



WELCOME

Hello and welcome, we hope your experience with us is fulfilling and pleasant. At Good News Lutheran School Outside School Hours Care, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes, and supports co-operative learning. We address the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service, and for you to have an understanding of our policies. It contains useful information about GNOSHC, the way it is managed, and what to expect during your time here.

Please keep this booklet in a safe place so that you can use it as a reference of general information and policies. Some policies are only summarised in this booklet, the full details of policies are available upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with GNLS, QLECS, educators, families and the community.

We look forward to sharing the coming year with you and your child, and the partnerships the year may bring.

SERVICE PHILOSOPHY

We are stewards and custodians for the future to come.

We acknowledge the ancestors and custodians of the land.

We celebrate children's culture and background

We provide care in a way that:

Protects children from harm

Respects the children's dignity and privacy

Promotes the children's well-being

Provides positive experiences for the children

The best interests of the children are of paramount concern.

This philosophy statement provide the foundation for all operational requirements for the service. Its principles may be used in times of uncertainty through reflective practices within a holistic team of caring professionals. Developed policies and procedures will be monitored and reviewed for growth and improvement with these values in mind.

We believe that the childhood age is a fundamentally valuable stage of foundation building for the underpinning constitution of the individual child. We believe that children are God's blessing within our community and loved unconditionally by God. We aim to encourage and support families.

As a community we are guided by core values and we strive to reflect the characteristics of our loving God through faith, hope and love, restorative justice, compassion, forgiveness, patience and servitude. All participants of the service work holistically and collaboratively in partnership with each other and the wider community. We acknowledge and celebrate the expertise of parents and encourage children and families to participate in service planning, programs and operations.

As carers, we see ourselves as promoters, supporters, protectors, supervisors and educators operating under professional standards of practices, interactions and relationships. We believe all children have the ability to grow through learning and acknowledge that we as adults learn from children through grace of understanding.

Our goal is to promote positive growth for service delivery to all school aged children. GNOSHC will always operate under the supporting guidance and leadership of the Good News Lutheran School Committee and Council and QLECS.

Emmanuel A-Karim

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SERVICE LEADER
NOMINATED SUPERVISOR:

EMMANUEL A-KARIM
B. SOCIAL WORK. & D. CHILD PROTECTION

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MANAGEMENT STRUCTURE

The Good News OSHC Service is run by Good News Lutheran School and the Good News Lutheran Church Community. The Service has a Management Committee that reports to the School Council. The Management Committee comprises of:

School Principal	Mr Adam Richardson	gnls.principal@me.com
Deputy Principal	Mrs Heidi Hansen	heidi.hansen@goodnews.qld.edu.au
Business Manager	Mr William Custance	william.custance@gnls.onmicrosoft.com

GNOSHC STAFF

- Service Leader: Emmanuel A-Karim
- Educational Leader: Christina Pozzias
- Cook: Kim Hogg and Kerry Behn
- Responsible Persons: Tara Peterson and Thelma Irvine
- Educators: Ryan Flett, Sandra Heironymus, Beth Irvine, Jacob Thiele, Jabez Castray

A team/staff notice-board is located inside the OSHC office with photos. Please take the time to familiarise yourself with our current team members. At GNOSHC we hold a staff meeting once a month. At these meetings a number of issues are discussed and training on various areas relating to working in an outside school hours care environment, is given.

Mission Statement

The Mission of Good News Lutheran School is to provide within a Christian context a high quality education in a caring community.

In the context of Good News OSHC:

- Individuals are treated with, and treat others with, respect and compassion.
- Individual students and the wider community receive, give care and support.
- Caring is responsive as well as proactive within the constraints of loving sensitivity.

Statement of Parents' Rights

We believe parents have a right to equity in access to Good News OSHC Service regardless of ethnic origin, religious beliefs, marital status or disability. A child's admission to Good News OSHC shall be determined solely according to the Priority of Access Guidelines, as set down by the Department of Education, Employment and Workplace Relations, provided that adequate space and resources are available.

