

# ROSHCA



*Rosedale Outside School Hours Care Association*

**Ph: 3841 1943**

**Rosedale State School Outside School Hours Care  
Family Handbook  
2021**

Created by: ROSHCA Management  
Date created: November 2012  
Review Date: November 2020

Websites used: [www.qcan.gov.au](http://www.qcan.gov.au), [www.synth.com.au](http://www.synth.com.au),

# Contents

WELCOME TO ROSHCA .....	1	Arrivals and Departures of Children.....	11
Our Team .....	1	Communication via Walkie Talkies .....	12
Contact Us.....	1	Children Leaving Without Permission.....	12
Our Philosophy .....	2	Parent Code of Conduct .....	12
Goals .....	2	Legal Obligations: Disclosure of Child/Children	12
History .....	3	Behaviour Management.....	12
Mission Statement.....	3	Bullying .....	12
Vision.....	3	Behaviour Management Action Plan .....	13
Legal and Legislative Requirements .....	3	Rules for Children .....	13
Duty of Care .....	3	Documenting Children’s Learning.....	14
Relationship to Sponsor/Licensee.....	3	Computer Use.....	14
Relationship to School.....	3	Menu .....	14
Privacy & Confidentiality.....	4	Allergies.....	14
Assessment and Rating .....	4	Before School Care (Breakfast) .....	15
Licensing .....	4	After School Care (Afternoon Tea).....	15
Management Structure .....	5	Vacation Care (Lunch).....	15
Staffing .....	5	Homework Club .....	15
Educators:.....	5	Extra-Curricular Activities .....	15
Priority of Access.....	6	Prep Enrolments .....	15
Waiting Lists .....	6	Spare Clothing for Children .....	16
Hours of Business .....	6	Lost Property.....	16
Enrolment Applications.....	7	Sun Safety Protection .....	16
My Family Lounge.....	7	Fire Safety.....	16
Bookings.....	7	Medications Policy .....	16
Schedule of Fees .....	7	What if my child needs to take medication? .....	17
Payment Methods .....	8	Hygiene Practices .....	17
Outstanding Fees .....	8	Head Lice Management.....	17
Cancellation and Refunds .....	8	Parent & Child –ROSHCA Communication Plan	17
ROSHCA Fee Statements.....	8	P&C Committee Meetings .....	17
How to Read Statements .....	8	ROSHCA Noticeboard .....	17
Statement Discrepancies .....	8	Communication Book.....	17
Child Care Subsidy (CCS).....	9	Parent Facebook Group .....	17
Acceptable Absence Days .....	10	Parent Appointments with Director/Coordinator	17
Unexplained Child Absence Procedure .....	10	Non-Smoking .....	18
School Camps and Excursions on Booked Days		Animals .....	18
of Care .....	10	Parking.....	18
Vacation Care.....	10	Rights & Responsibilities as a Parent or Guardian	18
Sign In/Sign Out Procedure.....	11	.....	18
Setting up a sign in/ out login.....	11		

## **WELCOME TO ROSHCA**

Welcome to ROSHCA (Rochedale Outside School Hours Care Association). Thank you for enrolling your child with us. Our staff look forward to caring for your children and forming a meaningful and lasting relationship with you and your family.

ROSHCA is a 250 licensed place for Before, After and Vacation Care services providing care for children who attend Rochedale State School. ROSHCA is a sub-committee of the Rochedale State School P&C.

The P&C Management Committee President is

- Greg Heath - 0414 258 750

### **Our Team**

Director	TBA
Coordinator (Staffing)	Amber Halabe
Coordinator (Programming)	Kirra Conlon
Assistant Coordinator	Rachel Tuapawa
Assistant Coordinator	Rachel Hudson

ROSHCA is led by a dedicated and qualified Management Team. At all time, one of our Management Team will be on site, and each hold their Blue Card, Apply First Aid, Child Protection, Asthma and Anaphylaxis Certificates.

Our Management Team are supported by a team of permanent part time and casual educators. More information and photographs of our team are displayed in the ROSHCA foyer.

### **Contact Us**

ADDRESS	EMAIL: <a href="mailto:roshca@rochedalesspandc.com.au">roshca@rochedalesspandc.com.au</a>
Rochedale State School	PHONE: (07) 3841 1943
694 Rochedale Road	MOBILE: 0419 490 297
ROCHEDALE 4123	

Office Hours alternate daily, however there is often one of our Management Team on site. If there is no one on site, please send us an email or leave a message on our answering machine and someone will get back to you shortly

## Our Philosophy

ROSHCA aims to provide a caring, safe and nurturing environment where children are free to express their opinions and have their views considered in any decision that may affect them and their world. ROSHCA believes that each child has the right to develop fully as individuals and be treated on the basis of equality, respecting and developing each child as the whole and enabling each child's feeling of being, belonging and becoming.

To coincide with the Rochedale State School, ROSHCA as part of the global community is committed to developing active, compassionate and lifelong learners by providing a rich engaging and holistic environment with meaningful interactions. ROSHCA encourages our children to follow the Rochedale State School 3 Golden rules and following the IB learner profiles by striving to be Principled, Risk Takers, Inquirers, Thinkers, Knowledgeable, Caring, Open Minded, Communicators, Balanced and Reflective and the Rochedale State School motto "Always our Best".

We strive to acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and School Age Care services to support their children and promote each child's health and wellbeing. We believe that the fundamental of all children and their families, their strengths and their right to unbiased access and participation in the community is clearly visible in all aspects of service delivery.

ROSHCA believes that children have the right to have their individual and cultural identity recognised and respected and we value all cultures and acknowledge the Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

The Philosophy Statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedure on any issue, ROSHCA uses these principles and philosophies to help resolve the issue. The written policies and procedures of ROSHCA have been developed, and will be monitored and reviewed with these values in mind.

## Goals

ROSHCA has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – ROSHCA aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviors by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – ROSHCA aims to demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – ROSHCA aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – ROSHCA aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – ROSHCA aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

A child's physical, emotional and social needs to be met in a safe, caring and supportive environment.

