

Moggill State School P & C Association

Moggill OSHC



Family Handbook

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Table of Contents

1- Introduction

1.2 Goals

1.3 Management Structure

1.4 Hours of Operation

1.5 Enrolment Procedure

1.6 Bookings

1.7 Priority of Access

1.8 Arrivals and Departures

1.9 Policies and Procedures

1.10 Respect for Children

2. Fee Structure

2.1 Fees

2.2 Method of Payment

2.3 Childcare Management System and CCR

2.4 Absences

3. Working with Families

3.1 Parent Participation

3.2 Behaviour Policy for Moggill OSHC

3.2a Behaviour

3.3 Photographs

3.4 Custody

3.5 Parent Concerns

4. Children's Program

4.1 The Program

4.2 Homework

4..3 Excursions

4.4 Inclusion

5. Health and Safety

5.1 Food and Nutrition

5.2 Sun safe

5.3 Medication

5.3.1 Administering Panadol

5.4 Incidents/Accidents

5.5 Sick Children

5.6 Emergency Procedures

6. Staff

6.1 Staff Info

6.2 Student, volunteer & visitors

6.3 Anti Discrimination

Additional Contacts

1. Introduction

1. Philosophy Statement:

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

The Service believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the Service and is visible in the actions, interactions and daily work with the children. We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions; we can build a foundation for successful lifelong learning.

We acknowledge that parents and families are the child's primary nurturers, and that respectful, collaborative relationships strengthen the capacity and efforts of families and School Age Care Services to support the children and promote each child's health and wellbeing. We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of Service delivery.

The Service believes that children have the right to have their individual and cultural identity recognised and respected as we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

Philosophy:

We aim to provide a physically safe and emotionally secure setting where children can explore, socialise and expand their interests using a variety of experiences.

We encourage a supportive confidence building atmosphere that promotes physical, emotional, intellectual, creative and social growth. We believe that all children are equal and have the right to be treated with dignity and respect.

We offer an environment with programs to support each child's capabilities and interests according to their individual needs.

We support the family unit by acknowledging their importance of the link between the family and the childcare option they choose. We encourage a spirit of warmth and respect between parents, the children and their careers.

We provide qualified/qualifying caregivers who show genuine love and concern for the children in their care and a Service that is safe and well supervised.

The Centre encourages parental and community participation. It welcomes open discussion on all issues relevant to the Centre's operation.

Moggill Outside School Hours Care base their curriculum on the My Time Our Place Framework. With their guidance and knowledge of this framework we endeavour to develop each child's sense of being, belonging and becoming. As educators we like to promote a play-based learning environment where children are given the best opportunity to develop and explore their individual interests and skills.

1.2 Goals:

Moggill Outside School Hours Care has a number of goals on which our Service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – the Service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the Service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the Service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the Service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the Service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

1.3 Management Structure:

The Moggill State School Outside School Hours Care is operated under the umbrella of the Moggill State School P & C Committee.

Moggill State School

↓Moggill State School P & C Committee

↓Moggill State School OSHC Sub-Committee

↓OSHC Manager

If you have any queries or concerns you may Contact either:

- Ryan Dickson (Moggill OSHC Manager) phone : 3202 5599
- The P&C President
- Authorised Officers – Office of early Childhood Education and Care

Phone: (07) 3034 5016

Should parents have any grievances regarding the operation of Moggill OSHC or the actions of educators or children attending the Service we ask that you approach the Manager first.

1.4 Hours of Operations:

The Service is open:

Before School Care	6:15am – 9:00am
After School Care	3:00pm – 6:15pm
Vacation Care	6:15am – 6:15pm
Pupil Free Days	6:15am – 6:15pm

The Service is open Monday to Friday. Due to insurance implications and regulatory requirements, staff will not accept children outside the hours listed above.

The Service is closed on Public Holidays and the two full weeks encompassing Christmas and New Year period. Staff work on a roster to ensure an adequate ratio of educators to children at all times. The legal requirement is 1 educator per 15 children. The Service will aim to operate under a smaller ratio wherever possible.

1.5 Enrolment Procedure:

An enrolment form is to be completed by each family who attends the Service. A non-refundable registration fee of \$20.00 is payable on enrolling your children each year. New enrolment forms are completed each new school year.

