



2017

OSHC Parent Handbook



Rockhampton Girls Grammar School

Est 1892

TABLE OF CONTENTS

PHILOSOPHY AND GOALS	3
LICENSE TO OPERATE	4
CONTACT DETAILS	4
STRUCTURE	5
ADDITIONAL CHARGES	5
BOOKINGS	5
DAYS/HOOURS OF OPERATION	5
PROGRAM	5
HOMEWORK/CURRICULUM	7
CHILD GUIDANCE/MANAGEMENT	7
BULLYING	8
OUTDOOR PLAY	8
SNACKS/MEALS	8
ALLERGY AWARENESS	8
ATTENDANCE/SIGN IN/SIGN OUT	8
STAFFING/SUPERVISION	9
CONCERNS/GRIEVANCES	9
PARKING	9
MOVIES	10
SUN SAFETY	10
SWIM AND WATER SAFETY	10
EXCURSIONS/TRANSPORTATION OF CHILDREN	10
ACCIDENTS/EMERGENCIES/SAFETY OFCHILDREN	10
MANAGEMENT OF COMMUNICABLE DIEASE	11
MEDICATION	11
SPECIAL NEEDS	11
PARENT PARTICIPATION	11
ENROLLMENT POLICIES AND PROCEDURES	12
CANCELATIONS/CHANGING DAYS OF ATTENDANCE	12
DISCONTUATION OF ENROLMENT	12
ADDITIONAL INFORMATION	13

PHILOSOPHY AND GOALS

SERVICE PHILOSOPHY STATEMENT

“I like to do my homework at afterschool care because I find it makes it much more fun than doing it at home. I also love going outside and playing on all the activities. I find everything more fun at after school care.” Halima, Year 3

The vision of Rockhampton Girls Grammar School Outside School Hours Care (OSHC) is to offer a program that is child focused whilst providing quality care in a safe, caring and stimulating environment that fosters all aspects of girl's development.

Rockhampton Girls Grammar School's OSHC is open to any girls enrolled at the school, from Prep to Year 9. Our service only provides care to Rockhampton Girls Grammar students and children of staff members employed in various positions through the school.

A meaningful weekly program is developed at OSHC which incorporates the value of play whilst still meeting the day to day requirements of school life (such as homework etc.) and the outcomes developed in *My Time, Our Place – Framework for School Age Care in Australia*. Outcomes in this framework are designed to capture the complex well-being, development & learning of all children. Constant reflection on the key outcomes of the framework allows our service to optimise the well-being and capabilities of our girls while also supporting the value of the school and the community.

It is our belief at Rockhampton Girls Grammar School OSHC that each individual girl has the right to receive an exceptional standard of care, from educators who take the time to interact with them in a positive manner, listen to, respect and value them and their thoughts, ideas and opinions.

Educators at OSHC value and accept that each girl has her own unique skills and qualities. We use this knowledge to enhance the level of care offered to every child, whilst combining their own skills and knowledge with those of the educators to develop experiences that exceed everyone's expectation.

Parents are valued and seen as a fundamental part of our service and strong bonds between the girls, parents and educators are crucial in creating *'our community'*. Through our program we strive to develop and increase interactions with all parties by providing a welcoming environment where feedback is offered on a daily basis. Open discussions are welcomed and encouraged with all on issues relevant to the service's operation.

Strong links within the community and a greater understanding of how things work within this community, are created, encouraged and nurtured by allowing children access to different experiences outside those of their day to day lives.

Rockhampton Girls Grammar School's OSHC goals are to:

- Provides meaningful programs, which incorporate elements of play with elements of daily real-life experiences
- Recognises freedom of choice in experiences, balanced with age-appropriate programming and opportunity for support child-initiated planning
- Treats with respect: children, parents, educators and relevant community members and their views in relation to the proper operation of RGGGS OSHC are considered and valued
- Recognises and respects parents as primarily responsible for the upbringing, protection and development of their daughter. RGGGS OSHC aims to support parents in that role, and believe that respectful, collaborative relationships strengthen the capacity and efforts of families and RGGGS services to support their daughter and promote each girl's health and well-being to the greatest extent reasonable possible
- Encourages and welcomes open discussion with all on all issues relevant to the RGGGS OSHC operation
- Provide all girls with a safe, secure and inclusive environment
- Promote the value of play and recreational activities which meet the developmental needs and interests of all children
- Encourage girls to be responsible and show respect to others and their property
- Help students enhance their life skills through appropriate programming and stimulation activities

