Out of School Hours Care
Parent Information Handbook
2015
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Out of School Hours Care
Contact Information

Bookings and Cancellations: 07 5523 1153
Lindisfarne Administration: 07 5523 1143

Lindisfarne’s Philosophy

Lindisfarne Anglican Grammar School is a co-educational day school open to students irrespective of denominational background. The School fosters the intellectual, spiritual, cultural, social and physical development of students in a caring Christian environment. Lindisfarne provides opportunities for students to participate in a meaningful and caring educational community where they are encouraged to be empowered with the ability to respond and adapt to future challenges.

Lindisfarne Out of School Hours Care operates under the banner of this philosophy. It provides a safe environment where children are nurtured and supported by dedicated and qualified educators. The importance of a holistic view of middle childhood is recognised and all children are accepted and valued, regardless of race, cultural background, religion, sex or ability.

Individual interests and independence are fostered and opportunities are provided for children to broaden their understanding of the world in which they live. The value of play and creative experience is acknowledged through the provision of a variety of stimulating and worthwhile activities.

As with all aspects of Lindisfarne Anglican Grammar School, the Out of School Hours Care service is committed to open communication and good relations between parents, educators, children and the community.
This handbook provides a summary of the major procedures and policies parents and guardians need to be aware of when sending their children to Lindisfarne’s Out of School Hours Care (OOSHC).

Lindisfarne’s OOSHC provides the following services:

**Before School Care**
- Operating from 7:15am until school begins each school day.
- Before School Care provides a variety of passive games and activities.

**After School Care**
- Operating from 3:00pm until 6:00pm (EST) each school day. The After School Care Program provides quality care in a safe environment. Children are given opportunities to participate in a range of sports and pastimes including outdoor games, ball games, cooking, art and craft, creative play and other interesting and stimulating activities.
- Children are supplied with a healthy afternoon tea and given assistance if required to complete homework.

**Vacation Care**
- Operating from 8:00am until 6:00pm (EST) Monday to Friday during school holiday periods. The service is closed for three weeks during the Christmas / New Year period each year. Vacation Care provides a wide range of activities including excursions. The program of activities is available at least two weeks prior to the holiday period.
- Morning tea, lunch and afternoon tea are not provided at Vacation Care. Parents are required to provide adequate food and drink for their children.

**Who can use OOSHC?**

Although the service is predominantly used by families associated with Lindisfarne Anglican Grammar School, any family in the community can use the service.

**Enrolment**

Children must be at least 4 years of age and cannot attend Lindisfarne OOSHC until enrolment requirements have been completed. This includes the completion of enrolment forms containing relevant family details, emergency contact numbers and medical alerts.

Parents and guardians must also read the Information Handbook and be aware of the signing in and signing out procedure.
Important Child Information

As well as relevant family details, parents must advise Lindisfarne OOSHC of Family Access information to ensure children only leave with persons authorised by the parent.

If children have special needs, it is essential that this be noted on the Enrolment Form. Special needs could include health and allergy information, medication requirements, special dietary requirements or religious considerations. Parents should also make time to discuss any programming or procedural considerations that will facilitate providing children with the best possible care.

Parents and guardians are requested to advise in writing, any changes to the details on the enrolment/registration forms.

Communication

At Lindisfarne OOSHC we aim to provide children with a caring and supportive environment which allows children to grow and blossom. Communication between home and OOSHC is vitally important. Parents and guardians are encouraged to contact the OOSHC Coordinator or Head of Primary if they have any concerns regarding the Out of School Hours Care Programs. We also welcome suggestions and feedback about our service.
## Fees

### Weekly Fees

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<tr>
<th>Number of Days per Week</th>
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<th>2</th>
<th>3</th>
<th>4</th>
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<td>Before School Only</td>
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**Vacation Care**

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*Excursion days do not incur multi-day discount*

### Converted to a Daily Fee

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<th>Days per Week</th>
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<th>2</th>
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<tbody>
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<td>After School Only</td>
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**Vacation Care**

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*Excursion days do not incur multi-day discount*

### Pre-School

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<tbody>
<tr>
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**Pre-School Vacation Care**

|                      | $76.15 | $72.00 | $68.23 | $64.29 | $60.48 |

*Combined (Same Day)*
Variations and Cancellations

Vacation Care

- Bookings made on the day are subject to availability.
- It is essential that any variation to, or cancellation of, a Vacation Care booking must be made 48 hours prior to booking.
- Full fees apply for variations or cancellations after these specific times or for non-attendance.

