



# OSHC Handbook

Building 2, 41 Old Emu Mountain Rd

Peregian Beach QLD 4573

[www.peregiankids.com.au](http://www.peregiankids.com.au)

0466 318 577

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Welcome to Peregian Kids Out of School Hours Care.

Peregian Kids provides a convenient and affordable care service for your children. We provide supervised care in a fun, safe and friendly environment where children can relax and take part in daily activities.

**PROGRAM HOURS AND SESSION FEES:**

	Before School Care	After School Care	Vacation Care/ Pupil Free Days
Hours	6.30am to 8:30am	2:55pm to 6:00pm	6.30am to 6:00pm
Full Fee	\$22.00	\$30.00	\$60.00

- \* Daily fees include activity and food costs of the program (excluding incursions & excursions)
- \* Breakfast is included in the Before School Care fee
- \* Afternoon tea is included in the After School Care fee
- \* Breakfast, Morning and Afternoon Tea is included in the Vacation Care fee
- \* Bus travel to/from Peregian Springs State School is included in the daily fees

**ADDITIONAL FEES AND CHARGES:**

We take the safety of the children seriously so if a child doesn't arrive within 15 minutes of their expected arrival time, staff will take action to locate their whereabouts. To save time and worry, please advise staff if your child will not be attending their booked session, otherwise the above fee will be charged.

Late Pick Up Fee: \$1.00 for every one minute after 6pm

Families who arrive after the close of the service will be required to pay the above late fee/s to cover additional staff wages and inconvenience.

## **CONTACT DETAILS:**

Address: Building 2, 41 Old Emu Mountain Rd  
Peregian Beach QLD 4573

Coordinator: Taylah Maddox  
Telephone: 0466 318 577  
Email: [peregiankids@gmail.com](mailto:peregiankids@gmail.com)

Accounts: Leanne O'Connell  
Telephone: 5448 1722  
Email: [accounts@pbc.qld.edu.au](mailto:accounts@pbc.qld.edu.au)

## **SERVICE PHILOSOPHY**

Peregian Kids OHSC provides high quality and supportive care to all children attending the service. We provide Before School, After School and Vacation Care programs.

Staff are experienced and passionate about encouraging, supporting, and guiding children to reach their full potential within an environment.

Peregian Kids provides a safe and friendly environment which aims to facilitate the interests and needs of the children as well as allowing for spontaneous learning to occur.

### **Our Goals**

- To be guided by the practices and principles of the MTOP framework
- To provide a safe learning environment.
- Encourage family feedback and involvement within the service
- To treat each child with kindness and compassion, respecting their individual needs and cultural background
- To facilitate children's learning and interests
- To encourage and support children's social wellbeing
- To support children emotionally
- Encourage children to be healthy and physically active
- To provide an educational program based on children's interests, one that allows spontaneous learning and allows for children to be involved in the planning process
- To foster and nurture creativity
- Encourage children to use their own voice and be heard
- Give children every opportunity to extend their knowledge of the local area, its culture and the world at large.

## **ENROLMENT PROCESS**

Prior to a child attending Peregian Kids, a parent/guardian needs to visit our website ([www.peregiankids.com.au](http://www.peregiankids.com.au)) and complete the online enrolment process. Prior to making any bookings, we must have received the following:

- Online Enrolment form, completed in full
- Debitsuccess payment information
- Copy of the child's birth certificate
- Copy of the child's immunisation certificate
- Copy of any other relevant documents, eg. medical plan, court order

## **MAKING OR CANCELLING BOOKINGS**

Bookings should be made using the My Family Lounge APP or the online portal. This includes permanent booking requests, and casual attendance bookings.

### Definitions

Permanent booking: A booking that occurs on a regular basis, for the same days each week or fortnight, and is normally in place for at least a term.

Casual before school care booking definition: A booking that can be made up to 6.30am on the day of the session, subject to availability.

Casual after school care booking definition: A booking that can be made up to 12.30pm on the day of the session, subject to availability.

Vacation care sessions are classified as casual bookings: Sessions can be booked up to 12.30pm on the day prior to the session, subject to availability.

### Cancellation information

Cancellation of a permanent bookings needs to occur at least 5 days prior to the booking date otherwise the normal session fee will apply.