- Utilise and encourage the use of special skills, expertise and diversity of our families, community and educators
- Provide a secure and stimulating environment for educators
- Encourage and provide professional development for educators to enhance their skills and knowledge of OSHC
- Comply with all legislative requirements by providing ongoing training and regular reviews
- Promote students to have a strong sense of identity by helping teach them to demonstrate a capacity of self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when faced with challenges
- Encourage girls to be connected with and contribute to their world by teaching children to demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen and to respect diverse perspectives
- Help students to have a strong sense of wellbeing by teaching them how to show self-regulation and manage emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children
- Encourage girls to be confident and involved learners by teaching them 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 and theories, collaborate with children and model reasoning, predicting and reflecting processes and language
- Help students be effective communicators by teaching them 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
- RGGGS OSHC goals are based on the outcomes for children outlined in the National Quality Standard for Early Childhood Education and Care and School Aged Care.

LICENSE DETAILS

Rockhampton Girls Grammar School Outside School Hours Care service is licensed by the Department of Education and Training (Early Childhood), under the *Education and Care Services National Law (Queensland) Act 2011* and must comply with this Act and *Education and Care Services National Regulation 2014*, including, for example, the requirements relating to activities, experiences and programs, educators' qualifications and numbers of educators to children.

Department of Education and Training (Early Childhood), Child Care Information contact number is 1800 637 711. You are encouraged to ask the Co-ordinator or Assistants for information relating to the following:

- Your daughter's enrolment at this service including the activities and experiences provided by the service;
- The service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved; and
- The goals about knowledge and skills to be developed through activities and experiences.

CONTACT DETAILS

Address: Corner Denham and Agnes Streets
ROCKHAMPTON QLD 4700

Telephone: 0448 291 222
Nadia Hoare (Co-ordinator OSHC)

Facsimile: 07 4922 4809

Email: nadiahoare@rggs.qld.edu.au

Website: www.rggs.qld.edu.au

RGGGS Office Hours: 8:00am to 4:00pm week days
07 4930 0900

Direct line to After School Care from 3.00pm to 6.00pm is 4930 0956 or OSHC mobile 0448 291 222.

STRUCTURE

Co-ordinator	Miss Nadia Hoare
Qualification	Diploma of Children Services Cert III in Child Care and Education
Assistants	Ms Leanne Bath Miss Maddison Fuller
Line Manager	Debbie Munns Business Manager
School Nurse	Mrs L Knowles RN (8:00am to 4:00pm only)

FEES

Fees (2017):	Permanent booking	\$21.00 per afternoon
	Casual booking	\$23.00 per afternoon

An afternoon tea snack and drink are provided to every child who attends after school care.

Fees (2017):	Short session (3 hours)	\$21.00 per day
	Long day (7:30am to 5:30pm)	\$54.00 per day
	Pupil free day (7:30am to 5:30pm)	\$54.00 per day

We are registered as an approved provider for the purpose of the Commonwealth Childcare Benefit Scheme (CCB) for students in Prep and beyond.

ADDITIONAL CHARGES

Excursions: Costs for all excursions will be charged to your account.

Late Pick Up's: OSHC staff members have evening responsibilities and are not expected to remain past 6:00pm. Although no child would ever be left unattended, a fee of \$1 a minute will be charged to your account should you be late in picking up your child. If a child has not been picked up by 6:30pm and we have not been able to contact you we will begin calling alternative contacts to come and pick up your child.

BOOKINGS

At Rockhampton Girls Grammar School OSHC we require all families to fill a booking sheet out at the start of each term indicating the days and sessions that care is required. They should also indicate if it is a permanent or casual booking

Vacation care and pupil free days will require a separate booking form to be completed and returned one week prior to care starting.

DAYS/HOURS OF OPERATION

The After School Care Program operates **Monday to Friday from 3:00pm to 6:00pm.**

Students from Prep to Year 9 who are attending After School Care, will be met in the Lower Primary area by a member of the After School Care team.

Each day your daughter will have access to various constructive equipment, music, home corner, outside games, quiet areas, art and craft. We reserve the right to change activities due to unforeseen circumstances.

	Daily Routine
3.05pm	Meet at Lower Primary classroom and the roll is marked to ensure all booked girls are in attendance
3.15pm	Afternoon tea
3.30pm	Homework time (quiet activities for children who do not have homework)
4.00pm	Indoor group and individual games and activities – some planned activities and some student's choice
4.45pm	Outside play, group games and individual play. Children's choice activities.
5.45pm	Inside to complete quiet activities until parents/guardians collect and sign out their daughters.

