St Brendan’s
OUTSIDE SCHOOL HOURS CARE
MANAGED BY CENTACARE CHILD CARE SERVICES
ON BEHALF OF ST BRENDAN’S PARISH MOOROOKA
LICENSED UNDER THE QLD CHILD CARE ACT 2002

Parent
Information
Booklet

17 Hawtree Street
Moorooka 4105
07 3275 2216

Before School Care / After School Care  CRN 407157353C
Vacation Care  CRN 407157774J

Family Assistance Office
13 61 50
QLD Dept. of Communities
1800 637 711
Welcome to Our Centre

St Brendan’s OSHC aims to provide the highest possible care and guidance for all children attending the program from preschool to school age including school children. It is through the dedication of our staff that an interesting and wonderful environment can be achieved.

As a licensed service, we are bound to comply with the Child Care Act 2002 and the Child Care Regulation 2003, including, for example, with requirements about the children’s program, numbers of children and staff, and staff qualifications.

We hope your time with us will be of benefit for both you and your family. The following information is to assist you in familiarising yourself with our centre. Please take the time to read this booklet. It is designed to answer your questions and concerns. In addition to this, the policies under which the Centre operates are available upon request. You can also access a description of our activities and our philosophy about learning and child development outcomes, and information about the knowledge and skills that children will develop through our program, including how we intend to assist children to meet defined outcomes. The staff will answer any additional questions you might have.

Service Goals

St Brendan’s Outside School Hours Care is sponsored by The Corporation of the Trustees of The Roman Catholic Archdiocese of Brisbane, through Centacare Child Care Services.

The service aims to provide support to families through the provision of:

- Quality care in a safe and secure environment for all children from Preschool to Year 7, without bias and prejudice
- An environment in which the importance of middle childhood is supported through the provision of social and recreational activities.
- An opportunity for all children to develop social skills and life skills, whilst being supported by qualified staff.
- Quiet areas for reflection and the completion of school tasks.
- Opportunities for self initiated imaginative play and fun, through programming that reflects the children’s likes, interests and hobbies.
Management

St Brendan's OSHC is line managed by a Regional Co-ordinator through Centacare Child Care Services on behalf of St Brendan's Parish Moorooka.

Centacare Child Care Services is keen to ensure that parents are able to have an ongoing involvement in the service through an Advisory Committee. The role of the advisory committee is to provide advice and support to the Child Care service and Centacare in relation to local issues to provide feedback on operational issues and participate in annual policy review.

Further information regarding the Advisory committee is available from the Co-ordinator or Centacare Child Care Services.

Contact details for the Regional Co-ordinator for St Brendan’s OSHC:
Melinda Little
Regional Co-ordinator, Outside School Hours Care
07 3421 0026
mlitte@centacarebrisbane.net.au

Parent Involvement

Our centre has an open door policy, which means you are most welcome to come and spend time with your child/children and their friends. The staff sincerely wishes you and your child/children to be happy and feel welcome at the centre. We encourage open communication with parents and welcome any suggestions or comments you may have. Parental involvement in the centre can vary depending on your circumstances.

Providing much needed resources or being a member of the Advisory Committee allows you as parents to have input into the centre at a level you are comfortable with.

Parent/Visitor Code of Conduct

The Parent/Visitor Code of Conduct is on display at the centre and all parents and their guests are required to follow the code whilst at the service. We encourage you to become familiar with this code.

It is imperative that all parents, visitors and guests to the service communicate in an appropriate manner at all times.
Parent/ Child Grievances

We note that from time to time parents, children and members of the community may have concerns, questions or suggestions regarding the operation of the centre.

We welcome and encourage open positive communication with parents via the Suggestion Box, the Advisory Committee meetings, and verbal communication with the Co-ordinator and Regional Co-ordinator.

The children can also provide feedback via the Suggestion Box or staff can note the children's likes and dislikes on paper for them.

From time to time a survey will be sent home for completion. It is through constructive feedback that daily service routines and procedures are reviewed and modified.

The Co-ordinator and or the Regional Co-ordinator will follow up all feedback as soon as possible.