Families must advise of vacation care cancellations by 6:30am (24 hours) the day prior to the booked session. Failure to do so will result in the normal session fee being charged.

Cancellations for bookings can be made either through the APP/Online portal, or in writing and must be confirmed in writing by Peregian Kids staff.

Absences should be reported via the APP/Online Portal OR advised in writing and confirmed in writing by Peregian Kids staff.

*Please note: Notifications must always be made by the parent or guardian, not the child.*

## **DROPPING OFF AND COLLECTING CHILDREN**

Children must be signed into Before School Care, out of After School Care and signed both in, and out of, Vacation Care sessions. This must be done by an authorised adult, as identified on the enrolment form.

The service uses the QikKids Kiosk for sign in/out – this is an electronic system that records accurate attendance times and is a requirement of the Office of Early Childhood Education. If not done correctly it may impact your Child Care Subsidy (CCS).

The service closes at 6:00pm. If you are running late without notification, the coordinator will endeavor to contact parents/guardians or emergency contacts as listed on the enrolment form. If no one can be contacted, the Police will be contacted for assistance.

## GOVERNMENT SUBSIDIES

As an approved service Peregian Kids can work with families to secure significant rebates on childcare fees. Our enrolment process captures the data required to determine eligibility and the level of subsidies a family can receive.

The Child Care Subsidy (CCS) commenced in July 2018 and is a single, means-tested subsidy.

You must complete a Child Care Subsidy assessment online to check your eligibility and entitlement to CCS. In order to do this, you need to sign into your Centrelink online account through MyGov:

- (1) Select 'Complete your Child Care Subsidy' assessment task
- (2) Work through the steps to give Centrelink new information and confirm your current details.

The amount of the new Child Care Subsidy you will be entitled to will depend on three key things:

- How much 'recognised' activity you and your partner undertake each fortnight. The entitlement is based on the lesser activity figure for a member of a couple.
- What your combined family income is.
- The childcare fees you pay (hourly rate caps apply for each service type).

To obtain an estimate of your subsidy you may wish to utilise the calculator found at <https://www.childcaresubsidycalculator.com.au/>

## PAYMENT OF FEES

All fees must be paid one week in advance via direct debit from your nominated bank account or credit card for permanent bookings.

Debits are processed each Friday (except for Public Holidays when they are processed on the Thursday). Parents are provided with a statement each time a payment is processed, showing the current weeks attendance and bookings for the coming week.

Casual bookings are paid for on the Friday prior to the child attending, or the Friday of the week of attendance, depending on the booking timeline.

All payments are managed through the Qikkids Child Care Management System and Debitsuccess. Qikkids enables the electronic transfer of any Child Care subsidies due from Centrelink to Peregian Kids to offset the full fees payable.

To access this funding, you need to provide a parent and child Customer Reference Number (CRN) and Date of Birth. If you provide the required information and you are eligible for Centrelink assistance, you will only be charged the gap between the full fees payable, and the subsidies received.

Please ensure you have sufficient funds in your account to cover your weekly fees. Any charges that result from rejected payments, along with any extra fees and charges, will be debited directly from your account.

Unfortunately, the non-payment of OSHC accounts may result in your child being unable to access the service until the situation is rectified.

### **PRIORITY OF ACCESS**

Peregian Kids follows the Australian Government Priority of Access Guidelines with regard to the three levels of priority when filling vacant places.

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of single parents who satisfy, or of parents who both satisfy the work/training/study test under section 14 of “A New Tax System (Family Assistance) Act 1999”

Priority 3 – any other child



## **HEALTH & SAFETY**

First Aid – All staff are required to hold a current Senior First Aid Certificate

Medication – Patent medications may be administered to children by staff, e.g. Aspirin or paracetamol, once the appropriate documentation has been completed and if the medicine is provided in its original packaging.

Medicine must be provided with a label listing the child's name. Prescribed medicine will only be administered on completion of the relevant forms, and if provided with a label showing the child's name, dosage, and prescribing doctors details.

Illness – Sick children should not be brought to and cannot be cared for at the service. If a child becomes unwell during the course of the program, parents will be notified and expected to collect them.

