



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 Contacts:

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Whitsunday Christian College
07 4948 5100

Email [_oshc@whitsunday.qld.edu.au](mailto:oshc@whitsunday.qld.edu.au)

Web www.whitsunday.qld.edu.au/oshc

Important Numbers for Dept. Of:

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

Approved Provider Christian Community Ministries

Email ccmcc@ccmschools.edu.au

Operational Hours AFTERNOON CARE 3.00pm - 6.00pm
\$27.00 a day and \$30.00 casual rate (before CCS)– Includes afternoon tea

Fee VACATION CARE \$55.00 a day and \$70.00 Incursion and Excursion Days - Includes afternoon tea

Eligibility Whitsunday Christian College students from Prep to Year 6

Philosophy Statement

We recognise that children are individuals with important skills and abilities to learn and grow to achieve their maximum potential in a rich learning Christian environment, which has been created to encourage their ability to play freely, investigate, and find adventure as they meet life's challenges using their God-given gifts and talents (to enable them to lead and serve others in truth and grace.)

Our philosophy like our program is underpinned by our Christian ethos, and the belief that every child is unique and a gift from God.

Management Structure

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

Our Aim

To provide 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.

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 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) is located on the parent information shelf. It contains information about the service and our ongoing self-evaluation and progress towards providing the highest quality of care for our families. It can also be found on the OWNA app for parents.

Structure of Fees

After-school care is \$27.00 per session and \$30.00 for a casual day. Vacation Care is \$55.00 per day and \$70.00 per day for incursions and excursions. This 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 alternative if required)

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 canceled directly with us. The school does not notify us if your child is away sick as this is not their responsibility.

The late pick-up fee after 6.00 pm is \$15.00 initially 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 on the OWNA parents app in the 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.

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 child care. Child Care Subsidy is paid directly to the Service, to be passed on to families as a fee reduction. (It will reduce the fees that a family pays the child care 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 child care 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 of the activity test. 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 activity 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 Subsidies families must get on the Government website by creating a myGov account and linking your Centrelink online account. Read more about how to [create a myGov account](#).

<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 we still require you to confirm your child/ren absents 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 cannot claim CCS for absences without your confirmation.

Priory 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 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 hasn't 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, will be stored in a secure area, and will only be accessible to that parent/guardian to whom the records relate and to the coordinator. Information will be passed on to staff on a need-to-know basis only.

An Enrolment form is required to be fully completed and all conditions within it are met before any bookings will be accepted. Any change to details such as contact numbers and addresses should be given as soon as possible to the Coordinator to keep your important details current.

To ensure you keep your details up to date, and to meet legal requirements, an Enrolment details form is required to be completed each year.

The information contained in the Enrolment form is vital; therefore, adequate details are necessary to ensure your child/children's safety. Parents/guardians are responsible for informing the Coordinator of any changes to phone numbers, addresses, medical details, emergency contacts, etc. Please write these numbers and details clearly on your Enrolment form in case they are needed in an emergency.

Bookings

All permanent and casual bookings for After school care are required to be paid for regardless of whether the child attends or not (unless a medical certificate is supplied). There is no cancellation period in place whereby you will not be charged for booked care. Once you formally book a day, you will be charged for it. If you are unsure of whether you need care for any session it is advisable to wait until closer to the day, rather than booking weeks ahead as regardless of when you cancel you will still be charged for the session.

Please note: You will be charged a non-cancellation fee on top of the normal session fee if your child does not arrive for afternoon care and you did not cancel their session.

A non-cancellation fee of \$5.00 will be imposed in addition to the normal fee for afternoon care if you do not directly cancel your booking with OSHC. 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. It is not the school's responsibility to inform us when your child is not at school as they do not have access to our bookings each day.

Our answering service is on 24 hours per day and is checked every afternoon to pick up any bookings or cancellations.

Late Pick-Ups

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 the staff is 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 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 I.D if necessary on their arrival.

Arrivals and Departures

Students in Prep-Year 6 will meet at the front of the College and be collected by the Educator at 3.00 pm and walked to the After School Hours Care facility. Students will be signed in, they will then sit down and wait until all children are accounted for and then wash their hands and have afternoon tea.

Departure

Children must be signed out by parents/guardians (or a person aged 18 or over) when they leave. If a child has been absent it is your responsibility to confirm on the OWNA parent app for the absent session so your CCS can be claimed on your behalf. If this is not confirmed, then you will need to pay the full fee for the missed session.