We believe that parents have a right to be present in the Good News OSHC Service to observe any and all aspects of program. Parents are encouraged to visit when and as often as they desire; to make suggestions regarding all aspects of the daily program; and to contribute to the program according to their abilities and resources provided that such contributions are in the best interests of the children.

We believe that parents have a right to have any and all concerns they may have regarding the Good News OSHC Service, the Staff and Service operations addressed and concluded in a manner satisfactory to them.

Enrolment Procedures

The program is open to all school aged children attending Good News Lutheran School and the surrounding community. The program offers permanent, casual and emergency care.

An enrolment form is to be completed for each child who attends the Service. A one-off enrolment fee of \$30 per new family is invoiced once all the key information is processed to cover administration costs.

All information provided on the enrolment, booking and medical forms remain strictly confidential. It is the parents'/ guardians' responsibility to inform the Director immediately of any changes in their details contained on their enrolment form. At the commencement of each school year, an updated booking and medical form needs to be filled out with current information.

The service is open Monday to Friday. Due to insurance implications, staff will not accept children before the Service opens. In regards to collection after the Service closes, a late fee will apply. Please refer to the Fee Schedule (appendix).

The Service is closed on Public Holidays and 2 weeks over the Christmas and New Year period. Closure to the center may occur at the digression of the Director when there are insufficient bookings over the holidays e.g: 2 children attending only. If this is to occur booked parents will be notified in advance to allow for alternative care.

Please refer to the dates section of this document .

Bookings and Fee Schedule

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based at the annual budget (see Policy 10.3) required for the provision of quality childcare in keeping with the Service's Philosophy Statement, Goals, Policies and Procedures. Please refer to our Fee Schedule.

CHILD ARRIVALS AND DEPARTURES

If children who are booked into after school care have not arrived within 10 minutes of expected arrival, the following will take place:

- Child's absence from school confirmed at the Main Office
- Staff look for the missing child at various points of the school, including the front gates
- The parent(s) is contacted and confirmation of booking sought
- Child is announced to sign in at OSHC via the school loud speaker

If at closing time children have not been collected or parents have not made arrangements for collection within half an hour of normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency numbers, provided by the parent/guardian.

In the event that all contact numbers provided by the parent/guardian have been exhausted, and there is no response, advice will be sought from the School Principal/Deputy Principal. Where no contact can be made with either of the aforementioned persons, advice will be sought from the local police.

Photographs and Social Media

Good News Outside School Hours Care staff take photos of the children and post them within a private and closed group on the social media platform: Facebook. The closed group will consist of parents who are currently enrolled and who will be part of the group. Reasons for this request are for but not limited to the following:

- Updates with how the children are engaging with the program on a day-to-day basis.
- Information and news on the centre and future initiatives.
- The opportunity for you to engage with the program and provide feedback.
- Staff engagement in collective collaboration initiatives for quality improvement processes and positive growth of the centre.

The use of the closed social media group will be in accordance with the Good News Lutheran School Social Media Policy and the Queensland Lutheran Education Children's Services (QLECS) social media policy 4.16.

DATES

	START	FINISH	CLOSED
TERM 1 BSC & ASC	22-01-18	28-03-18	26-01-18 30-03-18 02-04-18
TERM 1 VAC	03-04-18	13-04-18	
1st PUPIL FREE DAY	29-03-18		
2nd PUPIL FREE DAY	16-04-18		
TERM 2 BSC & ASC	17-04-18	21-06-18	25-04-18 07-05-18
3rd PUPIL FREE DAY	22-06-18		
TERM 2 VAC	25-06-18	13-07-18	
TERM 3 BSC & ASC	16-07-18	20-09-18	15-08-18
4th PUPIL FREE DAY	16-08-18		
5th PUPIL FREE DAY	21-09-18		
TERM 3 VAC	24-09-18	05-10-18	
TERM 4 BSC & ASC	8-10-18	11-12-18	
6th PUPIL FREE DAY	22-10-18		
PUPIL FREE DAYS	12-12-18	14-12-18	
TERM 4 VAC	17-12-18	25-01-19	24-12-18 to 04-01-19