Fee Concession

Fee concession is available to all parents registered with the Family Assistance Office under the Child Care Rebate Scheme. Further information is available from the Sunshine Avenue Campus Administration by calling 07 5523 1143. The Family Assistance Office can be contacted on 13 61 50.

Vacation Care Provider No. 555 007 558L
Before and After School Provider No. 555 007 557T

Vacation Care Booking System

Our current booking system is:

1. Three to four weeks prior to the Vacation Care period the program and booking sheet is sent out via email and both are also available at the Sunshine Avenue Campus Administration and at OOSHC.
2. The due date for the return of the booking sheet is noted on the booking sheet and in the email.
3. Once the booking has been entered a confirmation of the booking is emailed out. Failure to receive this confirmation indicates your booking has not been received by OOSHC staff.
4. Any changes after the due date incur a fee - this fee covers the following:
   - reprinting of rolls
   - reprinting of medical listings
   - rebooking of transport
   - additional staff
Signing In and Signing Out Procedures

Before School Care
Parents must see the supervising educator to sign the roll when leaving their children at Before School Care. The educators will record the time of arrival. Children should not be sent to Before School Care from the car park, they should be accompanied by a parent/guardian and signed in by an educator.

After School Care
Students have their name recorded by the supervising educator when they arrive at After School Care.
Parents must see the supervising educator when they collect their children. The educators will sign the children out and record the time of collection.
Children will not be released to anyone who is not recorded on the enrolment form. Children will not be released to anyone under the age of 18 unless the parent/guardian has advised the coordinator previously.
Parents must sign their child out - this confirms the child’s attendance at After School Care. If this is not done, there is no proof of attendance which could jeopardise fee relief from Family Services.

Vacation Care
Children must be signed in and out of Vacation Care by the supervising educator.

Collection of a Child by a non-regular Carer
People who are not the regular collector of the child are required to provide proof of identity in the form of photo identification. If the person is not nominated on the enrolment form, they are required to supply written authorisation signed by the parent. The parent’s signature on the authorisation note will be compared to the signature on the enrolment form to confirm authenticity.

Late Collection of Children
Children must be collected by 6:00pm. After this time parents will be charged $20 per 15 minutes. If a child is not collected by the specified time, the supervising educator will make every attempt to notify the parent or the emergency contact. If the child has not been collected by 7:30pm the necessary authorities will be contacted.
Health Procedures

Sick Children

Children who are unwell are unable to attend Lindisfarne OOSHC. This protects both the educators and other children from becoming infected. If a child arrives at OOSHC unwell or becomes unwell, then parents or emergency contacts will be contacted to collect their child.

Medical Form

A medical form is provided by the School annually for each student. Parents are required to complete this form which includes details of any medical conditions or allergies. It is important that this form is renewed annually as a student’s circumstance may change.

If, at any time throughout the year, a student’s circumstances change, the School must be notified immediately. For non Lindisfarne students the medical form must be completed when enrolling at OOSHC.

Medications

Parents of students on prescribed medication must notify OOSHC in writing, the name of the medication and the dosage details.

Any medication which needs to be administered during OOSCH hours must be:

- Handed in to OOSHC educators (preferably by the parent) first thing in the morning.
- Explained in a signed note giving details of the time and dosage required.
- Medicine must be in the original packaging from the doctor showing the prescribed dosage and the child’s name.

Students are forbidden to keep medication on their person or in their bag/locker and are forbidden to administer medication to another student.

At OOSHC we are very conscious of our responsibilities to a student requiring medication, but remind all parents, that ultimately, you are responsible for your child’s health. Please act responsibly by ensuring the OOSHC educators are informed.

