

# OUTSIDE SCHOOL HOURS CARE *Family Handbook*



**SUNCOAST**  
CHRISTIAN COLLEGE



SUNCOAST  
*Little Learners*

[suncoastlittlelearners.com.au](http://suncoastlittlelearners.com.au)

# PARENT WELCOME & INFORMATION

We warmly welcome you and your family to Suncoast Little Learners & Outside School Hours Care. We are proud of our ability to provide high quality care and education for all the children and families who use our service. Please read this specific OSHC Family Handbook in conjunction with the more comprehensive Little Learners Parent Handbook. These two documents will guide you in becoming familiar with our service's guidelines, policies and general information. We welcome your feedback regarding all our operations at Little Learners as we continuously strive to meet and exceed the needs and expectations of all families.

## NATIONAL QUALITY FRAMEWORK

Our Service participates in and values the National Quality Framework (NQF). This Framework Quality Assurance system is administered by the Office of Early Childhood Education and Care. The system is designed to ensure children have access to quality child care experiences

From time to time a visitor from the OECEC may come to the service to see how things are going and undertake an Assessment process. Your input into this process is important and you may be asked to participate in discussions and/or surveys on what you think about the service.

## SCHOOL AGE CARE FRAMEWORK

'My time, Our place' is the name of the National Quality guideline for School Age Care. This framework is used to guide staff to plan, implement and evaluate children's play, leisure and learning. This comprehensive document outlines in detail 5 primary Outcomes for children;

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

These outcomes are the backbone of our OSHC program. By using the interests of your children to guide each day's activities, we ensure that each child is catered for as an individual. We have copies of 'My Time, Our Place' available for you to read at any time.

## WHAT IS OUTSIDE SCHOOL HOURS CARE?

Outside School Hours Care is a safe and fun place for children to go before and after school. OSHC is where your child can be cared for while participating in a variety of different and fun games and activities with other school-aged children.

## STAFFING

Our service meets all staffing requirements as set out by the regulatory authorities. All staff hold a current Blue card, appropriate first aid certificates and are suitably qualified. Staff are chosen because of their excellent personal qualities, dedication to their chosen career in child care and love of the children.

## ORIENTATION PROCESS

On enrolment at our service you will:

- Hand in all relevant enrolment forms
- Receive a copy of the Little Learners Parent Handbook
- Receive a copy of this specific OSHC Family Handbook
- Receive a copy of the Children's Handbook
- Have a centre tour or make a time to have a look around.

All enrolments are handled in the Little Learners Office or through Suncoast Christian College.

Please ensure that you let us know if your child will be absent from Before or After school care by either phoning Little Learners on **0428144974** or emailing [kcullen@suncoastcc.qld.edu.au](mailto:kcullen@suncoastcc.qld.edu.au)

If your child has additional needs, a meeting will take place between relevant parties before the child commences.

Please ensure you keep your contact details up to date as we rely on this information to know how best to contact you especially in times of an emergency.

## COMMUNICATION WITH FAMILIES

We highly value your role as your child's primary educator, caring for your child involves a lot of two-way communication between families and staff. We have in place a variety of communication processes and welcome any suggestions on how we can communicate with you more effectively. Within the room you will find:

- An outline of the day's activities
- Our parent noticeboard with important information for families
- A description of our daily routine

Attendance records Regular communication will occur via email. Please ensure that you keep this up to date at all times.

## BEHAVIOUR MANAGEMENT

All children are encouraged to be responsible for their own actions and must accept any consequences that may arise from their actions. The behaviour management guidelines in OSHC promote self-control and consideration for others. The children assist in developing room 'rules' for behaviour that they agree to follow. These rules are updated regularly with the children throughout the year.

On occasion where there is repeated inappropriate behaviour from any child, that child along with their family will be involved in the development of an Individual Behaviour Management Plan.

## RUNAWAY CHILDREN

If a child leaves the service in any circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

## BULLYING

Our Service is a 'Bully Free Zone', bullying is not accepted at any time. We hope to provide a place where children feel safe and are encouraged to speak up when they are feeling uncomfortable or intimidated by others. The service has policies and procedures in place to ensure children feel safe and that incidents of bullying will be dealt with immediately.