BEFORE AND AFTER SCHOOL OPENING HOURS AND COST

Session description	Times	Permanent Rate per Child	Casual Rate per Child
BSC	6:45am – 8:15am	\$18	\$22
ASC	2:30pm – 6:00pm	\$24	\$28
VAC	7:00am – 6:00pm	\$52	
PFD	7:00am – 6:00pm	\$52	
EXCURSIONS / INCURSIONS		\$18	

CCB AND CCR ENTITLEMENTS

OSHC is an Approved Care Provider and eligible parents/carers can access Child Care Benefit to assist with the payment of their fees. Child Care Benefit (CCB) reduces the amount you pay for your child care. To claim CCB families must apply for Customer Reference Numbers (CRNs) through the Family Assistance Office (FAO). Once you have been issued with yours and your child's CRNs you need to supply them to the Coordinator so that the information can be entered into the services software system. The service uploads child enrolment and attendance information weekly via the services software system to the governments Childcare Management System it calculates the CCB and fees are charged to the family minus your CCB entitlement. We realise this is a lot to comprehend and urge families to contact FAO on 13 61 50 should you require any extra information. All parents are asked to contact FAO and link their children to both provider numbers listed below this streamlines the CCB accountability process

PROVIDER NUMBERS

Good News After school Care	CRN: 555 008 504S
Good News Vacation Care	CRN: 407 128 236J
Good News Before School Care	CRN: 407 128 575X

REGISTRATION FOR PERMANENT OR CASUAL BOOKINGS

The enrolment form can be accessed through our website. Bookings made without an enrolment form may be accepted at anytime up to commencement of BSC, ASC or VAC. The E-form will need to be submitted 1 week prior of first commencement. We cannot guarantee there will be a place if we are not informed 1 week prior to your child arriving into care. If we can, a casual charge will incur for that program.

An annual administration fee of \$25 per family applies when registering for care for the first time and at the beginning of each school year.

PAYMENT OF FEES

Permanent bookings must be paid weekly unless a prior payment arrangement has been made with the Director. Families who consistently fail to pay fees weekly will be referred to the Good News OSHC Management Committee and may be refused continued care until either a payment arrangement is in place or outstanding fees are fully paid.

PAYMENT OPTIONS

- Electronic Funds Transfer (EFT) into Good News OSHC bank account
- Cash, Cheque or EFTPOS at OSHC office between the hours of 5:00 and 6:00 PM.

ELECTRONIC FUNDS TRANSFER

Remember to enter your last name. BSB: 034108 Account Number: 204932

PERMANENT AND CASUAL BOOKINGS

A permanent booking is a consistent weekly booking per term or vacation. For e.g: Monday, Wednesday and Friday BSC & ASC for all of term 1. Any changes or addition of days made within the term will be casual bookings.

PARENT RESPONSIBILITIES

Permanent and casual bookings for ASC and BSC must be cancelled by 2:30 PM the day before for bookings on Tuesday through to Friday and by 5:30 PM on Friday for a Monday booking in order to avoid an absent fee (full cost of that session) for the relevant BSC or ASC session. In regards to Vacation Care, 3 working days notice must be given. Insufficient notice will incur an absent charge (full cost for that session). Note: If Permanent Bookings are cancelled and then re-booked for the same day, a casual fee will be applied for that day. Children who are booked into care, but do not arrive for after school care will be followed up by a phone call by either the Director or Assistant Director. Ensure that your phone contact details are current at all times. It is the responsibility of Parents to ensure that their children are signed out each afternoon. Siblings collecting ASC or VAC children must have prior written consent. This consent can be kept on file. Extra-curricular activities must be notified to OSHC in writing prior to commencement date of the activity (Extraordinary Consent Form).

LATE FEES (per child)

\$20 for the first 10 minutes (or part thereof), and \$2 per minute thereafter. A phone call to staff would be appreciated. The fees incurred will under no condition be refunded. Phone OSHC on 3373 4444. If your child has not been collected by 6:15 Pm, we will telephone the emergency contact persons. In the event that all contact numbers provided by the parent/guardian have been exhausted, and there is no response, advice will be sought from the School Principal/Deputy Principal. Where no contact can be made with either of the aforementioned persons, advice will be sought from the local police.