## **History**

Foundation date and background information

ROSHCA started approx. 35 years ago under the guidance of Rochedale State School Parents and Citizens Association, and interested parents of Rochedale State School.

ROSHCA offered morning, afternoon and vacation care. There were 20 children enrolled on a casual basis. The staff consisted of a Coordinator, and Casual Educators.

Today, ROSHCA is licensed to provide care for 250 children per day. The organisational structure of ROSHCA comprises of a Director, Coordinator, two Assistant Coordinators and a team of Educators and qualified Assistant Child Care Workers. There is a Routine and Activity Program offered in all components of the Service.

## **Mission Statement**

ROSHCA seeks to offer developmentally appropriate, play-based programs. ROSHCA provides quality care and facilitates discovery and guided learning from observations of children's needs, interests and abilities.

ROSHCA provides support, guidance and encouragement to parents of ROSHCA and the staff in their parallel roles and responsibilities.

ROSHCA seeks to fulfil its role as an integral part of the School community.

## **Vision**

To maintain our high-quality service and to contribute to address the ways in which we can meet the childcare needs of the immediate community.

## **Legal and Legislative Requirements**

ROSHCA operates in accordance with current legislation including:

1. The Federal Government Child Care Act 2002 and Childcare Regulation 2003.
2. Education and Care Services National Regulations and Law Act 2010
3. The State Government Licensing Regulations.
4. The State Government Associations and Incorporations Act.
5. Funding agreements from both governments.
6. The National Quality Framework.

## **Duty of Care**

Duty of Care is a requirement that a person act towards others and the public with a watchful attention, caution and prudence that a responsible person in that circumstance would use.

In the context of providing care to children "duty of care" means:

- ROSHCA and all staff, management, volunteers and other adults require to show a duty of care to the children (and to each other) whilst in the Service.
- All of these people are required to take care to avoid all reasonably foreseeable risks of harm to the children and to each other.
- ROSHCA has clear policies and procedures, which it enforces, to help protect the children from harm.

## **Relationship to Sponsor/Licensee**

ROSHCA operates under the Rochedale State School Parents and Citizens Association. The Management Committee are accountable to the assigned representative of the organisation.

## **Relationship to School**

ROSHCA is located in the Rochedale State School. ROSHCA has an annual Memorandum of Understanding with the School, which outlines areas of the school premises that are licensed for use by ROSHCA and the times of exclusive operation within the premises.

## **Privacy & Confidentiality**

ROSHCA respects the privacy of all individuals and seeks only information, which it needs to hold under the Education and Care Services National Regulations and Law Act 2010. This information is handled with confidentiality and sensitivity and in keeping with these legal requirements.

ROSHCA obtains the written consent of persons for the use of the information by the Service in connection with providing the Services, delivering the program and complying with its duty of care to the children, staff and other persons, including those giving the information.

ROSHCA protects the rights of the individual's privacy by ensuring that information collected is stored in a secure manner.

Access to these records is restricted to staff and only when deemed necessary to Executive Committee Members who have signed a Privacy and Confidentiality Agreement.

Electronic information is held on the Coordinator's computer, which is password, protected.

## **Assessment and Rating**

In 2012, the Education and Care Services National Law and Regulations were introduced for all OSHC services, as well as a dedicated Learning Framework for school age children, 'My Time, Our Place' – Framework for School Age Care.

The 'My Time, Our Place' Framework acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed, interact with friends, practice social skills, solve problems, try new activities and learn life skills. This Framework guides our practice, programming and interactions with children. A copy of this document is available at ROSHCA upon request.

The Education and Care Services National Law & Regulations and National Quality Standard supports the implementation of this Framework by ensuring that the necessary environments, facilities, staffing arrangements, resources and management structures are in place.

OSHC services receive an Assessment and Rating visit approximately every 3 years, where the service is assessed against the requirements of the National Quality Standard. Our current rating is displayed in the foyer.

As part of the Assessment and Rating process, services are required to develop and maintain a Quality Improvement Plan (QIP), to identify strengths and areas of improvement for the service. Our core team of educators meet on a weekly basis to contribute to the QIP process and to continually improve our processes at ROSHCA.

## **Licensing**

### **Under the Education and Care Services National Regulations and Law Act 2010.**

In Queensland, ROSHCA Services must hold a license, which means that they are safe and suitable places for school age children. To hold a license ROSHCA must legally comply with several standards including:

- Safe and suitable play equipment;
- Indoor and outdoor space for a range of planned activities;
- Materials such as books and craft supplies;
- Readily accessible toilets;
- The specific number of staff for the number of children;
- All staff and Committee Members must hold current positive notice cards (blue cards);
- Staff qualifications requirements;
- Procedures that staff must follow.

The Services current license is displayed at Rochedale State School Outside School Hours Care.

The Department of Education, Training and Employment monitors licensing for Early Childhood, Education and Care, Mt Gravatt Office.

## **Management Structure**

ROSHCA is managed by the Rochedale State School Parents & Citizens Roshca sub-Committee which is comprised of the Chairperson (who is also the P&C President), Parent Rep. and Secretary all appointed annually at the AGM in February. All members of the sub-committee are required to have a current Commission for Children and Young People and Child Guardian Positive Notice Card (Business Blue Card). Policy and decisions made at the subcommittee meetings are ratified at the next available P&C meeting.

The P&C is also open to members of the School, and the wider community. The Annual General Meeting is held in February each year. The ROSHCA Sub-Committee plays an important role in the efficient operations of ROSHCA by ensuring that ROSHCA Policies and Procedures are compliant with all relevant legislation and work practices are in line with Workplace Health and Safety and National Accreditation Standards.

A copy of the Policies and Procedures manual is available at ROSHCA for parents and/or interested parties to read. As a member of the Rochedale State School ROSHCA service you are asked to consider volunteering on the Management Committee to guarantee the high quality of care continues at the Service

All parents/guardians are welcome to attend committee meetings, which are held during School terms on the fourth Tuesday of each month at 7.00pm.

