



Outside School Hours Care

Parents Information booklet

Centre Details

Southport State School
Outside School Hours Care
215 Queen Street Southport QLD 4215

Coordinator

Mobile 0407 140 528

Phone (07) 5531 1138

E-mail soshc@outlook.com.au

Facebook: Southport State School OSHC

Hours of Operation

Before School Care

6.30am – 9.00am

After School Care

2.45pm – 6.00pm

Vacation Care

6.30am – 6.00pm

Pupil Free Days

6.30am – 6.00pm

Public Holidays

Closed

Christmas Holidays

To be advised closed for one week

The staff of OSHC would like to welcome you to our service. The staff of 2025 are:

Kim Truscott – Coordinator & Educational Leader Nominated Supervisor

Diploma in Early Childhood Education
Certificate 3 in Children's Services
Senior First Aid in Education and Care setting

Jessica Schuh – Assistant Coordinator

Diploma in School Aged Care and Education
Senior First Aid, CPR, Asthma & Anaphylaxis

Sophia Michetti – Assistant Coordinator

Diploma Early Childhood Education and Care
Senior First Aid, CPR, Asthma & Anaphylaxis

Angelina Turcich – Educational Leader

Certificate 3 Early Education
Senior First Aid, CPR, Asthma & Anaphylaxis

Alison Habulin- Educator

Studying Certificate 3 Education Support.
Senior First Aid, CPR, Asthma & Anaphylaxis

Lucas Taylor – Educator

Senior First Aid, CPR, Asthma & Anaphylaxis

Camilla Ferreira - Educator

Diploma of Community Services
Senior First Aid, CPR, Asthma & Anaphylaxis

Sarah Whitaker – Educator

Studying Certificate 3 in Outside School Hours Care
Senior First Aid, CPR, Asthma & Anaphylaxis

Caitlin Lythgo - Educator

Bachelor of Primary Education
Senior First Aid, CPR, Asthma & Anaphylaxis

Sienna Hill – Educator

Studying Bachelor of Nursing
Senior First Aid, CPR, Asthma & Anaphylaxis

Maria Santos – Educator

Senior First Aid, CPR, Asthma & Anaphylaxis

Welcome Letter

Southport State School Outside School Hours Care would like to welcome you and your family to our service. We aim to provide quality care to all families with qualified, professional and caring staff who are dedicated to the children of this service.

This service provides care to children prep through to year 6. This service strives to have a proactive and cooperative relationship with families. Family input, recommendations and feedback regarding the operations of OSHC is valued and encouraged.

Southport State School P&C OSHC is an approved Child Care Service provider under the *Education and Care Services National Law* (Provider Approval Number QPA-8430)

As a requirement of our license, the centre is required to comply with the *Education and Care Services National Law and Regulations*. These include:

- The requirements about activities, experiences and programs
- The numbers of staff members and children
- Staff qualifications
- Following the "My Time Our Place" National Quality Framework.

This organisation is non-profit and is sponsored by the Southport State School Parents & Citizens Association.

A Coordinator is appointed by the P&C Association and manages the daily operations of the service. Parent's ideas and suggestions are always welcome, and these may be presented at our P&C meetings held on the second Tuesday of the month at 3.15pm. The service also encourages families to be involved in our 'Quality Improvement Plan' & the review of our service policies and procedures.

Parents can ask for information about the following:

- a) General description of activities & experiences given by the service.
- b) The service's philosophy about learning and child development outcomes and how it is achieved.
- c) The goals about knowledge and skills to be developed through activities and experiences.

This program is designed to meet the needs of all children. We allow them the opportunity to develop social and recreational skills within a safe environment.

At most times of the day, children will have the choice between quiet activities such as arts, crafts, technology and construction play or more active play outdoors such as adventure playground, oval play, dancing, sandpit, sporting events etc.

We hope that you find the information package helpful and informative and we look forward to developing a positive and interactive relationship with you and your family

Kim
Coordinator



Enrolling your child

Parents/guardians are required to complete an online enrolment form by accessing **My Xplor** [Enrolment Waitlist request](#)

There is also a link on the Southport State School website, under facilities (Outside School Hours Care).

This program will give you access to manage your own account information, where you will have the ability to make bookings requests and allow you to complete and submit an online enrolment form for your child.

Please ensure all details are completed so there are no delays in the enrolment process.

Child Care Subsidy (CCS) Our service is approved for Child Care Subsidy. To ensure a smooth transition, please make sure you have organised your Child Care Subsidy approval prior to attendance.

Please contact the Family Assistance office on 136150 for enquiries and approvals.

Parents will need to confirm bookings on their MyGov account.

