

IRONSIDE
OUTSIDE SCHOOL HOURS CARE
FAMILY HANDBOOK 2019



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Welcome

Welcome to Ironside Outside School Hours Care (IRONSIDE OSHC).

We are a community oriented, Parents and Community Association (P&C Assn.) run, independent organisation. We are the Approved Provider of Outside School Hours Care (OSHC) during term time and during school holidays for the children from Prep to Year 6 in the Ironside State School (ISS) and wider St Lucia community.

The P&C Assn. is comprised of volunteer members who are engaged in the Ironside community either through their children's attendance at ISS or their involvement in the wider St Lucia community.

We provide high quality opportunities for learning through play for the children in our care. Our dedicated, kind and caring educators work to develop effective relationships with your children to support their strengths, needs and interests. Our educators provide fun and challenging experiences, routines and events, both planned and unplanned, to foster your child's wellbeing, development and learning. These experiences allow your child to feel happy, safe and relaxed, and to interact with friends, practice social skills, solve problems, try new experiences, and learn life skills.

Please note: IRONSIDE OSHC is a non-smoking facility. As of the 1st September 2016 smoking is banned at education and care facilities and for five (5) metres beyond their boundaries.

Inclusion and Anti-Bias

IRONSIDE OSHC supports the principles of equity and justice through implementing inclusive and anti-bias practices. Within our service we embed equal opportunities and respectful relationships irrespective of nationality, race, religion, gender and/or special needs.

Through inclusive practice educators support each child to achieve a strong sense of belonging and to recognise and challenge bias. Programs and environments which support inclusion and anti-bias will be regularly reviewed and assessed, with changes implemented to address inequalities.

Guiding Legislation

The ISS P&C Assn. is the Approved Provider of IRONSIDE OSHC and manages the care of the service according to our Constitution, which sets out laws through which we act. The constitution was written according to the [Associated Incorporations Act 1981 – 1988](#).

IRONSIDE OSHC has developed, and adheres to, policies and procedures to manage the ongoing and effective functioning of our service. These policies and procedures are available from the IRONSIDE OSHC office or via our website at <https://ironsidess.eq.edu.au>.

A copy of the [National Quality Standards](#) can be found via this link or in the IRONSIDE OSHC office.

A copy of the national approved framework for School Aged Care - [My Time, Our Place](#) is available from the IRONSIDE OSHC office. This link includes a link to translations for families.

The following are links to the [National Education and Care Services Act](#) and the [National Education and Care Services Regulations](#) These can also be accessed from the IRONSIDE OSHC office.

National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment, and quality improvement for child care services across Australia. The NQF consists of:

- National Law and National Regulations
- National Quality Standards
- Assessing and quality rating processes
- Approved national learning framework (My Time, Our Place)

Follow this link to a PDF file of the [Guide to the National Quality Framework](#)

Hours of operation

The hours of operation of the Centre currently are:

Before School Care (BSC) – 7.00 am - 9.00 am

Children are signed out from 8.40am. Year 1 area is supervised until the bell goes. Preps are escorted to the classroom. See 'Before School Care Procedures'.

After School Care (ASC) – 3:00 pm - 6.00 pm

Children are signed in from 3.00pm manually and 'sign ins' are electronically uploaded at approximately 3.30pm. See 'After School Care Procedures'.

Vacation Care – 7.00 am - 6.00 pm

All children must be signed in and out by a parent or authorised person – no exceptions.

Philosophy

IRONSIDE OSHC is committed to providing a quality service where:

- The children's physical, emotional and social needs are met in a safe, caring and supportive environment.
- Programs are designed to cater to the children's age, skill, interests and abilities through a variety of both recreational and challenging activities.
- Children, parents and staff are treated with respect and their individual uniqueness is acknowledged and valued.
- IRONSIDE OSHC encourages parental and community participation. We welcome open discussion on all issues relevant to our operation.

Mission Statement

To be a quality provider of OSHC that is fun, caring, educational, nurturing and rewarding at a reasonable cost. We will service Ironside State School in outside school hours care for children aged 4 (Prep) – 12 years old (Year Six).

Belief

We believe that as children spend six hours per day in a school environment it is important to offer a service that gives them time to relax in a safe environment and to interact with each other socially.

Service Structure

P&C executive:

The P&C executive are the Approved Provider for the service and are made up of volunteers from the parent body voted in at the Annual General Meeting. The P&C executive is ultimately responsible for policy making, management position appointments, expenditure, and overseeing all aspects of administration, including the daily running of programs.

Coordinator/Educational Leader:

Employed to manage the operational running of IRONSIDE OSHC and is responsible for policy development, all appointments, developing budgets and managing expenditure, and overseeing all aspects of administration, including the daily running of programs. The Coordinator is responsible to the IRONSIDE OSHC P&C executive. Employed to manage the daily running of IRONSIDE OSHC and to develop and oversee the educational programming and practice at the service through effective educational leadership and mentoring of staff. The Coordinator is responsible to the executive members of the IRONSIDE OSHC P&C executive.

Assistant Coordinator – Education:

Employed to assist the Coordinator in the daily running of the IRONSIDE OSHC educational program and practice. This Assistant Coordinator – Education is also responsible for ensuring the implementation of the following aspects of the National Quality Standards which relate to education:

- QA1 Educational Programme and practice
- QA3 Physical environment (element: Sustainability)
- QA4 Staffing (elements: Educator Skill Development)
- QA5 Relationships with children
- QA6 Community engagement

Assistant Coordinator - Safety & Compliance:

Employed to assist the Coordinator in the daily running of IRONSIDE OSHC, to conduct risk assessments for all activities undertaken at IRONSIDE OSHC and to manage the safety and compliance aspects of the National Quality Standards:

- QA2 Children's health and safety
- QA3 Physical environment
- QA4 Staffing (element: staffing arrangements)

Both the Assistant Coordinator - Safety & Compliance and the Assistant Coordinator - Education report directly to the Coordinator and indirectly to the P&C executive.

Supervisor:

Employed to assist the Coordinator or Assistant Coordinator on duty with managing staff ratios, supervision of staff and organisation of daily tasks. The supervisor reports to the Assistant Coordinators and the Coordinator.

Educator:

Employed to work directly with children. Educators report to the Supervisors (when applicable), Assistant Coordinators and are responsible to the Coordinator/Educational leader.

Cleaner:

Employed to clean Monday, Wednesday and Friday from 5.00am – 7.00am.

Enrolment Procedure for 2019

The ISS P&C Assn. have been given provider approval for 55 places for BSC and 195 places for ASC.