Failure to Arrive

For children who are booked in but do not arrive for afternoon care, the school is contacted first to see if the child reported sick to first aid or was sent home. If neither of these events occurred, and the child cannot be found on the school grounds then the parents/guardians are contacted. Should we not be able to confirm the whereabouts of the child, the police are then contacted.

Parents are responsible for notifying OSHC of their child's absence. Please do not assume the College will let us know if your child is away as the teachers and administration staff are not aware of which children attend OSHC. Please phone the service as soon as you are aware your child will not be attending afternoon care. This will alleviate any unnecessary concerns regarding your child's whereabouts and safety. A Non-Cancellation Fee of \$5.00 will be charged on top of the normal fee any time a booking for PM care is not cancelled.

Parents are responsible for notifying the service of any changes in either address, contact, or emergency numbers so that our records are kept up to date, thus avoiding any delays should an emergency arise.

Who can collect your child/ren

Only people specified on the OSHC Enrolment form may collect children.

If the nominated person is unavailable, other arrangements can be made by a signed note from the parent/guardian in a signed letter given to OSHC staff, or by notifying the Coordinator or staff member by phone of the name of the person who will be collecting the child. Identification such as a driver's license with a photo will need to be provided when the child is picked up if the person is not known to the Service staff.

Please note: The service will not release any child without prior authority from either the parent or guardian. If we have not been notified of such an arrangement, we will have to ring you to confirm that the person here to collect your child has been authorised by you to do so.

If we cannot contact you we will not be able to release your child to be signed out by the unauthorized person, so please ensure you inform us to avoid any unnecessary inconvenience to all concerned. Should an emergency arise that could cause you to be late in collecting your child please call the service so that we can notify your child and the staff of the change in routine.

Staffing

A Coordinator 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 service aims to support parents as we work in partnership in caring for your child/ren. As day to day communication is often difficult due to work commitments, the following are other ways in which we can communicate information to parents/guardians:

Information about our service philosophy, goals, and aims are included in this Handbook. Policy documents are also available to parents on request.

- Pre-enrolment interviews are available to provide an opportunity for parents, staff, and children to meet and exchange valuable information, and to complete risk minimisation plans for children with ongoing medical/dietary conditions.
- Room routines and weekly programs will be displayed for the benefit of both children and parents.

- Changes in children’s physical or emotional well-being will be directly communicated to parents by the Coordinator or a senior staff member.
- Formal or casual meetings will be organised at a time suitable to both parents and staff should the need arise.
- Parents can arrange a meeting with staff to discuss any issues or concerns they may have.
- Staff, parents, and children should endeavor to communicate with an attitude of respect for each other at all times.

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 or in their absence, the Assistant Coordinator. If neither is available please leave your details, so you can be contacted as soon as possible.

If necessary, the matter may be subsequently directed to our sponsor body, Whitsunday Christian College. It is, however, in the best interests of all concerned to discuss all matters directly with a Coordinator to avoid the possibility of the wrong information being passed on to them by others.

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 or via a suggestion box
- Providing feedback for each area of the service including management, facilities, and programming

Homework

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. If you wish for your child to complete their homework, where possible, please inform the staff. This is a weekly list so once your child’s name has been added, and days selected, they will be called to complete homework on these same days each week. If your child tells us they have left their homework in the classroom or at home we cannot go searching through their bags for it, so if you find they have not done it please check with Educators first to see what the reason was for not completing it.

Physical Activity

OSHC will endeavor to provide all children with appropriate frequent and varied physical activity opportunities, focusing on enjoyment and participation to encourage positive physical habits.

Resources and Equipment

Colored pencils, felt pens, glue, paper, and folders containing a variety of coloring 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 able to explore and choose for themselves according to their interests.

While we have a set program of activities for the afternoon, 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 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 form. Parents will be asked to sign off on it as soon as possible after the event, forms are required to be signed within 24 hours of the incident.

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.

Staff will complete the necessary forms outlining the incident, injury, or trauma which will then be shown to the parent/guardian and signed off on as soon as possible after the event. The Approved Provider will be informed of a serious incident and a copy of the incident, injury, or trauma form sent through to the Approved Provider (CCM) who in turn will notify the Regulatory Authority.