Fees Payable and late Collection

Fee structure:

Before school care: \$23 per session

After school care: \$30 per session

Vacation Care – Incursion - \$76 per session

Vacation Care – Excursion - \$100 per session

This service closes at 6.00pm. A Late Fee will apply after 6.00pm at \$2.00 per minute, for the first 10 minutes and \$5 per minute thereafter. This fee will be charged to your account accordingly. Please let us know if you are going to be late as we will notify your child to prevent unnecessary stress and concern. In the event that we cannot contact you or your emergency contacts, we will follow our policy guidelines.

Our policy states that after 6.15pm, your child will be taken to Southport Police Station for collection.

Please note our service is non profit so we rely on your prompt payment of fees to continue running. If at some time you are unable to meet your commitments, please

see the Co-ordinator as soon as possible to discuss the matter. **It is our policy that all accounts are paid weekly.** After / Before School Care accounts must be finalised by the end of each term in order to utilise further care. Fees will be deducted weekly every Thursday morning by Debit Success.

Attendance and Allowable Absences

Parents who have a booked permanent position are required to notify the service as soon as possible if their child will be absent. Absent notifications must be completed online through the **'Xplor Home'** app.

Families receiving CCS are entitled to 42 unexplained absent days per year (1st July to June 30th for each child. When this cap is exceeded; the full session fee will apply for any further absences.

Arrivals and Departures

Parents/Guardians must complete an enrolment form for each child attending the service. All information on these forms is treated as confidential and kept in a secure place. Parents must sign their child via the iPad for Before School Care (BSC) and sign out at After School Care (ASC) on every attendance. Staff are responsible for signing out children from BSC and signing children in for ASC.

Vacation Care- Incursions and Excursions

Vacation care programs are available for booking three weeks prior to each school holiday period. The program will be on display at the service, on our Facebook page and on the Southport State School website, under facilities (Outside School Hours Care).

All bookings must be made on the **'Xplor Home'** app or account.

Please book early to avoid missing out as we tend to fill quickly.

Communication

Communication with families is very important, as it is the core to adequately providing children with high quality care and supporting families.

OSHC staff will keep families up to date through either face to face interactions, private message & posts on the Xplor sign in/out kiosk, OSHC Notice board, on our Facebook page (Southport State School OSHC) & when applicable in writing to the parent. We encourage families to email any queries or concerns or make an appointment to discuss further. We also encourage families to have input in our Policy and Procedure annual review and our Quality Improvement Plan.

Parents can contact the Coordinator on 0407140528 or 55311138 or via e-mail at soshc@outlook.com.au

Parent involvement and feedback is important to us. We have a couple of surveys throughout the year, which we encourage families/children to complete and return. These surveys allow us to evaluate our service and facilitate future planning.

Grievances

All complaints and grievances are confidential, and all parties will be treated with respect and dignity. Solutions are sought for all disputes, issues or concerns that affect the operation of the service in a fair and timely manner. Grievance procedures are detailed in our service policies and procedures.

Step One: Attempt to resolve conflict with OSHC Coordinator

Step Two: Independent Mediator

Step Three: Formal in Writing

Put your grievance in writing to the Outside School Hours Care Committee.

Step Four: Formal Appeal in Writing

Put your grievance in writing to the P & C Committee.

Health and Hygiene

Children must arrive at the service with adequate food/drinks, appropriate clothing and footwear for safety. This service will provide sunscreen, hats and sun shirts when applicable on excursions. Please ensure that your child wears sun safe clothing at all times.

Morning/Afternoon tea, cold water, soap, sanitising hand gel & paper hand towels are provided within the service.

Appendix 3

Nutrition

This Service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. The service encourages and promotes the health and wellbeing of children through providing positive learning experiences and discussions during meal/snack/cooking times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

During Vacation Care please ensure you send enough food and drinks and that the food provided is nutritionally sound in order to assist your child in becoming involved in the high energy program.

Additional Dietary Requirements: Our educators will try to provide assistance and support to any child with additional dietary requirements. Please include specific dietary requirements on the enrolment form.

Medical Conditions

If your child has or develops a medical condition requiring medication you must complete a risk minimisation & communication plan, a medical management plan and a medication authority and administering form. This includes Asthma puffers and other on-going medications used by children. Please administer any prescribed medication to your child before or after attending the service, rather than requesting the service to do so, unless absolutely necessary. These forms must be completed prior to attendance.

If your child is ill, we will contact you immediately. In the case of a serious illness, we will contact an ambulance immediately and then contact parents. Please ensure that you or your emergency contacts are accessible at all times.

Accident Procedure

When a child is injured our first priority is to comfort the child and administer first aid. We encourage all staff to hold current Senior First Aid, Asthma and Anaphylaxis training. If injury is serious and it is deemed

appropriate, your child will be transported to the nearest Public Hospital by ambulance. Parents will be notified as soon as possible.