Hours of Operation

BEFORE SCHOOL CARE  6.30am to 9.00am
AFTER SCHOOL CARE  2.45pm to 6.00pm
VACATION CARE  6.30am to 6.00pm

A LATE COLLECTION FEE OF $30.00 will apply after normal closing time.

Please see handbook for further late collection fees.

In the event there is no response from contact numbers or Parents/Guardians are unable to arrange collection, advice will be sought from the Police.
Orientation

**For Families:**
On return of the enrolment & booking form, family and child profiles, the Co-ordinator will verbally discuss with each family the general operations of the service, highlighting various aspects of the program i.e. child protection, grievance procedures, parent information board, fee payments & sign in/out etc. If required service information and other relevant community information can be translated. Please speak to the Co-ordinator if you require this service for yourself or any member of the enrolled child’s family. Should your child have any special considerations please see the Co-ordinator.

**For Children:**
Upon commencement at the service the child/children will be shown around the service, important areas will be highlighted i.e. toilets, drinking fountains, boundaries, food storage etc. All staff will be introduced to the child, as will other children with whom the child may wish to play. The grievance procedure will also be explained so that children will feel at ease to openly communicate with staff regarding issues or concerns that may arise.

Fee Schedule for School Age Children

<table>
<thead>
<tr>
<th>Session</th>
<th>Permanent Booking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before School Care</td>
<td>$8.00</td>
</tr>
<tr>
<td>After School Care Casual</td>
<td>$12.00</td>
</tr>
<tr>
<td>Vacation Care* Permanent</td>
<td>$32.00</td>
</tr>
</tbody>
</table>

* Fee for in house vacation care days only.

A PERMANENT BOOKING - Is where a child attends regular booked days
A CASUAL BOOKING - Is where a child attends on an occasional irregular basis.

On certain days the centre may already be fully booked. In such cases parents will need to make alternate arrangements. If a child arrives unexpectedly, and there are no places available, he/she will be sent to the school office where the parents will be contacted.
Cancellation Policy

- It is most important that you notify the centre of any cancellations to your child/ren's booking/s.
- Cancellation of After School Care Bookings requires 7 days notice
- Cancellation of Vacation Care Bookings requires 7 days notice
- Full fees will be charged for failing to give notice of any changes to your child/ren's attendance.
- Fees will not be charged during parental block annual leave if notice of pending holidays is provided in writing 7 days before holidays are taken.

Child Care Benefit

Families using the program may apply for Commonwealth Childcare Benefits through the Family Assistance Office. For more information contact the above office on 13 61 50. St Brendan’s Outside School Hours Care will not charge the reduced fees until advised in writing of the relevant information by the Family Assistance Office. Please ensure that children attending the St Brendan’s OSHC are registered or link to all services i.e. Before, After & Vacation Care.

Payment of Fees

St Brendan’s OSHC is a not for profit, self funded service. We rely heavily on the prompt payment of fees to maintain effective and efficient operation.

- Parent Statements are sent out one week in advance
- Payment is due upon receipt of statement

Fee payments can be made as follows;
- Cheque made payable to: St Brendan’s Outside School Hours Care
- EFTPOS and Credit Card Facilities are available at the OSHC office.
- To arrange Internet banking please see the Co-ordinator.
  Our BSB is 064786  Account number is 5175356001
- The Co-ordinator will accept cash at the OSHC and issue a receipt straight away.

  Failure to settle your account may result in the cancellation of your child/ren’s enrolment.
Signing Children In and Out & Attendance at Program

For accountability and safety reasons all children need to be signed in for Before School Care and out for After School Care by an authorised adult.

Staff will ensure that children are only released to the person/s as authorised on the enrolment form. Proof of identity will be required upon arrival. Where no authority has been given for an alternate person to collect the child/ren, permission via fax, email or phone will be required.

If a child has been booked in and fails to arrive within 10 minutes of sign in, staff will look for the child/ren on the school grounds, check the office for attendance, and then contact parents or if necessary emergency numbers.

In the event there is no response from contact numbers or Parent/Guardian are unable to arrange collection, advice will be sought from the Police.

Medication

Only prescribed medicines will be administered at the service.