The Service Director is required to manage the day to day administrative duties and program activities and is a member of the management team and reports to the Management Committee at monthly meetings.

The Management of ROSHCA aims to:

- Provide input into the strategic direction of the Service;
- Provide parents and community perspectives on new policy documentation;
- Provide input and assist with quality improvement and quality assurance issues;

Parents are most welcome to add discussion issues to agenda items before the scheduled monthly meeting.

A full copy of Rochedale State School ROSHCA policies and procedure manual can be obtained from the Services library for perusal on site.

## **Staffing**

### ***Educators:***

The term educator is used to refer to a practitioner whose primary function in Australian school age care settings (before and after school and vacation care) is to plan and implement programs that support children's wellbeing, development and learning.

The Staff structure of ROSHCA is comprised of:

- Director / Service Manager (Permanent)
- Coordinators (Permanent)
- Assistant Coordinators (Permanent)
- Senior Educators (Permanent)
- Casual Educators (Casual)
- Junior Educators/ Kitchen hands (Casual)

Educators are employed on an as required basis at ROSHCA

The staffing ratio is as follows:

- There will be a maximum of fifteen (15) school age children to every one (1) staff member

A Risk Management is prepared prior to excursions and other activities, Staffing ratios will be reviewed and revised and may differ to accommodate for these activities.

All staff hold or are currently studying towards the qualifications that are required under the Education and Care Services National Regulations and Law Act 2010. All staff must hold current Commission for Children and Young People and Child Guardian Positive Notice Cards.

At all times, a Responsible Person (Either the Director, Coordinator or Assistant Coordinator) will be on site. This person must hold a current First Aid, a Cardiopulmonary Resuscitation Certificates (CPR) and hold a current Anaphylaxis Certification and Asthma Training Certification.

All staff are encouraged to obtain the above mentioned certificates.

ROSHCA's current staff qualifications and information are displayed with the staff photos are located on the staff board located near the sign in/out books.

There will be at least two (2) staff members on duty at all times when the staff child ratio falls below 15.

### **Priority of Access**

ROSHCA is available to all students enrolled at Rochedale State School, from Prep to Year 6, depending on availability of places. Priorities of access are as follows:

- |                        |  |
|------------------------|--|
| <i>First Priority</i>  | A child at risk of serious abuse or neglect.   |
| <i>Second Priority</i> | A child of a single parent who satisfies or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act. |
| <i>Third Priority</i>  | Any other child with the major purpose of meeting the needs of families for recognized work or work related commitments.                             |

Any other child - Where demand for care exceeds supply, it is important for Services to allocate available places to those families with the greatest need for childcare support.

*(Reference: Australian Government Compliance and Department of Families, Housing, Community Services and Indigenous Affairs (Qld)*

Where ROSHCA has no vacant places and is providing care for a child who is under the Third Priority for allocating places in child care services, ROSHCA may require that child to leave ROSHCA in order to provide care for a higher priority child. ROSHCA must give fourteen (14) days notice if a child is required to leave the Service.

### **Waiting Lists**

ROSHCA runs a waiting list for each care component i.e. Before School, After School Care and Vacation School Care.

The waiting lists will be referred to when a vacancy in that care component becomes available according to policy and regulations.

### **Hours of Business (with child/ren in attendance)**

Before School Care	6.00am to 8.30am
After School Care	3.00pm to 6.00pm
Vacation Care (Full Day)	6.00am to 6.00pm
Vacation Care (Part Day)	7.30am to 5.30pm
Pupil/Student Free Day	6.00am to 6.00pm
Public holidays	Closed
Christmas Period	Closed - two (2) weeks, over the Christmas break as determined by the management committee

## Enrolment Applications

A parent or legal guardian must complete an enrolment application for each child attending the Service. The policy of ROSHCA requires all enrolment applications to be fully completed, signed.

A full medical disclosure is required for children with a diagnosed medical condition/disability/allergy issued with an Action plan signed by both parents (if required) and the Medical Practitioner. All medication is to be labelled with the official dispensary label clear and current issued by the Pharmacist.

All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained.

Parents or guardians are required to contact ROSHCA if there is any change in their address, phone number, emergency contact number etc or any changes in the days of care required at the Service. All changes to enrolment information are to be in written format.

All children must be re-enrolled each year to maintain their booked place in the Service. New enrolment forms must be completed and signed for each year care is required. This re-enrolment process will occur in the Fourth Term of the school year.

## My Family Lounge

Enrolments, bookings and changes can be made by accessing our online booking and waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make bookings requests and allow you to complete and submit an online enrolment form for your child. You can do this and much, much more all within a parent portal called 'My Family Lounge'.

### How do I log in?

**To register for a 'my family lounge' account please click the link below. If you have an existing my family lounge account please sign in, complete your details and send us your booking request. If you are after vacation care or casual care, please ensure you complete and submit your child's enrolment form online before making your first booking.**

<https://www.qkenhanced.com.au/Account/Embeddable/?databaseId=7560>

The 'My Family Lounge' App can be downloaded from Google Play or App Store. Enter your email address and password, then you can start to request casual days or mark your child as absent when required.

## Bookings

All bookings (permanent and casual) incur the same rate fees. A permanent booking shall be defined by a regular pattern of attendance. All casual bookings are subject to availability with fees paid prior to attendance or on the day of care.

## Schedule of Fees

Fee Description	Fee Permanent	Additional Information
Before School Care	\$17.00	Per child
After School Care	\$22.00	Per child
Vacation Care (including pupil free days)	\$58.00	Per child
Late Pickup Fee	\$10.00 per child.	plus \$1.00 for every minute, per child.
Non-notification fee	\$10.00 per child.	not CCS eligible

*Late Fee is charged when pickup of child/ren is outside of the hours ROSHCA is open for business (Care) i.e. After 6.00pm.*

- Fees are to be paid for all days booked, one week in advance.
- Fees are to be revised annually by management sub-committee and P&C and any fee increases will be implemented either on the 1<sup>st</sup> January or the 1<sup>st</sup> July each year.
- Excursions/incursions to ROSHCA will incur additional fees. These fees will be advised on release of each Vacation Care program.

