



SKIPPY'S THE RANGE OSHC FAMILY

HANDBOOK



SKIPPY'S

The Range OSHC

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WELCOME TO SKIPPY'S THE RANGE OSHC

We acknowledge the traditional custodians of the land where Rockhampton Girls Grammar School and Skippy's The Range OSHC now stand. We pay respect to their elders – past, present and emerging and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the community

Skippy's The Range Outside School Hours Care hope that your time with us will be a rewarding experience for both you and your child/ren. Skippy's The Range OSHC operates from air-conditioned rooms located in H Block in the same building as the Health Centre and is provided exclusively for students of the Rockhampton Girls Grammar School.

The service operates after school and during the day on designated pupil-free days and school holiday periods, or any combination of these.

Our service is licensed under the National Quality Framework – Australian Children's Education and Care Quality Authority (ACECQA). As such we are required to comply with their regulations. ACECQA requirements relate to childcare activities, experiences and programs, numbers of staff members to children and staff member qualifications.

Please take the time to read this handbook thoroughly, as the following information has been prepared to assist you and your family transition into the service. Should you require additional information please speak directly to our friendly staff, email oshctherange@skippys.com.au or telephone 0478 897 210 (during business hours).

CENTRE INFORMATION



Skippy's Early Learning Centres have been nurturing and educating the young children of Central Queensland for over 17 years and are proud to be the OSHC provider of choice for the Rockhampton Girls Grammar School since 2020.

Service Closure Dates

The Centre closes for approximately 2 weeks over the Christmas Holiday vacation care period. There will be no fees charged during this time.

Other occasions when the Centre will close are as follows:

- Australia Day
- Labour Day
- Good Friday and Easter Monday
- Anzac Day
- King's Birthday
- Rockhampton Show Holiday

Please Note: Fees will be charged for all public holidays unless indicated with the exception of the Christmas / New Year shut down period.

Service Contact Details

School Address:	155 Agnes Street, Rockhampton QLD 4700
Service Location:	Building 19 – H2, off Little Athelstane Street
Service Opening Hours:	(ASC) After School Care School Terms 3.00pm – 5.30pm (from 12.30pm last day of term) (VayCare) Vacation Care Holidays and Pupil Free Days 8.00am – 5.30pm
Service Office Hours:	2.00pm – 5.30pm Monday to Friday
Service Telephone Number:	0478 897 210
Service Mobile Telephone Number:	0478 897 210
Email:	oshctherange@skippys.com.au

School Campus Map

Skippy's outside school hours care is located in building H2 (H Block Building 19)



OSHC is located here in building H2 (H Block Building 19)



**Rockhampton Girls
Grammar School**
EST. 1892

KEY

- 1. RECEPTION / STUDENT SERVICES
- 2. PATERSON HALL
- 3. DINING ROOM
- 4. KITCHEN
- 5. TERRACE
- 6. MCKEAGUE HALL / SCIENCE LABS
- 7. LITTLETON PLAZA
- 8. MULTIPURPOSE COURTS
- 9. POOL
- 10. LOCK HOUSE
- 11. GRANT CLASSROOMS - UPPER LEVEL
- 12. ART ROOM - LOWER LEVEL
- 13. PRIMER HOUSE
- 14. SALES COURT
- 15. CAR UNDERCOVER AREA
- 16. MAJID BENDALL CAR
- 17. PAF SHOP
- 18. DISCOVERY CENTRE
- 19. HEALTH CENTRE / H2 CLASSROOM
- 20. EARLY LEARNING CENTRE
- 21. MOURITZ MULTIPURPOSE HALL
- 22. BOARDING OFFICE
- 23. DOROTHY MULDER LIBRARY
- 24. JACKSON HOUSE FLOORS 1 AND 2
- 25. KOLLAR HOUSE
- 26. SPORTS GROUNDS
- 27. STAFF CAR PARK





An extraordinary life of unlimited opportunities begins with us.

INNOVATION

We design and adapt our learning environments and curriculum based on research, training and professional development.

EMPOWERMENT

Having the resilience to believe in yourself and take action. Mentoring and supporting others to do the same.

EXCELLENCE

Striving to be the best that we can in all that we say and all that we do.

HAVE FUN

Our Educators together with children explore, create, dance, laugh, construct and learn through fun, adventurous play.

MAKE A DIFFERENCE

We all have gifts to share and as a team we make a difference in the lives of each child in our care.

PASSION

We are enthusiastic, committed and dedicated to fostering confidence and competence in children whilst doing what we love.





OUR PHILOSOPHY



We will support our students to develop holistic dispositions towards learning by providing engaging experiences that support innovation and creative thinking using a play-based approach. We strive to mentor a culture of children being the leaders in their learning and to build a sense of belonging and embody collaboration, respect, and motivation to achieve successful outcomes in a friendly and supportive atmosphere.

Skippys-OSHC The Range aims to provide purposeful planning for children's growth, facilitating an environment for them to become active agents in resourcing their own learning. By supporting children's agency and giving children the opportunity to engage in decision making, children build a foundation from which to recognise opportunities, set goals and achieve success. These are the lifelong learning skills for the 21st Century.

We acknowledge and celebrate the uniqueness of each child and seek to embed a natural desire to be curious and question their world by identifying and supporting their interests. We believe that confidence is being able to face challenging situations in authentic and meaningful contexts, celebrating mistakes as learning opportunities and being able to problem-solve solutions.

We value our partnerships with families and the wider school community and recognise the vital role they play in each child's development. We strive to build strong, respectful, and trusting relationships with the school community and families. Thus, fostering effective partnerships to support children's access, inclusion, and participation in the program developing the skills and tools to set goals and rise to challenges with confidence.



OUR VISION AND GOALS



As OSHC services provider of choice for the school, Skippy's The Range OSHC strives to complement the existing vision and mission of RGGGS by providing a secure and happy environment where children can develop their social, emotional, physical and artistic skills to become competent and confident individuals and for you, the parent or guardian, to feel safe in the knowledge that your child/ren are receiving the best possible care.

**An extraordinary
life of unlimited
opportunities
begins with us!**

OSHC Service Vision

To offer a program that is participant focused, whilst providing quality care in a safe, caring and stimulating environment that fosters all aspects of the individual's development.

OSHC Service Goals

The goals of Skippy's The Range Outside School Hours Care are to:

- 🍌 provide meaningful programs, which incorporate elements of play and leisure with elements of daily real-life experiences.
- 🍌 encourage freedom of choice in experiences, balanced with age-appropriate programming and opportunity for supported child-initiated planning.
- 🍌 encourage and welcome open discussion with all, on any issues relevant to the service and its operation.
- 🍌 provide all participants with a safe, secure and inclusive environment.
- 🍌 provide professional development for educators to enhance their skills and knowledge within the outside school hours field.
- 🍌 encourage participants to relate to and contribute to their world by teaching participants to demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging participants to listen to and respect diverse perspectives.
- 🍌 help participants 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.
- 🍌 provide and maintain a positive and harmonious environment for staff and families, where any concerns affecting the service operation will be dealt with promptly and fairly.
- 🍌 encourage children 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 them to communicate and make visible their ideas and theories, collaborate with others and model reasoning, predicting and reflecting processes and language.
- 🍌 help individuals 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 participants to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

- 🍯 recognise that parents and families are the child’s key educators, and that respectful, collaborative relationships strengthen the efforts of families and OSHC services to support and promote each child’s health and wellbeing.
- 🍯 recognise the important role that schools play in children’s education, learning and development and seek to develop complementary and supportive relationships based on collaborative partnerships.
- 🍯 value Australia’s Aboriginal and Torres Strait Islander cultures as a core part of the nation’s history, present and future and to seek to embed Aboriginal and Torres Strait Islander perspectives in our day-to-day practice with children and families through our commitment to reconciliation.

