



# OSHC PARENT HANDBOOK 2024

## WHITSUNDAY CHRISTIAN COLLEGE



*Providing high-quality school-age care and recreation for the benefit of the College and the wider community, with a fun, caring, stimulating, safe, and supervised Christian environment that enhances the child's physical, spiritual, emotional, and social development.*

## Whitsunday Christian College OSHC

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<b>Street Address</b>	Whitsunday Christian College 26 Paluma Road Cannonvale Qld 4802
<b>Postal Address</b>	Whitsunday OSHC PO Box 967 Cannonvale Qld 4802
<b>Telephone Contact</b>	OSHC: 0490 187 524 Whitsunday Christian College 07 4948 5100
<b>Email</b>	<a href="mailto:oshc@whitsunday.qld.edu.au">oshc@whitsunday.qld.edu.au</a>
<b>Web</b>	<a href="http://www.whitsunday.qld.edu.au/oshc">www.whitsunday.qld.edu.au/oshc</a>
<b>Department Contacts</b>	Office of Early Childhood, Education & Child Care (OECEC) Free call: 1800 637 711 Australian Children’s Education & Care Quality Authority (ACECQA) Ph: 1300 4223 272
<b>Approved Provider</b>	Christian Community Ministries <a href="mailto:ccm@ccmschools.edu.au">ccm@ccmschools.edu.au</a>
<b>Operational Hours &amp; Cost</b>	<u>Afternoon Care 3.00pm – 6.00pm</u>  \$30.00 a day and \$33.00 casual rate (before CCS) includes afternoon tea  <u>Vacation Care 8.00am – 6.00pm</u>  \$65.00 a day. Incursions and Excursion days attract an additional cost and will be noted on the program. Please note that this additional charge is not eligible for childcare subsidy and therefore will be charged separately - includes afternoon tea only.
<b>Eligibility</b>	Whitsunday Christian College students from Prep to Year 6
<b>Philosophy Statement</b>	We recognise that children are individuals with abilities to learn and achieve their full potential in a rich learning Christian environment, that encourages their interests to play freely, investigate and find adventure as they meet life’s challenges, using their God-given gifts and talents. Our philosophy like our program is underpinned by our Christian ethos, and the belief that every child is made in the image of God and is unique and a gift from him.

## Management Structure

Christian Community Ministries is the approved provider for Whitsunday Outside School Hours Care and is a non-profit organisation. The OSHC program comes directly under the management of Whitsunday Christian College. An appointed Coordinator oversees the day-to-day running of the service.

## Our Aim

To provide high-quality school-aged care and recreation for the benefit of the College and the wider community, within a fun, caring, stimulating, safe, and supervised Christian environment that enhances the child's physical, spiritual, emotional, and social development.

## Our Objectives

- *To respond to individual and family needs of the College community by the provision of permanent, casual, and emergency after-school care.*
- *To foster respect and care within the children, for God, each other, staff, property, resources, and their environment.*
- *To provide a wide variety of experiences for children's individual needs, abilities, and interests.*
- *To encourage the development of new skills through a variety of fun and educational experiences both indoors and out.*
- *To encourage parent, staff, and child involvement in all aspects of the program.*
- *To provide a caring and supportive environment that reflects individual and cultural diversity.*
- *To provide opportunities for children to develop life skills such as empathy for others, self-confidence, responsibility, and leadership.*
- *To provide an environment in which staff have a sense of belonging, have access to relevant training, are supported, and can work within the National Quality Framework for school-age care.*
- *To ensure accountability to families using the program and the wider school community.*
- *To share each child's development, achievements, and learning with their families through various mediums including newsletters, photos, sharing folders, scrapbooks, displays, verbal and written communications*
- *To provide continuity of care and a flexible service which supports the differing needs of the families of Whitsunday Christian College and the wider community.*

## Service Goals

As per the National Quality Framework and "My Time, Our Place" for school-age care.

**OUTCOME 1: CHILDREN HAVE A STRONG SENSE OF IDENTITY** 1. Children feel safe, secure, and supported. 2. Children develop their emerging autonomy, inter-dependence, resilience, and sense of agency. 3. Children develop knowledgeable and confident self-identities. 4. Children learn to interact with others with care, empathy, and respect.