CHILDREN LEAVING WITHOUT PERMISSION

If a child leaves the Service in any other circumstance than previously mentioned, and for any reason without permission, the staff will assess the situation immediately and will call a parent / guardian in the first instance and the local police should a parent/guardian not be contactable. The School Principal/Deputy Principal will also be notified of the situation and its outcome. Staff will not leave the Service to pursue a child if: the situation will or may leave the other children in the Service with insufficient supervision (see Policies 2.2 and 2.3); or the situation will or may expose that staff member to an unacceptable risk of personal harm.

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

My Time Our Place – Framework for School Age Care in Australia is based on the Early Years Learning Framework (EYLF). The guideline supports the vision that all children experience learning that is engaging and builds success for life.

“The program provided at OSHC contributes to the following outcomes for children:

- **children have a strong sense of identity**
- **children are connected with and contribute to his or her world**
- **children have a strong sense of wellbeing**
- **children are confident and involved learners**
- **children are effective communicators” (reg 73)**

***Children's learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated.**

Play is a context for learning that:

- **allows for the expression of personality and uniqueness**
- **enhances dispositions such as curiosity and creativity**
- **enables children to make connections between prior experiences and new learning**
- **assists children to develop relationships and concepts**
- **stimulates a sense of wellbeing.**

“Educators will document the children's experiences and participation in the program provided”(reg74) “The program for the service is on display in the office, past programs are available upon request” (reg 75). “Parents can request information on the content and operation of the program as it relates to their child as well as information about their child's participation in the program” (reg 76).

IN GOD'S IMAGE

We believe that God created each child with strengths and abilities that we can celebrate with them. The program we offer comes from ideas and interests of both children and educators and the community. We encourage children to learn from one another, and to work collaboratively in small and large groups. Our environment stimulates thinking and offers children the opportunity to actively explore, experiment and create.

Supporting this view is the United Nations Declaration on the Rights of the Child:

- The right to affection, love and understanding.**
- The right to adequate nutrition and medical care.**
- The right to free education and full opportunity for play and recreation.**
- The right to protection from all forms of neglect, cruelty and exploitation.**
- The right to name and nationality.**
- The right to special care, if disabled.**
- The right to be among the first to receive relief in times of disaster.**
- The right to learn to be a useful member of society and to develop individual abilities.**
- The right to be brought up in a spirit of peace and universal brotherhood.**
- The right to enjoy these entitlements, regardless of race, colour, sex, religion, national or social origin.**

Custody

Should any custody arrangements change from that originally noted on the enrolment form, please notify the Director as soon as possible in writing.

iPad usage during OSHC

Grades 5 and up are only permitted to use their GNLS iPads and ONLY for homework, so long as a teachers' note is provided

DAILY REQUIREMENTS

Please clearly name all of your child's belongings that come to OSHC.

- Hat – Legionnaire/broad brimmed hats that protect the face, neck, ears and crown of the head.
 - Shoes – Enclosed shoes compulsory on excursions
 - During vacation care – Healthy lunch
- We encourage toys to stay at home as they can become easily lost or broken. The centre accepts no responsibility for toys or equipment brought from home.

DAILY PROCEDURES

Arrivals and Departures

Upon arrival and departure at OSHC, the custodial parent or authorised nominee is required to sign the sign-in/out sheet with signature and full name. If you are going to be on a different contact number during the day, please advise educators. "Children can only leave OSHC after a parent or person nominated on the enrolment form has signed them out" (reg 99)

Please be punctual and keep to the session times indicated on the front cover of this information book, as this helps the program to run smoothly. If you are unable to collect your child at the session's end time please arrange for another authorised person to do so. Please ensure that the educators at OSHC are notified of the altered arrangements. If the person picking up your child is not known by the educators, they will be asked to show identification before your child is released into their care.

Custodial Issues: Parents/guardians are required to notify OSHC about any details of legal custody of the child and any court orders. Copies will be required at the service.

Routines

The daily program will follow a flexible, but predictable routine each day. Children feel more secure in their environment when they can understand and predict the transitions that will occur in their day. The routine will be displayed on the noticeboard for families and cover things like – indoor play, outdoor play, group times and eating times.

