

*Kallangur State School  
P & C Association*

**KLUB KALLANGUR OUTSIDE  
SCHOOL HOURS CARE**

**Quality Before School, After School Care  
and Vacation Care**

**139 School Road,  
Kallangur. Q. 4503.  
(Storey Road Entrance)**

**Phone: 07 3886 2144**

**Mobile: 0417 742 786**

**Fax: 07 3886 1524**

**PARENT  
INFORMATION  
BOOKLET**

## PHILOSOPHY OF THE SERVICE

Kallangur State School P&C Association provides Klub Kallangur Outside School Hour Care as a valuable service that supports the needs of school aged children and their families.

Children are influenced by all who are around them – *“It takes a Village to raise a Child”*

Our Outside School Hours Care program aims to provide high quality care for our community by acknowledging the importance of play and leisure in children’s learning and development. We understand that their learning is not limited to any particular time or place.

### VISION, PRINCIPLES, VALUES

At Klub Kallangur OSHC we will:

1. Foster children’s autonomy and development by providing a program that is reflective of the curriculum framework ‘My Time Our Place’.
2. Aim for children to meet all developmental outcomes of the framework;
  - Children have a strong sense of identity
  - Children are connected with and contribute to their world
  - Children have a strong sense of wellbeing
  - Children are involved learners
  - Children are effective communicators
3. Provide an environment that is inclusive, tolerant and respectful
4. Together with Management, staff will attempt to meet the needs of individual children and their families and encourage involvement and feedback of the program.
5. Cater for nutritional and individual dietary needs by complying with Nutrition Australia and Education Queensland’s Smart Choices healthy food guidelines for children.
6. Adhere to and follow the Philosophy and motto of the school, “We Strive to Attain” and reflect this through the activities and the environment of the centre.

## **SERVICE GOALS**

Klub Kallangur has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

## **CONTACT NUMBERS:**

Phone: 3886 2144 Answer Machine on 24 Hours

Fax: 3886 1524

Email: klubkall@bigpond.net.au

**Centre Manager/Coordinator**

Email: marionckk@bigpond.com

## **OPERATIONAL HOURS FOR**

## **CENTRE LICENCED**

6.00 AM – 8.15 AM	MORNING CARE	185 Children
2.30 PM – 6.30 PM	AFTERNOON CARE	185 Children
6.00 AM – 6.30 PM	VACATION CARE	185 Children

## **ELIGIBILITY:**

- All Primary School Aged Children.
- Prep School children

## **PRIORITY OF ACCESS: *According to the Child Care Service Handbook Section 6.3* FOR PARENTS AND GUARDIANS WHO ARE:**

- 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

THE CENTRE WAS ACCREDITED ON 16th MARCH 2015

RATING: EXCEEDING NATIONAL QUALITY STANDARDS.

LICENCING RENEWAL IS EVERY 12 MONTHS

CHILD CARE INFORMATION LINE: 3224 4225 AND 1800 637 711

This Outside School Hours Care Centre is licensed by the Office of Early Childhood Education and Care, under the Child Care Act 2002 and must comply with this Act and Child Care Regulations 2003, including for example, the requirements relating to activities, experiences and programs, staff members qualifications, numbers of staff members and children.

The contact number for the Office of Early Childhood Education and Care Caboolture Regional Office Phone: (07) 54336106

## **TRANSLATION OF CARE FOR KIDS DOCUMENTS**

Please inform the Coordinator/Supervisor if you need assistance with translation of any documents, as we can provide you with the assistance you require through the Australian Institute of Interpreters and Translators (AUSIT) on 1800 284 181.

## **ACCOUNT ENQUIRIES**

Please direct any account enquiries to the Manager/Coordinator Marion Crow, Assistant Coordinator Rita Baker or Office Administrator Kay Stickley.

## **PAYMENT OF FEES**

Your account statement showing your usage and CCS payments for the previous week and the current week's expected usage will be available Wednesday afternoon of each week. This can be either emailed to you or printed and placed in an envelope at our front counter. We ask that due amounts be paid by end of business Friday. Direct Debit Request - Authorisation Form are the preferred method of payment but we accept Cash payments and EFTPOS facilities are also available for your convenience. Payment by Credit Card over the phone and Direct Debit by internet banking and are also available. Details are as below:

### **COMMONWEALTH BANK**

**BSB: 06 4000**

**ACCOUNT NUMBER: 12893398**

**ACCOUNT NAME: KALLANGUR STATE SCHOOL  
P&C ASSOCIATION; KLUB KALLNGUR OSHC**

A reminder text will be sent on the Wednesday or Thursday about overdue fees. If the account is still outstanding by the following Friday a late payment fee of \$15.00 may be charged to your account.

A reminder letter will be sent out about overdue fees and that the fees need to be paid within 7 days.

If no payment received a second text, or email or letter will be sent that no payment has been received and your children's registration will be cancelled if payment is not received within 7 days.

If still no payments received a third notification will be sent informing you that your children's booking have been cancelled and if overdue account is not paid it will be handed over to a debt management service.