## **Payment Methods**

**Direct Debit:** Direct Debit is our preferred method of payment. Direct Debit Authorisation forms are provided upon enrolment and are available at ROSHCA. Families can choose between weekly, fortnightly or monthly payments via Bank Account or Credit Card. A small admin fee applies to Direct Debit payments.

## **Outstanding Fees**

If there are outstanding fees and where no payment has been made in at least two (2) weeks the following steps will provide consistency to the collection of outstanding fees.

- In the first instance, the Director will remind parent verbally and record date of proposed payment
- If no payment is received the Director will resend a statement of account with a reminder letter.
- If the full overdue amount (on an overdue account) is not paid the parents or guardians will be contacted by the Director or Management Committee through written notice whereby the terms of payment are discussed and they are informed that continued enrolment in ROSHCA is dependent on the immediate payment of the outstanding fees.
- A debt collection agency may be used to retrieve payment.
- The Management Committee may, in its discretion, exclude the child temporarily or permanently from further attending ROSHCA if the parents or guardians have not met the requirements as advised to them by the Management Committee.
- Cancellation of enrolment may occur on repeat breaches of the Services Fee Policy

## **Cancellation and Refunds**

Permanent cancellations of bookings for Before and After School Care must be made 72hrs prior to the sessions starting or full fees will still apply. If the spot is again required, you would go on a waiting list until the spot becomes available.

There shall be no refunds given for cancellation of outside school hours (including Vacation Care) care unless the Director or Management Committee, in its discretion, overturns this policy in particular circumstances.

Advance payment of Vacation Care will be credited to your account if cancellations to be made no later than the due date stated on the Vacation Care booking form.

Written notice of permanent cancellation of care can be recorded in the Parent's Communication Book located at the entrance to OSHC or by email. If required, the cancellation of care or absence from care can be advised by email directly to **[roshca@rochedalesspandc.com.au](mailto:roshca@rochedalesspandc.com.au)**

72 hours' notice is required in writing for permanent cancellation of booked days.

## **ROSHCA Fee Statements**

### ***How to Read Statements***

On the top right hand on your statement you will see a box that has Due now amount or *Credit amount*:

Under the Childcare Subsidy summary, you will find your weekly fee total: for all attendance bookings. This amount must be paid one week in advance.

### ***Statement Discrepancies***

Any discrepancies with your fees/statement must be directed to the Director by written notice within two weeks of receiving your statement. All endeavours will be made to correct any discrepancies but if you have been charged full fees because you have not informed Centrelink of changes in your financial circumstances then it will be your responsibility to collect reimbursement of fees through that office.

## **Child Care Subsidy (CCS)**

Rosedale SS Outside School Hours Care is not responsible or is in any way in control of your Child Care Subsidy Percentages. This is the responsibility of the Family Assistance Office.

### **If you are registered with the Family Assistance Office but new to Rosedale SS Outside School Hours Care**

- All newly enrolled children to this Service must be registered with the Family Assistance Office (FAO).
- If you already have a CRN with the Family Assistance Office you will still need to inform the Family Assistance Office that Rosedale SS Outside School Hours Care, is your child's care provider (The below CRN Numbers will need to be provided to the FAO) for the type of care you will be needing. ie. After school care or before school care and vacation school care or all.
- You will also need to inform FAO that your child is of school age.

### **If you are not registered with the Family Assistance Office and new to Rosedale SS Outside School Hours Care**

- All enrolled children to this Service must be registered with the Family Assistance Office (FAO)
- Once registered you and your child will be posted written notice of the
- Customer Reference Number (CRN) and childcare subsidy rebate percentage. A copy of this written notice from FAO is to be emailed/scanned to the Director as soon as possible so the childcare subsidy rebate percentages can be applied to your account. Until the Director receives this notice, you will be charged full childcare fees.

The childcare fees for your child/ren's care must be paid for all days booked, by the end of that week of care, for a casual booking on the last day of attendance each week.

A statement (which is your official receipt of all marked attendances / absences and account payments) will be emailed or printed detailing all requirements according to the Department of Education, Employment and Workplace Relations (DEEWR) Handbook. (A copy of the Handbook is held at ROSHCA for access by parents and other interested persons)

To understand exactly how the CCS works for your family, you can obtain more information from the Family Assistance Office (FAO).

Contact: 13 61 50

Website: [www.familyassist.com.gov.au](http://www.familyassist.com.gov.au)

The process whereby childcare subsidy is claimed, and the payment process is as following.

- ROSHCA are to be provided the Parent/Guardian and Child Customer Reference
- Numbers (CRN) and date of birth of parent claiming and the child /ren BY THE PARENT OR FAMILY.
- ROSHCA provides an online enrolment record to the Department of Education, Employment and Workplace Relations (DEEWR) for each child.
- Services provide an online weekly Attendance Record Report to the Department of Education, Employment and Workplace Relations (DEEWR) for each child in care per week
- The FAO and DEEWR calculates weekly fee reductions using family eligibility information that they have on record and the above information provided by ROSHCA in the weekly submitted Attendance Record reports.
- ROSHCA reduces childcare fees for families, through the return adjustment made by DEEWR, are then record on your accounts.

**Full fees will be charged on all accounts until the parent/family has supplied all information to ROSHCA on CCS percentages to debit. This includes JET**

In accordance with the Licensing Agreement with the Office of Early Childhood, Education and Care, casual childcare attendance will only be accepted should there be a vacancy at the Service.

## Acceptable Absence Days

**When a child is booked in and is not attending, Parents/Guardians must phone the Service, or provide written notification, prior to the absent attendances being recorded.**

Each child has 42 acceptable absence days per year, this is recorded on the bottom of your statement under the Childcare Subsidy Summary. If a child has recorded more than 42 unexplained absences in one year then you will be charge full fees until the year is ended.

**Please ensure that if your child is away for illness reason that you obtain a Medical certificate.**

Informing ROSHCA of your child/ren's absence is your responsibility. While we are located on a school site, Rochedale School does NOT inform us if your child is absent from school.