1. Applications forms for Enrolment at the IRONSIDE OSHC will be available via the ISS website from Monday 17th September 2018.
2. Completed enrolments must be sent in via email from 0700 hours on Wednesday 10th October 2018. Do not submit earlier as they will not be accepted.
3. Enrolments close for first round offers on Sunday 14th October at 7pm.
4. Incomplete enrolments will not be accepted.
5. All existing users of the current OSHC service at ISS, known as "ICASAG", and all families on the waitlist will be given communications about the enrolment process from 1st September 2018.
6. The Priority of Access to IRONSIDE OSHC is detailed in the "Waiting List Policy 2018".
7. All completed applications to enrol will be assessed according to the Waiting List Policy 2018.
8. Before your child/ren begins their first day with us, the service must have all required documentation for you child/ren and supporting documentation related to their priority group. Your child/ren will not be accepted into the service without this being completed.
9. All documentation will be kept private and confidential. Under no circumstances will any applicants priority rating/CCS data be discussed with other applicants or staff.
10. All applicants will be notified from Monday 12th November if they have been successful in obtaining a place in the BSC and/or the ASC program commencing in Term 1 of 2019. All notifications will be made via email.
11. IRONSIDE OSHC will have limited capacity for casual positions and will adhere to a strict hold policy for extenuating circumstances only. This will be limited to a maximum of one term. In the event of a "place being held" that spot can be temporarily offered to a family from the waitlist. Examples of extenuating circumstances may include (but are not limited to): caring for a family member with chronic or terminal illness both locally and away, child requiring intensive therapy following diagnosis, and absence from school for a fixed period for study/family purposes.
12. The waitlist will be dissolved annually when enrolments for the forthcoming year open. We will not accept applications for enrolment nor waitlist any application further ahead than the following school year.
For example, if your child is commencing Prep at Ironside in 2022, you will apply for enrolment in Term 3 of 2021. There is no benefit to the service having a long-term waitlist as all children who are enrolled at the service or whose families are seeking a place at the service will be given Priority of Access in accordance with the guidelines that have been established by the Department of Education, Employment and Workplace Relations.
13. Families will not be able to book full time positions knowing they will have regular absences. Three subsequent absences for the same day (for example, three Tuesdays' in a row) will require a medical certificate to explain the absence.
14. If you are a current or previous user of the ICASAG service with any fees outstanding you will not be eligible to enrol until fees are up to date (two weeks in advance).
15. If you are placed on our waiting list and you are made an offer by IRONSIDE OSHC, for all or part of your requested allocations, you must confirm your offer within 28 days of your offer will be retracted and you will move to the bottom of the waitlist.

Wait List Policy

IRONSIDE OSHC will give school children priority over children who have not yet started school and will give school children enrolled at ISS priority over those that aren't.

In determining priority of access, the ISS P&C will primarily be guided by the priority of access guidelines as set out by the Australian Government, Department of Education and Training in the Child Care Provider Handbook (<https://www.education.gov.au/child-care-provider-handbook/other-matters-regarding-enrolment-and-allocation-child-care-places>).

Priority of access will be determined as follows:

- *First Priority* - Children at risk of serious abuse or neglect, or anyone approved for Additional Child Care Subsidy (ACCS).
- *Second Priority* – Children of a sole parent who satisfies the Child Care Subsidy (CCS) test through paid employment.
- *Third Priority* – Children of parents who both satisfy the CCS test through paid employment, have a CCS subsidy percentage of 77% or higher and have at least 100 CCS subsidised hours per fortnight.
- *Fourth Priority* – Children of parents who both satisfy the CCS test through paid employment.
- *Fifth Priority* – Any other child.

If all available places in the service have been taken, those children that do not have a place will be added to a waiting list in chronological order based on when complete applications were received. For example, within the same priority group, a complete application received on the 7th October will rank ahead of a complete application received on 8th October in the same year.

If your child is in a lower priority group within these guidelines you may be required to relinquish your place to a child who is in a higher priority group. For example, if your child is in the fifth priority group you may be required to relinquish your current place, at IRONSIDE OSHC or on the waitlist, to a child in the first, second, third or fourth priority group.

In the event your child is required to relinquish their place to a child in a higher priority group, you will be given 14 days' notice before your child's place is relinquished. Your child will then be placed on the top of the waiting list and be offered a position at IRONSIDE OSHC as soon as a place becomes available. Once a vacancy arises, the Coordinator will contact the next person on the waiting list and you will be notified by email outlining the days IRONSIDE OSHC is able to offer.

When a family seeks to establish priority, the service will satisfy itself that the child fits in the priority of access. Where this is not clear, the service will consider requesting documents as evidence of priority, such as:

- Your CCS assessment notice as provided by Centrelink.
- Confirmation from a social worker, State Welfare Department, doctor, court or intervention orders.

A parent with a child enrolled in the service, or on the waiting list, is required to advise the service coordinator as soon as practical of a change in circumstances that could result in that child being classified under a different priority classification.

All final enrolment decisions are made at the discretion of the ISS P&C.

References:

The laws and other provisions affecting this policy include:

- Child Care Provider Handbook
- A New Tax System (Family Assistance Administration) Act 1999
- Child Care Subsidy Secretary's Rules 2017

Making casual bookings:

Access to Xplor casual bookings is via the Xplor Parent Portal or you can download the Xplor app to your computer or phone.

Please ensure all details are filled in correctly, including a Customer Reference Number (CRN) for both the account holder and the child/ren

Casual bookings

Once the enrolment is submitted successfully you will have access to **Casual Bookings** section in Xplor. IRONSIDE OSHC strives to keep casual places available to families who are unable to secure a permanent booking. This section is where you can access casual care that is available two weeks in advance. You will not be able to place a last-minute casual booking on the day that care is required. In this case please call the service and ask a manager to make the booking manually.

Vacation Care;

Vacation care is accessed via the Casual Bookings section in Xplor. Vacation Care has two rates - an **early booking rate** and a **standard booking rate**. These rates are determined by the date the booking is made.

Child Safety & Wellbeing

Child Protection

IRONSIDE OSHC aims to provide a safe environment that minimises the risk to all children as well as assist staff to recognise child abuse, harm and neglect and to follow the appropriate notification procedures. All staff are required to have a Positive Notice Working with Children Check (Blue Card) and are expected to follow a stringent code of conduct at all times. Volunteers, students and educators who are under 18 years of age will always supervised by another staff member and will not be left alone with children at any time. For the protection of both children and the staff, it is the policy of IRONSIDE OSHC that there is no time where there is only one educator and one child in an area that is not externally visible or open.

It is a privilege to work with children and experience the joy of watching them grow while interacting with them. Educators form trusting relationships with children. Children can disclose information to staff members about incidents at home, such as abuse. We encourage children to communicate potential cases of abuse to adults that they trust and reassure the child/ren that they have not done anything wrong. All IRONSIDE OSHC staff are trained in child protection and report any disclosures to the management team. This information is dealt with in a sensitive, consistent, professional and confidential manner.