All information given on the registration forms remains strictly confidential. It is the parents/guardians responsibility to inform the Manager immediately of any changes in their details contained on their enrolment form in writing.

1.5(a) Orientation for New Families:

Moggill OSHC uses an orientation process to help new families, parents, guardians and children to settle into the Service:

- The Manager or Responsible Person will talk to new parents/guardians and introduce themselves to the children of new families.
- New families will be offered a tour of the facilities.
- New families will be given current enrollment forms; Family Handbook and these will be explained to parents/guardians.
- Manager or Responsible Person will show parents/guardians and children around the Centre.
- Manager or Responsible Person will discuss with parents/guardians and children :-
 - Weekly program
 - Daily Routine for Before/After School Care.
 - Menu for week.

The Manager will also explain the following procedures with parents/guardians:

- Booking children in/ cancellation of bookings
- Payment of Fees: Eftpos, Bank Transfer or direct deposit through the Xplor App.
- Signing children in and out of the Centre.
- Explain location of required documents and provide copies as requested.
- Inquire as to special medical or dietary needs for children.

Orientation for new Children at the Centre:

- Children and their parents/guardians will be invited to stay and observe the program.
- Children will be introduced to other children attending Before / After School Care/ Vacation Care
- Educators will be nominated to help new children settle into the Service after they have commenced care.
- Educators to report to Manager as to how the new children are settling into care.
- Manager to report to parents/guardians as to how their child/children are settling into the new Centre.

1.6 Bookings:

Parents/Guardians that need to make bookings and cancellations via the Xplor App.

A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week and can be emailed to us.

All absences and holiday notifications can be made on the Xplor App or via email. Cancellations received within the below timeframes will be cancelled with no charge:

- Before School Care – cancel before 6:15pm the night before.
- After School Care – cancel before 10:00am on the day.
- Vacation Care – cancel before the designated cutoff date listed on the booking form for each Vacation Care Period.

Bookings for Vacation Care or cancellations of any bookings need to be finalised on the date specified on the Booking forms before Vacation Care starts, and any bookings or cancellations made after this period will attract full fees for bookings and cancellations.

1.7 Priority of Access Policy:

The Commonwealth Government sets down guidelines in which a centre must give priority of access to parents. The categories are listed below:

- Both parents working
- Single working parent
- Parents undertaking training or study
- Children with special needs

1.8 Arrivals/Departures:

Before School

Children are required to be signed into the Service by a parent or guardian. The parent/guardian will need to use our electronic system which documents exact sign in and out times of children. If the person dropping off is under 18, written permission must be given from parent/guardian and an educator to sign the child/ren in.

If parents are unable to come into the Service to sign their children in, due to health or other issues, then they must phone the Service to notify educators that their child/ren have entered the school premises and if staff could sign their child/ren into care when they arrive.

An educator will walk the Prep children to their room at 8.50 am. With written parental permission, entry in enrolment form or communication's diary, children may leave Before School Care at 8.15a.m. This can be a casual or permanent arrangement.

After School Care

Educators will collect the Prep-school children at 3.00 pm from each of their classrooms. Staff use our electronic sign in system to sign in all children. Parents must use our electronic sign out system to sign out the children. If this person is under 18, written permission must be given by the parent/guardian and an educator and they will sign the child/ren out.

If children turn up to OSHC without a booking then an educator will contact parents to check if child is to attend OSHC.

If booked children do not arrive:

An educator will firstly check the school grounds to see if they can locate the children then the school office makes a loud speaker announcement informing child to go to the OSHC building.

An educator will then phone parent/guardian (home, work and mobile no's) to see if parents know the whereabouts of the child/ren.

If educators cannot locate non arrival child and have checked school grounds and parents do not know whereabouts of children other contacts will be called if contact with parents is not made, then the police will be called.

Vacation Care, Pupil Free Days and Late Collection:

Parents/Guardians are required to use the electronic sign in system to sign their children in and out

If this person is under 18, written permission must be given by the parent/guardian and an educator will sign child/ren in/out.