It is recommended that where possible, medication is administered before or after attending the centre.

1. Medication must be in its original packaging, with pharmacy label attached, indicating dispensing details and expiry date.
2. Parents must complete the Authorisation to Administer Medication form, available at the service.

Should your child require ongoing medication e.g. Asthma relief etc please contact the Co-ordinator to make arrangements.

For further information please see the Co-ordinator.

Illness and Accident/ Emergency

In the event of an illness or injury to a child, first aid will be administered by a qualified staff member. If medical assistance is required, parents will be contacted immediately. Should it be required staff will accompany child in ambulance to the hospital.

Staff will complete an incident report form as soon as practicable, and
parents are required to sign this form.

Should the child receive medical attention a Reporting of Serious Injury (Child Care Form 27) is required to be completed, and forwarded to Centacare Child Care Services for signing by the Licensee. This form will then be lodged with the Department of Communities.

**Code of Behaviour for Children**

Children will conduct themselves in a manner that is courteous and respectful to others at all times. Inappropriate language will not be tolerated.

We have a behaviour management plan that encourages children to take responsibility by discussing with them the consequences of their actions.

By taking responsibility for their own actions, the children learn from their own experiences.

**Bullying**

St Brendan’s OSHC understands the right of all children to attend the service free from bullying and or harassment. Children who are found to be bullying or harassing others will be dealt with through the behaviour management process.

*(Copy available upon request)*

**Mobile Phones**

To ensure children’s safety, children are not permitted to use mobile phones whilst the service is in operation.

- All mobile phones are to be handed to the Co-ordinator upon arrival at the service for storage in a secure location and will be returned to child when they are signed out
- All mobile phones must be clearly labelled with Child’s Name
If a child needs to use a mobile phone during the course of his/her attendance at the service they must ask the Co-ordinator for use of their phone and make the necessary call in the presence of a staff member. The phone will then be returned to the Co-ordinator.

If Parents need to contact their child/children during operating times please contact children using the services land line.

**Homework**

St Brendan’s OSHC recognises the importance of homework. Whilst it is the policy of the service that homework is an individual’s responsibility, we endeavour to create a time and place whereby homework may be done. Staff may assist with homework from time to time depending on numbers and ratios of children as to staff.

**Birthdays**

Birthdays are a special time for children and the centre enjoys sharing in the occasion. You may like to provide a cake for everyone to share for afternoon tea. Please see staff to arrange this as numbers vary day to day.

**Toys**

Children are asked not to bring toys and other valuables to the program. The program and staff take no responsibility for loss or damage to personal items. We understand that children sometimes visit other family members when leaving our program. Items that children need to bring over and above their usual requirements must be given to the Co-ordinator for storage in the office. This avoids children becoming distressed over lost or broken treasures.

**Notice Boards and Newsletters**

The newsletter/insert is published each week through St Brendan’s newsletter. The newsletter/insert relays information on happenings at the centre as well as procedures and issues relevant to OSHC. From time to time important information will be displayed on the table where the parent signs out their child.
We also have a selection of brochures for your information on various topics relating to the well-being of your children. You are more than welcome to take one of interest to you.

We also encourage you to have a look at the collections of pictures and other items of interest the children create during their time at OSHC. It is just fabulous.

**Food**

**Breakfast** is available from 7.00 – 8.00am every morning. Cereal and toast are offered all mornings. There is no breakfast during vacation care.

**Afternoon Tea** is offered on arrival. Afternoon tea is a snack for children to enjoy after school, it is not meant to substitute a meal. We encourage children to select from a range of nutritious foods as well as to try new and different foods. Eating ‘special’ foods in moderation enables children to understand the principles behind healthy eating. Afternoon tea is not offered in Vacation Care.

**Sun Safety**

The service has a ‘No Hat No Play’ rule for outdoor play. Please ensure that your child/children are provided with a broad brim hat, sunscreen and appropriate sun safe clothing.

**Activities Program**

St Brendan’s OSHC will provide a program where children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater to the social, intellectual, physical and emotional needs and interests of all children attending the program.

The Activity program is displayed on the wall near the sign in book.
Centacare Child Care Services is part of Centacare in the Catholic Archdiocese of Brisbane. A professional, non-profit organisation, we form part of a network of community services.