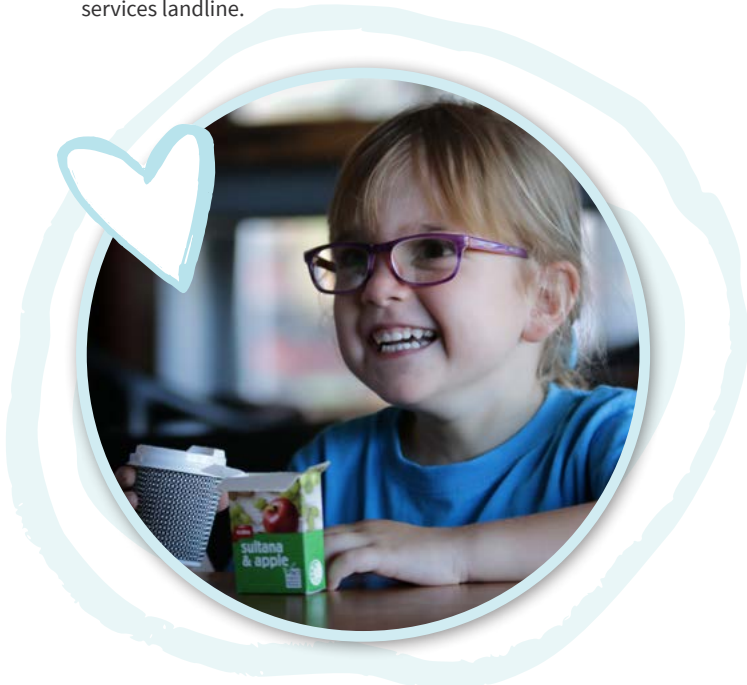
## HOMEWORK

Children are provided with enough time, space and supervision to complete their homework.

## PERSONAL EFFECTS

We discourage the children from bringing electronic toys such as iPads, iphones etc. as we cannot guarantee the safety of these expensive items. These items will also distract children from the interesting activities provided each day and from interacting with their peers.

If a child has a mobile phone it is to remain in their bag when they are at OSHC. Parents wishing to contact their children need to ring the services landline.



## NUTRITION AND FOOD AT OSHC

Little Learners OSHC provides a healthy and delicious breakfast and afternoon tea each day. The daily menu is displayed in the room. Please feel free to tell us your suggestions or to comment on the meals we provide. Our service is a NUT FREE zone due to children attending who have severe nut allergies.

## ARRIVALS AND DEPARTURES OSHC

Little Learners Before School Care begins at 6:45am. After School Care operates between 3:00 – 5:45pm. No child will be admitted outside of these times due to legal reasons. All children will be signed in and out in the Attendance Register by the parent/guardian/staff member or other person whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so. This Register will state the child's name and exact time of arrival and departure, printed name of authorised person and signature.

If a person is to collect a child who has not previously been nominated on the enrolment form i.e. in the case of an emergency, the parent or guardian may give permission by email or by telephone for an alternative person to collect the child. The parent must provide the name and description of any such person concerned and photo proof of their identity will be required on arrival.

If at closing time (5:45pm) children have not been collected or parents have not made arrangements for collection by normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency numbers, provided by the parent/guardian. If no contact is made via emergency numbers advice will be sought from police and/or Department of Child Safety.

Parents/Guardians who have custodial rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the custodial papers. Staff will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the parent, or to an authorised person as permitted under the above procedure. If in doubt, the Nominated Supervisor will contact a parent/guardian immediately to discuss.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately. No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation, on an Incident Report, of verbal approval) will be kept in the individual child file.

## OSHC CHILDREN ATTENDING SCHOOL ACTIVITIES

If a child is required to attend activities within the school grounds, written authority must be given prior to commencement of activity. Staff will not be available to deliver or collect children from these activities due to staffing ratios. Parents are asked to consider this when enrolling children in these activities. We will not permit a child to leave the service unaccompanied to attend an external activity unless permission is given to a release of duty of care has been provided by the parent/guardian.



## EDUCATORS' AFTER SCHOOL COLLECTION PROCEDURE (FOR PARENT INFORMATION)

### PREP, YEAR 1 & 2 STUDENTS

1. Educator to collect Prep, Year 1 & 2 students from nominated primary undercover area.
2. Walk & meet older students outside of Little Learners front entrance.

### YEARS 3 – 7 STUDENTS

1. Students to meet & wait outside of Little Learners front entrance.
2. Mark roll.
3. For additional children not booked in Educator to contact parent/guardian to clarify booking.
4. Walk children back to Little Learners.

## MISSING CHILDREN PROCEDURE

If a child does not arrive to After School Care, and the parents have confirmed that the child should be there, follow the procedure below:

1. Staff member to call primary office and administration building to check if child is there.
2. Staff to contact parents to ensure child has not been collected already or left early.
3. Contact the Police on 000.

## IMPORTANT REMINDERS

Bring your ID Ensure you bring your ID when collecting your children. If staff are unsure of who you are, you will be asked to show your photo identification.

Please ensure you choose your days carefully, as two weeks notice is required to cancel a booking.

## FEE INFORMATION

Before School Care \$12 daily

After School Care \$20 daily

## ABSENCES

If your child will be away (especially after school care) please contact the centre as soon as you can to let us know. We will be contacting you and trying to find your child after school if they are expected to come. Please either ring 0428 144 974 or email us on [kcullen@suncoastcc.qld.edu.au](mailto:kcullen@suncoastcc.qld.edu.au)



**SUNCOAST**  
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