



FAMILY HANDBOOK



Jindalee School Age Care Program

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www.jindaleesacp.com.au

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ABOUT OUR SERVICE

JINDALEE SCHOOL AGE CARE PROGRAM



114 Burrendah Rd

Jindalee

Queensland, 4074

Contact Details:

Service Manager: Clyde McIlroy



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Provider Number: PR-00000255 Approval Number: SE-00000922



OPERATING HOURS



Before School Care: 6:30-9:00am



After School Care: 3:00pm-6:00pm



Vacation Care: 6:30am-6:00pm

Pupil Free Days 6:30am - 6.00pm



Christmas Period: Two-week closure **Dates to be confirmed at AGM**



Public Holidays: Closed

APPROVED PROVIDER INFORMATION

Jindalee State School Parents & Citizens Association

P & C President: Pete Goodhew

ADDITIONAL P & C INFORMATION

MEETINGS

Meetings are usually held on the third Monday of the month (school terms only). Come along to hear about the ways we support our school and community. For the next meeting date, please check our JSS P&C Facebook page: @jsspandc. The meetings have an agenda. Items for discussion can be submitted to the Service Manager or member of the P & C executive up until 5 pm the day before the meeting. Parent participation is encouraged throughout all aspects of the Service. From time to time we review aspects of the Service operations and program including its Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Participation allows you to have your say and to ensure that our service is the best it can be. A Strategic Plan including a Quality Improvement Plan (QIP) has been developed for our service. Key areas of current progress are discussed at staff meetings, each monthly P&C meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the service are involved in the development and review of the Strategic Plan and QIP. Parent / carer input is welcomed. Policy and management issues should be directed to the P&C via the grievance policy outlined in this handbook.

FEE INFORMATION 2021

The below fees do not include your eligible Child Care Subsidy reductions

Session	Permanent Booking Fee	Casual Booking Fee
Before School Care	\$17 per child per session	\$19 per child per session
After School Care	\$22 per child per session	\$24 per child per session
Vacation Care and Pupil Free Days	\$45.50 per child per session	
Additional Charges		
Late Collection Fee	\$15 per 15 minutes after 6.00pm / \$1 per minute	
Non - Communication Fee of absence	\$5 per occurrence	
No booking prior to attendance at BSC and ASC	\$10 per occurrence	

Permanent Bookings

Children who attend on a regular basis each week. 3

Casual Bookings

Bookings on a needed basis for Families. This is done via the My Family Lounge App or written communication to the service. *Note – casual bookings may be restricted for staff ratio's or service capacity.*

Session	Cancellation period
Before School Care	48 Hour Notice
After School Care	48 Hour Notice
Vacation Care	7 Day Notice



OUR VISION:

To enrich the lives of children and our community.

OUR PURPOSE:

To encourage and support children to develop into confident, passionate and capable life long learners

OUR TEAM MISSION:

Our educators support and develop children's strengths, interests and potential through a child-centred, collaborative teaching and play based learning environment.



OUR VALUES:

COMMUNITY PARTNERSHIPS - We are committed to sharing our journey and passion with our local community. We value the richness and diversity of experiences and opportunities that can be offered by those around us. We celebrate being a community of practice and will continue to seek out partnerships that support us to provide quality care to our children.

RESPECTFUL RELATIONSHIPS - We value and draw upon the unique and collaborative relationships we have developed with our stakeholders and community. These relationships are respectful, collaborative, professional and built on trust, authenticity and a desire to offer quality care to the young people accessing our program and their families. We welcome all feedback and value our community's contributions to our program

SUSTAINABLE ENVIRONMENTS - In caring for the future generation, we acknowledge and embrace our responsibility to the world around us. We commit to embedding practices that support our children, communities, organisation and environment to thrive and grow. We value the opportunities we have to educate and empower our children about their rights and responsibilities in protecting their future

CHILD-CENTRED - We recognise the importance of childhood as a time for young people to explore, play, discover and learn. We advocate for children's right to play and our practice reflects the belief that children are confident and capable lifelong learners. In being child-centred and directed we ensure the voices of the children contribute to the decisions we make.