**OUTCOME 2: CHILDREN ARE CONNECTED WITH AND CONTRIBUTE TO THEIR WORLD** 1. Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation. 2. Children respond to diversity with respect. 3. Children become aware of fairness. 4. Children become socially responsible and show respect for the environment.

**OUTCOME 3: CHILDREN HAVE A STRONG SENSE OF WELL-BEING** 1. Children become strong in their social and emotional well-being. 2. Children take increasing responsibility for their health and physical wellbeing.

**OUTCOME 4: CHILDREN ARE CONFIDENT AND INVOLVED LEARNERS** 1. Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination, and reflexivity. 2. Children develop a range of skills and processes such as problem-solving, inquiry experimentation, hypothesizing, researching, and investigation. 3. Children transfer and adapt what they have learned from one context to another. 4. Children resource their learning through connecting with people, place technologies, and natural processed materials.

OUTCOME 5: CHILDREN ARE EFFECTIVE COMMUNICATORS 1. Children interact verbally and non-verbally with others for a range of purposes. 2. Children engage with a range of texts and gain meaning from these texts. 3. Children express ideas and make meaning using a range of media. 4. Children begin to understand how symbols and pattern systems work. 5. Children use information and communication technologies to access information, investigate ideas, and represent their thinking.

## Quality Improvement Plan (QIP)

The Whitsunday Christian College Outside School Hours Care Quality Improvement Plan (QIP) Framework can be accessed on the OWNA app. The ongoing QIP working document is available in upon request. It contains information about the Service and our ongoing self-evaluation and progress towards providing the highest quality of care for our families.

## Structure of Fees

After-School Care is \$30.00 per session and \$33.00 for a casual day.

Vacation Care is \$65.00 a day. Incursion and Excursion days attract an additional cost and will be noted on the Vacation Care Program. Please note that this additional charge is not eligible for childcare subsidy and therefore will be charged separately.

## Daily Inclusions

Both services, includes a varied afternoon tea which may consist of sandwiches, pita bread, crackers, fresh and dried fruit, cheese, carrot, and baked items from time to time. (Gluten and dairy-free alternatives will be provided, if required).

## Cancellations

A non-cancellation fee of \$5.00 will be added to the cost of the session if your child is away and you have not cancelled directly with OSHC. The College does not notify OSHC, if your child is away sick as this is not their responsibility.

If the service is given one week notice that your child will be away fees will not be applied.

If you would like to cancel your permanent days in OSHC you must give the service one week notice. Please note, if child does not attend the service on their last booked day, you will not receive the childcare subsidy.

## Late Pick-up Fee

A late pick-up fee will be applied after 6.00 pm of \$15.00 per family, then \$1.00 per minute per child from 6.15 pm until the child/ren are picked up. This fee is to cover the cost of wages for the two staff members who must be present until the last child is collected.

## Payment of Fees

Statements are issued weekly and can be found in the OWNA parents app under invoices/statements. Fees are to be kept a week in advance at all times and are required to be paid within two weeks of issue. The amount and due date are noted on the top of your invoice. Payment can be made by setting up the Debit Request Form (DDR) in the top corner of the invoice. Select your method of payment and fill in the form and submit. Otherwise, a one-off payment can be made via the OWNA app.

The Co-ordinator will issue a Friendly Fee Reminder letter to any family who is one week late paying their fees. If families are having difficulty making fee payments, they should immediately speak with the Coordinator or Nominated Supervisor to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- bond payments will be applied to outstanding debt amounts and

- the Nominated Supervisor may immediately suspend or terminate the child’s place at the service. Families will be advised of this action in writing.

## Deregistration

Repeated failure to pay fees by the due date will result in the deregistration of your child/ren. Deregistration means that all permanently booked places are cancelled and no care (either casual or permanent) will be provided until your account is settled in full. Once your account has been settled, all future care (if available) will require to be paid for in advance before bookings are accepted.

## Child Care Subsidy (CCS)

Child Care Subsidy is the regular payment that assists most families with the costs of their childcare. Child Care Subsidy is paid directly to the Service and passed on to families as a fee reduction. (This will reduce the fees that a family pays the OSHC service for the care of their child).