Sun Protection – Children and staff should wear wide brimmed hats when outdoors. Sunscreen will be provided by the service. If your child/children have allergies to certain sunscreens, you must provide their own sunscreen for application before outside play. Children must also wear appropriate clothing sun protective clothing when playing outside – this does not include singlets, midriff tops etc.

Footwear – All children must wear closed toe shoes to OSHC, particularly if they wish to participate in activities such as outside play and craft or cooking. Children are able to bring changes of footwear and clothes.

Smoking – Peregrin Kids is a smoke free zone.

Leaving the service – In the event of a child leaving the service or College grounds of his/her own accord, every effort will be made to have the child returned to the service. If this is unsuccessful parents/guardians and, if necessary, the police will be called.

## **POLICIES**

Full copies of our policies area available to view at the service at any time.

## **GOVERNMENT COMPLIANCE**

Peregian Kids is an Approved Service under the National Quality Framework (NQF) and operates using the elements and standards of the seven quality areas under the National Quality Standards.

My Time Our Place is the approved learning framework which underpins our approach and our programs.

Whilst the Australian Children's Education and Care Authority (ACECQA) oversees the NQF, the Office of Early Childhood Education and Care is the state Regulatory Authority and enforces and administers the NQF in Queensland.

The Office of Early Childhood Education and Care can be contacted on 13 74 68 or [ecec@dete.qld.gov.au](mailto:ecec@dete.qld.gov.au).

## **STAFF: STUDENT RATIOS**

School aged children must be cared for at a ratio of one staff member for every 15 children (1:15). Excursions are risk assessed prior to the activity and staffing may be increased accordingly.

## **STAFF**

Our staff are experienced in their field and must hold adequate diplomas/certificates for the role in which they are employed. All employees hold current Blue Cards and First Aid Certificates.

## **PROGRAMS**

We aim to develop our programs in consultation with the children, parents, school community and staff. A program and menu are displayed at the service.

Our activities are tailored to cater to the age group, skills, interests, and abilities of the children. We provide a range of activities such as cooking, art and craft, music and dance, sport, free play, water activities, construction, and homework time.

We understand the importance of life skills and the development of children in middle childhood and recognise that play has an important role in this phase of development. Through reflection, observation, and evaluation we ensure our programs meet the desired outcomes.

## **BEHAVIOUR MANAGEMENT**

We focus on guiding children to make good choices, and work in collaboration with their school and parents to ensure that we provide a safe environment for all children and staff by managing challenging behaviors efficiently and effectively.

## **FOOD**

Breakfast is provided to children attending Before School Care and afternoon tea at After School Care. Vacation Care includes breakfast, morning, and afternoon tea.

Menus are designed in consultation with the children's preferences, parent feedback and the Australian Dietary Guidelines are considered.

Breakfast includes a selection of cereals, toast, muffins etc. Morning/afternoon teas include a selection of fresh fruit, crackers, sandwiches etc.

Water is the preferred drink, and we encourage families to supply healthy packed lunches where necessary.

We avoid nut products in the program and ask that families do also as a safety precaution for all children involved.

## **EMERGENCY AND EVACUATION PROCEDURES**

As we operate on the grounds of Peregian Beach College we follow the evacuation and emergency procedures of the College as closely as possible. Children will take part in evacuation drills on a regular basis.

## **PARENT/COMMUNITY FEEDBACK**

We actively encourage communication from parents to assist us with ongoing improvement of our programs.

To discuss any issues with the Coordinator, call the service on 0466 318 5577 or send an email to [peregiankids@gmail.com](mailto:peregiankids@gmail.com).

Parents/guardians are able to ask for information regarding the operation of the service at any time; specifically:

- A general description of the activities and experiences given by the service
- The philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved
- The goals about knowledge and skills to be developed through the activities and experiences

## **GRIEVANCES/COMPLAINTS**

Concerns are taken seriously and your anonymity and confidentiality is respected. Please contact the following personnel should you have any concerns with the service.

Taylah Maddox (OSHC Coordinator)

0466 318 577

[peregiankids@gmail.com](mailto:peregiankids@gmail.com)

Leanne O'Connell (Business Manager)

5448 1722

[accounts@pbc.qld.edu.au](mailto:accounts@pbc.qld.edu.au)

If you are unsatisfied with your response, you can contact the Office of Early Childhood and Care on 13 74 68