Spiritual Links

OSHC has close links with the congregation Pastor who is available for Parents and Families who may have spiritual concerns.

RELATIONSHIPS WITH CHILDREN

Interactions with children

"The program offered by OSHC will

- Encourage children to express themselves and their opinions
- Allow children to undertake experiences that develop self-reliance and self-esteem
- Maintains at all times the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child" (reg 155)

Relationships in groups

"Good News OSHC will provide opportunities for children to interact and develop respectful and positive relationships with each other and with educators" (reg 156)

OSHC operates on a 1 educator to 15 children ratio. The Service Leader and educators might reduce this ratio after completing risk assessments on planned experience. We often reduce outdoor play to 1 educator to 10 children.

APPROPRIATE AGE GROUPS

In order to assure safe play activities, outdoor play is always divided in the following class groups: Prep to grade 2 and grade 3 to 6.

COLLABORATIVE PARTNERSHIPS WITH FAMILIES

Communication - Partnerships

We believe that the partnership between parents and OSHC staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent's concerns or questions, so please be active in approaching the Director for discussions. Please arrange a set time to talk to the Director if you have concerns or questions about your child. "A suitable area for private conversations will be made available when required, usually the office, peace garden or meeting room. Parents may enter the service at any time their child is in attendance. Permission to enter will be withdrawn if a parent poses a risk to the safety of the children and staff or the parent is prohibited contact with the child by a court order" (reg 157)

Contact Details

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. Please ensure that authorised nominee names and numbers are current at all times.

Daily Communication

Communication regarding the day's events will be available through photographs and a written journal displayed in the sign out area for you to enjoy prior to the collection of your child. These are valuable tools to give insight about the day so you can discuss and reflect with your child about their day.

The OSHC/College/School newsletter helps staff to communicate the program, interests and events at the OSHC. Most information will be available on the OSHC website.

Notice Board

Notices and information for parents is placed on the notice board. We ask that you check the notice board regularly.

Parent Involvement

We value parental input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents for the benefit of inspiring the full potential of their child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships.

Advisory Group (based on parent involvement).

This is a group comprised of members or parents of GNLS, congregation and local community.

The aims of the group are to:

- Concentrate on planning and goal setting for OSHC;
- Explore, decide upon and co-ordinate fundraising ventures and family events;
- Provide a support network for OSHC.

Family Social Events (optional).

During the course of the year, we may hold some special social events for families details will be provided on the notice board.

**For attaining wisdom and discipline:
for understanding words of insight;
for acquiring a disciplined and prudent life;
doing what is right just and fair;
for giving prudence to the simple;
knowledge and discretion to the young-
let the wise listen and add to their learning,
and let the discerning get guidance-**

Proverbs 1: 2-5

CHILDREN'S HEALTH AND SAFETY

Children's Clothing

Please dress your child in clothing that is suitable and appropriate for active play. Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from art activities. It is an OSHC requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun.

Children should be able to manage their own clothes when going to the toilet. It is recommended that they wear shoes to encourage independence.

Nutrition

We promote healthy eating habits at OSHC.

- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring.
- Please make sure your child can open all containers and packaging to promote their independence.
- It is better to provide more food rather than less food for your child.
- **GNOSHC IS AN EGG AND NUT FREE ZONE.** We have a child enrolled at OSHC with severe or anaphylaxis allergies to certain foods or food products, we may ask all parents to exclude these items from their child's lunch box. This ensures the health and safety for all children.

Foods we love at OSHC	Foods we like to stay at home
Fruit (Fresh/Dried)	Roll Ups
Vegetables	LCM's
Yoghurts	Chips
Cheese, crackers	Lollies
Sandwiches/Wraps/Rolls	Soft Drinks
Custards	Chocolate
Healthy Baked Treats	Junk Food

We celebrate special events or holidays during the year with food, often multi-cultural, and endeavour to make cooking experiences a regular part of our program.