Children need to be collected from the Service by 6.15pm term time and 6.15pm on Vacation and Pupil Free days. If parents are running late, a phone call to the Centre would be appreciated and friends organised to pick up their children, if possible.

A late fee of \$20.00 will be charged for the first 15 minute block and \$1 per minute thereof for late pick-ups.

1.9 Policies & Procedures:

The Service has a Policy & Procedure manual, which goes into depth of how the Service runs. There is a copy of this manual available at the Service for you to peruse. A copy of the policies and procedures will be distributed digitally upon request.

1.10 Respect for children:

The Service recognizes and acknowledges that the children, their wellbeing, health and safety are the main focus of the Service. Children are treated by educators and other educators at all times with respect and dignity as unique and valued individuals.

1.11 Parking:

Parents may park in the School car park accessed via Kangaroo Gully Road. The gate will be locked at 6:15 when the Service closes. Parents may also access the school via the gate on Moggill Road closest to the library. This gate will be locked at 5:45. All other entry gates are locked by the School staff throughout the afternoon.

Parents are **not** to use staff car parks accessed via Moggill Road.

2. Fees

2.1 Fees:

This Service aims to provide a quality Service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child Care Subsidy is available to all families who meet residency and immunization guidelines.

Fees will be reviewed and adjusted as required for policies and procedures.

Statements are emailed on a weekly basis but may not reflect the actual amount owing as returns are sent in to Child Care Management System who then send adjusted accounts back to Moggill OSHC. Fees are to be paid weekly. Late fees will be forwarded to a debt collector and there will be a surcharge added to your bill to cover charges from debt collectors. Your children may also be suspended from care until arrangements are made to rectify the account.

A fee schedule is available on time of enrolment.

Late Fee - Closing time of this Service is 6.15pm. **Parents who collect their children after this time will incur a late fee of \$20.00 for the first 15 minute block and \$1 per minute thereof for late pick-ups.**

Yearly Registration fee: - \$20.00 non refundable fee paid per family per year.

2.2 Method of Payment:

Accounts are to be paid weekly/fortnightly.

Bank account detail:

Account Name: Moggill State School P & C Association OSHC General Account

Bank: Heritage

A/C No: 11544619

BSB: 638070

2.3 Child Care Management System & CCS:

All families need to be linked to CCS through MyGov (Child Care Subsidy). To get the subsidised childcare fees. Families must be assessed as eligible for Child Care Subsidy and need to contact the Family Assistance Office for eligibility. For more information phone 136150.

For more information please go to www.education.gov.au

The responsibility is yours to ensure that your forms are correctly filled out and lodged with your local Family Assistance Office before the expiry date. Any period of fees not covered by a current fee relief application will incur payment of full fees. All children must be fully up to date with their immunisations, or have claimed an exemption, to be eligible for Child Care Management System.

Information booklets are available on the sign-in desk or by ringing 13 61 50.

Moggill OSHC is licensed to hold 160 places at Before & After School Care and Vacation Care.

Any quotes requested are estimates only and only cover care for the day.

SURCHARGES ARE EXTRA e.g. All excursions and incursions.

2.4 Absences:

All absences must be paid for at the absent rate.

There are 42 allowable absences available per financial year per child which will still have CCS entitlements deducted. Any absences above the 42 may be charged at the full fee rate.

3. Working with Families

3.1 Parent Participation:

Parents are encouraged to participate in the OSHC program. You can be involved in many different ways, here are some examples:

- Become a Committee Member
- Contribute ideas to the program
- Complete feedback forms and surveys
- Offer some special skills

3.2 Behaviour Policy for Moggill OSHC:

Moggill OSHC believes that all children and educators deserve the right to feel safe and included while attending the Service. To uphold this view, the Service has developed a set rules and expectations for all children. The aim of these rules is to ensure that clear boundaries are in place, that all children know and understand these boundaries, and that the rules will foster an environment where all children feel safe and included. These rules are discussed on a regular basis with the children and are adapted as needed based on feedback from educators, children and families.

There will be times where children do not meet the rules and expectations required. The Service will work within our behaviour management policy and procedure to help facilitate a positive outcome in these situations. Should the behaviours be of a serious nature, parents will be asked to sign a Behaviour Report. Parents may also be informed of issues due to behaviour verbally by the Responsible Person.