DIVERSE & INCLUSIVE PRACTICES - We embrace and celebrate the differences in culture, belief, values and strengths that contribute to the diversity of the JSACP community. We seek to create spaces where our community can learn from their differences and be drawn together by their similarities. We advocate for equity in our practice and the right of all children to participate in our program and experience a sense of belonging.



OUR SERVICE PHILOSOPHY:

JSACP recognises that it is a community of practice and values a collaborative approach to service delivery. Collaboration with children, families, educators, Jindalee State School, & the local and global community contributes to the ongoing development and improvement of our service. JSACP recognizes and celebrates the diversity of the community in which we operate and we encompass these values through the culturally diverse activities offered to promote multicultural understanding and develop children's identity as global citizens.

We acknowledge the traditional custodians of the land where we work and play and value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. Through all aspects of our program; cooking, craft, physical activity, we aim to help our children feel connected to this part of history.

We are committed to inclusive and equitable practices where diverse learning needs are respected and considered in program implementation. At JSACP we respect and celebrate our differences and uniqueness but are drawn together by our sameness.

Throughout all aspects of the service our Educators act as role-models for our children and support them to be safe, respectful and ongoing learners. We empower them to consider themselves as passionate members of their global, local and school community. JSACP recognizes the importance of ongoing learning and continuous improvement and engages in critical reflection and self-review



OUR PROGRAM PHILOSOPHY:

For young people to determine and control the content and intent of their play, following their instincts, ideas and interests.

The foundations of our program include:



The belief that children are competent and capable learners



The knowledge that play should be child-led and directed



The role of the environment in supporting and enhancing play



An understanding of the importance of play for children's development

POLICIES & PROCEDURES

Jindalee School Age Care Program has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service and ensures operational and program practice is compliant with all relevant legislation. This manual is available for you to read on enrolment of your child. For easy referencing, a copy of the Manual is available at our sign in counter (hardcopy version) and on our website (electronic version). Details in the Manual are kept up to date. In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Policies and procedures are subject to change and parents will be notified of any changes.

ENROLMENT & ORIENTATION

Parents/guardians are required to complete an enrolment form before any child attends the Service. A meeting will take place on enrolment of your child. This is a fantastic opportunity to discuss with us what will help make your child's time with us enjoyable. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

If your child has additional needs consultation with relevant parties e.g. parents/guardians, Coordinator, inclusion support professionals and/or teachers, will occur before the child commences. To ensure the best possible outcomes for the child, topics discussed will include:

- Level and duration of support the child requires;
- Necessary training of educators and volunteers;
- Safety of all children enrolled and environmental factors; and
- Sources of information, resources and support services

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. You are encouraged to ask the Director for information relating to:

- Your child's enrolment at this service including the activities and experiences provided;
- The service philosophy about learning and child development in play-based settings and how it is intended positive outcomes will be achieved; and
- The service's program goals that develop your child's sense of identity and wellbeing, connection to their world, confidence and involvement and ability to communicate effectively with others.

See Enrolment Policy & Communication with Families Policy.

COMMUNICATION WITH FAMILIES

We have a number of ways we communicate with you as a family. These include through daily conversations, emails, posts to the family noticeboard, Facebook updates and web site and including provision of a weekly newsletter. Information to assist with parenting is available on displayed posters and in brochures made available at the service. Information is provided relating to health, nutrition, child protection and community support. We provide these in a number of languages and can help with further contacts if needed. Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion book and confidential grievance procedure for all service users. We also have an open door policy so please don't hesitate to speak with the Director if you have any concerns. We are an Approved Service with the Queensland Department of

Education and Training – Early Childhood Education and Care. The quality of our service practice has been assessed and rated against the National Quality Standard as part of the National Quality Framework. A certificate of our service rating is on display in the parent area including information on the Quality Areas and FAMILY INFORMATION PACKAGE: Jindalee School Age Care Program Standards as they apply to school age care, as well as a copy of our service's current Quality Improvement Plan. See Communication with Families Policy.