VISION

Leading social change
Strengthening families
Supporting people and communities
in the Spirit of the Gospel

MISSION

To support families with young and school aged children through child care which:

• Recognises parents/guardians as the primary care givers
• Welcomes families in all their diversity
• Provides care in an environment which is nurturing, stimulating and supports children’s development
• Responds to family and community

VALUES

Our values are based on Catholic Social Teaching

<table>
<thead>
<tr>
<th>We Value:</th>
<th>Therefore we are committed to:</th>
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<tbody>
<tr>
<td>Human Dignity</td>
<td>Respecting and affirming the worth and spirituality of each person</td>
</tr>
<tr>
<td></td>
<td>Acknowledging and valuing the uniqueness and potential of each child</td>
</tr>
<tr>
<td>Respect for the individual</td>
<td>Recognising and respecting the parent/guardian/child relationship in all interactions with children</td>
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<tr>
<td>Interdependence and community</td>
<td>Demonstrating compassion in all interactions with children, families and staff</td>
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<tr>
<td>Justice and equity</td>
<td>Promoting children’s best interests through community education and influencing social policy development</td>
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<tr>
<td>Transparency and accountability</td>
<td>Ensuring a child safe culture</td>
</tr>
<tr>
<td>Working together</td>
<td>Collaborating with other agencies and groups which work in the best interests of families and children</td>
</tr>
<tr>
<td>Diversity</td>
<td>Providing fair and safe access to services</td>
</tr>
<tr>
<td></td>
<td>Assisting families and children to develop a sense of belonging in Centacare Child Care Services</td>
</tr>
<tr>
<td></td>
<td>Working in an open and transparent manner in all our dealings with staff, families, children and the community.</td>
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ST BRENDAN’S OSHC is committed to providing quality care for children in a safe, supportive, nurturing environment, for preschool/prep. and school aged children.

ST BRENDAN’S OSHC program aims to capture the children’s likes, interest and hobbies, develops children’s potential and enables children to achieve independence.

Our program offers children the opportunity for imaginative play and self initiated activities whilst supporting the value of play in an environment that fosters awareness, promotes trust and delivers an atmosphere of encouragement, affirmation and forgiveness. We do this by providing:

- programs that are designed to cater to the children's age, skill, interests and abilities through a variety of challenging and recreational activities, that incorporate elements of play with elements of daily real-life experiences and provides opportunities to experience different cultures
- flexible and adaptable programs that are evaluated regularly and planned using information about the children’s interests, abilities, hobbies and likes, through observations, regular surveys and the children’s enrolment forms
- an environment where children, parent/carers and staff, are treated with respect and their individual uniqueness is acknowledged, valued and supported (see Inclusion Policy & Respect For Children Policy)
- a service which aims to cater for all children and their families to the best of their abilities and resources available
- a service which encourages parent/carer and community participation through the Advisory Committee (which includes representatives from the Parish Community, School Community, Parents, Staff and the Regional Co-ordinator from Centacare Child Care Services), Parent suggestion box, and ongoing daily verbal feedback.
- a procedure to ensure that the best service possible is provided, by accessing OSHC Families, Centacare Child Care Services and the Parish, who will then collaborate in relation to the OSHC operations and together will develop a broad range of policies and strategies to facilitate the effective operation of the service that best meets the needs of all stakeholders.
- a co-operative working relationship with parents as the primary care givers responsible for the nurturing, care and safety and development of their children.
- a service that welcomes open discussion on all issues relevant to the operations, and encourages co-operative partnerships with families and communities, by operating in an open and transparent manner.

