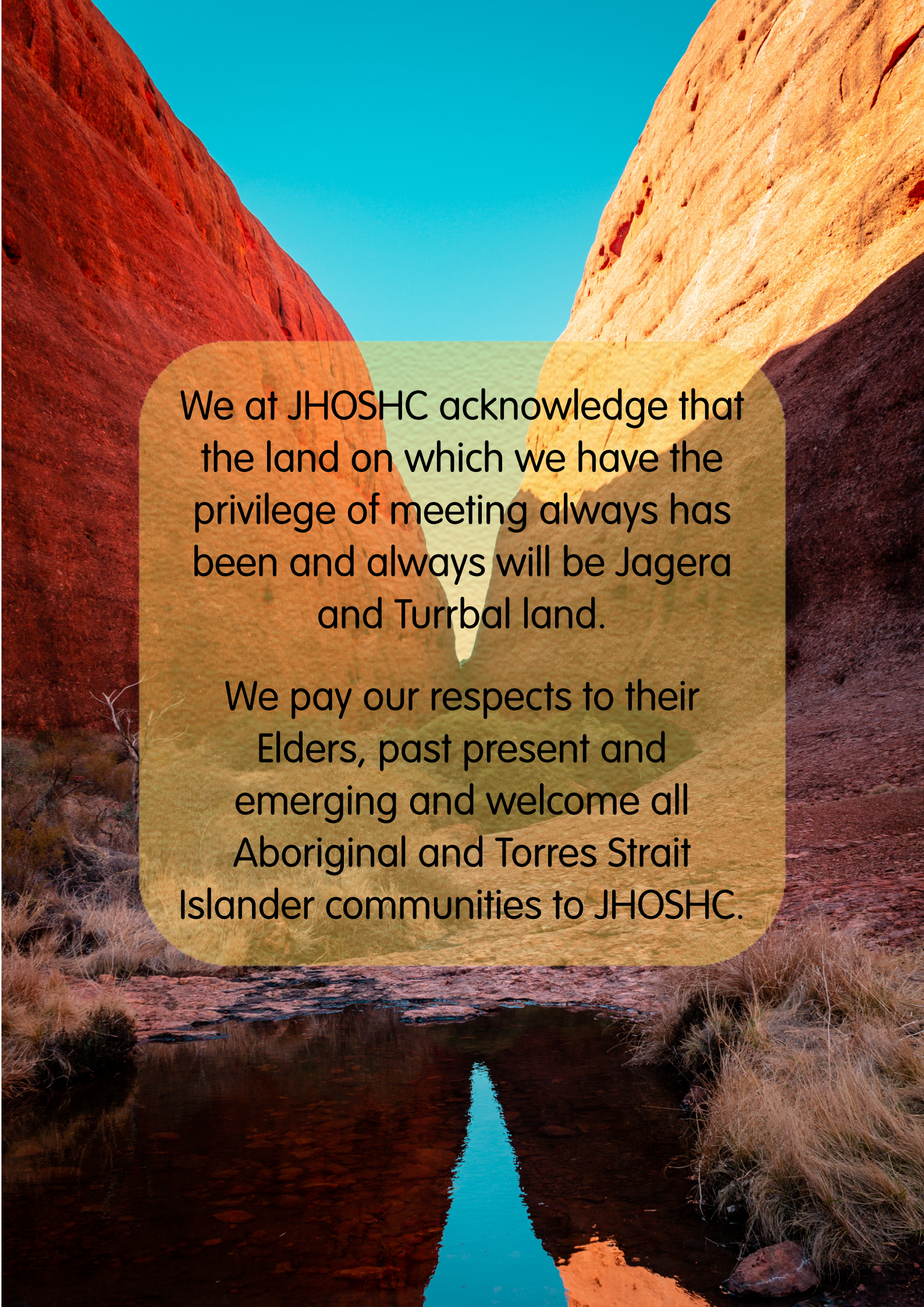
Jamboree Heights OSHC Family Handbook



We at JHOSHC acknowledge that the land on which we have the privilege of meeting always has been and always will be Jagera and Turrbal land.