If you are having difficulty paying, please ask to speak with the Manager/Coordinator or Assistant Coordinator and they can work out a payment plan. Continual late or non-payment of fees may result in de-registration.

## **CHILD CARE SUBSIDY**

From 2<sup>nd</sup> July 2018 the Australian Government has released the new Child Care Package. We have included in our Family Package information on the new Child Care Subsidy. **It is a government requirement that you update and confirm any new Child Care arrangements through the myGov app or website before Child Care Subsidy can be paid to centre.**

## **ENROLMENTS**

**A registration form is required prior to enrolment.** Ensure you complete the **Enrolment Form in FULL**, including your date of birth and Centrelink Registered Numbers (CRN) as it is compulsory for the application of Child Care Subsidy.

NOTE: Uncompleted Enrolment forms cannot be processed.

**PLEASE INFORM US OF ANY CHANGES OF DETAILS** at any stage after completing these forms (i.e. telephone numbers, address, etc).

This information is vital therefore adequate details are necessary to ensure your child/children's safety.

Parents are responsible for informing the Coordinator of any alterations to phone numbers, addresses, medical details, emergency contacts etc.

A short interview for new families is required before registration is accepted.

**If your child has any health issues or has been diagnosed with a behavioural issue, please talk to staff and inform them of your child's needs.** All information provided is strictly confidential.

**Prep children can attend the service from the first week in January each year and children from other schools can attend on vacation care.**

## **BOOKINGS**

Attendance – Arrivals, Departures and Absences

The Federal Government's Department of Communities requires that your child **MUST** be registered on the Kiosk system on arrival and again at departure from the centre. At Klub Kallangur we use the Kiosk electronic system which records all information that is required for the government to pay us the Child Care Subsidy. In accordance with government regulations all attendances and absences must be electronically signed for and confirmed or the centre is unable to claim your government childcare subsidy, therefore you will be charged full price until these days are signed for. Once signed your account will be adjusted in accordance with the regulations. **This must be done within 28 days.**

The following absences are allowed according to the government regulations applying to Child Care Subsidy: **42 days per child** (regardless of which parent child is with, in the case of separated families) per financial year for absences due to holidays, sickness, days off, rostered days off, public holidays etc without documented proof.

Once all 42 days have been exhausted, when your child is away sick/ill from the centre, it is the parent's responsibility to gain a medical certificate from a medical practitioner. If the centre does not receive and mark the absence that certificate has been given for the government will not pay Child Care Subsidy for this absence.

All bookings once taken for Morning, Afternoon or Vacation care **will need to be paid for regardless of whether your child attends or not.** However please remember to cancel if they are not coming or a **Non-Cancellation Fee of \$15** may be charged in addition to the normal fee for that day.

## **ENROLMENT BOND**

A refundable bond of \$65.00 per family is required for all registrations. This can be paid by cash or eftpos and will be refunded when you no longer require care, provided all fees have been paid. If there are any outstanding fees, these will be taken out of the bond and the balance refunded.

## **FEES**

Statements will be emailed to parents or can be collected from reception showing previous weeks use and current weeks bookings. All outstanding fees are due by the Friday of that week.

A Non-payment fee of \$15.00 may be charged to your account if payment is not received by the Friday and prior arrangements have not been made with administration staff. If you are paid fortnightly or monthly, please inform administration staff.



## **DISCOUNT RATE**

Klub Kallangur, unlike some childcare centres, does not charge you for your permanent bookings over the vacation periods if you do not attend. In addition to this we will also give parents 10 school days per school year for each child at a discount half price rate. You are able to use these days for when your child is away for special reasons e.g. Camp, Holidays (Not in vacation time), Doctors appointments etc. Please advise staff when you are taking the absence that you wish to use the discount rate.

## **ARRIVAL AND DEPARTURES**

### **Before School Care**

Children are required to be signed (electronically) into the service by a parent or guardian. The Co-ordinator or OSHC educator will release the year 1 to year 6 children in the service to the care of the school at 8:15 am. An educator escorts the prep children to their class line up area at 8:15 am also.

### **After School Care**

Upon arrival each child is to be signed in by an educator and signed out (electronically) by parent/guardian on leaving.

Prep children are collected from their classrooms by an educator and escorted to Klub Kallangur.

### **Vacation Care**

Parents/guardians are required to sign (electronically) their child/children into and out of the service with time of arrival and departure also recorded on the Kiosk.

An educator should be advised before a child leaves the service.

Educators will ask for identification if they do not know the person picking up your child or if there are any concerns relating to the person picking up the child.

As parents, you are the most important person in your child's life, and you are the most important source of knowledge about your child. It is when there is close cooperation, communication and participation between parents and the centre that the needs of children are fully and adequately met.

We therefore encourage parents to stay with the children when they first arrive until they feel safe and happy with their surroundings. Also, when collecting your child/children, please feel free to ask questions and allow your child to show you their craft work, colouring or any activities they have been involved in.