From 1 July 2017, early childhood education and care (ECEC) professionals will be mandated by law to report child safety concerns to the department, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent willing and able to protect the child from harm.

Notification of incidents or injuries and illnesses

IRONSIDE OSHC educators are required to record the events of any incident, injury or onset of illness and report this to the parent or guardian no later than 24 hours after the injury, illness or incident occurs. A form will be filled in with the details, actions and outcomes of the matter, and in most cases, you will have been contacted by phone to notify you of these details. If we have not been able to contact you the form will have a record of the notification attempts we have made. Upon collecting your child from IRONSIDE OSHC you will be asked to sign the form to confirm you were notified. IRONSIDE OSHC will report incidents to the Department of Early Childhood and Care as deemed necessary per the legislative requirements.

Please note:

- All head bumps or knocks will be reported to you regardless of the severity.
- A serious injury that may require further medical advice will be reported to you as soon as possible, sometimes prior to a full investigation.
 - Any information as to the cause of the injury, and any risk minimisation that has been put in place, that results from an investigation will be reported to you in a timely manner.
- Any contagious illnesses are communicated via a **Medical Notice** above the sign in/sign out table.

All IRONSIDE OSHC staff are First Aid (HTLAID004) trained. CPR training is updated every 12 months and First Aid training is updated every 4 years respectively, as per the legislative requirements. In-service refresher courses occur every six months.

Medical Conditions

If your child has a medical condition you will be sent a copy of the Children with Medical Conditions Policy and a Medical Risk Minimisation Plan to complete along with a request for an Action Plan from a medical professional and required labelled asthma, anaphylactic or other medication if required. The Action plan with a current photo of your child is our reference for managing any medical episode and will be displayed for quick reference in the kitchen area. Your child's medication will be stored in the IRONSIDE OSHC office.

Behaviour Support

IRONSIDE OSHC believes in supporting children to manage their own behaviour. An important aspect of children's 'belonging, being and becoming' involves them learning how their behaviour and actions affect both themselves and others and developing independent regulation skills. Educators support children to develop these skills by guiding children's behaviour as a mediator, listening to each child's point of view and helping children to negotiate their rights in relation to the rights of others. All children at IRONSIDE OSHC have the right to be safe, any behaviour that impinges on the safety of another member of the IRONSIDE OSHC community will be taken very seriously and all children involved will be supported fully by IRONSIDE OSHC.

Children are expected to behave at IRONSIDE OSHC with the same respect for, and understanding of acceptable and unacceptable actions, as they practice at school. The consequences of unacceptable behaviour can be found in the IRONSIDE OSHC Policy and Procedures documents.

Behaviours such as inappropriate physical contact; racist, sexist or hurtful language; acts of discrimination; or repeated bullying behaviours will not be tolerated and may result in the issuing of a yellow letter to the perpetrators.

Head Counts

The staff at IRONSIDE OSHC take the safety of all children very seriously. In order to ensure we know all children are accounted for and playing safely there is a dedicated staff member completing rolling head counts in each session. This staff member carries a roll and marks each child as they are sighted. The head count is then cross referenced with roll count (the number of children signed into the centre) to ensure the number of children on site match.

In the event that the head count and roll count do not match educators will stop play and gather children to do a static headcount in each area. If the count is still not matching all children may be required to move to the hall for a formal roll call.

If this occurs, please do not take your child until the roll call is completed.

In order for the head counts and roll counts to match, it is vital that all children are signed out by a parent or an authorised person.

Boundaries

Although we have access to multiple play areas throughout the school, we do not use all of them all of the time. The general rule of thumb for children is if they cannot see a staff member or a staff member cannot see them, they should consider themselves out of bounds.

The most important boundary is to stay within the school grounds. There should be no reason for a child to go out of bounds without a parent, person from their contact list or a staff member.

Non-arrival of children

If a child who is booked in to Before School Care has not arrived by 8.45am, the parent or guardian will be contacted in a timely manner to ensure they have arrived at school safely.

If a child who is booked in to After School Care has not arrived by 3.30pm (within thirty minutes of the expected arrival time) the parent or guardian will be contacted as soon as possible, and continued attempts will be made to ascertain the child's safety. If the parent does not respond, other contacts authorised by the parent or guardian may be contacted. In the case of repeated, un-notified absences enrolment may be revised.

Non-Communication Fee

Parents must inform the Coordinator if a child is absent in a timely manner prior to the booked session beginning, or as soon as possible following the start of the session. When a manager or supervisor is required to follow up if your child is attending and hasn't signed in or trying to ascertain if they are missing, and the outcome is that an absence has not been communicated there will be a non-communication fee of \$5.00 per occasion.

Absences can be notified via an email to contactus@ironsideoshc.org.au, a phone call to the office on 07 3870 9849 or text the service mobile phone on 0406 739 756 .

- Whenever possible, please contact the Coordinator in writing with changes to booking requests or other booking enquiries via email at contactus@ironsideoshc.org.au

Please Note: It is fraudulent to sign your child in and out at the same time to avoid registering an absence. The new CCS system has access to the electronic sign in and sign out times so if IRONSIDE OSHC is not engaged in caring for your child on a booked session, you will be charged the session fee and an absence will be recorded.

Children arriving after 8.45am or leaving before 3.15pm will be considered to have not been in the care of IRONSIDE OSHC will be marked absent.

Workplace Health and Safety

Our Policies and Procedures are available via a link on the IRONSIDE OSHC website. Every morning and afternoon the Supervisor conducts a Workplace Health and Safety assessment of all play areas. Please ask at reception if you wish to sight this record.

Emergency exits:

Please take the time to check the emergency exit and assembly areas displayed on and next to the blue IRONSIDE OSHC room door.

Entry and Exits:

Please ensure that you walk with your children when exiting the gates. This reduces concerns or confusion about children leaving the grounds unaccompanied.

Health Notice:

There is a health notice above the sign in table. If there is any communicable illness that has occurred with any child in the service. This notice will give details of the illness and symptoms to monitor your child for, and any exclusion periods required.

- **Please note:** Gastro symptoms require a 24-hour exclusion - no exceptions.
- Hand gel is available on the sign in/sign out table. Please use this if you are unwell.

Emergency Procedures

It is a legislated requirement for all education and care services to complete an emergency rehearsal at least every three months.

If we are in the process of an emergency rehearsal, please do not remove your child as at this time we will be making sure all children know what to do in an emergency when they are in care at IRONSIDE OSHC. During the rehearsals we will also be completing a full head count and roll call.

