<table>
<thead>
<tr>
<th>Important Contact Numbers</th>
<th>Phone Number</th>
<th>Web Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toowoomba East OSHC</td>
<td>46387859</td>
<td><a href="http://www.toowoombaeastss.eq.edu.au">www.toowoombaeastss.eq.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>0412 649 706</td>
<td></td>
</tr>
<tr>
<td>Toowoomba East State School</td>
<td>46375222</td>
<td><a href="http://www.toowoombaeastss.eq.edu.au">www.toowoombaeastss.eq.edu.au</a></td>
</tr>
<tr>
<td>Centrelink</td>
<td>131021</td>
<td><a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></td>
</tr>
<tr>
<td>Office for Early Childhood Education and Care</td>
<td>46 169 125</td>
<td></td>
</tr>
<tr>
<td>Dept of Family &amp; Community Services</td>
<td>1300 653 227</td>
<td><a href="http://www.facs.gov.au">www.facs.gov.au</a></td>
</tr>
<tr>
<td>Family Assistance Office</td>
<td>136150</td>
<td><a href="http://www.familyassist.gov.au">www.familyassist.gov.au</a></td>
</tr>
<tr>
<td>Child Health</td>
<td>46166812</td>
<td></td>
</tr>
<tr>
<td>Community Health Service</td>
<td>46166800</td>
<td></td>
</tr>
<tr>
<td>Queensland Health</td>
<td>46166010</td>
<td><a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a></td>
</tr>
<tr>
<td>Domestic Violence Telephone Service</td>
<td>1800 811 811</td>
<td><a href="http://www.dvrc.org.au">www.dvrc.org.au</a></td>
</tr>
<tr>
<td>Lifeline Counseling</td>
<td>131114</td>
<td><a href="http://www.lifeline.org.au">www.lifeline.org.au</a></td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>131126</td>
<td></td>
</tr>
<tr>
<td>PPP Parenting Program</td>
<td>46166812</td>
<td><a href="http://www.pfsc.uq.edu.au">www.pfsc.uq.edu.au</a></td>
</tr>
<tr>
<td>Relationships Australia</td>
<td>07 3010 5900</td>
<td><a href="http://www.relationships.com.au">www.relationships.com.au</a></td>
</tr>
<tr>
<td>Women's Infolink</td>
<td>1800 177 577</td>
<td><a href="http://www.women.qld.gov.au">www.women.qld.gov.au</a></td>
</tr>
</tbody>
</table>

**Toowoomba East State School**

**Outside School Hours Care**

"Kid’s At East"

Phone: 46387859  
Mobile: 0412 649 706

**Service CRN’s**

Before & After School and Pupil Fee Days  
555 008 630L  
Vacation Care  
555 010 386L

**SERVICE PHILOSOPHY**

Toowoomba East State School Outside School Hours Care will strive to provide an environment, before and after school and during school holidays, for all children that is safe and caring, creative, happy and fun. Through play and participation in activities, children will have the opportunity to develop physical and creative skills, self-discipline, independence, mutual respect and the appreciation and acceptance of others and others abilities.

We wish to encourage all children and staff to extend themselves beyond what they believe they can do, taking into account their physical, emotional and social abilities.

Updated September 2011
Welcome to Toowoomba East State School Outside School Hours Care. The service currently operates Before School Care, After School Care and care during the school holidays (Vacation Care) and on Pupil Free Days. Please take the time to read this booklet and familiarise yourself with the various aspects of our service, the procedures and the rules in order to make this an enjoyable and hassle free experience for you and your children.

Section       Page
1. Service Goals  3
2. Sponsorship   4
3. Parent Management Committee  4
4. Venue         4
5. Hours of Operation  4
5.1 Important Message regarding Hours of Operation  5
6. OSHC Suitability  5
7. Enrolment Procedures  5
8. Collection of Children  7
9. Fees          8
9.1 Penalty Fees  9
9.2 Fee Relief (Childcare Benefit)  9
9.3 Methods of Fee Payment  10
10. Attendance Information  11
11. Child to Staff Ratios  11
12. Arrival and Departure Procedures  12
13. Rules      12
15. OSHC and School Property  13
17. Hygiene  14
18. Food        14
19. Emergency Procedures  15
20. Activities and Daily Schedules  15
21. After School Activities  16
22. Active After-School Communities Program (AASC)  16
23. General Information  17
24. Medication  17
25. Illness, Immunisation & Infectious diseases  17
26. Photographs  18
27. Comments or Concerns  18
Infectious Disease Exclusion Periods  18
Parent Management Committee and Staff  19
Important Contact Numbers  20