Three main factors will determine a family’s level of Child Care Subsidy. These are:

- Family income — the combined adjusted taxable income of parents/guardians
- Activity Test — the participation activity level of the parents/guardians
- Hourly rate caps — that apply to the type of childcare service and age of the child.

## Activity Test

The activity test is determined at the family level. In a two-parent family, both parents must meet the activity test and the person with the lower number of hours will determine the relevant step. In a sole parent family, the sole parent must meet the activity test. There is a range of activities that meet the activity test: paid work (including leave), study and training, unpaid work in a family business, looking for work, volunteering, self-employment, and other activities on a case-by-case basis. You can also include reasonable travel time to and from your place of activity to your Child Care Service.

Family entitlement to the Child Care Subsidy will be determined by a three-step activity test, more closely aligning the hours of subsidised care with the combined hours of work, training, study, or other recognised activities undertaken and providing for up to 100 hours of subsidy per fortnight.

See the scale below:

Step	Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
1	8 hours to 16 hours	36 hours
2	More than 16 hours to 48 hours	72 hours
3	More than 48 hours	100 hours

How much care you have received and how much subsidy has been paid on your behalf will be in your weekly invoice. Your myGov account will also contain this information as well.

Please note that to be eligible for Subsidy, families must create a myGov account and link your Centrelink online account. Read more about how to [create a myGovaccount](#). Additional Information on Child Care Subsidy can be found at: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## Signing In & Out

All children must be signed in & out on the OWNA app. Even if your child does not attend on their registered day, we still require you to confirm your child/ren absence, to prove that you had booked them in for that session to enable

CCS to be deducted from your fees. If this is not confirmed, then the full fee may be charged to your account. We are unable to claim CCS for absences without your confirmation.

## Priority Access

Please refer to our Enrolment Policy for more information about the Department of Education and Training (DET) requirements for Priority of Access

(Upon enrolment families will be notified of their priority and advised that if the service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days to make a place for a higher priority child.)

## Absences from Care

Absence Days: Section 4.8 CCMS Child Care Services Handbook

Families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent, or a sibling).

Under the Child Care Subsidy, when a child does not attend care on a day they are scheduled to attend, the Service can claim an absence for the child up to 42 times in a financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family has not already reached their fortnightly entitlement of subsidised hours based on their activity test result).

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each parent.

## Enrolments and Confidentiality

All information provided via the enrolment form is strictly confidential and will be stored in a secure area. The parent/guardian to whom the records relates to and the Nominated Supervisor and Coordinator will have access. Information will be passed on to staff on a need-to-know basis.

An Enrolment form is to be completed and all conditions within are to be met before any bookings will be accepted. Any changes to personal details, such as contact numbers, addresses, emergency contacts should be given as soon as possible to the Co-ordinator, via email to keep your important details current.

## Bookings

A non-refundable booking fee of \$50 is required when lodging an enrolment form. All permanent bookings for After School Care are required to be paid weekly or fortnightly on the OWNA App. Once you formally book your permanent OSHC days, you will be charged for it (unless a medical certificate is supplied). If the cancellation occurs as a result of an emergency, or other special circumstance then there is the possibility of the fee being waived, but these are only for exceptional circumstances. However, for permanent bookings one week's written notice is required to change or cancel a booking. If less than one week's notice is given, you will still be charged for the bookings. If you have booked a casual day (please note that all Vacation Care days are all casual days) and no longer require care on that day, please note that 24 hours notice is required, or charges will apply.

A non-cancellation fee of \$5.00 will be imposed in addition to the normal fee for After School Care if you do not directly cancel your booking on the OWNA App or with OSHC staff via text or email. OSHC is a separate service to the day school. Therefore, it is your responsibility to inform us when your child is not going to attend their booked session, including when they are going away on school camps. OSHC is managed separately, and the day school do not have access to OSHC bookings. It is imperative you communicate directly with OSHC, adhering to processes to avoid additional fees.

Our answering service operates 24 hours per day and is checked every day to identify and confirm any bookings or cancellations.