OUR POLICIES

Skippy’s The Range OSHC policies are written to ensure they are consistent with current legislation and practices; easily understandable and a major support to those implementing the policies. Our policies are reviewed annually (or more often if required), recognise and appreciate the input of management, educators, parents, children and external experts to ensure they always reflect best practice guidelines. Families are encouraged to be involved as fully as possible in the management and development of our policies.

Service policies can be found in hard copy form in the OSHC room, and electronic copies are available on request by emailing oshctherange@skippys.com.au

Open Door Policy

Skippy’s The Range Outside School Hours Care has an open-door policy and strongly encourages families to spend time with their child/ren while they are in care at the service, ask questions, provide feedback and offer suggestions about the facility and its program. You may even wish to attend excursions and special events, share special interests with the group, help with various projects or simply stop in to say “hi”. Please be aware that your involvement can vary depending on your availability.

Parent Grievance Policy

A parent grievance is any type of problem, concern or complaint related to care or the care environment for the child/ren. Parents are encouraged to approach staff when they have a concern. Staff will seek to resolve the grievance immediately and mutually. Confidentiality of all parties will be preserved and only those people with a specific role in this procedure will be involved at each stage.

Arrival and Departure Policy

For safety and security reasons all children must be signed in on arrival and signed out on departure by a parent, staff member or designated guardian. All authorised persons are required to have their own

personal login and should not use logins from family members or friends. No child will be allowed to leave our facility with a person who is not listed on the enrolment form, unless prior arrangements are made with management. Failure to follow this process correctly could result in CCS payments being affected.

Where written authority is not possible, permission via telephone may be given for an alternative person to collect the child. The parent and or guardian must provide a description of the person concerned and proof of their identity is required on arrival.

No child is permitted to travel home or to another activity on their own unless written approval is received, or in an emergency, with verbal approval. These records (including documentation of verbal approval) will be kept on file for the legally required time frame.



DAY TO DAY OPERATIONS

After School Care Arrival Process:

Step 1: Participants from Prep to Year 6 who are attending after school care, will make their way down to the H block (Health Centre Building) where they will be greeted by an OSHC educator.

Step 2: On arrival the Lead Educator on duty will use the service laptop or iPad to digitally sign your child/ren into the centre.

Step 3: Children will place their belongings on a hook located along the wall of the building.

Step 4: Before entering the room, participants will wash their hands thoroughly.

Step 5: Children will be seated at group tables and offered an afternoon tea snack.

Step 6: All participants are expected to assist with cleaning up after afternoon tea before moving off to do homework and play.

Vacation Care Arrival Process:

Step 1: Use the laptop or iPad to digitally sign your child/ren into the centre.

Step 2: Present your child/ren to the educator on duty.

Step 3: Ensure your child/ren put their belongings away in the appropriate places. Example: bags on the hooks outside.

Departure Process:

Step 1: Before your child/ren leaves the centre, you are asked to inform an educator that you are taking the child/ren and check if there are any messages about your child that we need to pass onto you.

Step 2: Ensure that your child/ren have collected all their belongings.

Step 3: With your child, say goodbye to the Educator in charge of the group.

Step 4: Using the service laptop or iPad, digitally sign your child/ren out of the centre.

Routine plays an important part in creating a successful school age care program. It allows the service to operate effectively and efficiently and provides consistency, prevents confusion, reduces staff workload, reduces behavioural problems and promotes and ensures general hygiene practices.

Experiences offered will be both active and passive within the indoor and outdoor areas. Children will be provided with opportunities to work on and complete individual and group projects at their own pace. All experiences provided will suit the age and developmental ranges of all children in attendance with games and activities being altered, where appropriate, to ensure all children can participate fully.





ENROLMENT & ORIENTATION

Skippy's The Range OSHC is for current students at the Rockhampton Girls Grammar School only. Enrolments will only be accepted and maintained for students who have a current enrolment at the school. If you leave the Rockhampton Girls Grammar, we are unable to continue to provide OSHC to you and your family and your enrolment will cease immediately. Therefore, your last day of attendance at the school will also be the last day of attendance at Skippy's The Range OSHC. Accordingly, we ask that you kindly advise us when your enrolment at the school ceases.

As a fully licenced childcare service, Skippy's The Range Outside School Hours Care must maintain current enrolment documentation for every child using the service, to ensure appropriate compliance with legislation.

Skippy's The Range OSHC enrolment is conveniently accessible through our digital online enrolment form, available on our website at www.skippys.com.au.

When completing the enrolment form, please be prepared to provide the following information:

- Child/ren's health details
- Medicare number
- Correct "CRN" (Customer Reference Number) and date of birth for the account holder
- Details for each child, including custody arrangements and emergency contacts
- Photo ID
- Child's birth certificate
- Immunisation history statement
- Centrelink Card/Heath Care Card

Additionally, please list all individuals authorised to drop off or pick up your child/ren from our service. You can easily add or update authorised contacts through the "Contacts" tab in your Xplor app at any time.

It is the account holder's responsibility to provide these details and complete any additional steps required by the Australian Government. In cases where accounts are not able to be linked due to incorrect details or lack of information supplied, full fees will be required to be paid until such time that your CCS has been applied to your account. All accounts are to be kept two weeks in advance with your first payment to be debited when our admin team call you to confirm your enrolment and start date. All gap fees are debited through debit success and part of our terms and conditions of enrolment.

The details required on the enrolment form are needed by our educators to help them take the best possible care of your child/ren. All information is strictly confidential.

Our enrolment and orientation processes have been designed to assist educators and families to work together towards achieving consistent quality outcomes for individual children and the service. The orientation process itself provides opportunities for educators and families to openly discuss specific needs and care arrangements for each child.

Where a participant is diagnosed with a medical condition including Asthma, Diabetes or at risk of Anaphylaxis, a risk minimisation plan and a medical management plan signed by your child's doctor must be supplied. before commencement of care, you will need to complete any medical risk minimisation forms, meal prep plans and allergy /intolerance records with the service to accompany your medical management plans and any medication administration forms and chemist labelled medication if applicable

A copy of any court order, parenting order or parenting plan relating to the powers, duties, responsibilities, or authorities of any person in relation to the child or access to the child must be supplied to the coordinator. Parents must notify the coordinator if there are any court orders affecting residency of their children and a copy is required for Skippy's The Range OSHC records. Without a court order we cannot stop a parent collecting your child/ren.

Upon commencement at Skippy's The Range Outside School Hours Care, your child/ren will be shown around the facility; with important areas being highlighted including the location of toilets, drinking taps, boundaries, food storage and equipment.

The grievance procedure, fees and attendance policy, infectious diseases policy, sunsmart policy, and medical/mediation policy will be explained during the orientation process so that families are aware of their rights and responsibilities, the procedures to follow in various situations, and the health and safety measures in place. This ensures families understand how to navigate any issues that may arise, promote a safe environment for children, and comply with organisational guidelines.