Immunisation

Since 1994, the NSW Public Health Act has required that all children commencing school in the Kindergarten class, or enrolling in OOSHC, must present an immunisation certificate at the time of enrolling.

The immunisation certificate identifies students who have not been immunised. In the event of a disease outbreak, unimmunised children will be required to stay at home for their own protection. The immunisation certificate may be obtained from your general practitioner or a Medicare office.
Guidelines for Contagious Illnesses

The Department of Health advises the following exclusion periods for these contagious illnesses:

**Chicken Pox:** Five days after the first spots appear, or until all the blisters are healed.

**Head Lice:** Child must be kept home until appropriate treatment has been carried out – no visible signs of eggs. *(Note: all family members need to be treated.)*

**Viral Hepatitis A:** For seven days from the first signs of jaundice and until the child has recovered.

**Impetigo:** If sores are unable to be covered, the child is to be kept home until all sores have healed. If sores are being treated and are properly covered by clean dressings, the child may attend school.

**Measles:** Five days from appearance of rash.

**Mumps:** For seven days after the appearance of swelling and until child has fully recovered.

**Ringworm:** The child must be kept at home until appropriate treatment is begun.

**Rubella:** For at least six days after the rash appears and until child is fully recovered.

**Scabies:** The child must be kept at home until appropriate treatment has commenced.

**Scarlet Fever:** The child must be kept at home until he/she has taken antibiotics for at least 24 hours and the symptoms have improved significantly.

**Whooping Cough:** If no antibiotic treatment is undertaken, the child is to be kept at home for three weeks from the onset of the ‘whoop’. If oral erythromycin is given, the child is to be kept at home for five days from the commencement of treatment.

**Conjunctivitis:** The child must be kept at home until the discharge from the eyes has stopped.
Out of School Hours Care Agreement

This agreement is based on our belief that everyone has a right to be treated equally and that we all have a responsibility to respect others and do our best.

<table>
<thead>
<tr>
<th>Rights</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>To learn, work and play in a safe and friendly environment</td>
<td>To act in a safe, considerate and cooperative manner and not distract others from their activities</td>
</tr>
<tr>
<td>To be treated with respect, understanding and kindness</td>
<td>To show respect, understanding of and kindness to everyone</td>
</tr>
<tr>
<td>To expect a pleasant, clean and safe environment</td>
<td>To care for the school environment</td>
</tr>
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</table>

Our agreement protects our rights and encourages us to remember our responsibilities. Our rules are displayed where they can be seen by everyone. We developed these rules together as a group and regularly review them to remind us of their importance. These rules help us all to work together and support each other.

OOSHC Rules

- Work cooperatively with others
- Move around the room and school in a safe manner
- Listen when others speak and contribute to discussions
- Respect the rights and property of others
- Always use your manners
Consequences

We have discussed consequences that will occur if we make inappropriate choices and rules are broken. These consequences help us to remember our responsibilities and may include:

- Being reminded of the rules
- Being asked to work in a quiet corner of the room
- Discussing behaviour with the staff and reviewing our behaviour self management
- Moving to another room to work
- Time out
- Meeting with Assistant Principal - Head of primary, OOSHC Coordinator and parents

Supporting Each Other

We can do many things to support each other in a cooperative learning community. By taking time to think of how our behaviour affects others, by encouraging our peers and acknowledging their achievements, we will build our group relationships and strengthen our community.

If we have concerns or have made a poor choice we can always speak to the educators, other students or our parents.

Signed: ___________________________ Date: ____________

Name: ____________________________
**Code of Conduct**

Acceptable standards of behaviour are expected from children attending OOSHC. They are required to act responsibly towards the School, members of the School community, Lindisfarne OOSHC educators and the local community. Children are expected to take responsibility for their actions and to perceive the consequences of those actions and the effects they have on other people. Children are expected to work together and with the educators in a polite and courteous manner, being considerate and respectful of others.

Children are required to wear appropriate attire during Vacation Care. This includes a hat, enclosed shoes and clothing which provides sun protection, eg. shirts with sleeves. If a child is brought to the centre wearing inappropriate clothing or footwear, the child may not be able to participate in the day’s activities and parents will be advised accordingly.