## Late Pick-Up Process

Children must be collected by 6.00 pm or a late fee of \$15.00 per family will be imposed immediately, plus an accumulative fee of \$1.00 per minute per child from 6.15 pm onwards until the child is collected.

Please ensure you arrive at OSHC well before 6.00 pm if you wish to pay fees or discuss specific matters, as staff are not available to do this after closing time. We appreciate your respect and cooperation regarding this matter.

Ongoing problems with late pick-ups may result in deregistration. If a parent or guardian has arrived late three or more times within a term period, this will result in deregistration. Please notify the service if you have been delayed by an unexpected event or emergency. If we have not been notified and are unable to contact the parents/ guardians from 6.00 pm, then emergency numbers and then finally the police will be contacted. If you are delayed, please arrange for someone else to come and collect your children and inform us of this new arrangement, so we can check their I.D on arrival.

## **Arrivals**

Students in Prep-Year 6 will be delivered to the College Hall by their teachers and will then be supervised by the on-duty staff member until they are collected by the OSHC Educator at 3.00 pm. A roll call will be taken and then they are walked to the OSHC facility, before following a daily routine.

## **Departure – Collection of Child/ren**

Only people specified on the OSHC Enrolment form may collect children. Children must be signed out by parents/guardians when they leave the service. Children can only be collected by a parent, an emergency contact named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (e.g., in an emergency).

In this case, staff may accept verbal authorisation for an alternate person who can be adequately identified to collect the child. Staff will ask parents to text to confirm that the child/ren will be collected by someone else. No child will be released into the care of anyone, not known to staff. If staff do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity, they will be unable to release the child into that person's care.

## **Failure to Arrive**

For children who are booked in, but do not arrive for After School Care, an Educator will contact the parents first. If the child is not with the parent/guardian, then an Educator will check with child's teacher. Should we not be able to confirm the whereabouts of the child, the police will be contacted.

## **Staffing**

A Co-ordinator with a Diploma in Children's Services will be on duty at all times. An additional staff member with minimum qualifications of Certificate III in Children's Services will be on duty for every 24 children. Legally the staff to children ratio is 1:15, but we operate on a 1:12 ratio. That is one staff member for every 12 children who attend care.

## **Volunteers and Students**

Volunteers and students undertaking work experience may be present at the Service from time to time. These volunteers and students will be required to have a Blue Card (that is a Suitability Card) to work with children. They will only work under the direct supervision of a Senior Staff member and will not be included in the staff to child ratio.

## **Parent/Staff Communication**

The OSHC Service aims to work in partnership with you in caring for your child/ren. Communication is essential and a variety of avenues are used to share information:

- Parent Handbook – containing essential information about our OSHC Service.
- Policy Documents – detailing Service processes that are accessible and available to parents on request.
- Pre-enrolment Interviews – to provide opportunity for parents, staff and children to meet and exchange valuable information, identifying risk minimisation plans for children with ongoing medical/dietary conditions.
- Weekly Program – visually displayed in the room for parent and student input.
- OSHC Notice Board – visually displayed in the room detailing Service information.
- Meetings – initiated by parents or staff to discuss needs or concerns that arise.

- Newsletter – the Service shares OSHC reflections with families periodically throughout the term.
- Email/OWNA App – Staff communicate through email and OWNA point-in-time information.
- QIP – the Service has a Quality Improvement Plan that is ongoing and is accessible at any time.

The Service Coordinator is responsible for the day-to-day running of the service. Any concerns about your child/ren, the staff, or the Service should be directed to the Service Coordinator first. If necessary, the matter may be subsequently directed to the Nominated Supervisor.

## Parent Involvement

Parents are welcomed and encouraged to participate in the operation of the Service in many ways:

- Developing service policies and procedures
- Sharing your skills, talents, and cultural experiences with the children and staff
- Participating in questionnaires and surveys conducted by the Service
- Making suggestions for any aspect of the Service verbally, via email or on the Weekly Program whiteboard in the parents' feedback corner.
- Providing feedback for each area of the service including management, facilities, and programming

## Homework

If requested, children will be given the opportunity where possible to complete their homework at OSHC from Monday to Thursday. An Educator will supervise the group for 30 minutes to enable children to complete their written work. Tasks such as spelling lists and reading will need to be completed at home, if there is a large group doing homework. Homework is the responsibility of the student and will only be supported if the child is prepared and has the correct resources to complete this.