Should the service need to cancel an enrolment, the co-ordinator will follow the cancelation of an enrolment procedure set out in the relevant policy. A child's enrolment may be discontinued due to (but not limited to) the following reasons:

- tuition or other fees are overdue.
- recurrent late pick-ups.
- educators determine that the child is unable to abide by the service 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.
- educators determine that the behaviour of the parent is inappropriate, or the parent is unwilling to accept the resolution of the staff or the Approved Provider.

SKIPPY'S FEES & PAYMENT STRUCTURE



Families can enrol their child/ren in any component of our service, be it after school care, pupil free days or vacation care, on either a casual or permanent basis. It is however essential that bookings are made, whatever the type of care chosen, as limitations are dictated by the approved capacity of our service and staffing availability.

Permanent bookings are where a child attends on regular booked days. These bookings will remain in place for the nominated period (per term). Families wishing to alter a permanent booking must also do this in writing one week in advance.

We know that sometimes plans change and you may not require care on a permanent booked day. To support our families, we will grant two fee free absence days per term if we are advised of the absence by 5:30pm the day before the absent day at ASC. If we are not advised of the absence the night before or if your two free absences for the term have been used fees will be charged as normal for the permanent booked day.

Casual bookings are where a child attends on an irregular basis and depends upon availability of vacancies at the time. All bookings are taken on a "first in first served basis". We request that casual bookings are made as soon as you are aware that you require After School Care on that day so that we can ensure we have the correct staffing, afternoon tea and resources available for afternoon activities.

Skippy's The Range OSHC requires all families to complete a booking sheet at the start of each term indicating the days, sessions and if the booking will be on a permanent or casual basis. Please notify the service promptly if your child/ren will not be attending any booked sessions as full fees will be charged if notice is not received 5:30pm close of business the day before absence.

This fee will not be charged if notice is given by 5.30pm the day before care if required. If your child/ren are collected from school prior to the end of the normal school day (due to sickness or for any other reason please ensure that you cancel their booking by sending an email to oshctherange@skippys.com.au, texting 0478 897 210.

Session	Session Times	Type of Booking	Fee
After School Care (ASC)	3:00pm to 5:30pm	Permanent	\$31.00 per child / per session
		Casual	\$35.00 per child / per session
Vacation Care (Half Day)	Conclusion of School Half Day (12:30 to 5:30pm)	Permanent / Casual	\$55.00 per child / per session
Vacation Care / Pupil Free Day (Full Day)	8:00am to 5:30pm	Permanent / Casual	\$85.00 per child / per session
Additional Charges			
Excursions	If your child/ren attends any of the excursions or incursions during the vacation care period, you may incur an additional cost, where relevant. These additional costs will be charged to your account.	Amount will depend on the activity and will be advertised in the relevant program.	
Late Pick Up	<p>Skippy's The Range OSHC educators have evening responsibilities and are not expected to remain at the service past 5:30pm.</p> <p>Although no child would ever be left unattended, a fee will be charged to your account should you be late in picking up your child.</p> <p>Child/ren need to be picked up by 5:30pm during term time and Vacation Care</p> <p>We understand that on occasion life happens and therefore Skippy's The Range OSHC will allow one late pick up per term. For the second late pick up the late fee will be charged.</p>	<p>\$2.00 per minute payable in cash to the educator on duty will apply for children picked up after the service has closed at 5:30pm.</p> <p>NB: If cash is not supplied \$2.00 per minute will be charged to your parent account.</p> <p>NB: The late fee payment will always be passed onto the educator who was required to remain the service.</p>	
Fee Subsidies	The Child Care Subsidy (CCS) subsidy is paid directly to the providers of early childhood services and will be passed on to families as a reduction in hourly fees.		
26 Week CCS Rule	If you do not access care at least on 1 occasion during a 26-week period, your CCS is automatically reduced to 0 rate, and you will be required to re-apply for CCS. This applies to each child in your care.		
Insurance	<p>Skippy's The Range OSHC maintains appropriate and current insurance policies. These include but are not limited to:</p> <ul style="list-style-type: none"> • General insurance for building, property and equipment. • Public liability insurance (minimum \$10million). • Workcover and volunteer's insurance. 		

Child Care Subsidies (CCS)

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality childcare. The percentage of CCS will vary according to your circumstances as this rebate is means tested. The hours of subsidised care you can get per fortnight depends on the hours of recognised activities you do. The government will pay CCS directly to your childcare provider to reduce the fees you have to pay.

Please login to myGov and apply for the Child Care Subsidy before commencing care. If you do not have a myGov account, you will need to apply for an account via their website (www.my.gov.au). You will be given customer reference numbers (CRN) for yourself and your child/ren. Please be aware that it is your responsibility as the parent or guardian to apply for CCS. Until you have completed your CCS application and informed Centrelink that you will be using care, you will be liable for paying full fees.

The three factors that determine a family's level of Child Care Subsidy are:

- a family's annual adjusted taxable income determines the percentage of subsidy they are eligible for.
- an activity test determines how many hours of subsidised care families can access, up to a maximum of 100 per fortnight.
- the type of childcare service determines the hourly rate cap.

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be under the age of 13 and not attending secondary school).
- the child meeting immunisation requirements.
- the individual, or their partner, meeting the residency requirements.
- all families must have a myGov account that is linked to their Centrelink account.

The new Child Care Subsidy has also meant the introduction of *Complying Written Agreements* (or CWA's) for parents to approve within 7 days of enrolling at the service. A CWA is an agreement between the early learning childcare centre service provider and a parent or guardian, to provide childcare in exchange for fees.

You will only be eligible to receive the CCS for sessions of care when your child/ren's enrolment is under a CWA with the early learning service provider. The items listed below must be provided accurately for the enrolment in a CWA enrolment notice to be linked to your eligibility and entitlement information at Centrelink:

- the CCS's customer reference number (also known as CRN) of the person who will be claiming the Child Care Subsidy.
- child's CRN.
- the date of birth of the person claiming.
- the date of birth of the child.

CCS entitlements may change throughout enrolment if family income, work activity or immunisation records change. For children who do not have a current immunisation history statement on file, their immunisation status will be considered 'not up to date'.

Debit Success Charges

A once off administration fee of \$2.20 will be charged as part of your first direct debit by our provider Debit Success.

However, if you choose to pay your direct debit by credit card the 2.72% transaction fee will be charged to your credit card as part of the direct debit transaction. American Express attracts a transaction fee of 4.98%

If you choose to pay your direct debit via BSB and Account Number, a \$1.04 fee will be charged to your account as part of the direct debit transaction.

The default fee for failed transactions is currently \$19.95 per transaction.



XPLOR Childcare Management System (Software)

The service provides the Xplor App for families to manage their profile including connecting to CCS, submitted payment information, making bookings and managing attendances.

We will be using the Xplor App for sign in/sign out when you collect your children and/or drop off during Vacation Care and After School Care.

All payments will also be taken by Direct Debit using DebitSuccess you will be asked to enter your bank details and accept the debit success agreement when you complete your digital enrolment form. Fees are debited on a Monday through the Xplor system either weekly or fortnightly. Bank details must remain in the Xplor system to maintain a current enrolment at Skippy's.

Through Xplor Home you will be able to receive daily updates about our program and your child's participation in the program, sign in/out your child contactless through QR code scanning, view your statements at any time, and much more.