IRONSIDE OSHC Play Areas

- Art & Craft Room - The main OSHC room
 - o Art and craft, quiet games, reading, cooking activities.
- L Block - Undercover area under L-Block classrooms, outside the OSHC room.
 - o Imaginative play, Home Corner, dress ups, gymnastics (with mats), chill out zone
- Oval - Main Astro-Turf play space - includes natural grassed area by school storage sheds and M-Block classrooms
 - o Group games, physical investigative play e.g.: obstacle courses, hula hoops, foxtail throwing, Frisbee, etc, nature play
- Hall - ISS Hall
 - o Small construction, Large construction - cubby building, movies
- Music Room – Room at the end of the ground floor hallway under J Block classrooms
 - o Homework, Quiet games
- Middle Playground – Under 8's playground, green space, sandpit, undercroft area in Vacation Care only
 - o Under 8's targeted play experiences, imaginative play, construction, sensory play
 - o Older children welcome with expectations of appropriate play for the area.
- Basement - Undercover area below the ISS Library
 - o STEM (Science, Technology, Engineering, Maths) activities, wet day play
- Basketball Court – Astro-Turf court area above ISS pool
 - o Organised sport games e.g.: soccer, cricket, tennis
- Grassy space & playground – Astro-Turf area outside ISS Administration and classroom block.
 - o Free play, games, outside imaginative play, sunny chill out zone

Supervision between the IRONSIDE OSHC play areas

Please note: *Children must ask to move to a new play area if they have finished their play.*

In order to meet the legislated requirements of adequate supervision all educators must know what children are in the play area they are supervising (amongst other supervision strategies). When a child wants to leave a play area they need to ask the Educator who is supervising them to check there is space in the play area they want to move to *before they move*. The current Educator will call to the Educator in the desired play area using a walkie talkie. This Educator will acknowledge that the child is able to move to their play area, and then they will be welcome to move to the new play area.

At times, if the demand in a play area is very high, children may have to wait for other children to leave the desired play area before they can move, or for the supervisor to organise staff to ensure there is an appropriate ratio of educators to children. The legislated ratio for school age care is 1 educator to 15 children. This ratio is able to be adjusted depending on the risk of any given activity.

Parental rights and responsibilities

Parents/carers have a responsibility to support the efforts of all members of the IRONSIDE OSHC community in maintaining a safe and respectful environment for all.

Parents/carers and visitors must understand that IRONSIDE OSHC is a not for profit community organisation that is governed by a group of parent volunteers.

- All aspects of the service are monitored and managed by the volunteer P&C Assn. Executive. The members of the executive are deemed to be the Approved Provider of an education and care service.
- All aspects of the service are managed and maintained by the management team employed by IRONSIDE OSHC.
- The management team are employed with appropriate skills and knowledge to fulfil the roles required of IRONSIDE OSHC.
- The management team work with high integrity to diligently exercise their duty of care and act at all times in IRONSIDE OSHC's best interests.
- The management team also work under considerable pressure at times to meet the needs of the very large IRONSIDE OSHC community.
- No member of the IRONSIDE OSHC community deserves to be treated with anything less than respect.

Parent and carers rights

Our service offers all parents/carers the right:

- to know your child is in a safe and welcoming care environment.
- to visit the service during session times (notification is required).
- to expect support in your role as the primary carer of your child.
- to be made aware of the services philosophy and goals as well as policies and procedures that guide the operation of IRONSIDE OSHC.
- to be involved in the growth and development of the service and provide feedback.
- to receive regular information from the service either by print or electronic media.
- to collaborate and consult with IRONSIDE OSHC managers and/or educators regarding your child in a planned meeting and in a confidential environment.
- to receive information on workshops, functions for/of the service and any other information which may be of benefit to your family or impact on care practices in relation to your child in care.
- to express concerns according to service policy and have these addressed in a timely and respectful manner.
- to be greeted by Educators, volunteers and others associated with the service in a warm and welcoming manner.
- to have access to records kept in relation to your child.
- to be confident we will ensure that all matters will remain in the confidence of those concerned. **Please note:** there are some matters that legislation requires divulgence of information to authorities and in this case IRONSIDE OSHC staff will follow legislative requests or requirements.
- to view up-to-date information on staff qualifications.

- to receive information on programs, equipment and resources.
- to view the menu and provide feedback.
- to view the current Certificate of Service Approval & Assessment Ratings.
- to be involved in the National Quality Framework (NQF) process.
- to be informed of any continuous improvement plans.

Should you have any concerns in relation to these parent rights, provide us with your feedback or avail yourself of the complaint handling procedure.

Please note: all documentation related to your account and your child/ren's care will be stored securely. All information is stored and destroyed as per the Australian Children's Education and Care Quality Authority (ACECQA) guidelines which are available online or in the IRONSIDE OSHC office.

Parents and carers responsibilities:

Our service requires all parents and carers take the responsibility:

- to support the service in its endeavours to provide a quality service for all children.
- to read and be familiar with the services philosophy and goals and follow policies and procedures.

Enrolment/Permissions:

Please take responsibility:

- to attend a short interview with the Coordinator prior to the child starting at IRONSIDE OSHC as well as being encouraged to visit IRONSIDE OSHC with your child during operating hours to:
 - Meet the Coordinator and educators of IRONSIDE OSHC;
 - Tour the approved areas of IRONSIDE OSHC including both indoor and outdoor areas;
 - View IRONSIDE OSHC routines such as breakfast or afternoon tea;
 - Observe children involved in activities.

During your child's first attendance at IRONSIDE OSHC educators will:

- Respectfully acknowledge each child and their parent/guardian on arrival, ensuring they feel welcome;
- Introduce them to other educators and children;
- Familiarise them with IRONSIDE OSHC routines such as meal times and hand washing;
- Clearly explain IRONSIDE OSHC rules and behaviour expectations; and
- Facilitate your child's involvement in group experiences to support them in forming new friendships.
- to complete an updated enrolment form for each child every year.
- to ensure all children's details are maintained and updated whenever changes occur (e.g., change of address, emergency contacts, people permitted to pick up children, and medical conditions).
- to complete an accurate extra-curricular activities permission form every term, or as details change such as changed time/day of the week. To do so visit www.ironsideoshc.org.au and follow the link to Permission Forms.
- To complete a Homework Club permission form every term if you wish for your child to attend

Communication:

Please take responsibility:

- to understand that the Coordinator may be unavailable at times and at these times the office will be closed.
- to understand that **Coordinator is not required to answer complex matters during service sessions** where they need to be available to support Educators and children at the service.
- to understand that the **Educators immediate responsibility is to supervise the safety of children therefore they are directed not to engage in long conversations with parents.** Documentation regarding your child's care is available via Xplor. If you would like to have a discussion about any aspect of your child's education and care at IRONSIDE OSHC please arrange an appointment.
 - Discuss the matter with the Administration Assistant at the Administration desk.
- to understand that if a manager is unavailable, or the matter is complex, an appointment must be made with the Administration Assistant or requested by email - especially in regards to new enrolments, complex booking arrangements or wait list enquiries to allow staff time to gather accurate information;
- to always speak in respectful tones and use positive language with all members of IRONSIDE OSHC staff.