Parent Management Committee

Chairperson: Charmaine Cassidy
Vice-Chairperson: Mariejan Bigby
Secretary: Michelle Milton
Treasurer: Jaime McGuire

Staff

Co-ordinator:
Kylie Cosgrove
Diploma in Children's Services

Assistant Co-ordinator:
Anthony Hound
Diploma in Children's Services (Student)

Permanent Part-time Assistant:
Anita Kleidon
Diploma in Children's Services (Student)

Administration Assistant:
Sally Terry

Childcare Assistants:
Amanda Mitchell    Tanya Bateman    Ben Le Haye
Jessica Worrall    Letisha Bassett    Kylie Griffin
Nancy Chiochiap    Signy Arnason
be found in our policy and procedures manual. If you wish, relax and rest while your children collect their belongings and please feel free to put forward any comments or ideas so we can make Outside School Hours Care as comfortable and enjoyable as possible for all the children. All parents are encouraged to take an active part in the Management Committee Meetings.

<table>
<thead>
<tr>
<th>Disease</th>
<th>Exclusion of Case</th>
<th>Exclusion of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken Pox</td>
<td>Exclude for at least 5 days AND until all blisters have dried</td>
<td>Exclude only children with immune deficiency.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eyes has ceased</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Diarrhea</td>
<td>Exclude until diarrhea has ceased</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Head Lice</td>
<td>Effective treatment must be commenced prior to the next day at school or the service.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Impetigo (School sores)</td>
<td>Exclude until appropriate antibiotics treatment has commenced.  Any sores on exposed skin should be covered with a watertight dressing</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Influenza</td>
<td>Exclude until well</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Ringworm/Tinea</td>
<td>Exclude until day after appropriate antifungal treatment has commenced</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Worms</td>
<td>Exclude if loose bowel motions present</td>
<td>Not excluded</td>
</tr>
</tbody>
</table>

A copy of the Services Policies & Procedures Manual is available for your reference from the OSHC room. This lists in more detail some of the above points.

Section 1

- To provide an environment where children enjoy coming and they develop an understanding of themselves and others.
- Through play, children will be encouraged to develop their physical and creative skills as well as to develop emotionally and socially.
- Through participating in activities, children will learn to appreciate and accept other children's abilities as well as developing culturally and cognitively.
- Through play and activities, children will grow in independence, confidence and take on responsibilities.
- Children will participate in independent learning through self selecting activities, enabling them to develop skills and knowledge appropriate to their developmental age and stage.
- All children will be encouraged to mix with other children and staff.
- Through play and activities, children will develop an active and positive approach to life, encouraging them to reach achievable goals in a safe environment.
- The service will provide a safe environment for all children, staff and parents.
- Through interactions and actions, staff, children and families will develop a relationship based on trust and respect.
- Through guidance, children will practice self-disciplinary skills and be encouraged to put these skills into practice.
- Through play and activities, children and staff will respect each other's viewpoint, belongings and actions.
- Staff will treat all children equitably and all children will be encouraged to let others join in.
- All children will have the opportunity to participate in activities.
- Children will be encouraged to participate in all activities to the best of their abilities.
- The service will reflect a diverse multicultural perspective and show an acceptance of all people as equal.
- The service will provide a program, which responds to individual as well as group needs and interests.
- All families will have opportunities to contribute towards the decisions and operations of the service.
- The service will provide information, advice and support for families, fostering a sense of community and mutual support.
- The service will regularly reflect on and re-evaluate all issues.
relevant to the operation of Toowoomba East State School Outside School Hours Care in open discussion with all stakeholders, in order to ensure a continuing standard of high quality care.

Section 2 SPONSORSHIP
The Before, After School & Vacation Care Service is sponsored by the Toowoomba East State School Parents & Citizens Association and is managed by a voluntary Parent Management Committee whom are responsible for the operation and management of the Service and its staff.

Section 3 PARENT MANAGEMENT COMMITTEE
The Parent Management Committee is elected each year from interested parents whose children attend the service. The Parent Management Committee has been given the role of "care-taker". The Committee takes on the roles and responsibilities associated with the management of the Service, such as supervision of staff, maintaining the record-keeping and report-writing requirements as well as prepare annual budgets, monitoring costs and expenditure of the Service.