How to Set Up your Xplor

Apple (iOS) – [click here to download](#)

Android – [click here to download](#)

Apple (iOS)



Xplor Home (CC)
Connect with those who matter.
Xplor
Designed for iPad
4.2 in Education
Free
View in the App Store

Android



Home
MyXplor
Connect with those who matter most.
4.7★
6.55K reviews
100K+ Downloads
Rated for 3+
Install

As a parent/guardian, you have access to up to three of our platforms:

- Home App
- Home Web
- The HUB

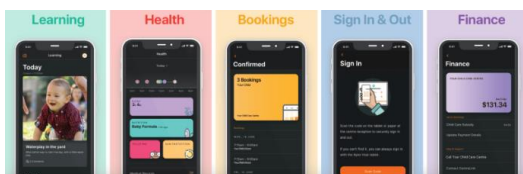


This process is initiated by your early childhood or childcare service, which will generate a welcome email to your preferred email address after you complete the digital enrolment form or after manually creating user profiles for you and your child/ren. The link you receive to complete the following steps via email will **expire after 7 days**. Once expired, you'll need to request a new link from your service.

Accessing Home App

Download the Home App via the App Store or Google Play Store.

Enter the email address and password you have set up to log in.









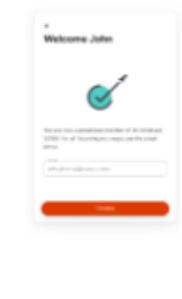

Accessing Home Web

[Playground & Home \(myexplor.com\)](https://myexplor.com)

Home Web is where you can:

- Save your payment information (**Primary Carers Only**)
- View your finances (**Primary Carers Only**)
- Sign your child's CWA to begin the Child Care Subsidy process
- View Documentation, Canvases and Tables created by educators, for your child

Create A New Parent/Guardian Account

<p>1. After you have completed the enrolment form for your centre, you will receive a confirmation email that looks like this:</p>	<p>2. You will receive a Welcome email that looks like this. Click the orange 'Create Account' button.</p>	<p>3. As a new parent who has not created an account before, select 'Create Account.'</p>	<p>4. From here, create a password that is 8 characters in length and then press 'Next.'</p>
			
<p>5. Create a 4 digit Account Pin. This can be used to sign in with your mobile number. Press 'Next.'</p>	<p>6. Enter your mobile number. Press 'Next.'</p>	<p>7. Once you select 'Finished' you will see the email address to be used when you log into Home App and Home Web.</p>	<p>8. You can access both systems immediately after your account has been created.</p>
			

THE OUTSIDE SCHOOL HOURS PROGRAM

Children will be encouraged to have input into program planning. The program will be child centred and will allow children to experience a variety of materials and resources to pursue their own interests. You will find the weekly program displayed on the parent information board located on the verandah. We invite you to have input into our program and welcome suggestions and feedback from families.

Skippy's The Range OSHC follows the guidelines set out in the "National Quality Standards (NQS)" and "My Time, Our Place (MTO): Framework for School Aged Care in Australia" to meet the goals of our program. Activities are planned to meet the needs and interest of all the children involved in the program and we are focused on delivering programs that encourages healthy development by implementing the **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 children 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.

Our Service is committed to providing quality programs where everyone's physical, emotional and social needs are met in a safe, caring and supportive environment. Each program is developed in consultation with the children, families, and the wider community ensuring each one reflects our service philosophy, goals, vision and values. Activities such as swimming, art and craft, sports, indoor games, gardening, educational and recreational excursions, and theme days form the basis of the activities.

The educators are available to discuss the program and activities at any time the centre is open. However, families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the coordinator. To provide the best possible care for your child, it is important for educators to be notified of any relevant information about your child's health, development and relevant personal/family matters. You are encouraged to view the reflection book on display below the notice board to keep informed about our program.

Programs are displayed in the OSHC room so that parents can:

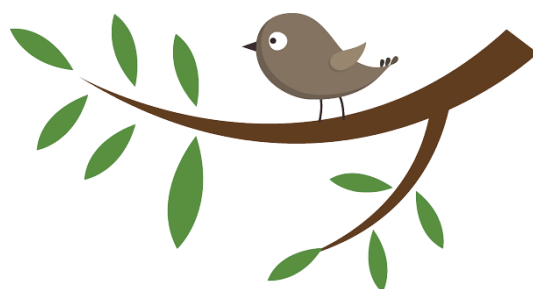
- know what activities their children are undertaking.
- know where the children will be throughout the day/afternoon.
- be prepared for excursion and materials costs where appropriate.
- be aware of the range and suitability of activities.

Skippy's The Range OSHC is not an academic extension of the school day. With this said, we do however appreciate all the demands on school age children and their families, and we recognise the importance of homework. Therefore, as a service we feel that we must take some responsibility and commitment to assisting each child's academic learning.

Skippy's The Range Outside School Hours Care supports children with homework by providing a space within the facility conducive to completing homework tasks. Children are actively encouraged to use homework aids such as word mats, number lines and multiplication charts to complete daily homework tasks.

Time is allocated into our afternoon schedule daily for the completion of homework. Educators are unable to assist children with the completion of daily homework tasks as under our licensing with the Department of Education we are required to provide a leisure-based program that meets the 7 Areas of the National Quality Standard and is in line with My Time Our Place (MTO) curriculum, we will however, provide homework aids for children to use. It is important that you are aware that educators cannot be held accountable for any incomplete work or the accuracy of one's work and we cannot force children to complete their homework.

The school offers homework club on Wednesday afternoons please contact the school directly if you would like to book in your child.





THE NATIONAL QUALITY FRAMEWORK (NQF)

The National Quality Framework is a national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations.

The NQF aims to give all Australian children, regardless of their location, the best possible start in life through high quality early childhood education and school age care services. The framework aims to help providers, like Skippy's The Range OSHC, improve areas that impact on a child's development and empower families to make an informed choice about which service is best for their child.

The National Quality Standard sets a new national benchmark for the quality of education and care services, and promotes the safety, health and wellbeing of children. It consists of seven quality areas:

1. Educational program and practice.
2. Children's health and safety.
3. Physical environment.
4. Staffing arrangements.
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Governance and leadership.



EXTRACURRICULAR ACTIVITIES

We understand that for many working parents it is difficult to find time to attend extracurricular activities which is why we offer an opportunity for you to enrol your child/ren into extra activities run through Rockhampton Girls Grammar School. If your child/ren are required to attend said activities within the school grounds during their time while booked into OSHC program, a written authority must be given to the service detailing time of departure and indicating a release of duty of care prior to the commencement of the activity by the parent and or guardian. Please email oshctherange@skippys.com.au to obtain an Extra Curriculum Activity Form – NO FORM NO PLAY.

For children who participate in extracurricular activities, before or during their registered attendance at OSHC, parents must clearly state each child's expected arrival or departure time in writing. This information must be updated if, and when the child's activities change. Example: seasonal sports training.

When there are changes or amendments to the extracurricular activities schedule, an alteration to the original form must be made and signed by the parent and or guardian. The service is to be notified if the activity is cancelled on that day prior to the time the activity normally takes place.

The coordinator shall discuss with you on receipt of the written authorisation, any concerns or impact that this request may have on the service. As the parent or guardian, you need to be aware that if you elect for your child/ren to attend an extracurricular activity, you are in fact providing permission with the understanding that your child/ren may not be escorted to each activity by an educator of the service.