Absences:

Please take responsibility:

- to notify the service of any absences due to illness prior to the beginning of the session each day
- to notify Coordinator of via email, phone call or text.
- to contact the Coordinator with changes to booking requests or other booking enquiries via email at contactus@ironsideoshc.org.au

Sign in/sign out:

Please take responsibility:

- to sign children in and/or out to every session and to make sure no unauthorised person is sent to collect a child without first contacting the Coordinator.
- to ensure each parent uses their own unique pin number based on their phone number and do not share codes as this code is the equivalent of a signature.
- to understand that the Duty of Care for the children begins when the child enters the premises and is signed in by the parent or authorised person. Duty of Care ends when the child is signed out by the parent or authorised person and leaves the premises.
- to collect children by the service's closing time of 6.00pm and understand there is a fee of \$40.00 per 15 minutes (or part thereof) after 6.00pm to cover the cost of staff overtime rates.
 - In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

Authorised collection:

Please take responsibility:

- to ensure all authorised contact information is up to date in your child's enrolment form on Xplor
- to inform the service that an authorised contact will be collecting their child.

- to ensure all authorised contacts use their own unique pin number based on their phone number and **do not share codes as this code is the equivalent of a signature.**

Medical:

Please take responsibility:

- to notify the service of any medical, dietary or personal needs of your child through regularly updating your child's enrolment form:
 - if required, supply labelled and current medication. **Please note:** IRONSIDE OSHC will not administer expired medication unless explicitly directed by a medical professional in an emergency.
 - if required, supply a medical management plan and risk minimisation strategy. **Please note:** even if included in your child's medical management plan IRONSIDE OSHC will not administer expired medication unless explicitly directed by a medical professional during an emergency.

Accounts:

Please take responsibility:

- to ensure the correct individual CRN for each child and parent linked to the account are provided, and the account holder has been assessed by Centrelink so that we are able to process any childcare subsidy accurately.
- to pay fees in full if there are any CCS or Centrelink discrepancies which cause full fees to be charged (Centrelink will pay the difference directly to the family upon rectifying the matter.)
- to check their statement of account promptly upon receipt to ensure there are no errors
- to make regular payments of fees as per our Fees Policy and to ensure your account is kept up to date and two weeks in advance at all times and is settled in full at the end of each term.
- to notify the service of any account issues within a timely manner via email.
- to understand that account discrepancies are only able to be rectified within one month of the attendance date and upon receipt of an email inquiry.

Behaviour Support:

Please take responsibility:

- to understand that there are always disagreements and conflicts as children develop social and emotional skills, including self-regulation.
- to understand that Educators at IRONSIDE OSHC will support children by listening to their concerns, helping children to see each other's perspective and negotiating a solution to allow play to continue.
- to work cooperatively with Educators with ideas and strategies that may help your child settle and play cooperatively at IRONSIDE OSHC.
- to be confident that your child will be supported to develop emotional regulation strategies, and if necessary, will be given time to calm, before reflecting on behaviour and being supported to re-join play.
- to work cooperatively with managers and Educators in the development of behaviour support plans (as required).
- to be aware of the Behaviour Management Policy which protects the safety and well-being of all children and staff at IRONSIDE OSHC.
- to approach the Coordinator of the service if you wish to address a concern or complaint involving another child;
- **Please Note:** children of other families are not to be approached directly. Approaching a child other than your own with an issue will result in the cancellation of your family's enrolment and a formal complaint will be raised against you, as the complainant.

Conduct:

Please take responsibility:

- to model the characteristics of honesty, respect for property and respect for the rights of others at all times.
- to display respect for all people while at the service and never use raised voices or threatening language in an effort to intimidate or humiliate staff, parents, children or other visitors.

Concerns/grievances:

Please take responsibility:

- to understand the parent and children's grievance procedures and to raise concerns in a timely and respectful manner to the Coordinator and, where necessary, the P&C Assn. Executive.
- to understand that it is unacceptable to approach any other child in the service with a grievance on behalf of your child.
- to understand that it is unacceptable to approach educators with concerns or grievances.
- to understand that it is unacceptable to harass the management team by:
 - repeatedly challenging matters that have previously been communicated and/or are unable to be changed;
 - **or** approach different management team members regarding matters that have previously been communicated by another manager and/or are unable to be changed.

Complaint Handling Procedure

Using a Complaint Record Form located at the sign in/sign out table, please record all details of the complaint, any relevant discussions, and if appropriate, the proposed resolution of the complaint.

If the complaint is made verbally to the Coordinator, the Coordinator will record all details of the complaint, any relevant discussions, and if appropriate, the proposed resolution of the complaint after the conversation. Both the Coordinator and complainant should sign this form in agreement with the details. A copy will be provided to the complainant on request.

The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in presence of the children, other employees or parents, and heated discussions are to be avoided as far as possible.

To protect the privacy of all individuals and encourage openness and honesty in the handling of complaints, the complaints record form is a confidential document, which will not be accessible to any person other than providing a copy of relevant entries only to a complainant on request.

Complaints concerning the Coordinator:

Email directly to the P&C Assn. Executive on pandcironside@gmail.com . It is important to understand that by making a formal complaint, the Executive must act upon it. Therefore, it is advisable to think very carefully about all the implications and possible consequences of such actions.

Educational Program and Practice

IRONSIDE OSHC is committed to providing a quality educational program where children's physical, emotional and social needs are met in a safe, fun and supportive environment. The required educator to child ratio for school age care is 1:15. And on any given day there must be at least one educator

present who holds, or is actively working towards, a minimum two-year relevant qualification. IRONSIDE OSHC has a minimum of 50% qualified Educators rostered on each session.

IRONSIDE OSHC uses the nationally approved framework of My Time, Our Place to guide children's experiences at the service. This document guides the activities and experiences we implement to meet the elements of the five outcomes. IRONSIDE OSHC welcomes family contributions to the program through suggestion of ideas for games, activities and food as well as giving specific feedback on the interests and needs of their children.

Educators are expected to know and understand the Principles, Practices and Five Learning Outcomes of the My Time, Our Place framework for school age children. Each Educator is responsible for providing learning opportunities for children by planning, or co-constructing with your child/ren, activities and games that will:

- Support children to develop a strong sense of identity and to interact with care, empathy and respect by organising activities and play environments in ways that promote small and large group interactions and meaningful play;
- Support children to be connected, and able to contribute, to their play by providing opportunities for investigation of ideas, complex concepts and ethical issues that are relevant to their lives and local communities;
- Support children to develop strong social and emotional wellbeing, develop self-regulation skills, take responsibility for their actions and take responsibility for their physical health;
- Support children to be confident and involved in learning through the development of positive skills and dispositions such as curiosity, cooperation, confidence, creativity, commitment, persistence, enthusiasm, imagination, reflexivity and resilience;
- Support children to be effective communicators both verbally and non-verbally by promoting all forms of communication including home languages, body language, numeracy, music and technology where appropriate.