Policy and Procedure information

Parents are welcome and able to access the Policy and Procedure Manual. This can be accessed on the Southport State School website, under facilities (Outside School Hours Care)

<https://southportss.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/OSHC-policies-and-procedures.pdf>

Philosophy

Our philosophy is located on the wall at the sign in/out area.

Confidentiality

Confidentiality of personal information will be maintained at all times. Staffs are required to sign a confidentiality agreement upon employment. Personal information is stored in a lockable file.

Behaviour Management

This service operates within the boundaries of the Southport State School and has chosen to adopt the principles of the Southport State School Student Welfare Policy.

In general, children will be given two verbal warnings about their inappropriate behaviour. Upon the third warning, parents will be informed either verbally or in writing, depending on the seriousness of the matter. If a child's behaviour causes physical danger to other children, staff or the child himself/ herself, the parent will be contacted immediately and asked to collect the child. In extreme cases the child may be excluded from the service temporarily or indefinitely. The Principal of the school will be notified if the behaviour affects other children, staff or property of the school.

Our rule has been developed by the children and educators and are as follows:

- BE SAFE, BE KIND, BE HONEST
- WALK INSIDE ONLY
- KEEP YOUR HANDS AND FEET TO YOURSELF
- HELP TIDY UP AND PUT ITEMS AWAY WHERE THEY BELONG
- BE SENSIBLE IN THE TV ROOM
- BE FAIR AND SHARE THE IPAD
- LISTEN WHEN OTHERS ARE SPEAKING

Damage to Equipment or Facilities

As part of every day experiences involving children, we recognise that fair wear and tear will occur. However, if damage to equipment is intentional, it will become an expense to the parent. If a replacement is not made by the parent, then the service will pay the costs and debit parents accounts accordingly.

Personal effects

We understand that children enjoy bringing personal items from home to use at the service. Please clearly name these items and make Staff aware that children have them at the service. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

Programming

Children and parents are encouraged to participate in activity programming. Our activities have a recreational focus and where appropriate should generate developmentally stimulating and educational outcomes. We strive to developmentally stimulate each age group physically, socially, cognitively and emotionally and provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds. Our activities are child focused and based around four learning areas.

1. Creative Arts
2. Imaginative Play
3. Physical Activity
4. Science and Technology

Children are encouraged to complete the "About you" form, which indicates children's interests, skills and suggestions for activities. During our activities and learning experiences, photos may be taken of your child and displayed within the centre or on the service Facebook page. If this is not suitable, please advise the coordinator and indicate that you do not approve of the '**Permission and Agreement**' form. The program is on display at our sign in /out area for families & children.

Sustainability Practices: Educators work collaboratively with the children and their community to develop and implement

sustainable practices related to the service program and routines, including:

- Recycling food scraps;
- Using recycled items in craft activities;
- Recycling scrap paper for use;
- Establishing a garden and using the produce in the service menu;
- Creating play spaces for children to interact with the natural environment;

The learning framework for Outside School Hours Care is '**My Time Our Place**'. There are five outcome areas.

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

National Quality Framework

The National Quality Standards aim to provide school age children with high quality care that best promotes their learning and development whilst recognising the importance of social interactions and recreation. Southport State School OSHC has a continuing quality improvement plan that addresses 7 quality areas:

1. Educational Program and Practice.
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Governance and Leadership

Sun & Swimming Safety

We supply SPF 30 sunscreen for children at the service. Parents will be asked to provide appropriate Sun Smart clothing that protects as much of the skin as possible. Staff will monitor the UV rating daily and

ensure appropriate sun protection when the UV rating is 3 & above. Children must wear a wide brim hat or the provided OSHC hat outdoors and wear the provided rash swim shirt when swimming. Parent's will be required to complete a swimming ability for their child prior to swim excursions.

Parent Code of Conduct

The best interests of the child are our paramount concern. This service endeavours to provide care that respects the child's rights, dignity and privacy at all times. To do this we require parents to abide by the parent code of conduct. Whilst this service respects the rights of parents, it is our duty of care to ensure the safety and wellbeing of all children within our care at all times. Any parent not following our parent code of conduct will be asked to vacate the premises immediately.

Parent code of conduct

- Refrain from using offensive language and gestures
- Remain calm and respectful, no raised voices
- Refrain from disciplining other children
- Refer incidents and concerns to Coordinator
- Not to be intoxicated or under the influence of narcotics
- Not to smoke within school grounds

Although staff are available for parents to speak briefly too at all times, if you require longer please make an appointment with the Coordinator so that any concerns can be adequately dealt with or alternatively you may follow the grievance procedure outlined in the policy and procedure manual.

Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custody orders/parenting plans. We cannot prevent a parent from collecting their child if a current custody order is not on file.