Meetings are currently held in the second week of the month at 6.00pm in the OSHC Room. Dates will be posted in the OSHC newsletter and on your statements.

Section 4 VENUE
The Outside School Hours Care Service operates at the Toowoomba East State School located on the corner of Mary & Arthur Streets. The school has made available an area for the Outside School Hours Care room located under A block, and has its own kitchen and area for indoor activities. Parents, you are requested to ensure that your child/ren is/are aware of the arrival and departure procedures that will be described later in this booklet. The procedures detailed in this booklet have been established to ensure adequate arrangements are made for your child’s attendance, protection and well-being.

Section 5 HOURS OF OPERATION
Before School Care
from 6.30am to 8.30am Monday to Friday during school terms.

Section 23 MEDICATION
Written permission is needed in regards to staff being required to administer medication or supervise the child’s self-administration of medication. This includes children who use medication on a regular basis. Medication forms can be obtained from the desk staff. All medication, even regularly used medications (eg. Asthma spray) must be handed to the desk staff on the children’s arrival at the service.

Section 24 ILLNESS, IMMUNISATION & INFECTIOUS DISEASES
For the well being of all children and staff, children who are ill should not attend Outside School Hours Care. If a child arrives at the service feeling unwell or becomes ill whilst at the service parents will be notified and asked to collect their child. Children and staff suffering from infectious diseases must inform the service immediately. The child or staff member is then excluded from the service for the recommended period. Children who are not immunised are not excluded from the service but for parents to claim CCB a child must be immunised or have an approved exemption. Infectious disease refers to communicable and notifiable diseases as listed by the Commonwealth Department of Health. The Commonwealth Department of Health also has recommended exclusion periods for children and staff suffering an infectious disease. We have included a list of some of the more common ones in this booklet and the full list appears in our Policies and Procedures Manual and in our Infectious Disease folder on the information shelf.

Section 25 PHOTOGRAPHS
Photographs are regularly taken of children attending Outside School Hours Care. These photographs are designed to give parents/guardians a view into your child’s world whilst attending our service. Photographs are usually printed and placed into a folder at the desk for parents/guardians to view. Occasionally photographs are placed on the school website or the local paper will take photographs for an article. Please indicate on your enrolment forms if you have an objection to our photographing your child whilst attending the service.

Section 26 COMMENTS OR CONCERNS
Please feel free to talk to staff when collecting your child although any problems should be directed to the Co-ordinator or Assistant Co-ordinator. If your concerns are not addressed to your satisfaction or you wish to make a complaint about the Co-ordinator please contact the chairperson of the Parent Management Committee. More information on our grievance policy can
they are expected to make their own way to our room.

20.4 VACATION CARE
During Vacation Care a program of free play and programmed activities is offered. The program, including times of activities, is posted in our room daily. Programmed activities take into consideration children’s abilities and interests and the children are generally divided into two groups Prep to Grade 3 and Grades 4 to 7 for these activities. Children generally have morning tea at 10.00am, lunch at 12.00pm and afternoon tea at 3.00pm. Excursions to places in the local area and to places of interest in Brisbane feature in our Vacation Care program, these are outlined in more detail in our Vacation Care program which is released approximately 2 weeks before the school holidays. Children are also offered the playstation and movies. Please read our Vacation Care program for more information.

Section 21 AFTER SCHOOL ACTIVITIES
(eg Karate, Auskick etc)
If your child or children are attending any activities after school during their attendance at After School Care then it is your responsibility to arrange for the child/children to be collected from and returned to After School Care. An Activity Consent Form must be completed prior to the child being released by After School Care. This form must indicate the person collecting and returning the child and the time at which the person is collecting and returning the child. If a form is not completed and signed prior to the activity then your child or children will not be released by us and will therefore be unable to attend the activity.

Section 22 GENERAL INFORMATION
It is requested that children keep their shoes on at all times and wear appropriate clothing. Hats also need to be worn during all outdoor play. Staff do not take any responsibility for the wear and tear of uniforms and clothing, so please encourage your child/ren to use adequate cover for messy activities.

A small supply of spare clothing is kept in case of accidents. If your child is given any of these clothes to use, please return them as soon as possible. Any donations of unused clothes are gratefully accepted.