Rest and Relaxation

Resting is an important part of the day. An atmosphere conducive to relaxation is provided during vacation care to allow children to 'recharge' "The service will ensure that the individual needs of the child regarding sleep and rest are met" (reg81)

Behaviour Guidance

Staff will gently guide children towards acceptable and considerate behaviour to others. This method empowers children to choose the right behaviour.

If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Excursions

To complement the program from time to time we will plan to take the children on excursions. All excursions are carefully planned. “Children can only attend excursions after the parent or person nominated on the enrolment form has completed and signed the excursion permission form” (located on the booking form for that period) (reg 102).

Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- Toilets are cleaned and disinfected at the end of each day and during the day, if the need arises.
- Children are taught and encouraged to wash their hands after toileting, and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.

Illness and Injury Policy

At all times there is at least one staff member at OSHC that holds a First Aid qualification. The OSHC environment is arranged, and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Policy) have been written on the premise that children who have been ill will not return to OSHC until they are fully recovered. In some instances, a letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to OSHC and non-immunised children may be excluded (as per Exclusion Policy). Please contact the service to report contagious illnesses.

“In the event of a child becoming ill or injured while at OSHC, staff will complete an incident/injury form which includes name, age, circumstances, time and date as well as any action taken by staff, witness details and time and date of notification to parents or persons nominated on the enrolment form” (reg 87)

In the case of minor injury to a child whilst at OSHC, staff will administer first aid immediately. If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign. “Parents will be notified as soon as practicable and within 24 hours if their child is involved in any incident, injury, trauma or illness while at OSHC” (reg 86)

“The staff will take all reasonable steps to prevent the spread of infectious disease and if there is an occurrence of an infectious disease at the service families will be notified by the placement of a notice in the parents area as well as verbally by staff” (reg 88).

Medication

“OSHC has a medical conditions policy that covers the management of conditions including asthma, diabetes and a child at risk of anaphylaxis. Parents are asked to provide staff a management plan for their child if they identify with one of the above health care needs. OSHC will develop risk minimisation procedures in conjunction with parents of children identified to ensure that the risks relating to their child’s specific health care need, allergy or relevant medical condition are assessed and minimised” (reg 90). “OSHC has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy” (reg 91)

“If medication is required to be given during your child’s attendance then a medication form is required to be completed by the parent or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed, staff will complete and sign their section when the medication is administered” (reg 92).

“Medication will only be administered once the medication form has been signed and correctly filled out. In cases of emergency a parent or person nominated on the enrolment form can consent to the administration of medication verbally or if parent or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent” (reg 93). “If staff need to administer medication for an anaphylaxis or asthma emergency they will notify the parent and emergency services as soon as practicable” (reg 94)

“Medication can only be administered if it is prescribed by a registered medical practitioner, in its original container with original label with the child’s name on it and the medication has not expired, details and dosage will be checked by another staff member before administration” (reg 95).

Please note: No non-prescribed medication will be given.

Puffers and Inhalers

For asthma and any medication for the long-term treatment of asthma, the asthma action plan is a requirement upon enrolment and a report from the child's doctor is required at least every six months or when medication or dosage changes. The asthma action plan is located on our website or printed at the office on request. Individual medication and equipment is to be supplied by the parent. The medication form will need to be filled out and signed by the parent on arrival and also on their return to OSHC, if medication has been administered.

Anaphylaxis Medication

Parents must provide a completed management plan that outlines the medical condition of, and recommended treatment for the child. A signed consent form for injection of medication must be kept at OSHC. For further information, please discuss with the Coordinator prior to your child beginning at OSHC.

SUN PROTECTION

Hats:

In the interest of promoting healthy and safe protection from the sun, we require all educators and children to wear hats while outdoors. Children **MUST** wear either a Broad brimmed or legionnaires hat outdoors. Caps are not allowed, as we follow Sun Smart Polices.

Sunscreen:

Sunscreen is available for use. If your child requires a particular sunscreen, please bring a bottle for use while your child is at OSHC.

Clothing:

It is our recommendation that children wear sun safe clothing.