## Approved Absence Days (Child Care Subsidy related)

CCS% is also payable for approved absences taken for

- Illness with a Doctor's Certificate

Booked places cannot be held open during these absences unless your fee is paid. If a constant pattern of absences starts occurring, then it is at the Directors discretion to allocate those positions to other families on the waiting list.

Any cancellation of care during Vacation Care and/or Student Free Days will be charged as an Allowable Absence. **If there is an excursion or incursion arranged for the absent day then the full cost of the activity may also be charged if applicable.**

## Unexplained Child Absence Procedure

If a child does not arrive at ROSHCA after school, and there is no record or explanation as to why the child has not arrived. The following procedure is to occur –

- (1) The staff will ring the school to enquire if the child has been at school or had been sent home from school on that day.
- (2) The school office would be informed that the child was booked in but has not arrived at the Service.
- (3) The staff will ring the contact numbers on the child enrolment form to confirm that the child is booked in for care, and has not arrived.
- (4) If contact numbers are invalid or unanswered, a decision will be made to contact the Queensland Police Service.

The staff cannot leave the Rochdale State School grounds to search for children that fail to arrive for After School Care.

Please note that there could be some delay in rectifying the absence as the staff priority lies with the children in the Service. Please ensure you clarify with your child/ren if they will attend After School Care before dropping them at school. Additionally, phone the ROSHCA to advise of your child's absence. Failure to follow this process will ensure an additional fee.

## School Camps and Excursions on Booked Days of Care

If a permanent booking of care coincides with a school camp and or Excursions, normal fees are charged, as are all planned school events, unless 72hrs written cancellation notice is received.

## Vacation Care

A Vacation Care Program will be provided to parents/guardians, prior to the commencement of the school holidays.

Excursions / incursion are undertaken with parental/guardian consent and costs of entry transport and the daily fee will be advised under an activity day fee. No private vehicles will be used other than in the case of an emergency.

ROSHCA will generally be closed during excursion hours as all staff and children are required to be on excursion unless otherwise stated.

## **Sign In/Sign Out Procedure**

On arrival at ROSHCA for before school, after school or vacation care the parents/guardians are LEGALLY required to sign the daily Attendance Register (roll) and inform staff of the arrival/departure of the child/ren. If a comment has been added to your account, please action this prior to leaving the service e.g. 'Please sign Incident Report'

### ***Setting up a sign in/ out login***

ROSHCA uses an electronic sign in/out system. The first time you or your Emergency Contacts drop off/ collect your child, you will be required to set up an online login. This requires you to enter your mobile number (as provided to us upon enrolment) and set a 4 digit pin number. This pin number must remain confidential and at no time should a child have access to this information.

In case of emergency, where a Parent has provided verbal authority for an unauthorised person to collect, the Responsible Person on duty will sign your child in/ out. The next time you collect your child you will be required to authorise this collection via a notification on the sign in roll.

### **Your child is legally not permitted to sign the Attendance Register.**

All persons authorised to collect the child/ren from ROSHCA are to be listed on the enrolment application and at least 18 years of age as required by ROSHCA's Policies. If the person's name is not provided on the enrolment application and ROSHCA has not received a written authorisation from the parent/guardian/carer that will be attached to the enrolment application then the child/ren cannot be released to that individual. Verbal consent will not be accepted unless it is a case of an emergency. All persons that are authorised to collect children will be asked to provide photo identification.

## **Arrivals and Departures of Children**

- Prep:** Prep children will be walked to/ from their classrooms each day (please see Page 16 – Prep Enrolments). All other children will walk to/ from ROSHCA after the school bell.
- Grade 1 – 3:** Grade 1 – 3 children will walk to ROSHCA, place their bags on the Port Racks, receive sunscreen and walk in to the ROSHCA room to have their name signed off. Children will then eat their afternoon tea before playing.
- Grade 4 - 6:** Grade 4 – 6 children will meet at the undercover area outside the school library (this area is known as 'Old School' by ROSHCA children and staff). Children will place their bag in a designated area, receive sunscreen and have their name signed off by an educator. Children will then eat their afternoon tea at Old School, before walking to the ROSHCA room to put their bags in the port racks and begin play.

Closing time of this Service is 6.00pm sharp. Parents/guardians who collect their child/ren after this time will incur a late payment of \$10 per child, plus a charge of \$1.00 per minute per child after 6pm, (this is to compensate employees for overtime rates as required by relevant industrial instruments.)

**If at closing time, child/ren have not been collected and parents or guardians have not made arrangements for collection of child/ren by 6.00pm, parents/guardians will be contacted on the most recent numbers, and if necessary emergency contact persons authorised on the Enrolment Application to collect the child/ren will be contacted.**

In the event there is no response from emergency contact persons or parents/guardians or they are unable to arrange suitable collection of the child/ren, advice will be sought from the Queensland Police Service.

If, after written notice is provided to the parents or guardians and this or these person/s continue to not collect their child/ren or arrange for collection by an authorised person by 6.00pm, the child/ren's enrolment in ROSHCA may be cancelled. No child/ren will be permitted to leave ROSHCA or travel home on their own.

## **Communication via Walkie Talkies**

Throughout each session, ROSHCA Educators communicate via walkie talkies. Educators use these walkies to communicate about children changing areas, going home etc.

When you collect your child, an educator will be situated close to the entry foyer and this educator is allocated to call for children who are going home. Please be patient during busy times as children may be travelling from another area of the school or may need to put their shoes on prior to walking back to ROSHCA.

## **Children Leaving Without Permission**

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

## **Parent Code of Conduct**

Parents and other authorised persons are required to communicate appropriately with all Educators, children and other parents at all times while on the ROSHCA site. This includes use of appropriate language and ensuring a calm and considerate tone of voice is used at all times.

Staff members have the right to ask any person, adult or child to leave the premises if they feel children are being exposed to inappropriate behaviour or if they feel intimidated in any way.

Should a parent or other authorised person act in a way which breaches this code of conduct, action will be taken, including possible suspension of their child's enrolment at ROSHCA.