No responsibility is taken for lost property or damage to bags or personal effects. Please do not let children bring personal property or toys/games that may be misplaced or lost. Staff can be requested to put certain items carried for school purposes into storage if available. However,
Section A deals with the parent/guardian information. It is very important that we have up to date information for you so we can contact you in the event of an accident or emergency or if your child fails to arrive at After School Care. Please indicate on the enrolment form which parent/guardian should be contacted first in the event of an emergency or if your child fails to arrive at After School Care. Prior notification, to the service, is required if anyone, other than the parents/guardians is collecting your child.

It is essential for you to provide us with the birth date of the parent/guardian claiming Child Care Benefit to ensure you are receiving the correct entitlement via the Child Care Management System.

Due to the need for the Child Care Census to be completed annually, we require additional information concerning your heritage and employment status. Please note that all information that you provide us with will be kept confidential.

Section B is concerning your child/children’s details. It is very important that this section is filled out in detail. Due to many children having special dietary requirements, it is necessary for you to provide us with information regarding any known allergies the child has and/or medications the child needs. Please indicate to us if your child has any social difficulties so we know how best to care for them. If you have indicated that no sunscreen is to be applied to your child then you must provide your child with an alternative type of sunscreen. Our policy is that all children apply sunscreen before playing.

Section C relates to Child Care Benefit and Child Care Management Systems. Please see the section on Fee Relief later in this booklet.

Section D is where you need to nominate emergency contacts. These are people you wish to be contacted when you are unreachable in the event of an emergency. You must inform the service when someone other than yourself will be collecting your child and you need to inform emergency contacts that they must produce identification each time they arrive to collect your child.

Section E for your doctor’s name and address and your medicare number. We require your medicare number in case we need to seek medical attention for your child. This section also deals with your child’s location details. Children who don’t attend After School Care every day may sometimes forget to come

menu then parents may provide this food or we will provide the food for the child for a fee of $1.00 per day per child. This fee will be added to your account. Childcare benefit does not cover this fee.

Section 19 EMERGENCY PROCEDURES

Fire drills and lockdown procedures are practised a number of times throughout the year to ensure children are familiar with the procedure. We do ask that if parents/guardians arrive at the service during a fire or lockdown drill that you be patient and do as the staff request. We appreciate that you may be in a hurry but we practise these procedures for your children’s safety.

Section 20 ACTIVITIES AND DAILY SCHEDULES

20.1 Programs

Programs are designed to focus on individual and group needs and interests. For this purpose children and parents/guardians are asked to complete a profile sheet for their child/children so we may cater for each child on a more individual basis.

20.2 Before School Care

A nutritional breakfast is offered between 6:30 to 8:00 am. Free play and organised activities are offered on a daily basis. Older children may leave at 8:15am to go to class if parents have completed the appropriate release form, other children leave at 8.30am. Prep children will be accompanied to their classroom at 8.30am.

20.3 After School Care

Afternoon tea is provided each day and consists of a snack and refreshments. Free play and organised activities are offered on a daily basis. Parents can request their child/ren be placed on a homework list. This is not supervised by staff on a one-to-one basis. An area for children to attempt their homework will be offered. Homework is not the responsibility of the After School Care staff, and so homework must be checked by the parent/s later.

Children are supervised in 2 different areas. Prep to year 3 play on the small oval and the infant playgrounds and year 4 to year 7 play on the large oval. Indoor and outdoor (weather permitting) activities are offered and other special activities are often planned, such as cooking, (based on age groups) arts and crafts. A program of activities is posted weekly. At approximately 5.00pm programmed activities wind down and children are moved to the areas near our room for free play.

Prep children are collected daily from their classrooms and Grade 1 children are collected for the first four weeks of the school year, after which
paramount at all times. All staff have blue cards and the majority have Senior First Aid and CPR.
Children are actively supervised by two staff members at all times. We use a system of yellow cards for children who are moving between areas or children who are going to the toilet. Children must inform a staff member before they go to the toilet, they are issued with a yellow card which must be returned to the same staff member on the child's return. For children moving between areas they must ask a staff member, a yellow card is issued and the staff member radios the other area to inform them the child is on their way. On arrival the yellow card must be passed to a staff member in the new area.
Children are expected to be prompt when moving between areas and when going to the toilet, staff will investigate when children haven't returned from the toilet or arrived in another area in a reasonable amount of time. Children will be asked to wear jumpers when outside in cooler weather, if a child refuses or doesn't have one they are asked to play in the room.
When we take the children away from the school for Vacation Care excursions we use a non seat-belted bus for travel around town and a seat-belted bus for travel outside the local area. If we are required to use taxi's or private vehicles we ensure all children have their own seat and are wearing seat belts. When walking we ensure the children remain as a group and roads are crossed at traffic lights where possible or at quiet areas.