### **FAILURE TO ARRIVE FOR AFTERNOON CARE**

Where children are booked in, and do not arrive for afternoon care, our procedure is as follows:

- Check that cancellation has not been advised by phone message.
- Phone school and check to see if the child has been signed out through the office throughout the day or that office has been advised of absence.
- Phone parents, if not able to contact on any of the numbers supplied then phone emergency and contact numbers on registration sheet.
- If Childs whereabouts can still not be confirmed **Police will be notified.**

Parents are responsible for notifying the Centre of their child's absence. Please telephone the Centre as soon as you are aware your child will not be attending. Our answering machine is left on 24HRS so if office is unattended please leave message. This will alleviate any unnecessary concerns regarding your child's whereabouts. A Search (Non Cancellation) Fee may be charged on top of the normal fee, any time a booking for morning, afternoon or vacation care is not cancelled.

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

### **WHO CAN COLLECT MY CHILD/CHILDREN**

Only people specified on the registration form may collect children.

If these people are unavailable, other arrangements may be made by a signed note from parent or guardian or notifying Coordinator of the name of the person who will be collecting the child. Photo Identification will need to be checked when the child is picked up.

### **THE CENTRE WILL NOT RELEASE ANY CHILD WITHOUT PRIOR AUTHORITY FROM EITHER PARENT OR GUARDIAN**

Any person not actually known to the Centre Educators will be required to provide identification, preferably with photo, such as a driver's licence, before educators will release child.

**A child will not be released to any person under 18 years old unless permission is given by parent or guardian.**



## **CUSTODY**

In order to appropriately manage the care of children in custody situations, a copy of all court orders in relation to custody must be provided to the centre upon enrolment. These documents will be attached to the child's records and treated confidentially.

Parents are asked to notify the centre of any changes to these documents.

If the centre does not have a copy of the court order, it will assume that both parents have joint guardianship of the child/children and therefore both have access.

In the event that a parent breaks a custody order and tries to access the child, the parent with custody entitlements will be contacted immediately, the staff will attempt to stop the parent from taking the child and the police will be contacted.

## **LATE PICK UPS**

Should an emergency arise that could cause you to be late in collecting your child please call the Centre so that we can notify your child and the staff of the change in routine.

Children must be collected by 6.30 p.m. or a late fee of \$15 and then a \$1.00 per minute until child is collected will apply.

Ongoing problems with late pick ups, may result in deregistration.

Please notify the centre if you have been delayed. If we have not been notified and are unable to contact the parent emergency numbers, the police department will be contacted.

## **EDUCATORS**

Two educators will be on the premises at all times

An Educator with a minimum qualification of a Diploma in Children's Services will be on duty at all times. An additional educator with minimum qualifications of Certificate III in Children's Services will be on duty for every 30 children.

All our educators hold a current first aid, Anaphylaxis and Asthma qualification and annually update their CPR, Anaphylaxis and Asthma qualification.

Educator to child ratio is a maximum of 1:15 that is one educator for every 15 children. We also have extra educators employed of an afternoon. The ratio for excursions is determined by risk assessment depending on excursion and if children are swimming the ratio shall be determined by risk assessment which is available at the centre.

**VOLUNTEERS AND STUDENTS** undergoing work experience may be present at the Centre from time to time. These volunteers and students will be required to have a Blue Card that is a Suitability Card to work with children, if they are over 18. They will only work under the direct supervision of a Senior educator and will not be included in the Educator to Child Ratio.

## **PARENT/STAFF COMMUNICATION**

Daily contact between parents and educators is an important part of the program. By sharing information concerning your child's activities and welfare we can work together to meet both their needs and your hopes for them.

Parents are encouraged to share time and talents with us, attend events and visit the Service. We welcome and invite your suggestions and participation in events and activities. Educators and parent discussions are welcomed, and we ask that you contact the Manager/Coordinator so that supervision of children is available.

Parents will be advised of any matters of health which cause concern for the well-being of their children. Educators will regularly inform parents of children's activities either verbally or via Whiteboard notices.

Newsletters are prepared regularly and supplemented with letters and memos.

Special events will be advertised on the notice boards.

Please check the notice boards and front foyer area; important information will be posted there or by note in your child's bag.

Pre-enrolment interviews are required to provide an opportunity for parents, educators and children to meet and exchange valuable information.

The Centre Coordinator is responsible for the day to day running of the centre.

Any concerns about your child, educator, account or the centre should be directed to the Manager/Coordinator, should you not be satisfied with the outcome, your concerns can be directed to the Kallangur State School P & C Committee through the school office on Ph: 3491 5333 or Office for Early Childhood Education and Care Ph: 54336106

Parent feedback about the centre is always welcome. Parents can write to us by letter or send us an email about your children's care and how the centre operates. You can email the centre at klubkall@bigpond.net.au or email Centre Manager/Coordinator at marionckk@bigpond.com

## **KALLANGUR STATE SCHOOL P&C ASSOCIATION MEETINGS**

Meetings are held on the third Monday of the month at 5.30 pm in the school library. If you would like to find out more about what is happening around your child's school or how you can get more involved with fundraising or generally just helping out come to the monthly meeting.