RESPECTFUL RELATIONSHIPS

The best interests of the child are our paramount concern at Jindalee School Age Care Program and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the service. See Respect For Children Policy.

CHILD PROTECTION

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary carers. All educators have been made aware of current Child Protection Law, and of our service's Child Protection and the Reporting of Child Abuse Policies through induction and training procedures. See Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy.

USE OF PHOTOS

On occasion your child may be photographed participating within the day to day activities we provide at Jindalee School Age Care Program. These photos may be used within the service on walls etc. as part of our programming process. The children take great pride in having their day to day experiences at our program documented this way. For these photos, those taken for use in any other project such as service marketing material and/or for the development of child profiles, parents will be consulted and will be required to give written permission.

PRIORITY OF ACCESS & NON-DISCRIMINATORY ACCESS

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. Priority for places at the service is given to primary school age children between Prep and Grade 6. We are able to provide care for early high school age children if places are available. Prep children are able to commence care from the first day of the year in which they will attend school. The service will follow the priority of access guidelines set down by the Australian Government Department of Education (Refer to the current Child Care Service Handbook, a copy of which is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion. • Priority 1 - A child at risk of serious abuse or neglect • Priority 2 - A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999 • Priority 3 - any other child. If your child is in the priority group 3, within these guidelines you may be required to relinquish your place

to a child who is in the first or second priority group. You will be given 14 days' notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available. See Access Policy

CONFIDENTIALITY

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see Coordinator about accessing these records.

PARENT CODE OF CONDUCT

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Director. If you wish to speak to someone other than the Director, contact can be made with the Approved Provider (see contact details provided in this Handbook and displayed in the parent area. For further information please refer to the Complaints Handling Policy outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner. • There will be no swearing or raised voices • Staff members have the right to ask a person to leave the premises if they feel intimidated in any way • Police will be called if the person does not respond to requests to leave the premises

EDUCATORS, STAFF MEMBERS & VOLUNTEERS

All educator qualifications and educator to child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm. The ratio of 1 educator for every 15 children at the service will apply. Based on the risk assessments conducted, ratios for excursions may be set at a higher ratio e.g. 1 educator to 8 children. The management of the service promotes and supports professional development for all employees. All educators have First Aid qualifications and have a wide variety of experience and qualifications in school age care, recreational, sporting and other childcare settings. Employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by Blue Card Services, Department of Justice and Attorney General in Queensland. Photos of educators are displayed on the Service Information Notice board in the hall entry and on our website so that you are aware of who is caring for your children. Refer Educator, Staff members and Volunteers Policies and Educator to Child Ratios Policy.

CONCERNS, COMPLAINTS & SUGGESTIONS

If you have any concerns, complaints, or suggestions, please speak to the Director. If this is not satisfactory, the Approved Provider of the service may be contacted directly to handle complaints. Contacts for the Approved Provider representatives are at the front of this handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via

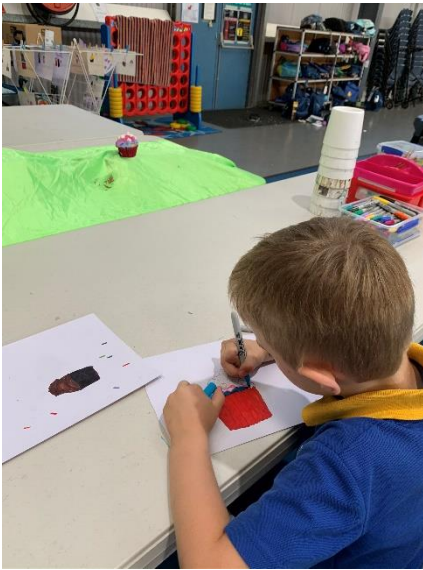
the Ideas & Suggestions book at the sign-in desk, at regular P&C /Management meetings, parent information sessions or via regular surveys. Please feel free to discuss any issues at any time. We value and encourage your participation in our service as we believe it enhances the service we provide. Refer Complaints Handling Policy.