Note: During the colder months this routine will change to ensure all students receive adequate time for outside play before it gets too cold & dark.

Vacation Care

The Vacation Care Program operates **Monday to Friday from 7:30am to 5.30pm.**

Vacation Care is for students from Prep to Year 9 and is located in the Lower Primary Building on the Corner of Agnes and Denham Streets. Access is from the car park at the bottom of the School in Little Athelstane Street (off Denham St). **All girls are to be escorted and signed in and collected and signed out by an authorised adult each day.**

You must provide your daughter with a packed lunch every day and snacks for morning tea and afternoon tea, a screw top bottle of water that can be refilled, a wide brimmed hat, closed-in shoes and a spare set of clothes for emergencies.

	Daily Routine
7:30am	Service opens, students start arriving.
7:30am – 9:00am	Indoor group and individual games and activities – some planned activities and some student's choice.
9:00am – 10:00am	During warmer weather: leisure swimming. During colder weather: free indoor play.
10:00am 10:30am	Morning tea and free outdoor play.
10:30am – 12:30pm	Planned daily activity.
12:30pm – 1:30pm	Lunch and free outdoor play.
1:30pm – 3:00pm	Indoor group and individual games and activities – some planned activities and some student's choice. Pack up and tidy the room.
3.15pm	Afternoon tea.
4.00pm	Indoor group and individual games and activities – some planned activities and some children's choice
4.45pm	Outside play, group games and individual play. Student's choice activities.
5.30pm	Centre closes. Inside to complete quiet activities until parents/guardians collect and sign out all girls.

Before school supervised play

Before School Supervised Play is for students from Prep to Year 9 and is located in the Lower Primary Building on the Corner of Agnes and Denham Streets. Access is from the car park at the bottom of the School in Little Athelstane Street (off Denham St). **All students are to be escorted in by an adult who will then sign them in.**

Before School Supervised Play operates from **Monday to Friday 7:15am to 8.15am.**

PROGRAM

At Rockhampton Girls Grammar School OSHC we focus on delivering a program that encourages healthy child development by implementing High Five Principles which are:

- **A caring adult:** Acts as a positive role model and allows the students to feel comfortable enough to challenge themselves.
- **Play:** Encourages creativity, cooperation and FUN!
- **Friends:** Create a safe environment in which girls can learn to be part of a team and feel welcome to discuss their feelings, learn new skills and work out conflicts.
- **Participation:** Involve children in the planning and implementation of activities, helping them feel involved, independent and competent.
- **Mastery:** Develop self-esteem and positive identity in children.

Program evaluation is an important aspect in ensuring the highest level of care is being offered at Rockhampton Girls Grammar School OSHC. Therefore we welcome any feedback at any stage during the year. Feedback can be addressed via the feedback book located on the shelf in the OSHC room, via text, email or even verbally to staff members.

Completion and return of any parent surveys (sent out at different times throughout the year) will also assist us in continually improving the service we offer to you and your daughter.

HOMEWORK/CURRICULUM

Rockhampton Girls Grammar School OSHC is not an academic extension of the school day, however we do appreciate all the demands on school age children and their families in today's society, and therefore we feel that we have to take some responsibility and commitment to assisting each individual's academic learning.

It is for this reason that we have allocated time into our afternoon schedule (Monday – Thursday) for the completion of homework. During this time staff will be available to provide assistance if needed, however please be aware that staff cannot be expected to be held accountable for completeness or accuracy of individual children's work.

At Rockhampton Girls Grammar School OSHC we follow the guidelines set out in the "Framework" and "My Time, Your Place" to meet the goals of our program. Activities are planned to meet the needs and interest of all the students participating in the program.

CHILD GUIDANCE/MANAGEMENT

It is our belief that positive "After School" experiences strengthen and build student's self-esteem, therefore the staff at OSHC are dedicated to providing each girl with a creative and innovative program that will capture their interest and keep them engaged. Our program thrives on the motto of: "have fun, play fair and show respect for others and yourself."

The program participation guidelines at Rockhampton Girls Grammar are simple:

- Keep your hands and feet to yourself
- Speak nicely to each other
- Touch only what belongs to you
- Stay within the activity area
- Listen to what your teachers have to say
- Ask for help when you need it.