Technology and Electronic Devices

Children are allowed supervised access to iPads, Samsung Tablets, Desktop Computers (during Vacation Care), personal laptops (to complete homework in Homework Club ONLY), personal electronic devices (during specific times in Vacation Care) and electronic speakers to undertake a range of technology based educational activities such as coding, movie making, music production and playing pre-approved songs.

If children must bring personal electronic devices to school, they must be stored in the IRONSIDE OSHC office or in their personal school bags whilst at BSC and ASC.

Staff and children of IRONSIDE OSHC should not have contact via social media or mobile phone.

Documenting Learning

IRONSIDE OSHC uses an online documentation system called Xplor. The educators at IRONSIDE OSHC use this system to plan and reflect on their activities. Children and parents are linked on Xplor so that educators can share Observations of what children have been doing while at IRONSIDE OSHC, for parents to see and make comments on.

Please note: Photos of groups of children engaged in activities will be used to document learning and will be shared with the parents of the group. Xplor is a closed programme and is not available openly on the internet. If you do not wish for your child to be included in photographs, please notify the Coordinator accordingly. If your child's image is going to be used in any other publication consent will be sought.

Parent Communication

IRONSIDE OSHC uses several different formats to communicate important matters to families. We use messages on the sign in/sign out electronic tablets for matters that we need to discuss directly with parents at collection. Messages are usually asking you to acknowledge a staff sign in/sign out or absence or that there is an injury or incident form to sign. Please see the administration desk or a manager if you are unsure.

EMAIL: Bulk emails are often sent with important notices from the Department of Education or Centrelink such as the changes to the new Child Care Subsidy System. Individual emails are sent for private matters.

MAILCHIMP: Emails with links to additional training, permission slips, vacation care programming etc are sent via Mailchimp so that families are able to click to receive important information.

NOTICES/POSTERS: Notices are displayed to provide additional information to families on changes or important information.

SCHOOL NEWSLETTER: Matters that are important to the IRONSIDE OSHC community but may also be important to the wider ISS community are communicated via the school newsletter.

WEBSITE: www.ironsideoshc.org.au

TEXT: Text messages are sent to the provided phone number of the main account holder of an enrolment to convey reminders and important information, providing links if necessary.

Extra-Curricular Activities

Permission Forms

If your child attends an activity organised by the school such as band, strings, choir or sports practice, or by an outside provider such as swimming, tennis, Jujitsu, soccer, music, ballet etc that is held on the ISS grounds during BSC, ASC or Vacation Care you are responsible for filling out, signing and returning an "Activities Permission Form" to the office each term. A new form also needs to be completed with any change to the existing permission agreement. Please visit www.ironsideoshc.org.au for links to the online Permission Form for activities and homework club.

With the appropriate permissions, an IRONSIDE OSHC educator will collect your child from their play area and escort them to the activity and collect them after the activity and escort them back to IRONSIDE OSHC. Educators are directly supervised by the relevant outside provider whilst at their activity, not by an IRONSIDE OSHC educator.

Please note: Your child will not be released to an activity without a **current and accurate** (including correct start and finish times) permission form. Parents are responsible for renewing the form online immediately if changes are made to your child's timetable. If an inaccurate form is submitted, a correctly completed online form will be required before your child will be added to the activities roll.

Please note: IRONSIDE OSHC will not accompany children to activities that are not covered by adequate insurance, or to activities that are not on the school grounds.

SWIMMING with Georgie Parks Swim School:

Children will be escorted to the pool gate from IRONSIDE OSHC and collected by a Georgie Parks Swim School employee 10 minutes before their lesson. An IRONSIDE OSHC Educator will sign your child back into care when they are returned to the service by a Swim School employee.

Please note: Due to Duty of Care and safety of children liability, IRONSIDE OSHC Educators are not responsible for assisting children to get changed, or to supervise children inside the pool gates.

If there is no Georgie Parks Swim School employee available to collect and drop off children IRONSIDE OSHC will until an employee is available and if not, we will not provide the extra-curricular service for that session. If this occurs, please direct any concerns to Georgie Parks Swim School NOT to educators of staff of IRONSIDE OSHC.

Extra-curricular activities directly after school:

- Children **MUST** sign in to the service first. They are allowed to go directly to the front of the line, explain they have an activity, sign in and then see the Activities educator who will escort them, or sign them out, to their activity.
- Please consider whether your child is able to manage this process when booking activities that start directly after school, especially if the activity requires time for changing or preparing equipment.
- If your child does not sign in, or is unable to manage this process we will not be able to provide the extra-curricular service.
- If your child refuses to attend an extra-curricular activity we will not force them to go but will inform you of their decision.

The Activity Permission Form can be found on the home screen of the sign in/sign out electronic tablets and via www.ironsideoshc.org.au on the Permission Forms page.

Sun Smart Behaviour

The IRONSIDE OSHC Sun Safety Policy is:

Sun protection measures are applied to children, staff and visitors while outside when the UV level is 3 or above, which ***in Queensland, is all year round*** including:

- Wearing adequate Sun Smart clothing and use of shaded and/or covered areas;
 - Wearing broad-brimmed hats that protect the face, neck and ears;
 - Applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours
- Please ensure your child has an appropriate broad-brimmed hat that is worn at all times when not undercover.

Accounts

Statement of account

A statement of account will be accessible via Xplor, this is an ongoing statement of your account.

Please note: there will be an overlap of one week each time a statement of account is sent.

- Your account payments are to be kept two weeks in advance at all times.
- No bookings for Vacation Care will be accepted unless the term fees are paid in 2 weeks in advance at the time of booking.
- No bookings will continue from the end of one term to the next term, or year, unless the account is paid in full as of the last day of each school term.

You will be charged for days your child is **absent for permanent booked sessions** unless 14 days' notice of cancellation is received. You will also be charged for days your child is **absent for casual sessions** unless 48 hours' notice of absence is received.

Exceptional circumstances will be taken into consideration. They should be put in writing in an email to the Coordinator, who will consult with the P&C Assn. Executive to determine an outcome.

Fees

Booking Fees			
Care Type	Permanent Booking	Casual Booking	Additional Information
Before School Care	\$10.00	\$13.00	*Permanent Bookings are regular care booked with a minimum 14 days' notice of booking and cancellation.
After School Care	\$22.00	\$27.00	*Permanent Bookings are regular care booked with a minimum 14 days' notice of booking and cancellation.
Vacation Care/Student Free Day	Early bird fee: \$45.00	Standard fee: \$52.00	*Early Bird fee applies to bookings received before the allocated booking date -date communicated when Vacation Care program is released.