## Physical Activity Policy Overview

OSHC will endeavour to provide all children with appropriate frequent and varied physical activity opportunities, focusing on enjoyment and participation to encourage positive physical habits. The service will vary activity sessions to incorporate aspects of endurance, flexibility, and strength. Each child at the Service will be provided with equal opportunity and encouragement, allowing them to acquire skills and develop confidence in differing types of physical activity.

## Resources and Equipment

A wide range of safe, adequate, and age-appropriate equipment is available for children to use. Grounds and equipment are checked regularly to make sure they are safe for use. New equipment is added regularly to ensure we have adequate resources available for all children to participate.

Coloured pencils, felt pens, glue, paper, and folders containing a variety of colouring sheets are provided and can be freely accessed by the children. Areas are set up with puzzles, board games, cars, dolls, building blocks, construction sets, and a variety of different toys the children are free to enjoy.

Outdoor play equipment is freely available and includes hula hoops, skipping ropes, balls, and catching implements. We make regular trips to the playground, soccer field, and undercover areas so that the children have access to a variety of sports and activities.

We aim to make the children feel as much at home as possible while they attend the Service. By children considering the Service as an extension of their home, they then feel more relaxed and are able to explore and choose for themselves according to their interests.

While we build a weekly program of activities based around the children's interests and suggestion, children may choose for themselves what they would like to do. Most children enjoy a sport or craft activity during the afternoon, but some just like to create their own fun during supervised free play, in the sandpit, on the play equipment, or in grassed areas.

## Injuries/Accidents and Illness



The Service will strive to avoid injuries from occurring, and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible to any incidents. As is required by the Child Care Regulations, at least one staff member with a current first-aid qualification, and annually updated CPR, Asthma, and Anaphylaxis management training will be on duty at all times, while children are in attendance at the Service. Immediate first aid will be given should an injury occur and parents/guardians will be notified either when they come to collect the child, or immediately should the injury warrant it.

Staff will record all details of the incident, injury, or trauma and any treatment administered on the appropriate Incident Report Form. Parents will be required to confirm knowledge of incident and sign the report as soon as possible or within 24 hours of the incident. The Approved Provider (CCM) will be informed of a serious incident and a copy of the incident, injury, or trauma form sent through, who in turn will notify the Regulatory Authority.

Parents/guardians and an ambulance will be called should a serious injury occur. If transport to the hospital is necessary, the child will be accompanied by a senior staff member, if staff ratios are met.

Please ensure you keep your contact details up to date, and your mobile phone switched on in case there is a need to contact you should such an event occur.

## Medication Policy

Parents/guardians must declare any health issues of their child/ren on the Enrolment Form. The staff will endeavour to cater to special needs arising from these conditions. Individual cases will need to be assessed for children whose medical condition requires more staff assistance than can be reasonably expected in a multi-user facility such as OSHC. In the interests of the health and well-being of the children, the service will permit medication to be given to a child providing it is prescribed by a medical practitioner and has the child's name and directed in writing that it be administered during operational hours of the Service.

Staff will only be permitted to administer medication to a child if it is:

- a prescribed oral medication
- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing, expiry date, and any side effects
- accompanied by a 'Permission to Administer Medication Form' from the parent/guardian
- not the first dose of the medication i.e. a dose has been administered at home previously and no adverse reactions have occurred.

## Sick Children

If a child arrives or becomes unwell at OSHC, parents/guardians or emergency contacts will be notified to collect them. By Government guidelines, the service is not permitted to cater for children with contagious diseases. For further information on health and medication issues please see our Health and Safety policies.

## Anaphylaxis Policy

The Service aims to minimise the risk of an anaphylactic reaction occurring whilst a child diagnosed "at risk of anaphylaxis" is present at the Service. We promote a "Nut Aware" environment and train all key staff in the management of anaphylaxis.

Parents of a child deemed at risk must complete an annual 'Risk Minimisation Plan' in conjunction with the OSHC Coordinator.

