JINDALEE
School Age Care Program

RATED
EXCEEDING
NATIONAL QUALITY STANDARD

FAMILY HANDBOOK



Jindalee School Age Care Program

114 Burrendah Road, Jindalee, QLD, 4074

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ABOUT OUR SERVICE

JINDALEE SCHOOL AGE CARE PROGRAM

114 Burrendah Rd

Jindalee

Queensland, 4074

Contact Details:

Coordinator: Lilly Burt

0421 787 789

management@jindaleesacp.com.au (Confidential correspondence)

admin@jindaleesacp.com.au (All other correspondence)

www.jindaleesacp.com.au

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







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: Erica Linney

ADDITIONAL P & C INFORMATION

MEETINGS

Meetings are typically 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. Items for discussion can be submitted to the Coordinator 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. We regularly review aspects of our program's operation and delivery, including policies and procedures. To reflect best practice guidelines and the needs of our community, we ask families to share their thoughts through a number of avenues, 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 monthly P&C meetings, with a full review conducted once a year (following the AGM). We welcome involvement from all program stakeholders. Policy and management issues should be directed to the P&C via the grievance policy outlined in this handbook.

FEE INFORMATION 2025 THE FEE SCHEDULE BELOW INDICATES TOTAL COST PER SESSION BEFORE ELIGIBLE CHILDCARE SUBSIDY REDUCTIONS.

Fees and Cancellations

Effective 6th October 2026

Fees per Session

Session	Permanent Booking Fee	Casual Booking Fee
Before School Care	$23.75 per child per session	$26.50 per child per session
After School Care	$29.00 per child per session	$32.00 per child per session
Vacation Care and Pupil Fee Days	$66.00 per child per session	
Additional Charges		
Late Collection Fee	$25 per 15 minutes or part thereof after 6:00pm	
Non-communication fee of absence	$10 per occurrence	
No Booking prior to attendance at BSC and ASC	$10 per occurrence	
Vacation Care Charges		
Named Hat to keep if not brought on Excursion Day	$8	
Named reusable water bottle to keep if not brought on Excursion Day	$7	

All fees are excluding the CCS (Child Care Subsidy)
For any Additional / Vacation Care charges , CCS does not apply (unless stated)

Bookings

Permanent Bookings
Children who attend on a regular basis each week. 2 week notice period for changes to permanent booking patterns.
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.*

Cancellations/Absent

Please mark children absent via the My Family Lounge App or contacting the service directly via email or phone. The service requires the following notice for cancellations or full fees will apply.

Session	Cancellation period
Before School Care	48 Hour Notice
After School Care	48 Hour Notice
Vacation Care	The Monday of week 10 of each term before the Vacation Care (7 Day Notice pupil free day)

SERVICE PHILOSOPHY STATEMENTS

Our Vision

To enrich the lives of children and our community through excellence in education and care.

JINDALEE
School Age Care Program

Our Purpose

To encourage and support children to develop into confident, passionate and capable lifelong learners.

Our Team Mission

Our Educators are committed to developing meaningful relationships, where each child's strengths, interests and growth are central to the development of the program.

EXCEEDING

OUR SERVICE PHILOSOPHY

JINDALEE
School Age Care Program

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 and the local community contributes to the ongoing success and quality of our service.

JSACP recognises and celebrates the diversity of the community in which we operate. We are committed to furthering our understanding, drawing upon our communities expertise and supporting children to develop their identity.

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. We aim to help our children feel connected to this part of our nations identity through all aspects of our program.

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 recognises the importance of ongoing learning and continuous improvement and engages in critical reflection and self-review.

EXCEEDING

OUR VALUES

JINDALEE
School Age Care Program

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 build 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 contribution 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 are central to the decisions we make.

RECONCILIATION - We recognise that we all have a role to play when it comes to reconciliation. Through continued action, we seek to build a community that values Aboriginal and Torres Strait Islander peoples, histories, cultures and futures.

DIVERSITY & INCLUSION - We seek to create a sense of belonging for all members of our community and are committed to providing inclusive care that promotes respect, participation, learning and development for all.