EXCURSIONS & INCURSIONS



An excursion or incursion is an experience that occurs outside the service grounds. Transport and Excursion Permission must be completed by parents or guardians prior to the excursion and a risk assessment which considers the participants ages and abilities will be completed prior to any excursion being undertaken.

If educators become aware that the excursion is likely to return late to the service, all reasonable attempts will be made to contact parents and or guardians individually by phone or by arranging a notice to be placed outside the service with an expected time of arrival.

All vehicles used to transport children on excursions are in good working order and fitted with working seatbelts.

Please note as we are small service with programming offered suitable to students of RGGS only on excursion days there is no separate program offered and all children must attend the excursion if they are booked in the for day. Therefore, please ensure you are aware of the excursion details and costs associated when you make your bookings.



BEHAVIOUR GUIDANCE

Skippy's The Range OSHC values the importance of positive behaviour guidance and support that fosters children's physical safety and emotional wellbeing. These practices are supported by educators as children develop skills to self-regulate their behaviour, preserve and promote self-esteem and have regard for the wider communities' expectations. Educators recognise and understand that a child's behaviour may be influenced by several factors such as: their age, development and level of familiarity with the service's routine and guidelines, general health and wellbeing, the play and learning environments, individual educators teaching strategies and caring practices, relationships with others along with other external factors such as home and family environment, school and peer group experiences.

Learning appropriate behaviour is part of your child/ren's social development. Our educators aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. You are encouraged to discuss your child's behaviour with the programs educators to ensure consistent behaviour expectations between home and the service.

Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The educators will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

- Children's efforts and achievements will be encouraged and acknowledged.
- Children will not be punished in a way which includes any form of physical, verbal or emotional punishment, including punishment that humiliates shames, frightens or threatens a child.

If a child is acting in an inappropriate way, they may be taken to a quiet spot to discuss what the inappropriate behaviour was. The child negotiates when they are ready to re-join the group and to act in a considerate way. A "cooling off" period may be needed so the child can calm down before discussing what happened and sharing their feelings with the educator, who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal. The child will be reminded in positive terms of the expected behaviour.

If children consistently display unacceptable behaviours educators will ensure:

- the expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
- the child understands the limits.
- the child's needs are being met.
- there are no contributing factors which may cause the unacceptable behaviour. Example: dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- positive strategies are consistently followed by all carers in contact with the child.
- members of staff are always available to discuss and assist with any concern a parent may have in respect to a child's behaviour or participation in the program and will work with parents to address any persistent behaviour problems.

Families will be consulted about issues or problems regarding behaviour. Support strategies will be developed and established which encourage the development of effective social-emotional skills which will enable children to interact in relation to others with care, empathy and respect. In relation to providing positive guidance, all educators of Skippy's The Range OSHC will use the following strategies to develop good outcomes for children by:

- modelling appropriate behaviours, including using positive language, gestures, facial expressions, tone and volume of voice.
- engaging with and monitoring children's play, whilst being aware of potential triggers for conflict and supporting children to consider alternative behaviours.
- introducing problem solving as a teaching and learning opportunity with children, in which they work together to collectively decide on the rules.
- clearly expressing boundaries for behaviour in positive terms and reinforce consistently in a developmentally way.
- maintaining consistency amongst all educators in a holistic approach to facilitate and encourage children to recognise and choose positive behaviours.
- taking the view that all behaviour is an opportunity to guide, teach and encourage positive social and emotional interactions and communication.
- organising resources and learning environments that engage, give clear boundaries and offer clear and simple directions that invite and encourage children's success.

The following strategies may be adopted to identify and manage challenging behaviours:

- Providing calming, quiet environments where children can go to allow themselves space and time to gain emotional stability before discussing the event.
- Talking to the child quietly away from the rest of the group giving them the chance to think about and talk through their version of events. Follow up this with a discussion about how better choices could be made in the future.
- If a child's behaviour places themselves or others at risk, educators will act immediately to mitigate the risk and then talk through the issue with the child concerned.

After the child has been given every chance to respond positively and parents have been notified of the child's behaviour not improving, and if all methods fail to result in a positive change, the coordinator will discuss alternative care with the parents, in consideration of the health and safety of other children in care.

Bullying behaviour will not be tolerated at Skippy's The Range Outside School Hours Care. Bullying includes more than one intentional act from 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.

STAFFING, SUPERVISION & INTERACTIONS

Staff have a vital role to play if our service is to run effectively and provide 'High Quality' care. It is essential that our staff meet the following criteria:

- Experience, qualifications and on-going training in working with school-aged children in OSHC services or similar recreational settings.
- An interest and desire to work with children.
- An ability to communicate effectively with adults and children.
- A commitment and understanding of equal opportunities.
- Motivation and dedication to the welfare of children, reflecting a range of training and experience within the industry.
- Willingness to attend workshops and in-service training to keep abreast of relevant issues.

Skippy's The Range OSHC strives to provide a responsive and inclusive environment in which participants relate to one another in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication. Our educators are well-qualified specialists who are committed to providing a warm, supportive environment that enhances each child's self-image.

Experienced and suitably qualified educators are employed with ratios adhered to in accordance with licensing requirements. All educators hold First Aid Certificates and Blue Cards (working with children checks) and attend regular staff meetings and additional professional development training courses.

Improved educator to child ratios were introduced in all States and Territories on the 1 January 2016, with the new ratio for school age children being **1:15**. Skippy's The Range OSHC will not exceed the staff to child ratio's set out by the government with a maximum group of 30 school age children.

While we take every possible measure to ensure children are never left alone or unsupervised there may be the following exceptions:

- Whilst an educator is running errands inside the building.
- Whilst an educator is using the restrooms.
- Whilst an educator is speaking with another educator.

Staff rosters will be displayed on the parent notice board.

Rosters will contain the below listed information:

- The maximum number of children that can be cared for in each session.
- Who the is the Responsible Person in Charge (RPIC) is.
- Details of First Aid and CPR qualifications for all staff.



Under the National Law (*section 169*) the Approved Provider and Nominated Supervisor of an education and care service must ensure that each educator meets the qualification requirements relevant to the individual educator's role.

At Skippy's The Range OSHC, you can be assured that our educators are in the care of qualified and suitably trained educators. Notices of current educators are displayed on the parent notice board within the service. Families will be informed of any staff changes via the notice board.

THE RIGHTS OF THE CHILD

The United Nations Declaration of the Rights of the Child affirms that all participants are entitled to:

- The enjoyment of the rights mentioned, without any exception whatsoever, regardless of race, colour, sex, religion or nationality.
- Special protection, opportunities and facilities to enable them to develop in a healthy and normal manner, in freedom and dignity.
- Love and understanding and an atmosphere of affection and security, in the care and under the responsibility of their parents whenever possible.
- Prompt protection and relief in times of disaster.
- Protection against all forms of neglect, cruelty and exploitation.
- Protection from any form of racial, religious or other discrimination, and an upbringing in a spirit of peace and universal brotherhood.

CHILD PROTECTION

Over 85% of children are harmed by someone they know and trust – a parent, sibling, and other relatives, family friends or care providers. Employees of Skippy's The Range OSHC should be aware of the physical, emotional and behavioural indicators of risk of student harm. As professionals, we must protect children from the risk of any harm, either physical or emotional, which could endanger them. The welfare and best interests of the child are paramount.