We cannot stress enough the need to keep your contact details up to date, and your mobile phone switched on in case there is a need to contact parents/guardians should such an event occur.

Reporting of Harm

The service must immediately report any serious injury, harm, or suspected harm and or death caused to a child whilst in the care of the service. Serious injury means an injury for which treatment from a doctor has been sought, or reasonably to have been sought. Serious Incident form 'SI01' will be lodged with the Office for Early Childhood Education & Care should such an event occur by the Approved Provider (CCMCC).

Medication Policy

Parents/guardians must declare any health issues of their child/ren on the registration form. The staff will endeavor 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, and the child cared for and made comfortable until they are picked up.

By Government guidelines, the service is not permitted to cater to children with contagious diseases. For further information on health and medication issues please see our Health and Safety policies.

Anaphylaxis Policy

aims to minimise the risk of an anaphylactic reaction occurring whilst a child diagnosed “at risk of anaphylaxis” is present at the service by endeavoring to provide a “Nut Free” environment and training 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 this 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. This is for the safety and wellbeing of your child so we ask that you ensure your child has their kit with them every time they attend the Service to avoid being turned away.

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 WOSHC 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 WOSHC if one hasn’t 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 WOSHC 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

- Swearing, teasing, physical confrontation, or bullying is not tolerated.
- We care for others, ourselves, and our environment.
- Actions and consequences are displayed at WOSHC
- Boundaries of safe behavior

Any child who is found through their behavior to be endangering 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 behavior guidelines. Temporary/permanent exclusion is possible.

Sun Safety and Clothing

Our Service has a policy of “Hat ON, Play ON” for outdoor play. Parents are requested to assist us in enforcing this policy by ensuring that children come to the service with a hat. Sunscreen is available to all children at all times and is applied under supervision by the Educators before outdoor activities if they go in the playground, sandpit, or on the

oval for an extended period. Should your child have an allergy to sunscreen, please provide one they can use to be left at OSHC, or kept in their bag during the term should they need it for school use also.

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 at the service 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 use-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

During After School Care, the service provides children with afternoon tea. Children are offered a variety of dried and fresh fruit, cheese, carrots, sandwiches, wraps, cheese toasties, tortillas, and popcorn. Water is available at all times from the bubblers located throughout the school. Treats are limited and are only offered occasionally. A menu is on display at all times notifying families of what the children will be served each day.

Educators will supervise the children as they wash their hands with liquid soap, dry them on the paper towels and sit down. Each child is provided with a plate/bowl and serves themselves where possible. Food items are always handed out using fresh disposable gloves or tongs. If your child has a bigger appetite or if they are not interested in having the food OSHC supplies, it may be necessary to provide extra food in their lunchbox to cater for their afternoon tea.

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

Nutrition Policy Overview

OSHC will provide a healthy afternoon tea where applicable for the children in its care. 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 up to the children every afternoon:

Bread and Cereal	Sandwiches and crackers	Milk Products	Cheese, yogurt, and dips
Fruit and Vegetables	Varied fruit and vegetables	Fats and Oils	Butter or margarine on bread

Gluten and or dairy-free options will be catered for.

Drinks

Drinking water is readily available at all times for children and staff. Children, staff, and parents are encouraged to contribute ideas for the menu. When parents provide food for their children, healthy food and drink choices are encouraged.

The Eating Environment

Snack times are social events where the children and staff can relax and enjoy food. Staff demonstrates healthy eating habits to children. Food is not used as punishment. Games that help children learn about healthy foods are encouraged. Food awareness activities will be chosen from a variety of cultures.

Communication with Families

The food provided by this service is planned and a menu is displayed on the information board, menu board, and OWNA parent app for parents and children to read. 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.

Professional Development

Staff is encouraged to attend professional development on food and nutrition-related issues. Please refer to our 'Health, Safety and Wellbeing Policy and Procedures' for further information.

Mobile Phones

Mobile phones are not permitted at OSHC unless they are handed into the office on arrival for safekeeping. Should you wish to speak to your child whilst they are at OSHC, please feel free to call us at 0490187524 and they will be brought into the office to speak to you.

Photo Taking

Photos will only be taken on the OSHC cameras for use within the service such as displays and posts on the OWNA parent app. Photos may be submitted to the Newsletter which is published for families of the College each year. 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 the other child.

Technology

Children will be given limited access to the internet while they are using the computers located at OSHC, at the library, or in the computer labs. 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.