We pay our respects to their Elders, past present and emerging and welcome all Aboriginal and Torres Strait Islander communities to JHOSHC.

Contents

Welcome to JHOSHC		1
Section 1:	About Us	2
Section 2:	Our Approach	7
Section 3:	Family Responsibilities	5
Section 4:	Fees	7
Section 5:	Governance	9

Coordinators Welcome

Welcome to the JHOSHC family!

We are so glad that you've decided to join us here and can't wait for you to experience firsthand how we care for your children in your absence. We've been operating as a service since 2007 with us seeing many changes to get us where we are today.

We recognise the importance of learning through play, and value childhood, respecting children for who they are right now. We aim to collaborate with children, families, and the community to develop and deliver leisure-based experiences and choices that are meaningful, and support the children's wellbeing, learning, and development.

This family handbook helps to outline what you should expect from us as a service as well as what we ask of you. Should you have any questions regarding this document, please don't hesitate to get in contact.

We share our experiences through our JHOSHC Facebook page which we invite you to join us in.

We welcome you to our community here at JHOSHC and can't wait to get to meet you in person and journey with you.

Kim Ramsay & Razia Musa
Centre Coordinators

About Us

JURASSIC PARK
ATLANTIS
Hogwarts
Kim's Garden
NARNIA
ANDY'S ROOM

Service Information

Location
35 Beanland St
Jamboree Heights
QLD 4074

Contact Details
07 3725 5659
jhoshc@bigpond.com (general enquiries)
jhoshcmanagement@gmail.com (confidential enquiries)

Service Approval Number
SE-000086

Overall Rating
Meeting National Quality Standards

Opening Hours

Before School Care	6:30am - 9:00am
After School Care	3:00pm - 6:30pm
Vacation Care + Pupil Free Days	6:30am - 6:30pm

Closed Public Holidays + 2 week period over Christmas

Approved Capacity
200 children

Approved Provider
Jamboree Heights P&C Association

P&C President
Jade Lewis
jhss.president@gmail.com

Our Philosophy

We at Jamboree Heights Outside School Hours Care (JHOSHC) are a tight nit community that are always looking for a way to push each other forward. The children, and then families associated with them, are apart of this community and are the reason that we strive for excellence within the service. The service aims to provide high quality care for all children that allows children to have fun, develop friendships, and build on life skills in a fun, safe and inclusive environment.

What we stand for:

Fun

- We aim to be responsive to the desires of the kids and what they want to do.
- We stay responsive and adaptable at all times to ensure a high quality program that is based on the children's wants and needs.

Inclusivity

- We understand that each child is unique. They all come with their own stories and we remain respectful of that.
- We aim to provide opportunities for all children to participate in a way that is meaningful for them.
- Provide the space for kids to grow in whatever way that may be.

Our Philosophy Cont.

Education

- We acknowledge that the kids aren't with us to learn in a traditional way, but, we commit to providing a space that enables them to grow and develop through play in an open environment.
- We understand that children all learn differently and encourage this through both constructive and reflective ways.
- We promote diversity in all aspects of OSHC and push for children to share with us and others who they are now, teaching us all about who we have around us.

Safety

- We strive to create a space that ensures children feel safe and supported while at JHOSHC.
- We aim to ensure that everyone know we have an open door policy. We are always here for the children, families and community to lend an ear whenever we can.
- The staff are committed to creating a welcoming presence that makes OSHC feel like a safe place.
- We encourage the kids to do what they need to do to remain feeling safe while helping them in a way that is meaningful for them.

Communication

- We aim to ensure all parents are able to develop trust in us by communicating with them our needs in regard to their child/ren and of them.
- We listen and respond to appropriate feedback to ensure the service is always moving forward.
- We remain transparent as staff, and a community, to ensure everyone, including the children, never feel blindsided and instead are apart of the process of bettering our service.