All early childhood teachers working with children are mandatory 'child protection reporters.' This means that they are required by law to report any suspicions of child abuse to the *Department of Human Services*.

Skippy's The Range OSHC applies the following principles:

- To recognise the complexity and sensitivity surrounding the issue of suspicion of child abuse, and the decision-making process of whether to report it;
- Whilst treating the interests of the child as paramount, the Service must respect the reputation of all involved in suspected cases of child abuse;
- To recognise that relying on any information that is false, exaggerated, or unjust can lead to a serious breach of the law.

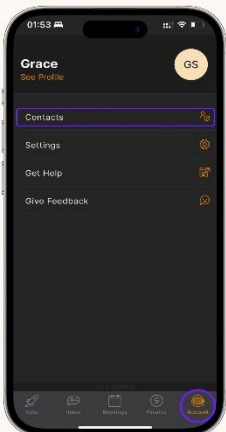
All cases of abuse, neglect or exploitation will be documented and advised to the school administration immediately.

PERSONS AUTHORISED TO COLLECT A CHILD

At Skippy's The Range OSHC, one of our primary concerns is for the safety and welfare of your child/ren; therefore, we will only release your child/ren into the care of either a parent or guardian, or responsible person nominated by you to collect your child/ren. If an unauthorised person arrives to collect your child/ren, they will not be released until your authorisation has been obtained.

Only you can give this permission, as messages will not be accepted from any other person. This person will be required to provide photo ID (such as drivers licence) on arrival at the service. In the event a parent or other person is under the influence of alcohol or drugs, another person with authority to collect the child/ren will be contacted to come and collect the child/ren.

HOW TO ADD AN AUTHORISED CONTACT IN XPLORE





Home


Easily set up your **Contacts** to sign your child in/out at our service.

Contacts are friends or family members who have been given permission to collect children by their parent/guardian.

How to set up **Contacts** in the **Xplor Home** app

- Tap on **Account**.
- Select **Contacts**.
- Tap the **+** button.
- Select **Add New Contacts**.
- Enter the details for the person you wish to invite as a **Contact**.
- Tap on **"Send Invite"**.
- Contacts will receive an email to set up their password. Once completed, they're ready to sign your child in/out via the HUB at our service.



ourxplor.com

COMPLIMENTS, COMMENTS & COMPLAINTS

What is the Best Way to Communicate with You?

Everybody has a different communication style and best time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child/ren. That is why we have many types of communication methods we use for families just like yours.

Some of the more common ways we will be communicating events related with our service will be via:

- face to face verbal interactions at arrival and departure times.
- school newsletters, webpage and social media pages.
- notice boards, where various messages and notices are displayed advertising current issues and upcoming events.
- regular policies review.

Educators will make every effort to communicate effectively with families and inform families promptly and sensitively of any out of the ordinary incidents affecting their child/ren. All accidents and incidents will be recorded in writing and parents will be asked to sign the report on collection of their child/ren.

Regularly keeping in touch and working together is the best way to ensure a high-quality education for our children and help to ensure their success not only at our service, but also in life. All information received, be it through written or spoken communication with families will be treated with discretion. At any time if you require a private discussion, please let us know via email or phone.

General notices, reminders, the weekly menu, risk assessments and important communication about the service are posted through the administration post on Xplor, on the parent noticeboard located at the service as well as on the services webpage: www.skippys.com.au/therange. A hard copy of the quality improvement plan, weekly program, policies and procedures are displayed within the OSHC room for families to access at any time. A suggestion book and feedback forms can also be found on the bench in the OSHC room for families to note comments or suggestions.

Should you have any complaints about staff, or the service please follow the grievance procedures:

- Day-to-day care issues of your child/ren – please refer to the educators caring for your child and/or the coordinator.
- Policies, fees, CCS and bookings - please refer to the coordinator.
- Management issues - please refer to the coordinator.

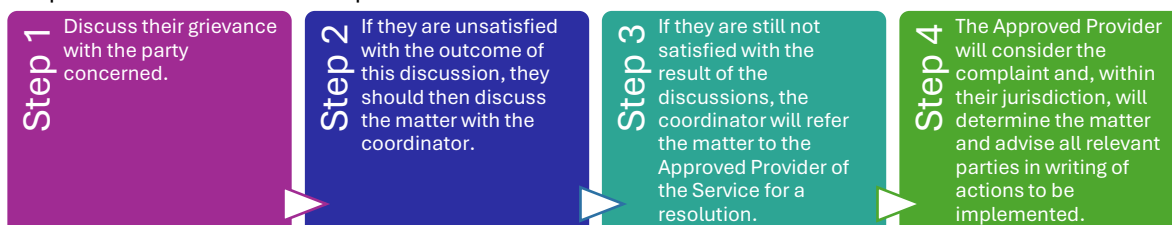
Skippy's The Range OSHC will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant will not be conducted in the presence of the children, other staff or parents.

If it is not appropriate for the complaint to be made to the coordinator, the complainant will have direct access to the Approved Provider.

Children are always encouraged to discuss with the coordinator and/or an educator any concern/s they may have of:

- their participation in the program.
- the policies, procedures and program activities of the service program.
- the facilities and equipment provided for use.
- conflict that arises between other children and or staff.

The procedure that children or parents are recommended to follow is:



Parents are always encouraged to discuss with the Co-ordinator:

- their child/ren's participation within the program.
- the operations, policies and procedures and program.
- the facilities and equipment provided for use.

It is important to resolve issues as they arise and ensure your right to privacy regarding your complaint or concern is always upheld. All feedback is welcome and imperative to the ongoing success of the service. If you feel the need to take

the matter further, contact the Department of Education and Early Childhood and ask to speak to a Children's Services Adviser.

The logo for 'EMERGENCIES' features a stylized graphic on the left consisting of a green leaf-like shape and a pink teardrop shape. To the right, the word 'EMERGENCIES' is written in a bold, black, sans-serif font. Below the text is a decorative pink wavy line.

General Emergencies

Children and educators will participate in lockdown and evacuation procedures every term, so that in the event of an emergency all those in attendance will be familiar with the procedures. Evacuation and lockdown procedures along with a map illustrating meeting points is displayed at all entrances and exits to the service. These procedures are reviewed each time a lockdown is held, or evacuation is completed.

To view a more comprehensive copy of the service's policies and procedures, please do not hesitate to contact the coordinator directly.

Weather Emergencies

In case of severe or hazardous weather, we may have to close the service. We will make every attempt to list closings and delays on our Facebook page and to notify parents by email and text alert whenever possible before the designated emergency closing time. Parents or guardians will be informed of these decisions.

In an emergency, immediate decisions may be made. We will make every attempt to contact you, authorised family members, or specified friends. If you are going to be out of town, please notify your emergency contacts and let us know whom to contact in an emergency.

Lockdown

If an emergency requires lockdown, we will notify parents as soon as possible. All entrances to the school and service will be secured. No one, including parents, will be allowed to enter or exit the building. The lockdown will be lifted when we receive notification from law enforcement officials.

Evacuation

All Educators have been trained in safety evacuation procedures. As part of the Education and Care Regulations, staff will practice the evacuation procedure every three months. Evacuation will be to the nominated area where we will assemble and mark the daily roll to make sure that all children have been identified as present. We will then wait until the building is safe to enter or in the case of a real evacuation, you or an emergency contact will be notified of the emergency and request your child to be collected.