SCHOOL & SERVICE MAP

Under our Licensing approval with our regulators – the Office of Early Childhood Education and Care – we are licensed to operate in the following areas of the school:



CARING FOR YOUR CHILD



WHAT WE OFFER



Opportunities for diverse outdoor play activities: *My favourite activity is soccer on the Oval because I get to play with my friends - Thomas*

Time spent preparing and trying new recipes: *My favourite recipe is Spaghetti Bolognese – Sam*



Opportunities to learn from our community of families: *Sometimes parents come in and teach us something new. That's lots of fun - Lilly*

Excursions (voted on by our children) – *I already play golf, so my favourite excursion was Putt Putt – Rumi*



Opportunities to learn about different cultures – *I can't wait to learn about Greece, that's where I'm from – Beau.*



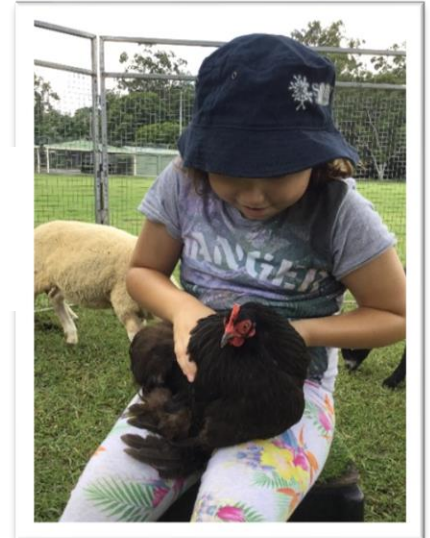
An engaged group of Educators, passionate about working with children: *The best part of my job is getting to see children engage in new experiences and watch them develop into confident and vibrant individuals – Clyde*





Developing Friendships: *The best thing about after school care is playing with my friends – Maya*

Vacation Care Incursions: *We've had so many people come visit us. I've got to hold a chicken and a lizard. Another time I made a robot out of Lego. - Oliver*



Learning about sustainability: *The green corner is where we grow herbs and vegetables, We pick these and take them to the kitchen for cooking. Sometimes we also feed the worms - Ella*

Resources that support imaginary play: *The home corner is my favourite place ever at Before School Care - Alex*



Time for free play: *"Learning through play is such an important part of children's development. OSHC provides ample opportunities for uninterrupted, child-directed play experiences" - Emily*

Opportunities to create: *My favourite activity is craft. Sometimes we make sculptures, sometimes we use boxes, sometimes we make masks - Jasmine*



DAILY ROUTINES

Before School Care: Children are signed in by parents each morning. Breakfast is supplied by the service. A morning routine and program is offered which provides opportunity for children to engage in a variety of indoor and outdoor activities such as completion of home work, reading, playing board games, arts and craft, sport and games. Grade two and up have the option of being signed out at the service at 8:30am to be in the care of the school teachers on duty. Prep children are walked up to their room at 8:45am by educators. **After School Care:** Children are signed in by an educator immediately after school. A light, nutritious snack will be served following arrival. A variety of indoor and outdoor activities are offered daily from which children may choose such as cooking, craft, sports and music with opportunities for unstructured play available to all children. A quiet time and space is provided for homework (optional). Families must sign their children out from the service. **Vacation Care:** Children are signed in and out from the service by the parent/authorised nominee. A menu and program of activities is developed and made available approximately 4 weeks prior to the holiday period. A variety of indoor and outdoor experiences are planned from which children may choose and including opportunities to participate in excursions and incursions.

ARRIVALS & DEPARTURES

Children must be signed in and out each day by the parent or authorised nominee. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies letters of authorisation can be emailed to the service.

EXTRA CURRICULAR

If you require your child to attend extra-curricular activities within the school grounds, written authority must be given and arrangements for delivery and collection of your child to and from these activities negotiated with the service. Educators may not be available to escort children to these activities due to the educator to child ratios. Parents should consult with the Director before enrolling children in these activities. The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of duty of care. If children who are booked in to After School Care have not arrived at the service within ten minutes of expected arrival the service will follow up as per Arrivals and Departures of Children Policy. Refer Arrivals and Departures of Children Policy.