Behaviours which are unacceptable will be communicated to parents at an appropriate time on their arrival, unless it is deemed necessary to call you prior to their arrival. Parents support is appreciated in having follow-up discussions with your child.

In extreme cases your child's enrolment may be limited or even withdrawn completely.

BULLYING

Bullying behaviour will not be tolerated at Rockhampton Girls Grammar School OSHC. Certain conditions need to exist to define a situation as bullying. Children may joke around with each other, call each other names, or at times engage in some physical contact and yet these incidents are not label as “bullying” when they occur between certain children. The difference lies in the relationship of the bully and victim, and in the frequency and intent of the interaction.

Bullying includes more than one intentional act of one child towards another that causes the other child mental or physical harm and is sufficiently severe, persistent, or pervasive that it creates an intimidating or abusive environment for the other child. If it is determined by Rockhampton Girls Grammar School OSHC staff that a child is involved in bullying, disciplinary action will be taken, including warnings, consequences, restrictions, conference and even possible suspension and/or disenrollment.

OUTDOOR PLAY

Outdoor play periods are encouraged for the children each day weather permitting. The outdoor play period may be cancelled or the length of time adjusted for extreme temperatures or threatening weather.

Please ensure that when your child attends vacation care they come dressed appropriately for Queensland weather conditions, this includes their clothing, shoes and hats.

SNACKS/MEALS

We aim to provide the children with a selection of healthy and nutritious foods each day. This snack is not intended to be a meal. If your child does not like the food served, please feel free to send their own healthy snack along with them. A weekly menu for the term will be displayed for parents on the schools web page as well as being displayed on the desk in the OSHC room.

ALLERGY AWARENESS

At Rockhampton Girls Grammar we have no specific food bans, such as peanuts or other common allergens. Due to the prevalence of nut allergies however we do ask that parents limit the amount of nuts/nut products that they send with their children.

If your child does have any allergies with respect to food or the environment we ask that you inform staff as soon as possible. This information will allow our staff to ensure that your daughter is monitored more intently when in situation a higher likelihood of being exposed to an allergen.

All staff are trained in the use of EPI pens and follow our Allergy Awareness policies and procedures to ensure a safe experience for every child.

Important Note:

Any children who require an EPI pen are to ensure that they supply and carry their EPI pen with them at all times.

ATTENDANCE/SIGN IN/SIGN OUT

All children are signed in to After School Care by the Out of School Hours Care assistant on their arrival at the service.

All students are to be collected and signed out of the facility, no later than 6:00pm daily by an authorised adult. If your child is absent, please phone the OSHC mobile or School Reception by 9:00am on (07) 49 300 900 so that the relevant staff can be notified.

If your child becomes ill during the day and subsequently will be absent from After School Care, please contact OSHC on 0448 291 222 or Reception on 4930 0900 as soon as possible prior to 3.00pm.

Important Note:

Custody issues: All parents/guardians listed on the Child Enrolment form will be authorized to pick up his/her child on any day that OSHC is in session and will be permitted to designate others to pick up his/her child on any day that OSHC is in session – unless OSHC is provided with a copy of a court order regarding parental rights.

For parents with joint or shared custody, either parent will be permitted to pick up their child on any day OSHC is in session and to designate others to pick up the child in their place.

If one parent is the legal custodian of a child, only the parent with legal custody will be permitted to designate others to pick up the child, so long as a court order is in place.

STAFFING/SUPERVISION

OSHC staff are well-qualified specialists who are committed to providing a warm, supportive environment that enhances children's self-image. All staff members have a sincere interest in the children in their care.

A major responsibility of staff is to provide for the health and safety of every child in their care. All staff are alert to the safety and supervision needs of the children, anticipate possible hazards and then take the appropriate preventative measures.

OSHC will not exceed the staff: child ratio's set out by the state of 1:15 and a maximum group of 30 school age children.

While we intent that no child will be left alone or unsupervised there may the following exceptions:

- Running errands inside the building
- Using the restrooms
- Helping a teacher (with permission)
- A group of no more than six children, may engage in safe activities inside the building without a staff member. A staff member will however be able to see or hear the girls at all times and will check on them frequently.

CONCERNS/GRIEVANCES

All complaints regarding OSHC are to be firstly directed to the Co-ordinator of OSHC. The OSHC Co-ordinator will then inform the Principal and should further action be required then the steps as outlined in the RGGS Grievance Procedure Policy will be followed. For further information regarding grievances please refer to the Grievance Procedure Policy on the RGGS website or request a copy from Reception.