Fire & other Safety Drills

As required by law, the school holds regular fire and safety drills of which Skippy's The Range are a part of. It is expected that all students on the campus at the time of such drills participate fully. If a drill must take place in inclement weather, all attempts will be made to ensure that children are properly attired. Should you find yourself at the school while a drill is taking place, please participate with your child, and take the time to review and discuss the importance of such drills with your child.

Vehicles on School Grounds: The school has advised that parents and families are not permitted to drive onto the school grounds and park in front of the OSHC classroom. Parents and families collecting children are to park at the car park below H Block. The drop off and collection arrangements for students of OSHC are the same as school.

Because the safety of our children is of paramount concern to us, we require all parents to adhere to the following rules of the road while on school property:

- All vehicles must obey the posted speed limit.
- Pedestrians always have the right of way.
- Parked vehicles must have ignitions turned off and the keys removed.
- Children may not be left unattended in a vehicle at any time or for any reason.
- Violations of these rules may result in a warning.

The logo for 'HEALTH & WELLBEING' features a stylized graphic on the left consisting of a green leaf-like shape and a pink teardrop shape. To the right, the words 'HEALTH & WELLBEING' are written in a bold, black, sans-serif font. Below the text is a decorative pink wavy line.

Skippy's The Range OSHC acts diligently to control the spread of illness and infectious diseases. Every attempt is made to meet the health requirements of all children within our service. The guidelines set out in the "Staying Healthy" folder will be followed for appropriate management or suspected illnesses.

Whilst the service will endeavour to safeguard the health and wellbeing of all children in our care, cooperation from parents is vital. If your child becomes ill while at the service, you or your emergency contacts will be contacted and asked to collect them from care. If your child has been sent home due to ill health, they will be required to stay at home for a minimum of 24 hours to recover. All child illnesses will be

recorded on an Illness Report Form and kept in the child's file located in a locked cabinet at the service. Any unwell children will be monitored closely and cared for by educators until they are collected by an authorised person.

Educators will take the following steps when caring for unwell children:

- the educator will make notes of the symptoms and complaints of the child.
- the child will be directed to a quiet area of the room to rest and given some water to drink.
- the educator will check the medical register and enrolment paperwork to ensure the child has no known medical conditions which could be contributing or causing the symptoms.
- the educator will comfort the child and monitor any changes in their condition.
- the educator will notify the coordinator of any changes to the child's condition immediately.

If sent home due to diarrhoea, they must have had a 'normal' bowel motion before returning to the Service and be symptom free for at least 24 hours. If your child has been prescribed antibiotics, they can return to the service 24 hours after the first dosage. For any contagious illness or an unspecified rash, you must produce a doctor's certificate stating the details of the illness and that your child is no longer contagious and fit to return to care.

The service has adopted the *Staying Healthy in Childcare 6th Edition*, Commonwealth of Australia 2012 recommendations regarding the exclusion of children from the service because of illness as outlined in the table below. You will be notified of any common infectious diseases at the service, by notices posted on the entry door to the OSHC room.

If any condition or illness usually prevented by immunisation occurs at the service, children who have not yet been immunised against that illness or condition may be excluded from care for their own safety and wellbeing as directed by the *Department of Health*.

We follow all of these recommendations with the exception of Head lice (pediculosis). For improved infection control, it is our procedure at Skippy's that when Head lice are detected, we contact the family request they collect their child, and only bring them back when an effective treatment has been used, and all the lice are dead. Children may be brought back to the service on the same day if effective treatment has been carried out.

CONDITION	EXCLUSION OF CASE	EXCLUSION OF CONTACT
<i>Asthma</i>	Not excluded	Not excluded
<i>Bronchiolitis</i>	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded
<i>Bronchitis</i>	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded
<i>Campylobacter</i> infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV)	Not excluded	Not excluded
Common Cold	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped Not excluded if a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Covid 19	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded Refer to state or territory advice
<i>Croup</i>	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded
<i>Cryptosporidium</i>	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diarrhoea (no organism identified)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Flu (influenza)	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or 	Not Excluded

	<ul style="list-style-type: none"> • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	
Fungal infections of the skin nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Glandular fever	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
<i>Haemophilus influenzae</i> type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days. <i>Contact a public health unit for specialist advice</i>	Not excluded
Head lice (pediculosis)	Not excluded, as long as effective treatment begins before the next attendance at the service The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until at least 7 days after jaundice starts, or if there is no jaundice, until at least 2 weeks after onset of other symptoms Talk to your public health unit for advice	Not excluded
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex, cold sores	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible.	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human metapneumovirus	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded
Human parvovirus B19 disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash. <i>For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case</i>	Immunised contacts are not excluded Exclude all immunocompromised children until 14 days after the rash appears in the last case at the service
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed. <i>Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case</i>	Not excluded
Molluscum contagiosum	Not excluded	Not excluded
Mosquito-borne diseases (Barmah Forest virus, Chikungunya virus, Dengue virus, Zika virus, Japanese encephalitis, malaria, Murray Valley encephalitis virus, Ross River virus, West Nile virus – including Kunjin virus)	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	
<i>Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics</i>		
Pneumococcal disease	Exclude until person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Pneumonia	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	Not excluded
RSV (respiratory syncytial virus)	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if: <ul style="list-style-type: none"> • they have several respiratory symptoms at the same time or • they have developed new symptoms while at the service or 	Not excluded

	<ul style="list-style-type: none"> • the respiratory symptoms are severe or • the respiratory symptoms are getting worse (more frequent or severe) or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) 	
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Rubella (German measles)	Exclude until the person has fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Shingles (zoster infection)	Exclude children until blisters have dried and crusted Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered)	Talk to your public health unit for advice about pregnant women and anyone who is immunocompromised
Staph infection (Staphylococcus aureus)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics	Not excluded
Trachoma (Chlamydia trachomatis eye infection)	Exclude until antibiotic treatment has started	Talk to your public health unit for advice
Typoid and paratyphoid fever	Exclude until cleared by the local public health unit	Not excluded
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children and less in immunised children.	Not excluded
<i>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection as they are at high risk of developing severe disease</i>		
Viral gastroenteritis (Viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

First Aid

First aid equipment is available for educators to use for the first aid treatment of all persons at the service in the event of an illness or incident. The first aid kit is kept in a place that is clearly signed and out of reach of children, but easily accessible to educators.

At least one educator qualified in first aid, CPR, asthma management and anaphylaxis are always on duty while children are in attendance. In the event of an illness or injury to a child, first aid will be administered by an educator qualified in first aid.

Accidents and Injuries

The health and safety of both children and staff in our schools are of paramount importance. All employees are responsible to assist in the prevention and control of injuries, illnesses and hazards and to ensure compliance with all applicable laws and regulations. Staff members inspect their classrooms and outdoor play areas daily for potential hazards.

“Accident and Injury and Trauma Forms” will be completed (as soon as practical) for any minor injuries received to children during their time at the service. Should a child require medical attention, a fully completed “Notification of Serious Injury Form (SI01)” is necessary and will be forwarded for signing to the Approved Provider, before being lodged with OECEC.

All accidents or incidents requiring first aid will be written up in an Accident, Injury, Trauma and Illness record. The person who collects your child will be notified and asked to sign the form as confirmation that you have been notified.