EXCEEDING

OUR PROGRAM PHILOSOPHY

JINDALEE
School Age Care Program

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.

EXCEEDING

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 the program is compliant with all relevant legislative requirements. This manual is available for you to read on enrolment of your child.

For easy referencing, a copy of the Manual is available at the service and via our website (electronic version). Please be aware that policy and procedures are subject to change and parents will be notified of any changes. In this Family Handbook we provide a snapshot of policies, which will affect you, your family and child/ren during their time with us.

ENROLMENT & ORIENTATION

Parents/guardians are required to complete all enrolment paperwork before children are able to attend the service. An orientation meeting will take place on enrolment of your child.

This is a fantastic opportunity to discuss what will help make your child's time at JSACP enjoyable and ways our Educators can support your child's growth and development. 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.

JSACP is committed to providing an inclusive program where all children are welcome and supported to participate. If your child has additional needs, consultation with relevant parties (parents/guardians, Coordinator, inclusion support professionals and/or teachers, will occur before your child commences). This is to ensure a smooth transition into the service where Educators are informed on how to best support your child.

See Enrolment Policy & Communication with Families Policy.

COMMUNICATION WITH FAMILIES

We have a number of ways we communicate with you as a family. Our Educators are happy to discuss your child's participation during their time at JSACP. Our Facebook page is a wonderful way to keep up to date with our daily program and offer suggestions on "where to next". Please ensure your email address is accurate as regular emails, monthly newsletters, statements and important communication will be sent through this avenue.

Information to assist with parenting is displayed at the service and brochures made available at the sign in desk. Information is provided in a number of languages and the leadership team are able to link you to further contacts if required.

Your feedback is important to us. We have a number of surveys throughout the year and continue to seek feedback informally via email communication and our Facebook page. There is a confidential grievance procedure for all service users if required. We also have an open-door policy so please don't hesitate to speak with the Coordinator if you have any concerns.

We are an Approved Service with the Department of 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 & Standards. Accompanying this information is the service's Quality Improvement Plan, which all stakeholders are encouraged to contribute to. *See Communication with Families Policy.*

RESPECTFUL RELATIONSHIPS

The best interests of the child are paramount to our program's operation at JSACP. We view respectful relationships as the foundation of the work that we do. Children are considered and involved in the ongoing development of the program and are encouraged to exercise agency over their time at JSACP. *See Respect For Children Policy.*

CHILD PROTECTION

JSACP is a "Child Safe" Organisation and has moral and legal duties to protect children from harm. This means that all staff members are aware of their legal responsibilities as "Mandatory Reporters" and have been trained on current Child Protection Law and the service's Child Protection and the Reporting of Child Abuse Policies. All employees hold a current Suitability Card for Child Related Employment, issued by Blue Card Services, Department of Justice and Attorney General in Queensland.

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 in the day-to-day activities provided at Jindalee School Age Care Program. These photos may be displayed within the service as part of our programming processes. The children take great pride in having their day to day experiences documented this way. Photos of daily activities are shared on Facebook; however, no children's faces are included to respect children's privacy. For photos taken for use in any other project such as service marketing material, 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 care 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, attending Jindalee State School, between Prep and Grade 6. We are able to provide care for children in Year 7 (who were previously enrolled at JSACP) if places are available.

Prep children are able to commence care from the first day of Term 1. The service will follow the priority of access guidelines as per service 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.

PARENT CODE OF CONDUCT

Educators are available for parents to always speak briefly to the service is open. Longer or more confidential appointments with a member of the leadership team can be made via email. If you wish to speak to someone other than the Service Manager, 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.

It is expected that parents & guardians will communicate with staff members respectfully. Aggressive or disrespectful communication will not be tolerated, including swearing and 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

The hiring and rostering of Educators is done in accordance with the guidelines set in the Education and Care Services National Regulations 2011. This is inclusive of relevant ratios and qualification requirements. Children are actively supervised 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.