* Casual bookings require a minimum of 48 hours' notice of absence.

Early Bird Fee closes prior to Vacation Care as stated on the Vacation care programme & the booking form. After this date the **standard fee will show as a casual booking** on the statement of account.

- Note: On some days, there may be a surcharge to cover events and extra activities.
- Once Vacation Care has been begun there is a two-week cancellation period due to outside provider costs and staffing requirements for all bookings.

Other Fees		
Fee Type	Fee	Additional Information
Enrolment Bond Fee	\$100.00	*Once off fee applied to all new families at the beginning of enrolment. Applied per child.
Additional Care Fees	\$40.00	*Late fee applied to account for child/ren collected after 6:00 pm. \$40.00 lump sum for every 15 minutes or part thereof and will be added to the families account for that day.
Late Administration Fee	\$20.00	*Account fee charged to families that have not paid their account within 30 days.
Non-Communication Fee	\$5.00	*Absences that have not been notified prior to the session commencing will incur a non-communication fee.

Late or Unpaid Fees

Please Note: Continued enrolment will not be provided unless all fees are paid in full at the end of each term.

Overdue Fees

If there are outstanding fees of over \$50.00, or where no payment has been made in at least 2 weeks:

- *In the first instance, the coordinator/administrator will remind the parent verbally and record when the parent has agreed to pay the account;*
- *If no payment has been received when agreed, written notification by the Approved Provider will be sent;*
- *If no arrangements have been made the parent will be contacted by the Approved Provider where the terms of payment are discussed, and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;*
- *A debt collection agency may be used if payment of fees has not been received; and*
- *The Approved Provider may, in its discretion, exclude the child temporarily or permanently from further attending IRONSIDE OSHC if the parents have not met the requirements as advised to them under the previous paragraph.*

Childcare Subsidy (CCS)

You may be eligible if you or your partner:

- care for your child at least two nights per fortnight, or have 14% care
- are liable for fees for care provided at an approved child care service, and
- meet the residency rules

Your child must also:

- meet immunisation requirements, and
- not be attending secondary school (unless an exemption applies)

If your child attends secondary school, you may still be eligible if they are:

- 13 or under, or

- 14 to 18 with disability

In these circumstances, you must provide evidence as to why your child can't be unsupervised. You also need to confirm an adult is unable to care for the child during this time.

Each person that is liable to pay child care fees will need to apply for this subsidy. To be eligible, each person needs to meet these criteria.

If you are eligible for CCS please contact Centrelink's Family Assistance Office (136 150) and organise a CRN for yourself and the child/ren in your care and apply for CCS via the MyGov website to complete the required documentation.

Once you have a CRN for **you and your child**, you will also need to update the Enrol enrolment details with your child's or children's and your customer reference number and dates of birth before CCS will be able to apply the subsidy for you.

Please note: You will need to **submit your information** via MyGov, this information is sent to IRONSIDE OSHC, you will then be required to **confirm your information** for each child individually again. This will establish a Complying Written Arrangement (CWA). If you do not complete these steps the subsidy will not process.

Please note: IRONSIDE OSHC submits the attendances and absences of your child to the Child Care Subsidy System (CCSS) which then applies the calculated subsidy for the confirmed care. IRONSIDE OSHC does not have any part in calculating your subsidy rate or the number of hours you are eligible for. Subsidies will not be applied while the application is 'pending' i.e.: during the processing stage or if you have not confirmed the care arrangements. You are required to pay full fees until the matter has been resolved. Any difference will then be paid directly to the family by CCSS, not by IRONSIDE OSHC.

Please note: If you have any concerns regarding the calculation of subsidy rate, hours of care subsidised or feel the subsidy is being applied inconsistently such as to one child only, you will need to contact Centrelink to query the matter.

Please note: Any changes to the confirmed pattern of care will create an error in the CCSS system and will need to be rectified within two weeks. Please look closely at your advance bookings and charged bookings to ensure they are correct.

For further information on CCS, please check the Child Care Services Handbook. This sets out eligibility status as well as other information. Each organisation has its own Customer Reference Number (CRN). IRONSIDE OSHC has two - for After School, Before School and Vacation Care. You will need to quote these when dealing with Centrelink and the Family Assistance Office (FAO).

These are as follows:

After School Care: 555 008 535 J

Before School Care: 555 008 535 J

Vacation Care: 555 010 471 B

If you are not eligible for CCS or do not wish to apply for CCS, it is your responsibility to contact the Coordinator in writing stating you wish to enter into a Relevant Arrangement (RA).

IRONSIDE OSHC can only establish a Relevant Arrangement if the individual has stated they do not want their eligibility and entitlement for CCS to be determined for any sessions of care that will be provided under that arrangement. A relevant arrangement enrolment cannot be changed into a CWA enrolment (or any other type of enrolment). Where IRONSIDE OSHC and individual have a relevant

arrangement in place and later wish to create a CWA (for example, because the family now wishes to claim CCS), IRONSIDE OSHC will need to create a new CWA enrolment and the individual will need to follow the steps above.

Additional Child Care Subsidy (ACCS)

If you receive ACCS you will have priority access to enrol your child for permanent care at IRONSIDE OSHC.

You may be eligible for additional childcare support if you meet the eligibility requirements for Child Care Subsidy, and

- are an eligible grandparent getting an income support payment
- are transitioning from certain income support payments to work, or
- are experiencing temporary financial hardship

Absences from care affect your CCS

Please note: You will only receive a Childcare Benefit or rebate on 42 absences per financial year. Once your child has been absent for more than 42 days, you will be charged full fees for all sessions until the end of the financial year.

Please note: It is not acceptable to sign your child in or out of IRONSIDE OSHC if we have not provided care. If IRONSIDE OSHC has not provided care for your child they must be marked as absent.

Before School Care sign out procedure:

IRONSIDE OSHC before school hours are 7.00 am - 9.00 am however, in order to get all children to class, we start signing children out from 8.40 am, as below.

Prep children:

All Prep children stay in the OSHC Room for story time until 8.50 am and will then be helped to get their bags ready, escorted to their classroom by an educator and supported to unpack their bag independently and be ready for class by the time the bell goes. An Educator will stay outside the classrooms until the bell goes so any child who is upset has someone to help them.

Year 1 children:

All Year 1 children will choose to either listen to the story with the Prep children or play in L Block with an educator until 8.45am. All Year 1 children sign out and are escorted up to the Year 1 waiting area, an educator stays in this area until the bell goes so any child who is upset has someone to help them.