Our Standards

Duty of Care

In the school-age care context of providing care to children, 'duty of care' means that: The service and all educators, management, volunteers and other adults owe a duty of care to the children (and to each other) at the service. It requires all of these people to take care to avoid all reasonably foreseeable risks of harm to the children and to each other. When it comes to a duty owed to children, the law is very strict and we take all possible steps to protect children from harm. Jamboree Heights Outside School Hours Care operates within clear policies and procedure guidelines, which we enforce, to help protect the children from harm. The duty of care does not apply only to children. We all have a duty of care towards people with whom we come into contact every day. Hence Jamboree Heights OSHC, Jamboree Heights State School P&C Association and its staff have a duty of care to avoid reasonably foreseeable risks of injury or other harm to parents, educators, volunteers, and community members and others coming to the service. Jamboree Heights strives to meet this duty of care by providing opportunities for ongoing professional development for its educators.

Policies and Procedures

Jamboree Heights OSHC has an extensive Policy and Procedure Manual, which reflects the Philosophy and Goals of our service. This manual is a large document, which is available for your perusal on the OSHC website and in service. In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual children during their time with us. Please note that details in this handbook are correct at the time of printing. Policies and procedures are subject to change.

UN convention on the Rights of a Child

Thirty years ago, world leaders made a historic commitment to the world's children by adopting the United Nations Convention on the Rights of the Child – an international agreement on childhood. It's become the most widely ratified human rights treaty in history and has helped transform children's lives around the world. It is something that we hold ourselves accountable to at JHOSHC in order to ensure we always have the child's best interest at heart.

Early Childhood Australia Code of Ethics

Designed especially for early childhood education and care environments, and based on the principles of the United Nations Convention on the Rights of the Child (1991), the ECA Code of Ethics reflects current pedagogical research and practice, providing a framework for reflection about the ethical responsibilities of early childhood professionals who work with or on behalf of children and families in early childhood settings. It is a document that all staff use to guide their practice here at JHOSHC and something that we hold very dearly to our hearts.

Our Approach

Policies and Procedures

Upon enrolling at JHOSHC, you agree to abide by the policies and procedures of the service. These are available on our website at any time for your perusal. Below are a list of a few different policies that we think are most relevant to you as families.

Housekeeping

Enrolment and Orientation (Policy 9.2)

Information Handling (Policy 8.8)

Priority of Access (Policy 7.1)

Damage to Equipment or Facilities (Policy 5.2)

Exclusion for Behavioural Reasons (Policy 2.7)

Health and Safety (Policies 5.3, 5.4 and 5.5)

Illness and Injury (Policies 4.1, 4.2, 4.5 and 9.1)

Infectious Diseases (Policy 4.2)

Medication (Policies 4.6 and 9.1)

Runaway Children (Policy 2.4)

Use of Photos (Policy 2.2)

Day to Day Operations

Arrivals and Departures (Policy 2.4)

Behaviour Management (Policy 2.6)

Clothing and Sun Safety (Policy 4.4)

Excursions (Policies 3.4 and 3.5)

Food (Policies 4.9 and 9.1)

Homework (Policy 3.3)

Staffing (Policies 2.3 and 6.2)

Bookings (Policy 2.14)

Cancellations (Policy 2.14)

Internet (Policy 2.17)

Programming

At JHOSHC we use program as per the My Time, Our Place Framework for School Age Care in Australia. It outlines five outcomes that we aim to achieve in the activities we program week to week. These outcomes are:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

Programming is done by a team of educators who take activity ideas from staff observations, child suggestions and input from the parents and community. Feel free to drop us a suggestion through the QR code below.

Day to Day

Before School Care

Before school care starts at 6:30am where we start with some quiet activities before we get kicking at 7am. From then on there are craft activities and a continental breakfast served for all to enjoy. Soon after, we head outside for some fun at the MPC, astroturf, courts or senior playground. At 8:20 we pack up the room, come back inside and get ready for a day at school. After signing all the kids out, we watch a quick video to have a little bit of fun before a crazy day at school. The prep and year one kids are escorted to class before the rest of the students are released at 8:40am.