All employees engage in ongoing professional development, including yearly first aid qualifications and child protection training. The JSACP team has a wide variety of professional experience and qualifications in school age care, sporting, health care and/or other childcare settings. 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 Coordinator.

If this is not addressed to your satisfaction, the Approved Provider of the service may be contacted directly. Contacts for the Approved Provider representatives are at the front of this handbook. *Refer to Complaints Handling Policy.*

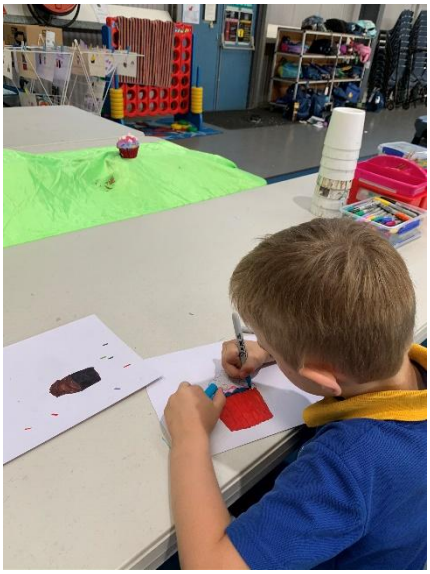
The happiness and well-being of the children in our care is our top priority and we are continually striving to improve the quality of care we provide. Avenues for communicating your suggestions are via Facebook, Email, monthly P & C meetings & regular surveys.

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*



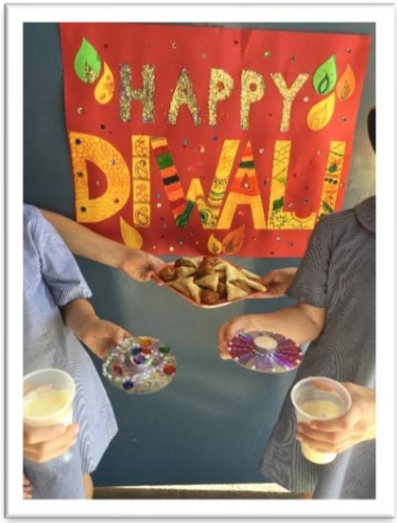
Time spent preparing and trying new recipes: *My favourite recipe is Spaghetti Bolognese – Sam*



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*



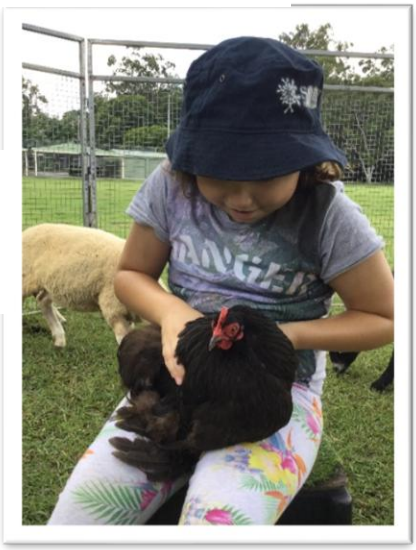
Opportunities to learn about different cultures – *I can't wait to learn about Greece, that's where I'm from – Beau.*



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*



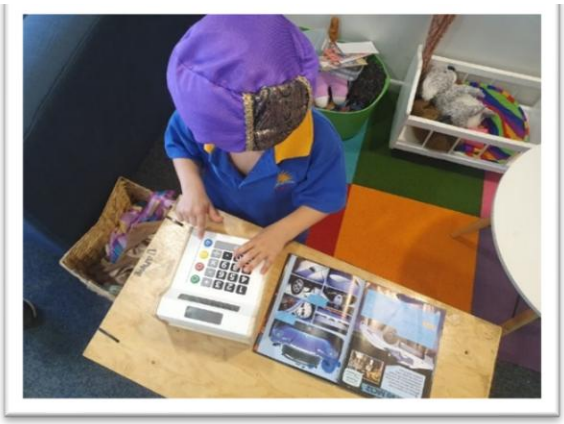
Developing Friendships: *The best thing about after school care is playing with my friends – Maya*



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*

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.