The laws and other provisions affecting this policy include:  
Child Care Act, 2002 (ss.9, 76)  All Quality Principles
ST BRENDAN’S OSHC SERVICE GOALS

Under Review - Draft April 2006

As a team we are committed to:

- directly and indirectly promoting values consistent with Catholic Teachings
- providing support for each other
- respect for each other’s strengths and talents
- being appropriate role models
- respectful of each other’s uniqueness
- working co-operatively with each other, families, community and our Parish
- attending professional development training

For the children we are:

- providing an environment where children are treated with respect and their individual uniqueness is acknowledged, valued and supported
- providing meaningful programs that are designed to cater to the children’s age, skill, interests and abilities through a variety of challenging and recreational activities, that are fun and based on real-life experiences
- providing opportunities to experience different cultures through cooking, play & craft
- consistent and fair in our approach to behaviour management
- being a voice for the children’s creative abilities
- assisting the children to make the best choices possible
- taking an interest in each child’s talents, hobbies and interests
- constantly updating equipment and resources to best meet their ages and needs, and requests
- working together with the school, parish and parents and broader community
- providing nutritious snacks based on Nutrition Australia’s guidelines, and child, parent feedback.
- providing a feedback box for the children to submit their concerns and grievances
St Brendan’s Code of Behaviour

[Service Name] OSHC has a behaviour management policy and procedure that encourages children to take positive action for their own behaviour. Children will conduct themselves in a manner that is courteous and respectful to others at all times. By taking responsibility for their own actions, the children learn from their experiences.

Inappropriate language is unacceptable and will not be tolerated. Children must wear hats, sun safe clothing and closed in shoes at all times.

Rules agreed upon by parents, children and staff.

- Respect others.
- Respect yourself.
- Respect equipment.
- Good manners will be used at all times
- Swearing and other inappropriate language will not be accepted.
- School rules apply.
- Stay in boundaries.

Where it is deemed by the Coordinator and staff that a child is a danger to staff, other children or themselves, the Parents/Guardians will be immediately informed and required to remove the child from the service. This decision will be made jointly between the Coordinator and the Regional Coordinator.
ARCHDIOCESE OF BRISBANE

Privacy Statement

The Archdiocese of Brisbane respects the privacy rights of all individuals associated with parish community life and/or workplaces falling within the auspices of the Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane.

In accordance with the Privacy Amendment (Private Sector) Act 2000, the Archdiocese has adopted and is bound by the ten (10) national Privacy Principles established by the Federal Privacy Commission and is set out in the Act – see www.privacy.gov.au.

It is our intention that all personal, sensitive and health information of parishioners, clients, members of religious institutes, Parents/Guardians, contractors, students, staff and prospective employees (considered “consumers” under the Act) is to be private and only to be used for those purposes the information was collected and recorded for so as to fulfill the mission and directions of the Catholic Archdiocese of Brisbane.

The Archdiocese intends to collect personal information in a fair and lawful manner. Prior to the collection of information the purpose of the collection, access details and other information relating to the collection will be disclosed. Sensitive information will not be collected unless the consumer has consented, it is required by law, or in other specified circumstances (e.g.: health and safety). Information held in relation to its consumers includes, but is not limited to details of children and their Parents/Guardians, personal background matters, contribution to fundraising and work history including references.

This information may be held for a number of reasons, including ensuring all parties meet their obligations under relevant legislation; the receipt of sacraments or pastoral care; and, work to be undertaken by staff or volunteers in a parish/agency.

The Archdiocese will only use or disclose information for the purpose it was collected and will not disclose or distribute to a third party any such information that is supplied, without our consumer’s specific consent or unless we are required to do so by law. Reasonable steps will be taken to protect personal, sensitive and health information from unauthorised access, loss, misuse, disclosure or alteration. We may distribute aggregated statistical information for reporting purposes, but personally identifying information will not be distributed to third parties.

Consumers may at any time request access to their personal, sensitive or health information. If a consumer believes that any of the personal, sensitive or health information held by us is incomplete or inaccurate, in accordance with the provisions of the Privacy legislation, they have the right to notify us and make any updates or corrections.

Individual privacy issues can be discussed in the first instance with a parish’s Priest or an agency’s responsible line manager. Alternatively, if an individual believes that their privacy has been breached and this matter is unable to be resolved at an agency or local Parish level, a complaint may be made in writing to an appropriate Executive Director, or the Moderator. In order for such complaints to be properly investigated, they should identify the person whose privacy appears to have been breached. Anonymous complaints will not be dealt with.

From time to time this statement may be reviewed to ensure that it remains relevant and appropriate.