## **Legal Obligations: Disclosure of Child/Children**

If ROSHCA at any time has reason to suspect a child or children are experiencing harm through neglect, emotion, physical or sexual abuse ROSHCA is obligated under the Child Care Act 1999 to report this to the Department of Child Safety as soon as reasonable possible. For more information – Department of Child Safety Free call 1800 177 135 (Available 24 hours)

## **Behaviour Management**

ROSHCA aims to maintain appropriate discipline through positive reinforcement of acceptable behaviours. Behaviour that compromises the safety or welfare of anyone involved in the program, damages property or interferes with the smooth running of the program is unacceptable and will be managed firmly and consistently, in accordance with procedures. These procedures are intended to balance the dignity and the right of the individual child, with the right of all children and staff to a safe and enjoyable environment.

While staffs prefer to use a positive reinforcement system for behaviour management, there are instances where this does not work effectively. Staff will use the steps outlined on the following page for dealing with inappropriate behaviour from children.

## **Bullying**

**(Important – Please read this section to your child or ask your child read this section)**

Bullying can be defined as the deliberate, repeated, conscious desire to hurt, threaten or frighten someone else. This can be done physically, verbally or through the use of non- verbal behaviour. Any behaviour, which uses power in order to hurt others, is bullying behaviour.

ROSHCA is a "Bully Free Zone" and bullying is not accepted within the Service. We hope to provide a place where children feel safe and encouraged to speak up when they are feeling uncomfortable or intimidated by others. ROSHCA has policies and procedures in place to ensure children feel safe and that incidents of bullying are dealt with immediately. ROSHCA also uses the High Five to manage bullying. Here following outlines the steps we encourage the children at this Service to use.

If you feel you are being bullied whilst at ROSHCA you can use the High Five:

- Ignore
- Talk Friendly – "Stop please I don't like it".
- Walk Away - Stay calm and walk away

- Talk Firmly - Stand up straight, look the bully in the eye, and say in a firm, confident voice, "Stop it I don't like it" "
- Report - Tell an adult

### Behaviour Management Action Plan

This system is easy to understand, fair to all and appropriate.

Circumstances	Step	Action
The child is cooperative, helpful and respects the rights of others  Occasional minor errors of judgment are considered normal.		The child is allowed to participate in all program activities.  Staff will deal with minor problems verbally: If the matter is not serious enough to warrant Chill out, it is not necessary to go to Step 1.
The child is uncooperative, disruptive, rude to staff, endangers or antagonises other children, or endangers property.	Step 1	Staff, using an appropriate withdrawal of play privileges for a period of time, no longer than 10 minutes deals with this form of behaviour.  The child is informed about the consequences of repeat offences and given the chance to change his/her behaviour.
The child has repeatedly disrupted the running of ROSHCA or adversely affected the welfare, safety or happiness of the other, has gone outside the boundaries of the Service, or has damaged property.	Step 2	The behaviour is dealt with by staff, using an appropriate chill - out strategy, or withdrawal of privileges for a suitable period of time, after consultation with Coordinator.  The child's parent(s)/guardian are informed and asked to speak with the child. The child should be informed by the Coordinator and parent(s)/guardian about the consequence of moving to the next level and given the chance to change his/her behaviour.  The incident is noted and placed into child's enrolment file.
The child has continued to ignore the rights of others and the effort to help him/her. OR Staff may go directly to this step in response to any of the following: stealing, injuring others, wilfully damaging others property, bullying other children verbally abusing others, absconding from the Service	Step 3	The child's parent(s)/guardian are asked to meet with the Director and, depending on the nature of the behaviour, possibly a member of the management committee; a period of one to five days' suspension would normally result.  The incident is noted and placed into child's enrolment file.
The child has continued to ignore the rights of others and the efforts to help him/her to the point where the child's presence in the program is detrimental to the wellbeing of others, or requires more resources than ROSHCA can reasonably be expected to allocate.	Step 4	The child is suspended permanently from ROSHCA. A letter from the Management Committee will outline the reasons for this course of action.

### Rules for Children

**(Important – Please read this section to your child or ask your child read this section)**

The children are encouraged to socialise, grow and develop in the safe environment of the Service, and rules need to be observed to keep the program safe and enjoyable for everyone.

Children's responsibilities are:

- Be polite and respectful in speech and manner to other children, staff and visitors;
- Return all equipment to its proper place when finished using it – any loss any breakage must be reported to a staff member as soon as possible
- Only play in the allocated areas and as directed by staff members – all other areas are out of bounds;
- Not leave one supervised area to go to another area of the program without speaking to a staff member;
- Take due care with equipment of the program and property belonging to the Service;
- Not leave ROSHCA until the person collecting them has spoken to a staff member and has signed them out;
- Be aware of strangers or unknown persons in the vicinity of the Service's premises and report this to the closest staff member.

### **Educational Program**

Our program is flexible and child led, with free movement between multiple areas, including both indoor and outdoor play. A range of activities will be offered each morning & afternoon to meet the developing social and recreational needs of the children in attendance.

Our service employs an Educational Leader, who leads implementation of our educational program, ensuring the program is engaging, age appropriate and reflects the interests of the children. Opportunities for input is given to children via our Suggestion Wall and verbal suggestions. Staff are also provided with paid time to contribute to programming ideas.

Structured sports and craft activities are programmed daily and facilitated by Educators, while the remainder of the program is child led and flexible, with resources stored in a way that is accessible to children.

### **Documenting Children's Learning**

At ROSHCA, our educators regularly document children's engagement in our program via our Facebook Group, wall displays and observations. This documentation allows us to follow and extend on children's interests, plan for children's learning and share achievements with families. Children's observations are stored below the sign in/out desk, in folders labelled by Grade. These folders are accessible to families and we encourage parents to read their child's file.

Learning Stories are also used to share highlights of our program with families. Our Learning Stories are displayed at the sign in desk and are updated weekly. We encourage families to read these Learning Stories as they provide some great insight in to your child's experiences here at ROSHCA. The 'My Time, Our Place' Framework is used as a tool to link children's experiences to the Outcomes of the Learning Framework.