Sustainable Practices

OSHC endeavors to promote sustainability within the service. Children and staff are encouraged to recycle-reuse-repurpose products from the office right through to activities. We also support Fair Trade organisations that promote sustainable practices on a global level. Families are encouraged to use the recycling bins for cans and cardboard. Donations of bottle caps, bread ties, fabric straps, small boxes, etc are always welcome.

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 College Principal. The Coordinator will however report all grievances to the Principal, who should 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 in a locked cabinet 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

The Office for Early Childhood Education and Care (formerly Department of Communities) may also be contacted if desired and their phone number is “free call” outside Brisbane 1800 637 711.

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

Child Protection Policy Overview

Whitsunday OSHC will endeavor 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 endeavors to work with them.

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

Physical Activity Policy Overview

OSHC aims to foster and nurture an enjoyment of the physical activity and to encourage physically active games and funsporting activities.

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.

Participation

The enjoyment of physically active games is encouraged. Varying levels of ability are catered for. Every child is provided with equal opportunity and encouragement to allow them to acquire skills and develop confidence.

Amount and Types of Physical Activity

To decrease sedentary activities, children will be encouraged to play outdoors. The service will vary activity sessions to incorporate aspects of endurance, flexibility, and strength.

Safe and Supportive Environments

Grounds and equipment are checked regularly to make sure they are safe for use. At least one staff member with a current First Aid Certificate and CPR is on duty. Children wear hats and apply 50+ sunscreen on exposed skin at regular intervals when involved in outdoor activities. Regular drinks of water will be encouraged.

Equipment

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

Learning About Physical Activity

Programs are displayed for children, staff, and families to view.

Sun Safe Policy Overview

WOSHC has a policy of “Hat On, Play On” for all children. Sunscreen and a hat are required for all outside play: SPF 30+ (minimum) broad-spectrum water-resistant sunscreen will be provided for children.

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.

Staff will ensure that the service sunscreen is not out of date.

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 reuse by any other child.

Anti-Bias Policy Overview

OSHC will endeavor to ensure that all children, parents, and staff are treated equally according to our Anti-Bias policy.

It is the responsibility of each person to ensure every child, regardless of gender, cultural beliefs or background, religion, disability, or socioeconomic status is treated with respect and receives the same care.

Our programs will be developed to encourage gender roles and cultural diversity rather than stereotyping.

Families of diverse cultural backgrounds will be encouraged to contribute their knowledge of differing lifestyles, foods, clothing, cooking, language, etc. to enhance the overall learning of the staff and children.

Staff is encouraged to attend in-service seminars on multiculturalism, working with children with disabilities, and anti-bias programming.

An attitude of pride, respect, and positive self-concept will be encouraged at all times as children explore the similarities and celebrate the differences we all share.

Resources and resource workers to meet the needs of children from cross-cultural backgrounds and special needs children will be used where necessary.

Inclusions Policy Overview

OSHC aims to encourage staff, children, and parents to realise that they are all valued individuals and are equally important to the Service and one another. That they can contribute, and that their ideas and suggestions are not only encouraged, but taken into consideration when programming or making changes to our OSHC service.

Families from different cultures and backgrounds are encouraged to share their culture and traditions with the staff and children. This is not only a valuable resource for staff and children to learn about different cultures but helps the new family to feel a part of the service.

This encouragement also ensures that the new family knows that their culture and traditions are not only accepted but that we are interested in and care about their culture and background. We believe that we can all learn from each other and that "Differences are Good".

We implement this policy by ensuring from the very first contact with the parents and children we make them feel important and welcomed.

They are listened to and encouraged to share any concerns they may have, and every effort is made to make them feel a part of the Whitsunday OSHC family.

An Enrolment package is given to all new families, this pack contains an enrolment form, a handbook with our Philosophy, and all relevant information regarding our Service.

A grievance procedure overview is also included in this handbook for families. All complaints are listened to, and respected, and every effort is made to resolve any area of concern.

Our number one goal at Whitsunday OSHC is to build children's self-confidence, self-esteem, responsibility, and empathy for others. OSHC desires to encourage them to grow up to be confident, self-reliant adults who respect God, themselves, others, and the community in general.

Where there may be language barriers, every effort will be made to communicate effectively. Assistance will be sought for an interpreter if necessary whilst ensuring that the least embarrassment possible is placed upon the family.