CHILDREN LEAVING WITHOUT PERMISSION

If a child leaves the service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. Refer Arrivals and Departures of Children Policy.

LATE COLLECTION & FEES PAYABLE

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of \$15.00 will be

charged immediately after 6.00pm for every 15 minutes thereafter. The correct time will be recorded on Qkids Kiosk. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Director will contact the police for further advice. Refer Arrivals and Departures of Children Policy.

CUSTODY

Where custodial rights apply, this will be noted on the enrolment form and a current copy of the relevant court orders will be provided to the service. Ongoing consultation with custodial parents will be maintained and all staff will be informed of the arrangements as they apply. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police and custodial parent will be called immediately. See Court Orders and the Release of Children in Care Policy.

EXPECTATIONS OF CHILDREN – POSITIVE BEHAVIOUR FOR LEARNING

As part of our commitment to quality care for the children at our centre, we align with Jindalee State School's Positive Behaviour for Learning (PBL) approach. Positive Behaviour for Learning (PBL) is a whole school program that actively promotes positive behaviour. It enables students to develop a clear understanding of required expectations, become responsible for their own behaviour and work together to create a positive, productive, and harmonious learning community. Our core expectations for children are: • Be Safe • Be Respectful • Be a Learner PBL is a data driven program. Therefore, what we learn from the data, such as, specific inappropriate behaviours which we need to address, effects what we do throughout the service in PBL. Each week, we align with the school's area of focus that involves explicit teaching and support of positive behaviours. Our school wide PBL universals define our expectations for all settings at Jindalee State School and our service.

SAFETY

Evacuation and lockdown plans and instructions are displayed prominently near each exit of the service premises. We ask all parents, educators and children to familiarise themselves with the procedures. Fire, evacuation and lockdown drills are practiced regularly each term. We ask that if you are present during a drill, please participate. Regular emergency and evacuation rehearsals give children and educators an opportunity to become familiar with the routine and planned procedures. All service fire-fighting and first aid equipment is serviced every six months by the Jindalee State School. Our first aid supplies and continually checked, updated & restocked by First Aid Kits Australia. Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment and Lockdown Policy

HEALTH & HYGIENE

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and to prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious condition will be excluded from the service to prevent others being introduced to the infection. Please refer to the Time Out (Queensland Health) poster displayed at the service on

the Parent Information Noticeboard in the hall entry to identify the main infections conditions and periods for exclusion. For children who fall sick while in care at the service, the parents will be notified and will be requested to collect their child immediately. Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals, food preparation activities and toileting. Hand rubs may be used where soap and water are not accessible. Educators and all staff members observe stringent hygiene practices and the service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident. Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear sunscreen which is reapplied according to the manufacturer's recommendations. Refer Sun Safety Policy Jindalee School Age Care Program is a smoke free environment. Refer Health and Wellbeing Policies.

ILLNESS & INJURY

The service actively strives to avoid injuries occurring at the service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures. The Director will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic first aid. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly. Children with infectious conditions will be excluded from the service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendations from the Department of Health. Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy

MEDICATION

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required. All medication must be supplied in its original container with a pharmaceutical label showing the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL with the child's name on the medication, it will not be administered. Separate forms are to be completed for children suffering from Anaphylaxis, Asthma, Diabetes and/or any other diagnosed medical condition. If a child has a severe reaction or other illness in which timing is vital, medical management plans and risk minimisation plans must be developed between the service, guardians and health professional to ensure immediate action in the case of an emergency event. Please ensure the service is aware of this by detailing on enrolment form. All medication will be administered by the Director or educator nominated by the Director and will be recorded in a Medication Register which will be signed off by another witness. Children who become ill at the service will be provided a quiet area to rest

comfortably while their parents/guardians are contacted. Parents are requested to advise the service (via enrolment forms) of their child's particular health needs, including medication. Refer Health and Wellbeing Policies.