### **Computer Use**

Opportunities for computer use are provided to children on a daily basis, to complete Homework and to engage in free play. The service utilizes the school library, where children use their EQ login to access authorised websites including educational games. Internet usage is time limited and is closely monitored by ROSHCA Educators.

### **Menu**

#### ***Allergies***

Notification of food allergies and treatment of reaction is the parent's responsibility and must be indicated on initial enrolment application and have a medical action plan submitted at the time of enrolment. The coordinator must be informed of any changes regarding this issue. This is for the safety of your child.

ROSHCA provides a variety of food options to cater for varying health requirements e.g. gluten free, dairy free, egg free, vegetarian. Where possible, similar alternatives to menu items will be provided, however parents are also welcome to provide their own food for their child either by providing food to the service or packing extra food in your child's lunch box.

**ROSHCA is a nut-free centre. Please do not send your child to ROSHCA with any products containing nuts.**

### ***Before School Care (Breakfast)***

We provide a nutritious breakfast for the children every morning. A copy of the Menu is on the fridge but not limited to those foods listed. Two sessions of breakfast are called each morning, to provide children with flexibility, particularly if they have just woken up and aren't ready to eat. Parents are encouraged to advise staff if their child requires breakfast, so we can add them to our second breakfast list and ensure they have something to eat before they go to school.

### ***After School Care (Afternoon Tea)***

We provide a nutritious afternoon tea every afternoon upon arrival, with input from the children. A copy of the Menu is on the fridge and not limited to foods listed. Fresh fruit, vegetables and an assortment of sandwiches are available daily, as well as a 'special' on a number of afternoons per week. In the late afternoon, approximately 5pm, children are offered any remaining fruit, vegetables or sandwiches

### ***Vacation Care (Lunch)***

During Vacation Care, morning, afternoon tea and lunch breaks will be taken with the staff ensuring that children are seated whilst eating and drinking. The Vacation Care program provides these meals through the Rochedale State School Snack Shack (Tuckshop) menu offers a range of hot and cold dishes, to give our children the energy they need for an active day. Some excursions may require you to supply

**Excursions:** The Vacation Care program will specify if you need to provide for your child lunch and snacks on excursion days as children are very active on these days. It is highly recommended that nutritious food be provided for the children. Food and drink must be in a named container or package. It is best for prep/junior school children attending ROSHCA that the child/ren can open all food containers and packaging to promote independence. We encourage these foods:

- Fresh fruits & Vegetables
- Cheese & Crackers
- Healthy sandwiches/wraps
- Yoghurt (and spoon)

### **Homework Club**

Time and space will be allocated for homework to be undertaken, however, the parent/guardian is responsible for ensuring the child's participation. The Coordinator and staff will not take on the responsibility of teaching. To include your child in the homework club, please complete required form

### **Extra-Curricular Activities**

An additional educator is rostered on each afternoon to assist with transporting children to/ from extra-curricular activities on site. An extra-curricular activities form must be completed by a parent prior to child attending the activity. For the duration of the activity, the child is not under the care of ROSHCA staff.

### **Prep Enrolments**

Children enrolled for Prep at Rochedale State School are permitted to attend ROSHCA from the first day of operation in the year they commence schooling. We encourage families to enrol Prep children for Vacation Care in January as this allows their child to get to know the school and other children prior to the first day of Term.

Prep children are dropped to and collected from their classrooms each morning and afternoon. ROSHCA staff will assist children to transition to class including putting bags away, getting drink bottles and snacks ready. Class teachers will assist in the afternoon by grouping ROSHCA children ready for collection by ROSHCA staff.

An allocated bag area is available at ROSHCA for prep children.

During January Vacation Care and Term 1, our daily program is adjusted to assist with settling new prep children, including provision of age appropriate activities and increased levels of supervision and support.

Towards the end of the year, Prep children will be encouraged to walk to an allocated area near the Prep classrooms and meet the ROSHCA staff there before walking to ROSHCA. This allows the children more independence and supports their transition to Grade 1. During Term 1 of Grade 1, as required, ROSHCA staff will continue to assist Grade 1 children to walk to ROSHCA, as the change of class can often cause confusion during the first weeks of school.

### **Spare Clothing for Children**

It would be requested that for children in Prep to Year 1, a spare set of clothing is kept in their school bag for toileting accidents that may happen while they are at the Service. To minimise embarrassment to the child it would be best if they have their own spare clothing.

Also in the winter months, it is important that all children have a winter jacket as the afternoon program normally includes outside play and we do not want to limit the child's outside play if they have no jacket.

### **Lost Property**

All lost property is kept for a short time in a container inside the Service. ROSHCA cannot accept responsibility for, but will make all reasonable efforts to locate, lost items. Naming your child's items and ensuring children do not bring precious things to ROSHCA helps to minimise loss and upset.

### **Sun Safety Protection**

In accordance with the Preventative Health and Wellbeing Policy the use of 30+ broad-spectrum sunscreen for children is strongly recommended.

Children and staff must wear hats that protect both the face and neck when playing outside. Sunscreen is encouraged to be applied by parents or guardians before the children attend the Service.

The children under supervision of Service staff apply sunscreen regularly during vacation care programs. Parents are requested to advise ROSHCA if their child has sensitivity to sunscreen. The ROSHCA policy states "No hat, no outside play."

### **Fire Safety**

Fire, lockdown or evacuation drills will take place during Before, After and Vacation Care sessions each term with children and staff, as per Service's procedures. Any person on the Service's premises during one of these drills is required by law to participate. An evacuation diagram is on display in the main rooms use by OSHC. Staff are required to attend annual Fire Safety Training.