Emergency and Evacuation Procedures:

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to educators and visitors. These procedures include emergency services, contact numbers and locations, and local meeting points in the event of an evacuation. A copy of the emergency procedures for the OSHC is distributed to all new educators and volunteers on their first day at OSHC. Parents, educators, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down. All children under the care of the OSHC are regularly familiarised with evacuation/lockdown procedures at the discretion of the educators. The plan can be located on the wall in the GNOSHC office next to the front door.

Child Protection:

All educators are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing. "All educators at OSHC are aware of child protection law and their obligations that they have under Queensland Child Protection Act 1999" (reg 84) .

Immunisation (homeopathy):

Immunisation is the least expensive and most reliable method of preventing some infections. The principle of Immunisation is simple: it gives the body a memory of infection without the risk of natural infection. OSHC recommends that parents have their children immunised. Immunisation status of your child must be completed on your child's enrolment form. Parents are responsible for providing staff with up dated immunisation information. Children who have not been immunised may be excluded from OSHC during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. Exclusion of non-immunised children may occur even though the child is well.

National Immunisation Program (NIP) Schedule

Birth	Hepatitis B (hepB)
2 Months	Hepatitis B (hepB) Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) Haemophilus influenza type b (Hib) Polio (inactivated poliomyelitis IPV) Pneumococcal conjugate (7vPCV) Rotavirus
4 Months	Hepatitis B (hepB) Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) Haemophilus influenza type b (Hib) Polio (inactivated poliomyelitis IPV) Pneumococcal conjugate (7vPCV) Rotavirus
6 Months	Hepatitis B (hepB) Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) Haemophilus influenza type b (Hib) Polio (inactivated poliomyelitis IPV) Pneumococcal conjugate (7vPCV) Rotavirus
12 Months	Hepatitis B (hepB) Haemophilus influenza type b (Hib) Measles, mumps and rubella (MMR) Meningococcal C (MenCCV)
12-24 Months	Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas).
18 Months	Chickenpox (varicella) (VZV).
18-24 Months	Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander children in high risk areas) . Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas).
4 Years	Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) Measles, mumps and rubella (MMR) Polio (inactivated poliomyelitis IPV)
10 -13 Years	Hepatitis B Chickenpox (varicella) (VZV)
12-13 Years	Human Papillomavirus (HPV)
15-17 Years	Diphtheria, tetanus and whooping cough (acellular pertussis) (dTPa)
15-49 Years	Influenza (Aboriginal and Torres Strait Islander people medically at risk)
50 Years	Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people medically at risk) Influenza (Aboriginal and Torres Strait Islander people)
65 Years	Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people) Influenza (flu) Pneumococcal polysaccharide (23vPPV)
Tobacco, Drug and Alcohol Free Environment	
“OSHC provides an environment free from the use of tobacco, illicit drugs and alcohol” (reg 82).	

LEADERSHIP AND SERVICE MANAGEMENT

About Queensland Lutheran Early Childhood Services (QLECS)

QLECS support the running of GNOSHC.

The Children's Services Manager (CSM) is part of the QLECS Operations Team and he/she works with GNLS and GNOSHC. The CSM provides assistance to OSHC through programming support, approval assistance, grant applications, staff support and advice.

Service Approval

GNOSHCs approved service provider is Lutheran Church of Australia Queensland District

From 2012 the National Quality Framework (NQF) requires OSHCs to undertake a quality rating and assessment process. The National Quality Framework sets new national benchmarks for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership & service management.

"Information on the service will be on display easily visible from the main entrance. A notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled will be displayed when applicable. A notice of an occurrence of an infectious disease at the service will be displayed" (reg 173).

A service compliance folder is kept" (reg 167).

"OSHC will keep all records in accordance with the conditions set out in the National Law" (reg 181) .

Absences and CCB:

Each child is eligible for CCB for 42 days of allowable absences from care across all approved child care services during each financial year. Parents are required to sign the attendance sheet for absences.

Discontinuing Enrolment

You are required to give two weeks written notice to the Coordinator if you are discontinuing your child's enrolment. Fees are payable up to and including end of notification date.

OSHC Policies

"All educators and parents are required to abide by these policies" (reg 169, 170). This is a condition of enrolling your child at OSHC. The policies cover all aspects of operation and management of OSHC in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Director or the QLECS Children's Services Manager.