Section 17 HYGIENE
All children and staff are expected to wash their hands before eating and preparing food and after visiting the toilet.

Section 18 FOOD
During Before School Care breakfast is offered to all children. During After School Care afternoon tea is prepared and offered to all children. Food provided by the service is based on information from Nutrition Australia and the Heart Foundation. Menus are displayed weekly. During Vacation Care parents must provide children with morning and afternoon tea and lunch each day unless otherwise specified in our Vacation Care program. We ask that you provide your child with a balanced and healthy lunch which is cooled by insulated bags and frozen drinks or ice bricks. The service has limited fridge space so cannot store children's lunches. Water is available to children at all times.

Special Diets
If a child requires special food that is not part of the normal daily and instead wait for parents/guardians to collect them. As we check the school grounds for children who have failed to arrive, prior to contacting parents/guardians, then details of where your child would normally meet you is helpful for us to know where to start looking.
Please make sure you indicate if you give your consent to photographs being taken of your child/children in the three scenarios stated.
Section G is the bookings you wish to make. Bookings for Vacation Care and Pupil Free Days are opened approximately one month prior to the relevant holidays. A program booklet and booking form will be available from our room. Section H is the Parent/Guardian Agreement. Please read this section carefully. The Parents/Guardians nominated on page 1 of the enrolment form must sign this section prior to us being able to accept your child. It is the responsibility of parents to keep this information up to date and to inform the Co-ordinator immediately of any changes, especially in regard to attendance, emergency contacts or custodial arrangements. A 'change of information' form is available and should be used to note any changes. Parent/Guardian address information and work, home and mobile phone numbers must be kept up to date in case of emergency. Failure to do so may result in your child's permanent exclusion from the service.
All information will be treated confidentially but may be provided to federal or state government if requested.

Section 8 COLLECTION OF CHILDREN
Parents/Guardians must go to the services office area to collect children. Children will then be called to the room via walkie talkie. The roll must be completed, by the parent/guardian, with the time, first initial and surname (printed) of the parent/guardian or adult authorised to collect the child and signature. If someone other than a parent/guardian is collecting your child/children we require either verbal or written consent from you, the parent/guardian, on each and every occasion this is to occur. We cannot release your child to anyone other than you without your consent. If someone other than you will be collecting your child on a regular basis please see the desk staff to make arrangements for this.
Section 9  FEES
Fees are as follows, and are reviewed regularly.

Before School Care (per session only)
$12.00 per child (Prep to Grade 7)

After School Care (per session only)
$18.00 per child (Prep to Grade 7)

$9.00 per child per session is charged for long term absences for families who still wish to maintain their booked days (eg School camps, Parents long service leave, Family holidays during term). 7 days advance notice is required.

Vacation Care & Pupil Free Day (per day only)
$40.00 per child per day
Bookings for Vacation Care and Pupil Free Days open approximately 1 month prior to the relevant holidays. You need to book separately for each Vacation Care period and Pupil Free Days. A booking form is available approximately 1 month prior to the holidays. The full program booklet is available 2 weeks prior to the holidays. Excursions, special activities and transport are an additional cost. The Vacation Care program has details of additional costs for each day.
ALL BOOKED DAYS FOR ALL SERVICES PROVIDED, REGARDLESS OF ATTENDANCE, WHETHER PERMANENT OR CASUAL, ARE CHARGED AT THE FULL RATE INCLUDING EXCURSIONS & SPECIAL ACTIVITIES.

9.1 PENALTY FEES
Failure to notify the Service of your child/children's absence more than once per week or every week will incur a penalty of $5.50. Staff are required to locate children who are booked in to After School Care and who fail to arrive.
Continual failures to notify the Service of your child/children's absence on booked days will result in a withdrawal of your permanent booking without further notice. Your child/children's attendance will then have to be done on a casual basis, numbers permitting.