Administration of Medications

If your child requires medication while they are attending the service, you must complete the appropriate medication form which identifies the name and amount of medication to be administered by educators. Educators will also be required to complete this form when medication is administered to your child. Notification in writing will also need to be obtained from parents or guardians, where a child self-administers the medication.

Educators will only administer medication that is in date, has the name of your child clearly on the label, and amount as prescribed by the medical practitioner. Should your child require medications to be administered during their time at the Service, you will need to inform the educator 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.

Skippys OSHC The Range does not supply service Panadol, if you would like your daughter to have their own Panadol at the service, please ensure it has a chemist label with the child’s name clearly identifiable.

When the administration of a medication is required while in attendance the guidelines listed below must be followed:

- Medication must be in its original container/packaging and has a pharmacist label clearly stating the child’s name, dosage, frequency of administration, date of dispensing and an expiry date.

- Hand the medication to the educator on arrival at the Service and completed the required paperwork. **Never leave medication in a child's bag.**
- Collect the medication on departure from the service and confirm with appropriate educator that the medication was given at the appropriate times.

Parents of children who have asthma, anaphylaxis, epilepsy, diabetes, or any other medical condition are expected to provide a written plan for the OSHC educators to follow, in case of an emergency.

At no times will educators give children medications that exceed age guidelines as defined on either the bottle or packaging or written information provided by the prescribing practitioner. Skippy's The Range OSHC will only administer non-prescribed medications, which have been approved and labelled for the child's individual use. We reserve the right to refuse to administer unlabelled medications.

Whenever possible, prescription or over the counter medication should be administered at home or by parents who come to the service for that purpose. We encourage parents to ask their physician to prescribe or recommend medications in such a way that they do not need to be administered during the day. If the physician determines that the medication should be administered during the day, we will consider such requests in accordance with state and local regulations.

Allergies

We understand that there are a number of allergens in the environment that can cause serious illness for children. While we take all measures to eliminate or reduce such risks, it is not possible to eliminate all allergens and as such we are an Allergy Aware service and do not decree to be an allergy free environment. Families are encouraged to advise the Centre upon enrolment of any known allergies their children have in order for an action plan to be put in place if required and to reduce the risk of allergic reactions. Please refer to our Allergy Awareness Policy outlining management of allergies at our centre.

A list of those with allergies is displayed on the ELC staff room wall. Some participants may need immediate intervention for an allergic reaction which may include an injection device, such as an Epi-pen. The service will provide educators with suitable training if an injection device is needed by any individual in our care.

Head Lice

If educators have located live head lice in your child's hair, you or the listed emergency contacts will be contacted to collect the child. You will be required to treat the lice with an appropriate treatment. A note will be placed on the door when we have had 2 cases of lice.

Sun Protection

As a "Sun Smart" service, we have a policy and practices in place that recognise the balance between sun protection to reduce the risk of skin damage and sun exposure for vitamin D production. In the interest of promoting healthy and safe protection from the sun, we require all participants (including staff and volunteers) to wear broad brimmed hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. Skippy's The Range OSHC recommend the wearing of broad brimmed style hats.

Sunscreen is available for use. If your child/ren require a certain sunscreen, please ensure you bring a bottle for their use, alternatively the service will supply SPF 30 broad-spectrum water-resistant sunscreen for all to use. Participants will be reminded to apply sunscreen appropriately and regularly. Those without adequate sun protection will be made to play indoors or in under covered areas only.

FOOD & NUTRITION

After School Care:

When in attendance at after school care your child/ren will be provided with afternoon tea. Afternoon tea is served around 3:30pm with fresh fruit and drinking water. Our menus are developed in line with nutritional guidelines regarding the amount and type of food we provide at snack times. Menus are made available on the parent notice board at the service.

Skippy's The Range OSHC is supportive of special dietary or cultural requirements. You are encouraged to discuss your child/ren's needs, food allergies, restrictions (cultural or religious) and how we can support you to meet these requirements with the service coordinator.

Vacation Care:

Skippys Provides, Morning Tea, Lunch and Afternoon Tea during Vacation Care. Children are welcome to bring their own snacks if they choose to. Any snacks/food that your child brings on the day needs to be supplied in a named insulated lunch box with ice bricks. Due to limited fridge space, we are not able to store food brought from home in the fridge.

- Food is prepared and stored hygienically.
- Information on food handling/hygiene and nutrition will be discussed with the children and displayed.
- Drinking water is always available to the children so that they can access it themselves.
- For special occasions alternative drinks and party food may be provided.
- Consultation regarding the food and cooking provided will be encouraged via children, educators and families.
- The use of varied recipes, cookbooks and nutrition websites will be encouraged.

- Fresh produce will be used where possible and practical.
- Snack times will be treated as social occasions.
- Snacks and cooking activities will reflect the culturally diverse backgrounds of children, families and educators.
- Children will be encouraged to try different foods; however, their likes, dislikes, and religious and cultural beliefs will always be acknowledged and respected.
- Specific diets and allergies will be catered for to the best of our abilities.
- All information regarding allergies and specific diets will be kept in the kitchen.

WHAT TO BRING & NOT TO BRING TO OSHC

Children will need to bring the following items when attending our services:

- An appropriate sunhat.
- Personal sunscreen (if allergies exist).
- A refillable drink bottle.
- Clothing should be suitable for weather conditions, comfortable and allow for easy participation in activities.

Clothing and Footwear: It is important that children are in comfortable clothes and shoes that do not restrict their enjoyment or participation with the vacation care program and on pupil free days.

Personal Property: Skippy's The Range OSHC provides a range of appropriate activities for participants to use, limiting the need for personal belongings to be brought from home. We discourage participants from bringing electronic toys, such as iPads and iPods as we cannot guarantee the safety of these expensive items. For security purposes if your children choose to bring electronic devices, they are to be handed in to educators upon arrival at the service. All belongings should be labelled. Skippy's The Range OSHC will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

Lost Property: Families are requested to take home children's property and artwork at the end of each day. We also encourage families to label any items brought from home with the potential to be misplaced. Example: hats, jackets, toys and lunchboxes.

Lost property will be displayed at the OSHC room, and it is recommended that you browse through this regularly regardless of whether you are missing something or not, to ensure that an item has not been lost unknowingly. Any items that remain unclaimed for one month will be used by the service or donated to charity.



FROM OUR FAMILY TO YOURS

“We know your time is precious, we very much appreciate you reading our Parent Handbook. If you have any queries, please do not hesitate to contact us, so that we can work it out together. Thank you.”

We want to ensure we meet your expectations.

If you have any comments or complaints, we encourage you to use our [Quality Response Form](#) to share your feedback by scanning the QR Code:-



Stay Connected!

Don't forget to like and follow our [Facebook](#) page to get the latest updates on events, activities, and important announcements. Stay in the loop and be part of our community online!

We appreciate your feedback, please take the time to review our centre on [Google](#).



SKIPPY'S
The Range OSHC

Don't Miss Out!

Scan for News & Updates

Scan Me

Instructions:

- 1 Open your phone's camera app.
- 2 Point it at the QR code
- 3 Tap the notification to view our news

The Range OSHC

If you would like any additional information about the service, please see the coordinator. If you have any additional questions or would like to make any suggestions about improving our service, please email oshctherange@skippys.com.au

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4 campuses = 1 Family