"Parents will be informed at least 14 days before any policy or procedure is changed that has significant impact on the services provision of education and care to any child enrolled at the service or the families ability to utilise the service, or changes to fees" (reg172).

STAFFING ARRANGEMENT

Our Educators and their Roles:

Children at OSHC are in the care of qualified and suitably trained educators.

Director's Role

The role of the Director is to work closely with GNLS, educators, QLECS and parents to ensure the effective and efficient day to day running of the service. The Director takes whatever action is necessary to ensure the health and safety of the children at OSHC. The Director is responsible for ensuring high standards in both the administrative and educational programs and for planning and overall supervision of the children.

Assistant's Role

The role of the Assistant at OSHC is to be communicative, supportive in working with children, parents and other educators. The Assistant provides professional support and co-operates with the Director.

Photos of current educators is displayed at the service.

Students and Volunteers

OSHC welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at OSHC, they must be approved by the Director, hold a Suitability Card and sign confidentiality and policy agreements. Parents will be notified if a student will be visiting the service.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Suitability Card.

Staff Meetings

Educators meet daily during the preparation time to discuss the running of OSHC, organise events, share experiences and evaluate practices. These meetings enhance the quality of the program offered at OSHC and provide additional support to the educators.

Professional Development

GNOSHC actively supports on-going Professional Development of all educators. Educators attend courses, seminars, conferences and workshops throughout the year.

“OSHC has a range of policies and procedures readily available which include the following:

- Delivery and collection of children
- excursions
- refusal of authorisation for a child to leave the service
- dealing with infectious disease
- dealing with medical conditions
- emergency evacuations
- health and safety matters relating to
 - nutrition, food and beverages and dietary requirements
 - sun protection
 - water safety
 - administration of first aid
- incident, injury, trauma and illness
- child safe environment
- staffing arrangements
- staffing including
 - code of conduct
 - determining the responsible person present
 - participation of volunteers and students
- relationships with children
- interactions with children
- service management
- governance and management of the service, including confidentiality of records
- enrolment and orientation
- payment of fees
- dealing with complaints”
(reg 168, 171)

Inclusion Policy

Children have a wide variety of cultural and social backgrounds and experiences. We recognise the unique individuality of each child and their family, and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability.

Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Coordinator. Medical information may be required.

Insurance

The service is fully covered by Public and Products Liability with Liberty International through LCA Insurance Fund. "The OSHC will keep a copy of their current certificate of insurance" (reg 180).

Media Involvement in OSHC

GNOSHC has set out the following policy regarding media involvement:

- Permission to photograph or video in OSHC is included in the Enrolment Agreement Form. This includes newspapers and advertising displays and social media etc. If parents do not give permission, OSHC will ensure that the child is not included in the photos.

CONCERNS

Parent input, comments and questions are always welcome. Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises:

In the first instance, please approach the Service Leader to discuss the matter. Be willing to express how you feel clearly and be open to working with the Service Leader to resolve this matter. This may involve more than one discussion.

Concerns that are unresolved can be conveyed to the Good News Lutheran School or QLECS Children's Services Manager (CSM) or Child Care Information Service (CCIS) 1800 637 711.

Good News OSHC Children's Services Manager QLECS : Christine Hartung
PO Box 1857 Milton QLD 4064
Phone 3511 4079 Fax 3511 4051
christineh@qlecs.org.au

Unresolved concerns can also be raised with
Office for Early Childhood Education and Care
Department of Education and Training
PO Box 15033 City East QLD 4002
Phone 1800 637 711 Fax 3234 0310 or email ecec@deta.qld.edu.au

Should you require further information or explanation regarding this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this booklet for the future.

It is our hope that your family will enjoy being a part of Good News OSHC.

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For attaining wisdom and discipline:
for understanding words of insight;
for acquiring a disciplined and prudent life;
doing what is right just and fair;
for giving prudence to the simple;
knowledge and discretion to the young-
let the wise listen and add to their learning,
and let the discerning get guidance- Proverbs 1: 2-5