After School Care

After school care kicks off with a bang at 3:00pm when the kids arrive. They sign in in the room, put their bags away and head out to the senior playground for some afternoon tea. The staff go and collect the prep and year one kids and walk them back to the room. At 3:15pm we send the first group of kids outside to play and continue slowly sending groups outside from then on. At 3:30pm a craft activity and homework begin in the room and then we're off and running. We stay outside until the sun disappears (usually 5:15pm in winter and 5:45pm in summer) and then head back inside for some quiet activities until the service shuts at 6:30pm.

Family Responsibilities

Visitor Code of Conduct

Upon entering JHOSHC, all parents, guardians and visitors agree to abide by out visitors code of conduct.

The Jamboree Heights OSHC Parent/Guardian and Visitor Code of Conduct states that upon entry to Jamboree Heights OSHC you will:

- Address educators, children and others in a respectful manner.
- Refrain from smoking anywhere on Jamboree Heights State School grounds including Jamboree Heights OSHC.
- Refrain from swearing or shouting.
- Refrain from approaching children within the service in a threatening or accusing manner.
- Refrain from the mental or physical intimidation or harassment of educators.

Educators have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if a person does not respond to a request to leave the premises.

Parents and guardians have rights and responsibilities associated with their involvement in Jamboree Heights OSHC. They are as follows:

Parents/guardians have a responsibility to:

- Ensure their child is aware of their attendance schedule at after school care & the need to arrive promptly at the service
- Encourage good behaviour habits in their children;
- Encourage their children to accept the service's Golden Rules;
- Provide support and feedback to the service regarding rules of behaviour;
- Consult with service educators at a mutually convenient time about any concerns and treat service educators with respect and courtesy; and
- Conduct themselves in a way that does not make educators feel threatened. This includes shouting, swearing or intimidating behaviour at odds with the Parent/Guardian and Visitor Code of Conduct.

Parents/guardians have a right to:

- Be respected and recognised as the major influence upon their child's development;
- Be able to express themselves on matters of service policy;
- Meet with service educators at a mutually convenient time; and
- Be offered the same courtesy and respect within the service as the service educators.

Apps and Programs

JHOSHC uses a few different programs in order to put the power into the hands of the family. These apps allow families to change bookings at their own convenience without the need for waiting for an email or calling the service. If you ever have any trouble, check out our tutorial videos on the website or come in and see us in service.

QK Enrol

QK Enrol is the online program we use for all our enrolments, permanent bookings, payments and updating child information. It is best accessed on a computer however can by used on a phone through internet services like Safari and Google Chrome.

myfamilylounge

The myfamilylounge app is an app we use for making casual bookings, vacation care bookings and pupil free day bookings. It can also be used to cancel or mark your child absent at your own convenience.

Fees

Pricing

Sessions

Permanent Sessions

BSC
$15.50

ASC
$19.50

Casual Sessions

BSC
$18.00

ASC
$22.00

Vacation Care

$46.00
(Base Fee)

Additional Fees

Non Communication Fee

$5.00
per family

Non Booking Fee

$5.00
per family

Vacation Care Late Fee

$5.00
per child + per day

Late Pick Up Fee

$15.00 for the first 15 minutes
$1 per minute after that

Current as of 01/01/2023

About the Fees

Session Types

JHOSHC charges fees per session. There are two different session types on offer for standard before and after school care. These can be found below.

Permanent Booking

A permanent booking is one that recurs every week or fortnight. For instance, you would like your child booked in on Monday, Wednesday and Friday afternoons every week.