Should a child display behaviour that is unacceptable, initial strategies will be implemented to modify the behaviour, allowing the child to reflect on his/her actions and consider more appropriate responses. If the behaviour persists, the child will be spoken to by the Assistant Principal - Head of Primary or OOSHC Coordinator. Parents will be informed and further strategies implemented.

In the event of the child showing no inclination to improve his/her behaviour, privileges such as excursions and special activities may be withdrawn.
OOSHC Rules

Work cooperatively with others

Move around the room and school in a safe manner

Listen when others speak and contribute to discussions

Respect the rights and property of others

Always use your manners

The way we behave is our choice.
Sun Protection Policy

Policy Statement
At Lindisfame Anglican Grammar School OOSHC we aim to ensure that all children attending the OOSHC will be protected from harmful rays of the sun. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy.

Considerations
- Work Health and Safety Act 2012
- Duty of Care
- Qld Cancer Fund ‘Sun Smart Policy Guidelines’
- Cancer Council Australia
- NQS Area: 1.1.3; 2.1.1; 2.2.2; 2.3.2; 3.1.1; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 7.1.2; 7.3.2; 7.3.5.

Procedure
Parents will be asked to provide a sun smart hat for their child to wear.
Parents will be informed of the sun protection policy on enrolling their child in the OOSHC.
Children and educators should wear protective clothing when outside, such as hats that protect their face, ears and neck, and shirts that cover their shoulders and necks.
Educators will direct children to wear hats for outdoor play.
Children who do not have a hat must play in a sheltered area. Children will not share hats.
An SPF50+, broad spectrum, water resistant sunscreen will be made available in the OOSHC and applied to educators and children when exposed to the sun.
During vacation care parents are encouraged to apply a sunscreen to their child prior to attending the OOSHC, and reminded to supply a suitable hat.
Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, and the child encouraged to play in the sheltered areas.
The sun protection message should be reinforced throughout the program.
Activities are to be planned to avoid exposure to the sun between the hours of 10:00am and 3:00pm.
Outdoor activities will be held in shaded areas whenever possible. Where shade is considered inadequate, management should be approached to provide additional shade cover. The OOSHC will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic. All sun protection practices will be maintained while walking to and from school and any excursions.

*Date endorsed 19.8.10*

*Date reviewed: 24.10.14*
Complaints Policy

Policy Statement
At Lindisfarne Anglican Grammar School OOSHC we believe that all stakeholders have an important role in the centre and we value their comments. We aim to ensure that stakeholders feel free to communicate any concerns they have in relation to the OOSHC, educators, management, program or policies without fearing negative consequences and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Considerations

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- NQS Area: 4.2; 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2.2; 7.3;

Procedure
We will support stakeholders’ rights to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything which the stakeholder thinks is unfair or which makes them unhappy with the service.

The parent handbook will provide every parent with clear, written guidelines detailing the grievance procedure, in the parent handbook.

All confidential conversations with stakeholders will take place in a quiet place away from children, other stakeholders or educators not involved.

If a stakeholder has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled to the parent’s satisfaction at this level, they should discuss the issue with the Assistant Principal - Head of Primary, either in writing or verbally.

The Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organized with the Coordinator and parent to resolve the problem.

The stakeholders complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Coordinator or management will inform the stakeholder what has been
decided regarding the issue. Educators will also be informed of any relevant issues that they need to address.

This could be verbally or if the issue has been dealt with on a more formal basis, the Coordinator will write personally to the parent.

If any complaint cannot be resolved internally to the consumer’s satisfaction, external options will be offered such as an unbiased third party.
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- Move around the room and school in a safe manner
- Listen when others speak and contribute to discussions
- Respect the rights and property of others
- Always use your manners
- The way we behave is our choice

**Consequences**

We have discussed consequences that will occur if we make inappropriate choices and rules are broken. These consequences help us to remember our responsibilities and may include:

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Please sign and date the Agreement in the centre of this booklet - this copy is for your reference only.