All accounts must be in credit. Each Monday morning (at 9.00am) if accounts are in arrears a penalty fee of $5.50 will be charged. A green slip is attached to accounts in arrears, this green slip indicates when payment is required by, for your bookings to be maintained. Bookings will be cancelled if our

- Run on the cement/bitumen areas
- Climb trees or fences
- Go to the toilet or drinking fountains without advising a staff member.
- Wander into 'out-of-bounds' areas

Children will be made aware of the areas designated for our use. They will be expected to remain in these areas and to inform staff when moving between areas.
The OSHC service also adheres to the policy of 'No Hat—No Play' even if sunscreen has been applied. Children without a hat are required to stay in the room or to sit in the undercover area near the lower groups play area.

Section 14  BEHAVIOUR MANAGEMENT
All children attending Outside School Hours Care have the right to feel safe and protected. Inappropriate or dangerous behaviour is not tolerated and children are expected to follow the rules at all times.
Initially 2 verbal warnings are given to children followed by a time-out period of no more than ten minutes. If the behaviour continues or for more serious incidents or defiant behaviour the child is sent to our room and dealt with by the Co-ordinator. If a child intentionally hurts another child or staff member, physically or emotionally, parents will be informed and the incident will be reviewed with the possibility that the child will be suspended from Outside School Hours Care for a period of time. If required, behaviour plans will be negotiated with the child and the parents/guardians before the child returns to the service. On return, if the child repeats the behaviour they will be excluded from the service permanently. The service does not have to offer a place to children whose behaviour is detrimental to the service or possibly harmful to other children or staff.

Section 15  OSHC and SCHOOL PROPERTY
Children are expected to have respect for the service's and the school's property at all times. Children are informed during activities of behaviour that may lead to damage of this property. If children ignore warnings of inappropriate use of equipment or behaviour that leads to property being damaged, parents will be informed and once repairs have been made parents will be asked to reimburse the service for all associated costs.

Section 16  CHILD SAFETY & PROTECTION
The safety and protection of all children attending the service is
Section 12  ARRIVAL AND DEPARTURE PROCEDURES
Children should be encouraged not to delay their arrival or to wander off to other activities without staff being advised of their absence.

Children who attend other regular activities prior to their arrival at the After School Care Service (as recorded on the enrolment form or by written permission from the parent/guardian) should on arrival advise the staff immediately they have arrived so that they can be marked on the Services Attendance Roll.

A requirement of the Service’s terms and conditions is that every child be signed in to the Service and signed out when the parent/guardian (or other authorised person) collects the child. Signing out requires notification of the time, name of the person collecting the child (printed) and the persons signature. This must be done for each individual child. As we need a constant check on the arrival and departure of children, and for government regulations, observance of this record-keeping requirement is important.

No child will be released to anyone other than the parent/s or guardians recorded on the Enrolment Form. Prior arrangements and notification, preferably in writing, is required if your child is to be collected by anyone other than their parent or guardian. Identification will be required.

No responsibility will be accepted by the Parent Management Committee, Outside School Hours Care staff or the school if a parent neglects to provide written advice in regard to any changes in attendance, or arrangements or circumstances; or you do not follow the guidelines of the Outside School Hours Care Service as set out in this Information Booklet.

All care and concern is offered by the staff and the Committee, but if a situation arises requiring your immediate contact, then a Committee member or the Co-ordinator will not hesitate to contact you.

Section 13  RULES
The OSHC Service adheres to the basic school rules. Please ensure your child is aware of those rules some of which are outlined below. Children will be reminded of the rules regularly by the OSHC staff.

- Children must show respect at all times to other children, staff and parents.
- Children must respect all property belonging to the school, other children and the OSHC service.

For their own safety children should not
- Throw sticks, stones or other projectiles

account paying procedure is not adhered to.

Problems with payments of accounts need to be discussed with the desk staff so arrangements can be put in place.

Late collection of children (after 6.00pm for After School Care & after 5.45pm for Vacation Care) will incur a fee of $12.00 per 15 mins or part thereof.

Please note: Child Care Benefit does not apply to penalty fees.

9.2  FEE RELIEF (CHILDCARE BENEFIT)

Assistance with childcare fees is available as Child Care Benefit (CCB) which is administered by the Family Assistance Office (FAO). It is available to all eligible families.