Enquiries phone: School 3491 5333 or Klub Kallangur 3886 2144

## **COMMUNICATION WITH CHILDREN**

All children will be treated in a respectful, positive manner at all times.

We insist that all educators learn the children's first names and address them individually as they arrive at the program.

The key to good communication with children is to be a good role model and to listen respectfully and actively when they communicate with you.

All communication with children is expected to be phrased in a positive manner.

The best in all children will be encouraged.

## CENTRE PROGRAMMING

Play is a natural way for children to learn and is one of the most effective kinds of learning because children have all the tools they need at their disposal (their bodies, relationships with family and friends and their environment). Play is serious business and is central to his or her healthy development.

For children, play is fun. The pleasure they receive from play is a strong motivation to repeat the activities. With repetition comes control over and the development of skills. This brings a sense of accomplishment and confidence.

The centre has a wide range of age appropriate board games and puzzles to assist in developing the children's hand eye coordination, fine motor skills, problem solving, shape recognition and memory. Hands on activities for the children are Construction toys, Lego, Building Blocks, Figurines, Dominos, Cars and Car Tracks, Castles etc.

Our Imagination Room offers the children the opportunity to role play at being Doctors, Nurses, Mums and Dads, Shopkeepers and Teachers wherever their imagination takes them.

Role play is more than fun...it's a key component of learning. According to child development experts, role play helps children acquire all kinds of skills and knowledge, encouraging them to:

- Explore imagination
- Think in the abstract
- Acquire language skills
- Build social skills
- Problem solve
- Understand someone else's perspective
- Learn essential life skills from adults
- Discover leadership skills
- Safely explore the world beyond
- Acquire confidence and a sense of self

If that isn't amazing enough, consider this: because role play engages emotion, cognition, language, and sensory motor skills, scientists theorize it actually creates synaptic connections between parts of the brain. And the more synapses, the greater a child's intelligence!

Art and crafts encourage children to use their imagination to create their own entertainment. Making something on their own endows them with a confidence in their abilities to make individual decisions and choices.

Craft allows the children to be creative with their imaginations to see what they can make out of bits and pieces from everyday items. Cutting, gluing, using sticky tape, putting the pieces into place to create helps them to develop their fine motor skills and coordination.

The centre also has a wide variety of sports resource for the children to utilise: Soccer nets, Cricket sets, Basket balls, Footballs, Soccer balls, Tennis rackets, Croquet, Hockey, Frisbees, skipping ropes etc. to enhance the children's social, emotional, coordination and physical development skills.

The centre also can utilise the school playground equipment, ovals, the school hall and the school swimming pool on vacation care.

The centre also provides Pool tables for different ages, Soccer tables, Air Hockey table, CD players, Foxtel, Xbox, PlayStation and WII. While these activities are fun they enhance the children's social, emotional, cognitive, coordination and motor skills.

Educators include the children when programming by allowing the children to help choose what activities they would like to do and on what days. Children's ideas and interests are always taken into consideration when programming.

The centre always takes the children's family background, cultures, religious beliefs and interests into consideration when programming for the centre. Parent's views about the programming are also valued and considered when doing the programming.

Within our program, we acknowledge the Traditional Owners of the Land and recognise and pay our respects to Elders past, present and future.

If you wish to give feedback on our Centre programming, please email [klubkall@bigpond.net.au](mailto:klubkall@bigpond.net.au)

## **INTERACTIONS WITH CHILDREN**

The program offered by Klub Kallangur 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

## **RELATIONSHIPS IN GROUPS**

Klub Kallangur OSHC will provide opportunities for children to interact and develop respectful and positive relationships with each other and with educators.

Klub Kallangur operates on a one educator to 15 children ratio. The Service Leader and educators may reduce this ratio after completing risk assessments on planned experience.

## **EDUCATOR / CHILD RATIOS**

Normal sessions - 1 Educator: 15 school-age children

Excursions / Swimming – 2 swimming coaches and 2 to 3 educators depending on age and swimming ability of children and if they have special needs.

Ratio is published on the program and at the centre.

One qualified Educator per 30 children will be present at all times.

All Educators have current first aid qualifications. All educators are recipients of current suitability cards or relevant registration. The centre has 95% of educators qualified with a Diploma of Children's services or a higher qualification 95% has first aid training, and has training in Asthma management, Anaphylaxis and Seizure management.

The centre also receives funding to employ extra educators in the centre for children with special needs to ensure their inclusion in the environment.

## **POLICIES AND PROCEDURES**

Klub Kallangur Outside School Hours Care has an extensive Policy and Procedure Manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is located on the sign in/out desk in the Outside School Hours Care reception.

In this Parent Handbook we provide a snapshot of policies, which will affect you, your family and individual child during the time with us. Details in this manual are correct at the time of printing. **Policies and Procedures are subject to change.**

**SMOKING POLICY** All of our Outside School Hours Care programs are conducted in smoke-free environments.

## **BULLYING**

All children have the right to attend the service free from bullying and/or harassment by others. Children who are found to be bullying or harassing others will be dealt with through the service's behaviour management process.