Parents with concerns for their child's well-being should contact the OSHC Assistant or Co-ordinator in the first instance. If further discussions are required parents may then contact the Principal.

Any concerns should be brought to the attention of the service coordinator as soon as possible via phone, email at OSHC@rggs.qld.edu.au or in person.

PARKING

The car park for OSHC is located at the bottom of the School in Little Athelstane Street (off Denham St).

At arrival and departure times dangerous situations can arise if drivers are not orderly and patient. Please park your car in the car park when you are bringing or collecting your child to and from the OSHC. Prep/1 children are to be accompanied by an adult.

MOVIES/COMPUTER GAMES

Only G or PG (with parent consent) rated movies or computer games will be shown to the children while at OSHC. Rockhampton Girls Grammar Outside School Hours Care service is licensed for the public performance of copyrighted motion pictures under the Statutory Copyright Licence Schemes which consist of the following:

- CAL Print & Digital Copying
- AMCOS Print Music
- AMCOS/ARIA Recording
- APRA Performance
- SCREENRIGHTS Audio Visual & Digital
- ROADSHOW PPL Co-curricular Licence

SUN SAFETY

As a Sun Smart School we have a policy and practice in place that recognises the balance between sun protection to reduce the risk of skin damage and sun exposure for vitamin D production.

The ways in which we strive to maintain a high level of sun safety is to:

- Develop a comprehensive sun protection policy that meets a minimum national standard covering the areas of curriculum, behaviour and the environment
- Working towards, providing adequate shade facilities throughout all areas of the school grounds
- Continually strive to ensure all children and staff are well-protected when the UV radiation level is 3 and above, particularly during peak UV times of the day
- Have teachers display and reinforce positive skin protection behaviours
- Undertake regular policy reviews to ensure our policy and practice stay up to date with the national standard.

SWIM AND WATER SAFETY

Activities taking place in or around water are supervised at all times. All participants adhere to the rules in place for the activity. If you have concern about your child's swimming ability please talk to the staff member in charge prior to the activity taking place.

Important Note:

If you feel your child may require further attention you may wish to send along a personal floatation device.

EXCURSIONS/TRANSPORTATION OF CHILDREN

The children may at times throughout the year enjoy excursions away from the service. Transportation for these activities will be provided by the school buses. Parents will receive specific information before each excursion, including the destination, the means of transportation to be used and the staff:child ratio that will be followed on the outing. A signed permission form is required for all excursions and swimming activities.

A staff member who is trained in first aid, CPR and management of communicable disease, a first aid kit and emergency forms with health records for each child will be available on all trips.

During the excursion regular roll calls and head counts will be undertaken.

Since all staff are needed for field trip supervision, if a child cannot attend a scheduled excursion, parents must make alternative arrangements for that day.

ACCIDENTS/EMERGENCIES/SAFETY OF CHILDREN

When a student at OSHC becomes ill or is involved in an accident, the OSHC assistant in charge of the group is to obtain immediate medical assistance from the RGGGS Health Care Co-Ordinator, who will be able to advise of further action.

In an emergency, it is RGGGS' practice to take immediate action as deemed necessary for the safety of your child. This may take the form of a call to the ambulance or to our on-site registered nurse (8:00am to 4:00pm). As soon as practical, parents will be contacted, however if this not possible, an additional emergency contact and their relationship to your child is required to be supplied on their medical form.

If illness or an accident occurs on an excursion, immediate medical assistance will be sought. The Co-ordinator will inform the School immediately. The Principal will also be notified of any serious accidents or injuries. An Accident Report Form should be submitted within 24 hours of the accident. All enrolled RGGS students are covered 24 hours per day, 7 days a week for Student Accident Insurance.

MANAGEMENT OF COMMUNICABLE DISEASE

The guidelines set out in the “Staying Healthy” folder will be followed for appropriate management or suspected illnesses. Parents will be notified of exposure to communicable disease via email or by a sign at the parent table. Staff members who have a communicable disease or are unable to perform their duties due to illness will be released, and a substitute staff member will replace them.

Children who are not feeling well, but who are not exhibiting any of the below symptoms will be isolated (as much as possible) and observed for further signs of illness. If the child does not feel well enough to participate in the daily activities of the program their parents will be called and asked to come and pick up their child.