Year 2-6 children:

Sign out time is from 8.40am for all older children, as many prefer to meet their friends in the school supervised areas in the library undercroft or outside the school hall. All children are welcome to stay and sign out at 8.45am. An educator is available in all waiting areas to supervise IRONSIDE OSHC children and to be available if any child is injured or upset.

After School Care sign in procedure:

Extra-curricular activities directly after school:

- Children **MUST** sign in to the service first. They are allowed to go directly to the front of the line, explain they have an activity, sign in and then see the Activities educator who will escort them or sign them out to their activity.

- Please consider whether your child is able to manage this process when booking activities that start directly after school.
- If your child is unable to manage this process, we will not be able to provide the extra-curricular service.

Prep Children:

- Prep children are met inside their classroom by an educator once the other children have left with their parents.
- The educator will take them to meet the Lead Educator who will check that all Prep children are accounted for.
- The Prep children will move as a group to sign in, sunscreen, use the toilets and then wash and dry their hands before joining the other children in the Hall for afternoon tea.
- Afternoon tea is kept aside for the Prep children to ensure they have enough time to eat.
- Prep children are moved to the Under 8's play area outside the classrooms and have three different activities to choose for each day (see below).

Year 1 children:

- Gather their belongings and meet a staff member next to the Prep playground.
- The children will have their names marked off as an additional check at this meeting point
- The children move to the bag racks at After School Care, collect sunscreen which is applied while waiting in line to sign in.
- Once signed in children move to the bathrooms to use the toilets if required and to wash and dry their hands.
- Children then walk to the Hall for afternoon tea and will view a display of the activities prepared for the day.
- Children select their first activity which they commit to for the first 45 minutes (until 4.15 pm)

Activities will include Science/Technology/Engineering/Mathematics (STEM) activities, nature play, sports, games as well as creative arts such as arts and crafts, dance, drama, music, imaginative play and relaxation exercises such as yoga or meditation.

We also offer a Homework Club for children. Details are available at the IRONSIDE OSHC office.

All children are required to:

- Ensure that they follow the rules of attendance at IRONSIDE OSHC.
- Stay away from all out-of-bounds areas.
- Stay within sight of a staff member.
- Tell staff about accidents or dangerous situations.
- Behave in a safe and responsible manner at all times.
- Remain at IRONSIDE OSHC until a person from their contact list collects them.

Under 8's Play

- Prep – Year 2 children are able to access the Prep playground where the play is specifically designed to meet the needs of the Under 8's age group, and combines the Early Years Learning Framework with the My Time, Our Place school age care framework to support effective play and development. These children can access similar activities in the three spaces available - the playground, green space and sandpit.
- Year 1 and 2 children - after the first 45 minutes in this area, children can choose to join in with the older children if they wish.

- Prep children - after the first 45 minutes in this area, children can choose to join in with the older children if they wish. **Only if** the activity they wish to join has been risk assessed, by the educator and assistant coordinator, as appropriate to the skills and development of the age group.

Food

We offer a wide variety of nutritious and healthy foods for children at IRONSIDE OSHC during the course of a week. The menu is planned and prepared by an educator who is studying nutrition and dietetics, who has received food safety training. Food provided meets the legislated requirements of being nutritious and in sufficient quantity to meet the developmental needs of each child. Water is always available from the school bubblers if children have finished their own drinks. IRONSIDE OSHC welcomes feedback on the food provided.

Please Note: We provide a snack only; afternoon tea is not a meal.

At afternoon tea, we generally offer a carbohydrate-based snack to build up children's energy stores and allow for high energy fun and games for the afternoon. At 4.30 pm we offer fresh fruit and vegetables for any child who is still hungry.

Please refer to the weekly menu to see what is being offered each week, which is displayed inside the OSHC room on the storage doors.

Nut/Egg/Legume allergy management:

We have children attending with severe anaphylaxis. All food products we serve are checked for manufacturers stating they are nut, egg and legume free and although we cannot guarantee a totally safe environment, we will attempt to ensure it is so. If we have a specific activity that includes a product that states it may contain traces of nut, egg and legumes we will contact the parents to determine if the child is able to be included in the activity.

DO NOT send food with nuts, eggs or legumes with children for Vacation Care. Children who accidentally bring food with nuts, eggs or legumes during Vacation Care will have alternative food provided, and we will store their food so that it can be taken home at the end of the day. This will be communicated via a message on Xplor and on the sign in/sign out tablet. Any child who has handled food containing nuts, eggs or legumes will be assisted to wash their hands thoroughly after storing the food in the office.

Toilets

We use the toilet blocks next to the school pool and in J Block. If children need to go to the toilet, they should:

- Tell the educator that they are with that they need to go to the toilet. The educator will contact the educator who is by the stairs in L-Block with the name of the child needing the bathroom.
- The child will then walk over to the stairs and will be sighted by the L-Block educator who will confirm via Walkie Talkie.
- The educator will check the toilets and undertake a visual assessment of the area intermittently when no children are using the toilets. Any discrepancies will be notified to the Responsible Person in Charge immediately.
- Children will be reminded to wash their hands with soap, and dry their hands using paper towels.
- Once finished the L-Block educator will alert the initiating educator that the child is on their way back to the play area they came from.

Participation and Access

IRONSIDE OSHC encourages communication with, and participation by, the parents/guardians in our service because it enhances the service we provide. We have a diverse community, and we are not skilled in all of the areas you are! Please bring your passion and joy to share with us. We welcome any community groups who would like an opportunity to perform and introduce skills and activities our children might not have had the chance to share with us before. Let us know what is happening in your community on contactus@ironsideoshc.org.au

We love to have parents with skills and knowledge involved in the service. If you have a passion that you would like to share with us, please approach the Coordinator so that we can organise to find out more and include this in the programme. There's nothing quite like being a superstar for children!

If you have a passion, but are not confident of your skills, please contact us and we will see how we can encompass your ideas on your behalf, and with your help or advice.

- Parents are welcome to attend the service to play alongside their children on their days of booked care, please provide us with 24 hours' notice if you wish to do this.
- We encourage parents to give us feedback that is constructive and will assist us to provide a better service.
- Parents can discuss feedback and matters of concern regarding their child by appointment at mutually agreed time or fill in a feedback form on the sign in/sign out table which will be followed up in a timely manner. Anonymous feedback of any sort is very difficult to follow up so please ensure you leave your contact details.
- Our educators have been directed not to engage in long conversations as their primary role is to safely provide, intentionally planned education and care for all of the children in their area. Long conversations make this very difficult so please organise a meeting with the Coordinator, via email or at the reception desk, to discuss matters

Children's belongings:

Children are encouraged not to bring personal effects, e.g. games and toys during term time care. No responsibility will be taken whatsoever for any items brought to IRONSIDE OSHC which become lost or damaged as a result. Lost property will be placed on the ISS Lost Property Shelves in L-Block.