An 'Anaphylaxis Medical Management Plan' and 'Permission to Administer Medication form' must also be completed annually at the start of each new year by the parents/guardians and child's medical practitioner. An 'Adrenaline Auto-Injector Kit' must be supplied each time the child attends the Service. This kit consists of an insulated bag, adrenaline pen (Epi-pen or similar), and a copy of the child's medical management plan complete with a photo of the child. Parents/guardians will be responsible to supply both the management plan and kit before any bookings will be accepted. No child who has been prescribed an adrenaline auto-injector device shall be permitted to attend OSHC without it.

Should the child arrive at OSHC for Afternoon Care without their adrenaline auto-injector device the child will be taken up to the College Administration Office and their parent/guardian will be contacted to collect them asap.

For further information please read our 'Medical Conditions – Anaphylaxis' Policy.

## **Asthma Policy**

OSHC seeks to provide a safe and healthy environment in which children at risk of Asthma can participate similarly in all aspects of the program and educational experiences. All key staff will be trained in the management of Asthma and emergency procedures.

Any child diagnosed with Asthma must have an 'Asthma Action Plan' in place before any bookings will be accepted.

Each child deemed at risk of an asthma attack must carry their medication and a spacer with them at all times for use at OSHC if required.

It has been proven that a spacer greatly improves the effectiveness of the medication and can lower the risk of side effects such as trembling. In an emergency, a spacer will be provided by OSHC if one has not been sent from home. As spacers are deemed 'single use' only by the recognised authorities, they will then be marked with the child's name and kept at OSHC for future use by that child only. The cost of the spacer will be added to the parent's account, and it can be collected should your child leave the service.

For further information please read our 'Medical Conditions – Asthma' Policy.

## **Behaviour Guidelines**

The Service promotes positive behaviour and maintains high expectations to ensure a safe environment for all.

- We care for others, ourselves, and our environment.
- We demonstrate safe behaviour and show respect for others, educators, rules and expectations.
- Swearing, teasing, physical confrontation or bullying is not tolerated
- Actions and consequences are implemented and displayed

Any child who endangers the safety of themselves or another person may need to be removed from the Service until the situation is resolved. The same applies to any child who persistently breaches behaviour guidelines. Temporary/permanent exclusion is possible.

## **Sun Safe Policy Overview**

OSHC has a policy of "Hat On, Play On" for all children. Sunscreen and a hat are required for all outside play:

SPF 50+ (minimum) broad-spectrum water-resistant sunscreen and insect spray will be provided for children. Should your child have an allergy to sunscreen, please provide one they can use.

All children will be required to apply sunscreen, with help if needed, before they participate in any outside activity. Children are required to wear a wide-brimmed hat that protects their face, neck, and ears whenever they are outside. Children who do not have their hats will be asked to play in an undercover area protected from the sun.

To minimise the spread of infections such as head lice, impetigo, and ringworm, children will not be permitted to share hats. Should a hat be loaned to your child from the Service for a compulsory activity, the hat must be returned to the Service where it will be washed before being reused by any other child.

## **Hygiene and Food Safety**

Good hygiene practices reduce the risk of infection and disease. We ensure that such practices are followed at all times. Disposable gloves are always worn when dealing with any clean-ups, spills, or injuries, especially where body fluids are evident. All staff adhere to strict government regulations regarding hygiene issues, such as hand washing, cleaning procedures, handling, preparation, and correct storage of food.

All food is stored as recommended by Health Authorities, with any food reaching its used-by date being discarded. The fridge and freezer temperatures are checked daily to ensure that the food stored is maintained at a safe level.

The Service is cleaned professionally daily. Toilet areas are cleaned and disinfected daily. All tables, chairs, and benches are wiped down and disinfected regularly. Any spills are cleaned up immediately and children are encouraged to inform a staff member should they find any areas that need cleaning. All cleaning products are kept in locked cupboards.

Children are continually reminded of the need for good hygiene practices, including washing hands with liquid soap and drying thoroughly before and after eating, after going to the toilet, or blowing their nose.