In circumstances where a child continues to display negative behaviours of a serious nature which affect the safety of themselves, other children, the staff, or inhibits the ability of the Educators to effectively supervise the child, the Service reserves the right to temporarily suspend a child's enrolment. This process will not be taken lightly, and all efforts will be made to assist the child before this process. Temporary suspensions may become permanent if there is no improvement from the child, or the family is unreceptive to plans for behaviour management.

Should you have any questions or concerns regarding behaviour management, please contact Ryan Dickson.

3.2 (a) Behaviour:

Behaviour support and management is approached by:

- Applying appropriate measures (in keeping with community standards);
- Having regard at all times to the respect and dignity and individual uniqueness of the child;
- Having regard to the other principles set out in the Philosophy Statement of the Service.

The Service has a behaviour management strategy; please see Policy & Procedure manual

This Behaviour Management System focuses on three different areas:-

- Respect for staff.
- Respect for each other.
- Respect for property.

Staff and children will focus on lifting the standards of behaviour throughout the Service and parents of children who consistently break rules at the Centre may be informed that their children may be unable to attend until such time as parents have attended a meeting with the Manager as well as seeking professional help for the situation.

Moggill OSHC also expects parents to behave appropriately when talking to staff and children.

3.3 Photographs

Throughout the year we will be taking photographs of the children participating in various activities and on special occasions. These photos may be used as part of learning stories or our weekly blog. The Service will only include children who have permission to appear in these posts as indicated on their enrolment form. Please notify staff if you do not wish your child's photograph to be taken or placed on display any longer. Photos are only used for O.S.H.C. Purposes. For any photo's to be used for website or social media, a separate permission will be sought.

3.4 Custody

Please notify the Manager if there is a custody situation for your children who are enrolled in this centre. The Service is required to have a copy of all custody arrangements in the child's file.

3.5 Parent Concerns

Parents with concern are asked to speak with the Manager who will look into the matter.

The Manager will arrange a quiet place and time for consultations. If the issue cannot be resolved with the Manager the parent should then contact the P&C business manager, or the president of the P&C The Manager will supply the parent with appropriate phone numbers or email addresses.

If further action is required you may contact The Resource Officer from The Office of Early Childhood & Education & Care – phone – (07) 3034 5016

4. Children's Program

4.1 The Program

Moggill Outside School Hours Care provides tailored programs catering to all children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, Moggill OSHC recognises the importance of learning through play in the development of children.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with the National Quality Framework, children are asked for ideas or feedback to aid in our program development.

We also communicate learning outcomes by having visuals such as a learning story folder and board which will provide the story in what the child has achieved in their activity and accompanying it with a photo.

The Manager will happily discuss any aspect of the program with interested families. Before and After School Care Programs are displayed at the Service in the parent information area. Vacation Care Programs are prepared in advance and distributed 3 weeks in advance.

4.2 Homework:

The Service can offer indoor spaces for children to complete homework. Educators will not be responsible for forcing children to complete the homework. If you have any questions or concerns, please contact the OSHC Manager.

4.3 Excursions:

Excursions are planned in the Vacation Care Program and all children booked for that day participate in the excursions. **No other care is available for children not wishing to participate in the excursions.**

All children are asked to wear sun smart clothing on Vacation Care excursions. All excursions will be advertised in advance informing parents when it is, where it will be, what activities, transport and fees for the excursion. Parents will be requested to sign a permission slip for each excursion. Children who do not have signed permission slips on the day of the excursion will be unable to attend the excursion and parents will be phoned to collect children. The Centre will make alternative arrangements for the care of these children until parents arrive.

Risk assessments are done before we go on an excursion and Management Committee has to approve any excursion undertaken by the Service.

4.4 Inclusion:

Moggill OSHC supports and encourages children with additional needs into the Service. All effort will be made to ensure that we can accommodate a child's additional needs. Providing a physical environment that meets the child's needs is paramount to our ability to enrol the child. Government assistance is available to certain families, to give their child the opportunity to be enrolled in our Service.