## **CHILD PROTECTION AND REPORTING**

Klub Kallangur endeavours to protect the physical and emotional wellbeing of the children in our care.

Suspicion of child abuse is a complex and sensitive issues. It is now mandatory for any educator to report suspected child abuse and report to the relevant authorities and the school principal.

Every action relating to a case of suspected child abuse will have the wellbeing of the child as its main concern.

When the report is submitted is to protect a child from abuse, the rights and wellbeing of the child is first and foremost.

The Centre recognises the protective, legal and supportive roles of other agencies working in the child protection area and endeavours to work with these services

All staff will hold a current Positive Notice Blue Card from the Commission for Children, Young People and Child Guardian or have undergone a criminal history check as appropriate. Copies will be certified by a Justice of the Peace and kept on file.

## **KLUB KALLANGUR'S ANTI-BIAS POLICY**

It is the policy of our centre that all children, parents and educators are treated equally, and we have an anti-bias curriculum.

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

Our programs will be developed to encourage gender role and cultural diversity rather than stereotype.

Families of diverse cultural backgrounds will be encouraged to contribute their knowledge of different lifestyles, food, clothing, cooking, language etc. and to enhance the overall education of the children.

All educators are encouraged to attend in-service seminars on multi-cultural, working with children with disabilities and anti-bias programming.

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

Resources and resource workers to meet the needs of children from across cultural backgrounds and special needs children will be used when necessary.

## **ACCESS AND INCLUSION**

Klub Kallangur Outside School Hours Care supports and encourages the attendance and participation of all children (Prep to Grade Six) regardless of ability, social, financial or cultural circumstances.

This service acknowledges the diversity within the community and aims to ensure all children have the opportunity to participate in activities in a fun, nurturing environment.

To do this the educators will:

Interact with and include all children.

Model appropriate behaviour in relation to anti-discrimination.

Respect the difference in backgrounds of individuals and encourage children and families to do the same.

Commit to professional development relevant to diversity, multiculturalism and assisting children with additional needs and will liaise with various external agencies to gain assistance and expertise in these areas.

Where there may be language barriers, every effort will be made to communicate effectively, assistance will be sought from an interpreter if necessary.

## **CHILDREN WITH ADDITIONAL NEEDS**

If your child has additional needs, please contact the Manager/Coordinator to discuss further. If it is agreed that support is required, the National Inclusion Support provider will source available funding to involve your child. Parents are required to meet with the OSHC Manager/Coordinator to ensure important information regarding your child can be passed on to staff. Once the child has been enrolled, the child will be invited into our program to meet staff and become familiar with the environment.

## **GRIEVANCE POLICY**

Everyone has the right to voice their opinion, and any complaints or grievances by families, children, educators or members of the local community will be investigated, addressed, recorded and followed up as soon as possible.

Where possible initial concerns or grievances, should be addressed to the Manager/Coordinator of the Centre. However, should the Manager/Coordinator be the person whom the concern or grievance is about, the matter should be directed to the P&C President or School Principal. The Manager/ Coordinator will however report all grievances to the P&C Association or School Principal, who should track the concern or grievance from the beginning until an agreed resolution has been met. Records of concerns or grievances will be kept confidential and will be shared on a "Needs to know basis" only. Records will be kept in a locked cabinet and access to these records will be given with permission from the relevant people.

Procedures to follow for concerns or grievances are set out in the Centre's Policy and Procedures Documents. Relevant staff, families and children will be advised of the outcomes of any investigation and be told of the resolution.

## **BEHAVIOUR GUIDELINES**

We show RESPECT for all members of our community and our environment.

As members of our centre community your child is expected to follow the behaviour guideline. We value the community's principles and expect behaviour of all children to reflect these principles. If your child's behaviour is inappropriate you will be given a report and asked to meet with staff and your child to discuss positive behaviour strategies and expectations.

**NOTE: Any child's whose behaviour is inappropriate or has caused the threat to safety or wellbeing to another person may be excluded from the Service temporarily or, in some cases permanently.**

**The child cannot return to the centre until the committee and all educators are satisfied that there is no further likelihood of danger. The same is applicable for any child who persistently breaches behaviour guidelines.**

## **SUPER SIX RULES**

1. SHOW RESPECT TO EDUCATORS AND CHILDREN
2. KEEP HANDS AND FEET TO YOURSELF
3. STAY WITH EDUCATORS AND LISTEN TO INSTRUCTIONS
4. RESPECT AND CARE FOR KLUB KALLANGURS AND OTHERS PROPERTY
5. USE APPROPRIATE LANGUAGE
6. BE HAPPY, KIND, HEALTHY AND SAFE

**Klub Kallangur follows the Kallangur State Schools core values.**

**Core Values are:**

**Respect**

**Responsibility**

**Care**

**Effort**



## **OUTSIDE SCHOOL HOURS CARE RULES**

Please read and discuss with your child or children the following rules prior to and throughout their enrolment within our OSHC Service:

1. Your educator **MUST** know where you are at **ALL** times.
2. You must have a hat on at **ALL** times when outside.
3. You **MUST** play where you can be seen/supervised.
4. You **MUST** let the educator know when going to toilet/bathroom or activities
5. Use positive words that build up, not tear down
6. We do not laugh at other people's efforts; we encourage not deter other's efforts.
7. Walk quietly into a room with consideration of others a conscious priority.
8. We use appropriate language (No Swearing)
9. Keep our hands and feet to ourselves.
10. Be honest and encourage others to be honest too.
11. Talk things over with people and seek a solution.
12. There are six defined consequences for poor behavioural choices:
  - a) Calming time/Verbal apology/ Referred to Co-ordinator. (If necessary)
  - b) Written Apology [to encourage and facilitate ownership and accountability leading to personal growth].
  - c) Jobs [to help children to use their time more productively and appreciate their options]
  - d) Official Warning
  - e) Talk with Parents [for consistency and support]
  - f) Letter to Parents
  - g) Head of School Notified [serious incidents only]

### **Managing extremely difficult behaviour**

Klub Kallangur OSHC program has a duty of care and a responsibility to ensure the safety of all children and staff. The wellbeing and enjoyment of all who attend the program is a priority. Staff shall monitor the child's behaviour and make behaviour/incident reports and observation notes.

Once a behavioural issue is identified, it will be discussed with parents. Staff shall collect information to ascertain if there are similar problems at home or school and what management techniques are used and whether they are successful. Where possible; staff and parents then formulate a plan of action to address behavioural issues.

Where relevant, staff may contact the Inclusion Support Agency for further support, advice, options or for the formulation of an alternative plan of action to address behavioural issues.

In the instance that various action plans to manage a child's inappropriate behaviour have been unsuccessful and as a last resort termination of the child's place may be considered by the Management.

The management to advise the child's parent in both verbal and written documentation of the permanent withdrawal of the care place and state the reasons for the child's removal from the centre.

## **INJURIES/ACCIDENTS**

The centre strives to avoid injuries occurring, and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible.

All staff members hold a current first-aid qualification and annually update their CPR qualification, as required by the Child Care Regulations.

Immediate first aid will be given should an injury occur, and a parent will be notified either when they come to collect child, or immediately, should the injury warrant it.

### **Accident Form**

Any accident sustained by children is recorded on a Child Incident form dated and signed by staff, parent/guardian need to sign form when they arrive.

### **Serious Accidents**

If a child requires urgent medical attention (due to an accident or sudden onset of serious illness), the following procedure will be adopted: Please also check information in the enrolment forms)

- Render immediate First Aid
- Contact parent or emergency contact if parent cannot be contacted and discuss the situation and make appropriate plans.
- If necessary, an ambulance will be called, and the child taken to the nearest public hospital.
- A staff member will remain with the child until the parent/emergency contact arrives. Parent/s will continue to try and be contacted, if contact was unable to be made earlier.

## **IMMUNISATION**

Children must meet the Australian Governments immunisation requirements or have an approved exemption from the requirements for the family to be eligible for Child Care Subsidy (CCS).

### **Non-Immunisation**

Educators and children will be excluded from the centre if there is an outbreak of an infectious disease against which they have not been immunised. The period of exclusion will be in accordance with the Queensland public Health Act 2005.

## **INFECTIOUS DISEASE**

The centre strives to remove immediate and/or serious risks to the health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people, including children, educators and parents, with infectious diseases will be excluded from attending the centre to prevent the diseases spreading to others. It is the responsibility of parents/guardians to inform the Co-ordinator of any infectious disease that their child or other immediate family members may be suffering. A medical certificate of clearance to be provided before child can return to the centre.

## **MEDICATION POLICY**

In the interests of health and well-being of the children, the Centre will only permit long term medication to be given to a child if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours.

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

- a prescribed oral medication
- accompanied by a letter from a medical practitioner stating the times and dosage to be administered
- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date.
- accompanied by a letter of authority from the parent/guardian.

Short term medication e.g. Antibiotics, Panadol can only be administered when Permission to Administer Medication Form has been completed and signed by a parent/guardian.

Permission can be given by phone from parent to administer Panadol to their child in the case of high temperature or headaches. You will be required to sign permission form when you collect your child.

All children diagnosed with Asthma and Anaphylaxis shall have a Personal Action Plan, outlining what to do in an emergency, developed in consultation with families, educators and the child's doctor.

## **SPECIAL DIETARY NEEDS AND ALLERGY AWARENESS**

The service is supportive of special dietary requirements of children in care. Parents are free to discuss their child's needs, including but not limited to, any food allergies, restrictions (cultural or religious) and how the service can support parents to meet the child's dietary requirements.

A regularly updated list of children who have special dietary requirement will be placed in the kitchen/food preparation area for staff to refer to and a copy of the list will be placed at eating areas.

Parents will note details of restrictions and/or "special" diets on the enrolment form and where necessary the meal will be supplied from home.

Other parents are to be mindful when packing children's food that there are children on the premises who have allergies and are Anaphylaxis.