### **Medications Policy**

If a child arrives at ROSHCA unwell or becomes ill at the Service, parents or guardians will be notified and the child cared for and made comfortable until collected. All persons including children, staff and parents with an infectious disease will be excluded from attending ROSHCA as a preventative. An infectious disease means communicable disease and notifiable disease. Please refer to this website for updated information. [www.health.qld.gov.au](http://www.health.qld.gov.au)

No medication will be administered unless it is a prescribed medication accompanied by a letter of authorisation from the parent/guardian, stating the time and dosage to be dispensed. The medication has to be in its original package with a label of authority. The dosage will be dispensed by the Coordinator or a Qualified First Aid Staff member and self administered by the child. All medication will be kept in a safe place. The parent will indemnify ROSHCA for all costs associated with seeking medical treatment.

A first aid kit is held at ROSHCA at all times and a mobile first aid kit is taken on all excursions.

In the event of a serious injury, a local practitioner and/or ambulance will be contacted immediately and all attempts will be made to notify parents or if necessary the emergency number recorded on the enrolment form. These details will be recorded on an Accident

Report Form.

All medical conditions and allergies are to be recorded on the enrolment form. Please include any special instructions that staff need to be aware of to provide the best possible understanding of your child's condition and/or treatment. For serious conditions, such as allergies to peanuts or serious asthma, an Action Plan will need to be completed and signed off on by both parent/guardian and the child's treating physician.

### **What if my child needs to take medication?**

In the interest of health and wellbeing of all children, ROSHCA will only permit medications to be given to a child if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours of the Service.

### **Hygiene Practices**

For the ongoing and general health and wellbeing of your children, we strive to ensure a standard of general health, which complies with the standards expected in the wider community.

Children are encouraged to assist in keeping the environment clean and tidy.

### **Head Lice Management**

If you have located head lice eggs whether dead or alive in your child's hair it is important to advise the staff of ROSHCA immediately.

It is suggested that your child is treated as soon as reasonably possible with a recommended treatment from your chemist and 7 days after the first treatment the hair is treated again.

For more information on Head Lice Management please refer to your Pharmacist.

### **Parent & Child –ROSHCA Communication Plan**

ROSHCA encourages communication with and participation by the parents/guardians because it enhances ROSHCA we provide. Parents are welcome to attend ROSHCA or talk to staff during operational times. We encourage parents to voice any concerns in a way that will assist us to provide a better service.

### **P&C Committee Meetings**

The P&C SubCommittee Meeting which manages the OSHC Services with the Director is held 2 weeks prior to the P&C General Meeting. Without dedicated and loyal members on this Committee, Rochedale SS Outside School Hours Care would cease. Members of the Committee are nominated annually at the AGM in February.

### **ROSHCA Noticeboard**

The ROSHCA Noticeboard provides parents information and updates about ROSHCA via the ROSHCA Noticeboard near the entrance and each term. There is a Communication Book beside the entrance to ROSHCA for parents/guardians to leave messages for staff.

### **Communication Book**

Parents/guardians comments and ideas are very important to maintain the highest level of care for your children. Any feedback that may enhance the program is welcome and can be shared by discussion with the staff, using the Communication Book and/or filling out surveys and evaluation forms when available.

### **Parent Facebook Group**

ROSHCA has a closed Facebook Group to share our day with our families. Photos, videos and important information are shared daily. To join our Facebook Group, please search 'ROSHCA Parents' and answer the 3 membership questions. Please note: Children's photographs will only be shared within this group with permission from parents.

### **Parent Appointments with Director/Coordinator**

Parents/guardians/children with a question or suggestion regarding ROSHCA are asked to contact the Director/Coordinator in the first instance. The matter can, if necessary, be taken

directly to the Management Committee in writing. This procedure is also applied to any complaints that arise. The contact details of the current Management Committee will be on display on the Parent Information Board.

Parents/guardians who wish to discuss any concerns regarding their child/ren in ROSHCA must make an appointment to ensure that the Director/Coordinator is able to allocate a suitable time and ensure staff are available for the supervision of the children attending to the Service. The appointment date and time can be arranged by telephoning the Director/Coordinator on **(07) 3841 1943** or emailing **roshca@rochedalesspandc.com.au**

### **Non-Smoking**

Rosedale State School is a smoke free environment. Smoking is not permitted in or around the school premises. ROSHCA actively encourages and provides a smoke free environment for children, families, staff and community members. This demonstrates a commitment to the health and wellbeing of all those associated with the Service.

### **Animals**

ROSHCA will only admit animals at ROSHCA where they are appropriate to the program and only if permitted by local authority regulations. Family pets are not permitted to the ROSHCA building and relevant play areas, due to hygiene and safety concerns.

### **Parking**

Parents are welcome to park in the Rosedale State school car park, if applicable. Please do not use the drop off zone as a parking area. Then proceed to the Outside School Hours Care Service. Please always proceed slowly and with due care in the car parks.

Please ensure that any person authorised to collect your child/ren is aware and abides by these requirements for the safety of our families and children.

### **Rights & Responsibilities as a Parent or Guardian**

To ensure that you have a sound and complete understanding of your rights and responsibilities as a parent or guardian using this Service, we have compiled a reference list of important information. Please refer to this page regularly.

#### **Rights:**

1.	Provide and share any thoughts, ideas or suggestions that you believe would help to create a better service
2.	To be nominated as a Member of the P&C Committee
3.	Attend P&C Committee meetings, whether or not you are a member
4.	State and have your written grievances/complaints dealt with in a timely and professional manner until resolved
5.	Spend time with your child/ren whilst at ROSHCA.
6.	Make an appointment with the Coordinator to discuss any relevant issue in private

#### **Responsibility:**

1.	Advise ROSHCA of any absences as soon as possible via phone, email or Communication Book
2.	Provide 72 hours written notice of cancellation of child care
3.	Sign your child/ren in and out of ROSHCA every time they are in attendance and follow-up to sign their absences
4.	Payment of fees is kept up to date and regular payments made
5.	Advise ROSHCA of any medical issues affecting your child/ren immediately
6.	Complete a new enrolment application every year to secure your child/ren position with ROSHCA
7.	Update all important information as necessary, including contact phone numbers, address, emergency contacts and authorised individuals to collect your child/ren
8.	Provide nutritious food to cover Vacation Care.
9.	Contact the Family Assistance Office and provide them with the required details to ensure that you are registered for CCS