Casual Booking

A casual booking is one that is flexible. You can book in a casual session up to an hour prior to the session start time through the myfamilylounge app

Other Fees

Non Communication Fee - this will be charged if you have not communicated an absence for a session either by the myfamilylounge app or email
Non Booking Fee - this will be charged if you have not booked your child in for a session prior to them arriving at OSHC
Vacation Care Late Fee - this will be charged if you book in after the specified date available on the vacation care program
Late Pickup Fee - this will be charged if you collect your child after 6:30pm for any session.

Absences + Cancelling Sessions

All term time cancellation of bookings must be done 24 hours prior to the start of the session, otherwise the child will be marked absent and you will still be charged for the session. Cancellation of bookings for in service vacation care days must be made 24 hours prior to the start of the session, otherwise the child will be marked absent and you will still be charged for the session. Excursion and Incursion day cancellations need to be made 1 week prior to the start of the session, otherwise the child will be marked absent and you will still be charged for the session.

Payment

Payment Methods

JHOSHC charges bookings a week in advance and accepts payments in three different ways. Please note that no cash is kept on premises at any time. It is the families responsibility to keep JHOSHC up to date with all payment details. If fees bounce back, it is the parents responsibility to organise the correction of these fees.

Direct Debit

You can set up a direct debit payment to come out of your account and pay your OSHC bill on a weekly, fortnightly or monthly basis. This can be set up through your QK Enrol account but does come with additional charges. Check out our how to video for more information.

Direct Deposit

Payments can be made directly into the P&C Bank Account. Details can be found on the front of your weekly statement.

Bad Debts

If there are outstanding fees of over $200.00, or where no payment has been made in at least 2 weeks:

- In the first instance, the coordinator will remind the parent via email of the amount the account is in arrears and request payment. The family will be supplied a copy of the fees policy at this time.
- If no payment has been received within a one-week period, written notification by the JHOSHC management team will be sent via email. The parent's will be required to state a date when account will be paid.
- If no contact still been made and/or no payment received, JHOSHC management team, in its discretion, reserve the right to exclude the child temporarily or permanently from further attending Jamboree Heights OSHC. JHSS P&C Committee will be notified of all decisions made throughout the process.
- A debt collection agency may be used if payment of fees has not been received after three attempts.

Governance

Child Protection

Child Protection (Policy 9.2)

This service regards its role in the protection of children in its care as of utmost importance. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary caregivers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the service; the service strives to also ensure Educators have regular personal training sessions regarding these topics.

Concerns, Complaints and Suggestions (Policy 7.5)

Jamboree Heights OSHC is always open and willing to listen to concerns, complaints and suggestions, when the correct procedure is followed. All complaints must be made in writing to the management email (jhoshcmanagement@gmail.com). If a parent wishes to raise a concern with the service, this discussion must be had in an appointment made with the coordinator and is not to be conducted in the presence of the children, educators or parents/guardians. If either party is unable to remain calm and respectful, the conversation will be terminated and conducted at another time. Suggestions are welcome and encouraged at any time. These can be made to an educator or in writing in an email.

Confidentiality (Policy 10.8)

All personal records will be stored securely and kept in a confidential manner. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. No information will be given to any other person unless subpoenaed by a court or required by the Department of Human Services for an audit. Please see the Coordinator about accessing these records.

Important Contacts

Service Contacts

Jamboree Heights OSHC
3725 5659
jhoshc@bigpond.com

Emergency Numbers

Ambulance - 000
Fire Station - 000
Police - 000

General Departments

Service Australia - Centrelink CCS
13 61 50
https://www.servicesaustralia.gov.au/individuals/services/centrelink
Office for Early Childhood Education and Care - Ipswich Office
(07) 3436 6204
metrowest.ecec@qed.qld.gov.au

Health

Health Information
13 HEALTH
National Relay Service
133 677

Counselling and Support

Women's Domestic Violence Line
1800 811 811
Child Abuse Report Line - Brisbane
1300 682 254
1800 177 135 (after hours)
Lifeline
13 11 14
Poisons Information Centre
13 11 26

See you in service soon!