Due to the serious allergic reaction that some products pose to some children who may attend the service. We endeavour to reduce the risk of allergic reactions food served by the service by implementing policies and procedures and ensuring practices are followed. Children who have severe allergies and are anaphylaxis will wear a badge to alert staff and others of their condition.

## **HYGIENE**

Good hygiene practices reduce the risk of infection and disease. We ensure that such practices are followed at all times.

All educators at the Centre adheres to strict Government regulations regarding hygiene issues, such as hand washing, cleaning procedures, handling, preparation and correct storage of food.

The Centre is cleaned on a daily basis. Toilet area is cleaned and disinfected mornings and afternoons, more often as required.

Children are continually reminded of the need for good hygiene practices. Liquid soap and paper towel is provided to children before eating and after going to the toilet. Children use school toilets only under the supervision of an educator as the toilets cannot be seen from our building. The toilet in our building is used when School toilets are unsupervised.

Gloves are always worn when handling any spills, injuries, etc. especially, where body fluids are evident.

### **SUN SAFETY AND PERSONAL SAFETY**

Children and educators are required when they are at the centre to wear a hat which protects their face, neck and ears. Children need to wear shorts of appropriate length. All educators are provided with sun appropriate shirts and children are encouraged to wear shirts with a collar and sleeves, no singlets. **No appropriate hat – NO OUTSIDE PLAY.**

The centre will supply SPF15+ (minimum) broad-spectrum water-resistant sunscreen for children and staff to apply when necessary.

Because our Centre is situated in the school grounds and covers a large outdoor area, for the children's protection, they are required to wear closed in shoes at all times. In the interest of safety for the children, the wearing of thongs and scuffs in the Program is not allowed as this type of footwear does not fit securely to the foot or ankle and may cause problems when children are engaging in physical activities.

### **FIRE DRILLS AND EMERGENCY EVACUATION PROCEDURES**

Fire drills are held each term and during Vacation Care to help the children and educators become familiar with evacuation procedures.

In the event of a fire or any other emergency requiring evacuation of the children and educators, the following steps will be taken:

- The fire alarm will be sounded.
- Educators and children will follow the procedures displayed near all exits.
- Admin staff will take attendance rolls and the children's contact telephone numbers.
- The Fire Brigade and Police will be called.
- Police will arrange evacuation of the children and educators to a safe place.

Parents will be notified from the safe place and asked to collect their children.

## **LOCKDOWN EMERGENCY PROCEDURES**

- The alarm will be sounded
- All children and educators quickly go inside the building
- Educators and children will follow the procedures displayed near all exits.
- Admin staff will take attendance rolls and the children's contact telephone numbers.
- All windows and doors secured
- All children and educators sit quietly until all clear is given
- Police will be called.

Parents will be notified of lockdown and when incident is clear.

**Lockdown and Evacuation signs with directions are near the centre exit doors.**

## **SWIMMING PROGRAM**

Klub Kallangur on Vacation care in the warmer seasons utilises the school swimming pool for the children.

Qualified swimming coaches are employed at this time to ensure the safety of all children and staff. Besides the 2 coaches 3-4 staff members also are at the pool supervising and interacting with the children.

Children pay a certain amount to go swimming and a permission form is to be completed or the child cannot attend swimming.

Children must bring a towel, bathing cap, swimmers and a sun safe shirt.

The centre supplies sunscreen and supervises the children and guides them with applying the sunscreen and talks to them about their own sun safety.

## **COOKING EXPERIENCES WITH CHILDREN**

Klub Kallangur acknowledges the value of offering experiences that develop children's life skills as part of the program, including food preparation and cooking experiences. The service also recognises that children's competence and skill level with food preparation and cooking activities will vary therefore effective risk assessment and management procedures are implemented to ensure children's safety.

Cooking experiences will be regularly provided as part of the service program to enhance children's life skills and provide an opportunity to promote healthy eating. The service may require families to give written permission prior to their child participating in cooking activities that include cutting with knives and/or using hot cooking utensils and equipment.

When planning cooking experiences for the program, educators will ensure healthy food options are considered as first preference with occasional foods being kept to a minimum.

Cooking experiences shall have a completed risk assessment conducted prior to implementing the experience.

## **NUTRITION AND MEAL TIMES**

At Klub Kallangur we cater for nutritional and individual dietary needs by complying with Nutrition Australia and Education Queensland's Smart Choices healthy food guidelines for children.

For afternoon tea and on Vacation Care the children are offered a variety of fruits, vegetables, dairy and cereal from the list below.

Apple, Oranges, Carrot, Cherry Tomatoes, Cheese, Seasonal Fruit (Rockmelon, Strawberry, Watermelon etc), Salad, Ham & Salad, Chicken, Egg, Vegemite, Light Cream Cheese Sandwiches, Ham and Salad Wraps, Pikelets, Fruit Bread and Crackers.

During Vacation care the centre caters for Morning and Afternoon tea and parents are asked to provide their children with a healthy lunch. Please do not send children with tinned food. Open the tin and place contents in a container. We do not microwave food for the children for safety reasons. Dry noodles are not allowed.