## **Afternoon Tea – Nutrition Policy Overview**

OSHC will provide a healthy Afternoon Tea for children each day. This is consistent with the Dietary Guidelines as set out in the Nutrition Australia's Food and Nutrition Accreditation Guidelines for Child Care Centres. A small portion of each of the five food groups is served to children, including Bread & Cereal, Sandwich and crackers, milk products, Cheese, yoghurt and dips, fruit and vegetables, fats and oils. Gluten and or dairy-free options will be catered for. Treats are limited and are only offered occasionally.

Children, staff, and parents are encouraged to contribute ideas for the menu. There is a monthly menu, which is sent out to all parents and is also displayed on the OSHC Notice Board notifying families of what the children will be served each day. For children who have special dietary needs, e.g. cultural requirements or food allergies, the service will work with parents to develop a plan (or risk minimisation plan) to meet the child's needs. Parents will need to inform the service of any dietary changes.

Educators will supervise the children as they wash their hands with liquid soap, and dry them on the paper towels. Food items are always given using fresh disposable gloves or tongs. A child may be chosen to help serve the afternoon tea to the other children. If your child has a bigger appetite or if they are not interested in eating food supplied, it may be necessary to provide extra food in their lunchbox to cater for their afternoon tea.

At the end of Afternoon Tea the children are supervised as they clean up and put away their bowls and dishes.

Fresh cool water to drink is provided at all times, and children are reminded and encouraged to drink water regularly, especially during sporting and other outdoor activities.

## **Mobile Phones and Cellular Smart Watches**

Mobile phones and Smart Watches with cellular ability are not permitted at OSHC and must be handed into the office on arrival for safekeeping. Should you wish to speak to your child whilst they are at OSHC, please call us on 0490 187 524 and we will facilitate this.

## **Photo Taking**

Photos will only be taken on OSHC cameras for use within the Service for newsletter articles, classroom displays or posts on the OWNA Parent App. Permission will be obtained from all families before photos are used in any way at the Service. Children will not be permitted to take photos of each other on their devices to protect the privacy of others.

## **Technology**

Children will be given limited access to the internet while they are using tablets or computers located at OSHC. Educators will monitor what the children are doing or accessing at all times. Continued inappropriate use of the computers will lead to the child not being permitted to use them whilst at OSHC.

## **Grievance Policy Overview**

Everyone has the right to voice their opinion, and any complaints or grievances by families, children, staff, or members of the local community will be investigated, addressed, recorded, and followed up as soon as possible. Initial concerns or grievances should be addressed to the Coordinator of the Service where possible. However, should the Coordinator be the person whom the concern or grievance is, the matter should be directed to the Nominated Supervisor/College Principal. The Co-ordinator will report all grievances to the Nominated Supervisor/Principal, who will track the concern or grievance from the beginning until an agreed resolution has been met.

Records of concerns or grievances shall be kept confidential and will be shared on a "needs to know basis" only.

Records will be kept secure and access to these records will be given only with permission from the Coordinator or Principal.

Procedures to follow for concerns or grievances are set out in the 'OSHC Management Policy and Procedures' document. Relevant staff, families, and children will be advised of the outcomes of any investigation and be told of the resolution. Should the persons concerned not be satisfied with the outcome, further steps can be taken by referring the matter to the Approved Provider at CCM Childcare at [ccmcc@ccmschools.edu.au](mailto:ccmcc@ccmschools.edu.au)

The Office for Early Childhood Education and Care (formerly Department of Communities) may also be contacted on 1800 637 711.

Concerns and grievances are analysed to note any patterns or ongoing problems so policies and procedures can be reviewed and amended where necessary.

## **Child Protection Policy Overview**

Whitsunday OSHC will endeavour to protect children from abuse by all those with duty of care, staff, family members, and others. When a decision is to be made to protect a child from abuse, the rights and well-being of the child come first and foremost.

However, the Service recognises that there is a delicate balance between the rights of the child, family, staff, and Service, and will consider information from all sources.

The Service recognises the protective, legal and supportive roles of other agencies working in the Child Protection area and endeavours to work with them.

For the full policy please refer to the 'OSHC Child Protection Policy and Procedures.

We look forward to a positive partnership as we care for your family needs.