5. Health & Safety

5.1 Food & Nutrition:

The OSHC program provides nutritious food and drink for afternoon tea and breakfast. The Service takes into consideration dietary requirements of all children. Please inform the Manager of any special dietary needs for your children. Due to the high incidence of allergies we discourage nut products at the Service.

5.2 Sun safe:

Queensland has the highest incidence of skin cancer. Sunscreen is made available for children to apply during the session, and children may also provide their own sunscreen. **Hats must be worn outside at all times** by both staff & children, both at after school care and during vacation care. Children are asked to wear suitable clothing during the hotter months, when uniform is not required e.g. vacation care, children are asked to wear shirts with sleeves and acceptable length shorts and skirts.

N.B. We are aware that some prep teachers prefer to have children's hats stay in the class; it would be much appreciated if preps had a spare hat or an arrangement with the prep teacher for it to be returned daily.

We also use the Sunsmart APP to know the UV rating and times it is safe to be out in the sun.

5.3 Medication:

Medication can only be given to children if it is:

- a prescribed oral medication;
- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- parents will be asked to fill out the Service's medication form.

Ventolin puffers may be kept at the Service and a spacer is provided by the Service.

All medication must be handed to educators upon arrival otherwise O.S.H.C. cannot be held responsible.

5.3.1 Administering Panadol

In the interests of health and wellbeing of the children, the Service will only administer Children's colour free 5 - 12 years Panadol with verbal consent via a phone call from a parent or guardian of the child who is in need of pain relief.

Children's Panadol dosage will be administered through instructions located on the packaging. Parents will be advised and will need to sign the form to acknowledge child has been given Panadol.

5.4 Incident/Accidents:

If a child is injured at the Service:

- First aid will be administered by a qualified educator (First Aid Certificate) and child will be monitored if needed.
- An incident report will be filled out and shown to the parent, who then needs to sign the form.

If the injury is of a concern the parent will be contacted straight away, if the parent/s are not contactable the emergency contact numbers will be called.

Ambulance/Doctor will be contacted for emergencies.

5.5 Sick Children

If your child/ren become ill at the Service, the staff will make them as comfortable as possible till they are picked up. If the staffs warrant the child is serious enough to be sent home, a phone call will be made to the parents to collect the child/ren. If parents cannot be reached, then the emergency contacts will be called.

In accordance with Children's Services Regulations:

“A child suspected of having an infectious illness shall not be accepted at a centre. A child shall not be admitted following an infectious illness until the required time of isolation is elapsed.”

A list of contagious diseases and their exclusion periods is available for parents to view, near the sign-in desk.

5.6 Emergency Procedures

There are emergency evacuation procedures in place at the Service. These procedures are regularly practiced with the children. The policy and procedure is placed on the wall behind the under the first air conditioner.

6. Staff

6.1 Staff Information

Our Service has a policy of employing staff with a suitability card. Our staff are encouraged to participate in professional development in order to broaden and upgrade their skills. Staff Ratios are 1 educator to 15 children on school property; 1 educator to 8 children for excursions.

6.2 Students, Volunteers and Visitors

Relief staff and volunteers are screened before participating in our daily activities and must adhere to our philosophy whilst at the Service. At no stage will a volunteer worker be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed.

6.3 Anti-Discrimination

The Service actively promotes the equality of employment opportunities primary on merit (in line with Equal Employment Opportunity Legislation) and the elimination of discrimination towards employees, families and children in care on the grounds of gender, marital status, pregnancy, parental status, age, race, disability, religion, political belief of activity, trade union activity, association with or relation to person identified because of any of the above attribute (in line with the Anti Discrimination Act, 1991).

The Service aims to provide compassion and caring, security, freedom and training to employees, families and children.

Additional Contacts

Moggill State School P & C Association

are the sponsors of Moggill OSHC,

Phone: 3202 0444 – Moggill State School

Fax: 3202 0400 – Moggill State School

Email: moggilloshc@bigpond.com

The Office of Early Childhood Education & Care, Queensland is the governing body which issues our Licence. The address of the nearest appropriate office of the Department is:

Physical address: Level 24, 123 Albert Street, Brisbane 4000

Telephone: (07) 3034 5016

Childcare Information Service. Phone 1800 637 711

Family Assistance Office 13 61 50