HOMEWORK

The service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. Please notify the service if you would like our educators to remind children to do their homework. Whilst we support the children in homework, we do not take responsibility for signing off on work. Whilst we encourage homework to be done we cannot force children to do it and the responsibility lies with the child and families. Refer Homework Policy.

MEAL-TIMES

Nutritious and well-balanced snacks will be provided for breakfast, morning and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavor to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet, including religious or cultural. Our weekly menu for breakfast, afternoon tea and all foods provided during vacation care is displayed on the kitchen notice board. Detailed information about our Food and Nutrition Policy is available in our Policies and Procedures Manual, located in the foyer of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Director. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

BEHAVIOUR MANAGEMENT

The aim of our service is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for boredom, frustration and/or conflict. We believe that children require guidance as to what to do, instead of what not to do. Therefore, we endeavor to manage behaviour through a supportive model, which includes effective supervision and role modelling, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of inappropriate behaviour. Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity, religious beliefs or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be supported with positive behavior strategies. If unacceptable behaviour continues, safe, quiet downtime spaces will be accessed to allow the child time and space to be calm and reflective with support from an educator. Parents will be notified and consulted with if disruptive behaviour persists, support will be sought from the Approved Provider. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the service. Rules of Behaviour are developed in consultation with the children, families, educators, and Jindalee State School. Refer Positive Behaviour Support Practices & Supporting Complex Behaviour Policy.

DAMAGE TO EQUIPMENT & FACILITIES

As part of every-day experiences involving children, we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, a cost to the parent may be incurred.

STUDENTS, VISITORS & VOLUNTEERS

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. Refer Volunteers Policy.

EXCURSIONS

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information: • The date • Proposed destination • Times of departure and return • Method of transport used • Activities to be undertaken • The educator to child ratio Children are required to wear covered footwear and tops with sleeves for ALL excursions. Children are encouraged to wear a broad brimmed hat and sun screen at all times during outdoor activities. The service has a limited supply of hats for children who have forgotten theirs. Special sunscreen (for children with allergies to standard sunscreen) needs to be provided by the parent /guardian and advised to the Director. If parents/ guardians have not provided the correct sun safe clothing (broad brimmed hat & tops with sleeves) the service holds no responsibility for possible sun damage. The educators will ensure to the best of their ability to provide sun safe measures. Please check the Vacation Care program for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. Refer Excursion Policy.

TRANSPORT

For children catching a bus to our service, an educator will be at the designated pick up point within the school grounds where they will be escorted for the walk to the service. For children catching a bus from our service, an educator will escort the child for the walk to the designated pick up point within the school grounds and remain with the child until they have boarded the pick up vehicle. Educators carry a mobile phone/ walkie talkie to remain in contact with the service. Parents/guardians will be required to sign permission letters relating to specific site pickup details for their child. FAMILY INFORMATION PACKAGE: Jindalee School Age Care Program All vehicles on excursions, will comply with the appropriate legislation and regulations (Transport Operations (Road Use Management) Act, 1995). Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport. Refer Transport for Excursion Policy and Vehicle Restraint Policy

CLOTHING

During Before and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them. Covered shoes and broad-brimmed hats will be worn at all times when playing outside. Appropriate clothing will entail the wearing of shirts/tops with sleeves. Refer Preventative Health and Well Being Policy.

BABYSITTING

The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

PROGRAM PLANNING

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occur on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine. A variety of activities and experiences are planned for each day of Before, After School and Vacation Care (e.g cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community. The Director will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly throughout the term can be used as a means to convey parent's and children's thoughts and input into the program. A current weekly program is permanently posted on the Parent Notice Board and website. In order to ensure that programs effectively deliver the values, aims and objectives of the service, we regularly evaluate the structure, process and content of the programs, actively seeking feedback from parents, educators, children and the school community. Refer Educational Program Planning Policy.