Any child or staff member exhibiting any of the following symptoms will be considered to be carrying a communicable disease and should not attend OSHC:

- If they are running a temperature with any other signs or symptoms of illness
- Diarrhoea (three or more abnormally loose stools within a 24 hour period)
- Severe coughing causing the child to become red or blue in the face or if they make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, obvious discharge, matted eyelashes, burning, itching or eye pain
- Untreated, infected skin patches, unusual spots or rashes
- Stiff neck with elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestation
- Sore throat or difficulty in swallowing
- Vomiting

MEDICATION

Should your child require medications to be administered during our program; you will need to inform the staff on duty to make the necessary arrangements. It is a service requirement that a Medication Administration form is completed for each time a medication is required.

SPECIAL NEEDS

Rockhampton Girls Grammar School OSHC is strongly committed to the principles of inclusion and integration where these principles support the growth and development of the child. If your child requires extra support to participate or manage health conditions, please contact us so that we can do our best to do whatever is necessary to support their involvement in our program.

PARENT PARTICIPATION

Parents are welcome to visit and observe the program at any time, and are encouraged to participate whenever possible in the activities at Rockhampton Girls Grammar OSHC. You may wish to attend excursions and special events, share a special interest with the children, help with various projects or simply stop in to enjoy the fun things we have planned for that day.

To keep parents advised of what is happening at OSHC, information will be shared via a number of means. Some of which being:

- Informal discussions
- Conferences
- Emails
- Newsletters
- And the schools web page.

The sharing of contact information for other parents/guardians with children at OSHC is at times requested. It is OSHC procedure to pass the contact information of the requesting parents/guardians information is then passed onto the parent they want to get in contact with. It is then the responsibility of that parent to make contact if they so choose.

ENROLMENT POLICIES AND PROCEDURES

OSHC is available for students from Prep to Year 9. For your daughter to attend OSHC, all forms must be filled out and submitted before attending. **Children cannot attend this facility unless an OUT OF SCHOOL HOURS CARE application form has been received, even under emergency situations. If you are not currently enrolled at OUT OF SCHOOL HOURS CARE and wish to have this service available to you, we ask you to fill out an application form available from RGGGS Reception or Lower Primary.** In the event of your child needing to go to Out of Hours School Care and the application form has not been received, we cannot accept your child under any circumstances.

It is the responsibility of parents and guardians to ensure that change of address and phone contacts are made known to the OSHC Co-ordinator as soon as possible to ensure prompt communication for emergencies and mail outs. Please ask for an "RGGGS OSHC Change of Details" form from the OSHC Co-ordinator or assistant.

CANCELLATIONS/CHANGING DAYS OF ATTENDANCE

Please notify the educators promptly if your child/ children will not be attending. Permanent bookings in RGGGS OSHC will be charged the normal session fee for any absences.

Exceptions may be made for parental holiday leave, long term illness if seven days notification is given. Emergency situations will be considered on individual cases.

Cancellation of casual care bookings: Fees will not be charged if the booking is cancelled prior to 2.00pm on the day of care. Cancellation after 2.00pm may result in the fee being charged.

Cancellation of vacation care booking: Fees will not be charged if notice is given by 8:30 am on the same day care was required. Allowable absences will be used for all other instances including vacation care cancellations.

DISCONTUATION OF ENROLMENT

A child's enrolment may be discontinued for the following reasons:

- Tuition or other fees are overdue
- Recurrent late pick-up's
- OSHC determines that the child is unable to abide by the OSHC rules, or the child's behaviour is unsafe or unmanageable, or the child is unable to benefit from the program, or the program is unable to meet the needs of the child
- OSHC determines that the behaviour of the parent is inappropriate or the parent is unwilling to accept the resolution of the staff or the Board of Trustees.

ADDITIONAL INFORMATION

Lost property:

It is essential that all possessions be named clearly, so that lost property can be returned. If any items are lost, please check first with the OSHC assistant or Co-ordinator. If not claimed, property will be placed in the Lost Property basket which is located in Student Services.

Pastoral care:

Our pastoral care program is an expression of RGGGS' commitment to the traditional values of pride in oneself, one's efforts, and one's appearance, respect for others and their property, honesty and fairness in all things. OSHC service provides pastoral care by maintaining a climate of support and encouragement at the centre.

Policies – OSHC:

All hard copies of policies regarding OSHC are located in the OSHC facility. Additional electronic versions of all OSHC Policies are located on the RGGGS website at www.rggs.qld.edu.au