200
Email—mtcrosbyoshc@bigpond.com

ACCIDENT, ILLNESS AND INJURY
Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff, as well as your child. Re-inclusion of your child will be considered after consultation with or recommendation from appropriate health agencies, such as the Department of Health.

The Coordinator will promptly telephone a Parent/Guardian if a child has been involved in a serious accident or becomes ill. Qualified staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Any costs involved will be the responsibility of the Parent/Guardian.

Please ensure emergency contacts are updated on enrolment forms regularly.

HOMEWORK
The Service will provide adequate time and supervision by staff to enable children to do their homework, if they wish. A homework list is kept on the staff noticeboard if you require your child to participate.

Whilst we support the children in homework, we do not take responsibility for signing off on work. Please be aware that we can only encourage children to do their homework.

SUNSMART
At Mt Crosby OSHC, children spend most of their time outside and we are committed to protecting them from the harmful effect of the sun. We incorporate and enforce ‘NO HAT, NO PLAY’ policy; students are to wear their hats at all times when playing outdoors during all services we provide. Sharing of hats is not allowed and if a child has no hat they are required to stay undercover or inside the centre. We ask that families provide 30+ Broad Spectrum for their child, although OSHC has SPF30+ readily available for all children, if needed.
ARRIVAL AND DEPARTURE
Children must be signed in and out by an authorised person EVERY time. It is the responsibility of the Parent/Guardian to ensure that the child attends the Service and to advise us if the child will not be attending or arriving late. The Service accepts no responsibility for any child until they have presented for signing in by OSHC staff at 3pm.

Prior arrangement must be made with the Co-ordinator for any person other than those stated on enrolment/contacts form to collect children from centre. Please advise persons collecting children they will be required to provide proof of identity. In emergency situations, a faxed letter of authorisation can be sent to the Service. If children who are booked in to attend the Service have not arrived within 20 minutes of expected arrival time, the Parent/Guardian will be contacted on numbers provided. Staff are able to sign children in and out with instruction form the parent/Guardian to leave our care at Before School Care to attend school.

LATE PICK UP
We ask for your cooperation by collecting your child by 6:30pm. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child on time, please contact the Service immediately.

If your child is not collected by closing, a late fee equivalent to that of extra staff penalty rates will be charged immediately after 6:30pm. The correct time will be recorded on Sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information Service). If child is not collected by 6:30pm and emergency contacts cannot be reached, the Coordinator will contact the Police to be advised.

MEDICATION
In the case of your child/ren requiring medication whilst in our care, please supply written authority from Parent/Guardian stating the drug, dosage, dates and times to be administered.

All medication must be supplied in its original container with the child’s name clearly printed in the front. This includes all non-prescription medications such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. All medication will be administered by the Coordinator or staff member nominated by Coordinator, will be recorded in Medication Register and co-signed by another witness.

PHILOSOPHY
MT Crosby OSHC Service believes that all children should have their physical, emotional and social needs met in a safe, caring and supportive environment.

The best interests of each child is the paramount concern of our Service. We provide care that protects our children from harm whilst respecting their dignity, individual needs and privacy.

We strive to provide positive experiences through quality programming to all children in our care regardless of background, beliefs or physical/mental abilities. We recognize that school age care provides an opportunities for the development of life skills and age appropriate experiences. Family involvement is also vital to our Service through committees and general support.

GOALS
We have a number of goals on which our service is based:
- For each individual child to develop an understanding of themselves and others, also to develop emotionally, socially, physically, culturally and cognitively.
- For each child to grow in independence, confidence and responsibility.
- For children to participate in independent learning through self selecting activities, enabling them to develop skills and knowledge appropriate to developmental age and stage.
- For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment.
- For staff, children and families to develop a relationship based on trust and respect.
- To reflect a diverse multicultural perspective and show acceptance of all people as equal.
- To provide a program which responds to individuals as well as group needs and interests.
- For each child to feel as though they are participating, and part of a team which is, Mt Crosby OSHC.
- To provide an environment where families have the opportunity to contribute in the decisions and operations of the Service.
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support.
- To regularly reflect on and re-evaluate all issues relevant to the operation of Mt Crosby OSHC, in discussion with all stakeholders in order to ensure a continuing standard of high quality care.
COMMUNICATION WITH FAMILIES
We have a number of ways we communicate with you as a family. These include
weekly newsletter posted on our notice board, posters and brochures available at the Sign In/Out desk relating to a number of subjects (Health, Nutrition, Childcare benefit, etc.), through to contact details for various community supports groups. We provide these in various languages and are happy to help with further contacts if needed.

Your feedback is important to us; throughout the year we will have parent surveys and we encourage all families to participate, we also provide a suggestion box and confidential grievance procedure for all Service users.

- Mt Crosby State School P&C OSHC is insured to the P&C.

ENROLMENT
Parents/Guardians are required to complete an enrolment form before any child can attend this Service. A meeting can take place (at your request) on enrolment, which allows an opportunity for you to discuss any information to make your child’s time with us more enjoyable, particularly during initial few weeks. Each newly enrolled family will receive a copy of this Family handbook which details selected Policies and Procedures and condition of enrolment. You will be shown around the Service and given a rundown of basic operations such as programming, daily routines and fees.

CHANGE OF DETAILS
It is of the utmost importance that we ALWAYS have your CURRENT contact details on hand. Please remember to contact us IMMEDIATELY if your Home, Work or Mobile details change, at any time.

ATTENDANCE
Permanent Bookings: Families can nominate permanent days for their Child/ren to attend the Service.
Casual/Emergency Bookings: If Service is fully booked, children will be placed on waiting list. Permanent bookings will have priority.

STAFFING
All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the Quality Principles and the Child Care Act, 2002 (Qld). Children are actively supervised by at least 2 adults at all times to ensure they are protected from harm.

- At Service: 1 staff for every 15 children.
- On Excursions: 1 staff for every 8 children.
- During Water Activities: 1 staff for every 5 children.

CHILDCARE ASSISTANCE
The Australian Government provide a number of ways to help assist families with the cost of Childcare, these include:

- Child Care Benefit — reduces the cost of your total Child Care Fees. There are certain eligibility requirements you must meet to get Child Care benefit.
- Child Care Rebate — is additional assistance if you are using approved child care for work, study or training reasons and covers 50 per cent of your out-of-pocket costs up to the annual cap of currently $7500 per child per year.

FEE PAYMENTS
Accounts are issued fortnightly and payment is due no later than the following Friday. Payments may be made directly into our account via online transfer (account details on bottom of statement), by EFTPOS or by placing money/cheque in envelopes provided with name, date and amount and place in Fees box near Sign In/Out desk. Receipts will be issued on fortnightly statements.

Fees outstanding for more than two weeks may result in possible enrolment being terminated until fees are cleared and a late fee of $5 per week will be applied (Unless other arrangements have been made with Co-ordinator, payments MUST be made fortnightly). When account is cleared your child/ren will then go onto a waiting list, re-attending the Service when a place becomes available. A Debt Collection agency will be appointed to recover any monies outstanding for more than four weeks.