1. Please contact the FAO on 136150 to assess your eligibility for Child Care Benefit.
2. The FAO then provides you with a CCB assessment notice, which includes Customer Reference Numbers (CRNs) that must be provided to us.
3. Weekly attendance records are submitted by us to DEEWR using the online CCMS program.
4. DEEWR, in conjunction with FAO, then calculates the fee reductions according to the information you have provided to them and our attendance records. The amount of fee reduction is then sent to us through the online CCMS program.
5. Families can view details about their child care usage and total fees charged and the fee reductions calculated by the FAO on the View Child Care Attendance online statement available through the FAO website.
6. After the end of the financial year the FAO conducts a reconciliation of CCB for each family.
7. Should parents/guardians wish to claim CCB as a lump sum, they will need to notify the FAO when requesting CRNs.

Allowable Absences
Each child is allowed 42 allowable absences across all services including other centres in a financial year. If you go over 42 unexplained (allowable) absences, all future absences will be charged at the full rate (no CCB calculated). The number of absences already taken in the current financial year appears at the bottom on your weekly statement.

Additional Absences
Additional absences are taken for specified reasons like illness,
rotating shift work and rostered days off amongst others. There is no limit on the number of approved absence days a family may claim and CCB is calculated on all approved absence days. Documentation must accompany all claims for approved absences e.g. medical certificate for illness. If no documentation is provided the absence will be deemed to be an allowable absence. The total number of exceptional circumstance additional absence days approved should not exceed 20 days. For more information on approved absences please see the desk staff or contact the Family Assistance Office.

9.3 METHODS OF FEE PAYMENT

- Permanent booking fees are to be paid in advance on or before the Friday prior to the current week.

- Occasional/Casual booking fees must be paid for on the day of usage otherwise care will not be extended on other occasions.

- Payment may be made using the following - Cash, Cheque, Internet banking or EFTPOS (debit & credit)

- Please write the date, your name and sign the form provided next to the sign-out sheet after making any form of payment.

- Cheques should be made payable to Toowoomba East State School Outside School Hours Care (T.E.S.S. O.S.H.C.)

- Fees can be paid to the Co-ordinator prior to each week. Your cash payment or cheque should be enclosed in a sealed envelope with the following details written on the front of the envelope:
  
  Child’s Name & Surname
  Amount

- Internet Banking - Payments may be made directly to our account.
  
  Heritage Building Society
  BSB - 638-070
  Account No - 6795110 (S21)

Please print off a receipt to hand into the service. For reference description please put surname and initials for description.

- EFTPOS Credit and debit cards are accepted, please ensure your name is printed on the merchant copy of the EFTPOS receipt and that this copy is handed to the desk staff for processing.

  The amount paid and a receipt number will appear on your next week’s statement.

  In cases of extreme hardship or difficulty paying fees, please discuss these with the Co-ordinator or a late payment penalty will be added to your fees.

Section 10 ATTENDANCE INFORMATION

Casual, Occasional and Part-Time care enrolments are subject to availability. Children booked in as permanent bookings for the whole term and waiting list placements will be given first consideration.

There is a strict staff/child ratio. Any unexpected attendances disrupt the Service’s attention to the demands of adequate care and supervision. Please notify the Co-ordinator as soon as possible if you wish your child/ren to attend casually any morning or afternoon or if your child/ren will not be attending on any morning or afternoon. It is your responsibility to notify the Co-ordinator of any absences. Please ring the service directly, not the school office. Staff will ring the parent’s work place to enquire about a child’s absence if the Service is not notified.

We will not be able to offer your child/ren a place if we do not have adequate notice or there is insufficient staff to maintain our child to staff ratios. The Service is available to all members of the community. However, the government places restrictions upon us, limiting the number of children able to be cared for on any one day, so bookings are essential.

Children who attend other schools can be enrolled. However, parents are responsible for the child/ren’s transport to the Service. Please talk to the Co-ordinator about any arrangements you have made for your child/ren’s attendance.

Section 11 CHILD to STAFF RATIOS

We are required to maintain a strict Child to Staff ratio at all times. A ratio of 1 staff member for every 15 children (prep to grade 7) is required whilst at the service. A ratio of 1 staff member to 8 children (prep to grade 7) is required on excursions. Swimming requires 1 staff member for every 5 children (prep to Grade 7)