PERSONAL EFFECTS

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones etc. The Director / Educators must be made aware that children have these items and they should be clearly named with permanent identification. Limits will be place on children's access to electronic devices. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person

WALKIE TALKIE USAGE

For safety and security reasons JSACP have incorporated the use of "walkie talkies" into our day to day procedures. Staff may wear these devices during Before School Care, After School Care or

Vacation Care sessions. It is our intention to communicate effectively with one another at all times to ensure the best possible care for your children. The use of these devices also ensures we are in frequent compliance with required child to staff ratios. Careful attention is paid to ensure only appropriate language is transmitted. Children are not permitted to use these devices.

MY FAMILY LOUNGE: EXPLAINED

MAKING A BOOKING

My Family Lounge' is both a web based portal and an APP for smartphones and tablets where families can manage their enrolment, update their details and change their bookings. Use your email address to log in. Existing families will use the email address previously supplied to the service – just reset your password on the app or portal.

Download the app from the Apple/Play Stores onto your smart phone/tablet.

What can I do in the My Family Lounge APP (for smart phones and tablets)?

- Make casual bookings for BSC /ASC / Vacation Care
- Mark casual bookings absent
- Mark permanent bookings absent

What can I do in the My Family Lounge Web Based Portal (for computers and tablets)?

- Enrol in to the Jindalee SACP
- Request changes to permanent days your child is booked in (ASC/BSC)
- Make casual bookings for BSC/ASC/VC
- Update children's enrolment forms, medical information, dietary requirements, emergency contact details and more.

For an overview of the features of My Family Lounge please [click here](#).

Bookings:

All families enrolled in JSACP can make changes to their permanent bookings via the MFL Web Portal (computers or tablets). If you are wanting to swap a permanent regular booking for a one off casual day, please advise the Service. All families enrolled in JSACP can book in for additional casual care days by using the MFL App (smart phones or tablets).

For absences, 48 hours notice is required to avoid being charged – absences are to be notified using the 'My Family Lounge' App.

Note: you cannot mark children absent or book in for casual care or vacation care using through the Web Based portal – this can only be done using the App.

PAYMENT FOR CARE

PAYMENT OF FEES & OUTSTANDING FEES

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the Family Handbook Check Sheet at the front of this package. Fees are set based on the annual budget (see Budgeting and Planning Policy) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified 2 weeks in advance of any changes to fees. Accounts are issued weekly and payment is due no later than the following Friday. Payment can be made by direct debit (DebitSuccess) or payment transfer into the service bank account. Receipts will be issued at time of payment. Fees outstanding for more than two weeks may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available. A debt collection agency may be appointed to recover outstanding money. Contact the Director to discuss payment of outstanding fees. Confidentiality is assured. Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Subsidy. Please contact Centrelink for your family's entitlement

CHILDCARE SUBSIDY (CCS)

The new Child Care Subsidy replaces the previous Child Care Benefit and Child Care Rebate. The Child Care Subsidy will be paid directly to services. There are also changes to the annual cap which will make child care more affordable for more families. Three things will determine a family's level of Child Care Subsidy: • A family's annual adjusted taxable income will determine the percentage of subsidy they are eligible for • An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 per fortnight, and • The type of child care service will determine the hourly rate cap. Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include: • the age of the child (must be 13 or under and not attending secondary school) • the child meeting immunisation requirements • the individual, or their partner, meeting the residency requirements. Using myGov

Sign in to your myGov account. If you don't have one, you will need to create a myGov account. • Link myGov to Centrelink. You can do this under Services. • Select Centrelink and complete the Child Care Subsidy Assessment. For more information about the CCS, please see the Human Services website: www.humanservices.gov.au

BOOKINGS

At Jindalee School Age Care Program we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to the number of approved places allocated to the service, there may be some days we will have to refuse care to casual bookings.

ATTENDANCE

Please notify the service promptly if your child/ren will not be attending on a particular day. Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes: • 48 hours' notice for Before / After school care and 7 days for Vacation Care
Allowable/approved absences will be used in all other instances, including absence due to illness.

ABSENCES FROM CHILDCARE

Families will continue to be entitled to 42 absence days per child (as per previous Child Care Benefit), per financial year, per child 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, providers are able to 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 individual claimant. If you have any additional queries, please do not hesitate to contact the service at any time.