Lunch time is supervised by educators and children are encouraged to eat their sandwiches and fruit before any sweets that may have been provided.

Fresh cool water is provided, and children are reminded and encouraged to drink water regularly, especially during sporting and other outdoor activities. Parents are requested to provide their child with a cup with a handle and marked with the child's name on it. These cups are hung on a board which is near the water cooler, so the child has ready access to their cup and the water. This gives the children freedom to drink as often as they wish.

**If your child has any food allergies or special dietary requirements, please inform the Manager/Coordinator.**

**Klub Kallangur offers breakfast for the children to ensure they start their day off with a full stomach and alert mind ready for a full day.**

## **BREAKFAST MENU**

TOAST (2) Plain or Raisin  
& JUICE OR MILK **\$1.00**

CEREAL &  
JUICE OR MILK **\$1.00**

CEREAL and  
TOAST (2) Plain or Raisin  
& JUICE OR MILK **\$2.00**

**ALL PROCEEDS ARE DONATED TO OUR SCHOOL CHAPLAINCY PROGRAM**

## **EXCURSIONS**

Excursions are a valuable experience for children, families and staff within the OSHC settings. Excursions provide the opportunity to expand and enhance children's experiences exploring different environments and engaging in meaningful ways with their communities. Excursions require appropriate planning and risk management to ensure the best experience and enjoyment for all. Our OSHC is committed to providing excursions that are well considered and planned, provide meaningful experiences and ensures the health, safety and wellbeing of children at all times. A risk assessment is done for excursions and is available when needed.

Permission slips must be completed for children to attend an excursion. If the permission slip is not filled out, children will not be able to attend the excursion.

**Children must bring a hat and drink bottle to attend excursions. Depending on excursion children may need to bring their lunch and snack foods.  
(No glass bottles or cans)**

## **HOMEWORK**

As part of the children's program educators will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the program cannot take responsibility for completion of homework; this is the responsibility of the parent and child.

Parents are encouraged to discuss their child's individual needs with the Child Care Supervisor.

## **REST AND QUIET TIMES**

At morning care, afternoon care and vacation care children have access to an area where they can relax and have time on their own if needed.

Vacation Care is a very full program, some quiet time needs to be set aside. Children are given the option of sitting on a tarp under a shady tree and talking with their friends or reading books. Others may prefer to sit quietly on the carpet and play with a variety of building and construction sets or sit at the tables and colour in or draw.

These times are allocated for quiet time, out of the sun, when children are encouraged to rest and relax. It is also a time when educators can interact and talk quietly to the children.

## **PERSONAL BELONGINGS:**

Please Note: Whilst all due care is taken by educators, we can and will not take responsibility for any items children bring from home. On Vacation Care children are allowed to bring their Game boys, PSP and DS and two G rated Games. iPod are not allowed in the centre. Mobile Phones must be handed into the office.

**Please ensure clothing and personal items are clearly labelled with the Childs name.**

## **MOVIES**

The centre from time to time will be having a movie day or afternoon movie. Movies the children will be watching will be G rated and sometimes a mild PG. These movies have been viewed by educators before children view them.

## **PHOTOS**

This service encourages and plans children's participation and often documents this Participation through photographs and observations of day to day activities we provide at Klub Kallangur Outside School Hours Care. These photos may be used within the service on walls for displays and as part of our programming process. The children take great pride in having their day to day lives documented in this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to sign a permission slip.

## **TECHNOLOGY (WEEK DAYS)**

Children get to play Xbox and computers in the mornings and afternoon and only get 15 minutes to play. They come in before or after school and ask to have their name written on the list and go off to play and when it is their time they will be called.

## **TECHNOLOGY (VACATION CARE ONLY)**

On vacation care, children can bring their game boys, IPod, tablets, phones with only games, are allowed with parents' permission. Children play the technology consoles from 7 am to 9 am then do activities. They go back on at 12.30 pm to 2.30 pm then if still at centre, 4.30 pm until collected. The Buzz, the Wii, Xbox and computers can also be played in these times. Children only to bring 3 G rated games for their consoles. Please ensure their name is on them.

## **SETTING UP RESOURCES & EQUIPMENT:**

Coloured pencils, felt pens, glue, paper and folders containing a variety of colouring in sheets are provided and can be accessed freely by the children.

An area is set up with cars, doll houses, building blocks, construction sets and a variety of different toys that they are free to enjoy.

A games storeroom is also made available for the children to choose their own board games, cards, puzzles etc. with the leader's assistance. It is our aim to make the children feel as much at home as possible at the Centre. They are able to explore and choose for themselves activities according to their individual interests. We offer a variety of activities such as craft, painting, outdoor sporting equipment etc.

While we have a set program of activities for the week and during Vacation Care, children can choose for themselves what they would like to do. Most children enjoy a sport or craft activity during the day, and some just like to create their own fun during supervised free play, on the oval, play gym, tennis courts.





***REVISED DECEMBER 2019***

***Reviewed annually or sooner when necessary***

***Sponsor Body Kallangur State School P & C Association***