

FAMILY HANDBOOK

Macgregor Outside



School Hours Care

(07) 3349 4836

<https://msspc.org.au/>

A non-for-profit entity of the MacGregor State School
P&C Association

This Family Handbook was compiled in accordance with
MacGregor Outside School Hours Care Policy and
Procedures Manual

Review, Amended and Effective as of October 2022

TABLE OF CONTENT

1 Acknowledgment of county

2 About Us

3 Our Philosophy

4 Statement of Commitment

6 Goals

7 Meet our team

10 Daily Procedures

Program and vacation care

12 Additional services MOSHC offers

13 Management Operations

14 Enrolment

15 Safety Precautions

18 Health and Nutrition

19 Equipment

20 Illness

20 Incidents

21 Fees and Funding

23 Code of conduct

24 Student Rules

28 Family Participation

28 Policy Development, Sourcing, and Review Policy

ACKNOWLEDGEMENT OF COUNTRY



Mural painted by Indigenous Artist Missy Knox

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples of the land on which MacGregor Outside School Hours Care is situated. We pay our respects to Elder's past, present, and emerging, as well as their enduring connection to land, water, and culture. MacGregor OSHC is committed to the continuation of the diverse cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

We are part of the land and the land is part of us. We feel the roots of this land beneath the soles of our bare feet.

We accept the invitation to walk with Aboriginal and Torres Strait Islander peoples in a movement for a better future.

ABOUT US

MacGregor Outside School Hours Care is an approved provider of Child Care Services under the Education and Care Services National Law (Queensland Act 2011) (Service Approval Number 730913)

Macgregor State School Parent and Citizen Association is the approver provider of Macgregor State School Outside School Hours Care together with the other two business units the Tuckshop and the Uniform and Stationery Shop.

MOSHC was rated by ACECQA (Australian Children's Education & Care Quality Authority) as Exceeding the National Standard.

When contacting MOSHC regarding children's absence's or booking adjustments the BEST contact is to email macgregoroshc@gmail.com

As a requirement of MOSHC's licence, the centre is required to comply with the Education and Care Services National Law (Queensland Act 2011) and Education and Care Services National Regulations. These include:

- The requirements about activities, experiences and programs
- The numbers of staff members and children
- Staff qualifications
- Following the "My Time Our Place" National Quality Framework.

MacGregor Outside School Hours Care will only admit students who are currently enrolled in Macgregor State School

At any time, families can ask Management for information about the following:

- A general description of the activities and experiences supplied
- MOSHC's philosophy about learning and child development outcomes and how it is intended these outcomes will be achieved
- The centre goals about skills and knowledge to be developed through the activities and experiences at the centre

Important Contact Numbers/Emails

MacGregor Outside School Hours Care (MOSHC) - (07) 3349 4836

MOSHC Email- macgregoroshc@gmail.com

Centrelink – Family Assistance Office 136 150

Office for Early Childhood Education & Care -(07) 3028 8063

MacGregor State School P&C President 2022 - president@msspc.org.au



OUR PHILOSOPHY

At Macgregor Outside School Hours Care, we are committed to creating a caring, secure, and supportive environment that caters for diversity and equity. We believe that a child's sense of belonging is first shaped through the education of their families' values, beliefs, and traditions. We strive to uphold and strengthen children's identities through acknowledging and exploring their culture and Aboriginal and Torres Strait Islander peoples. We believe strong ties with our community promote a supportive, respectful, and positive environment.

Our standards are aligned with the My Time, Our Place Framework for school-aged care, the UN Convention on the Rights of the Child and The Alice Springs (Mparntwe) Education Declaration, ensuring our service offers inclusive and supportive environments that work towards shaping successful, imaginative and confident lifelong learners that are active and informed members of the community.

We promote children to develop autonomy and believe it is the children's right to decide how they want to shape the environment under the guidance of our educators (Article 12). We view each child as unique and take a holistic approach to planning and collaboration, establishing secure and respectful relationships between children, educators, school community, and families. Our team uses authentic documentation and reflective practice to develop a meaningful program which caters to all. Our multi-tiered leadership model allows us to reflect, analyse, and cyclically plan to continually improve our program and practice.

At MOSHC, we focus on educating our community on the following aspects of sustainability: Environmental, Social and Economic. We place great importance on students as global citizens and empower them to make choices that benefit each other, their community, and their planet.

Updated September 2020

STATEMENT OF COMMITMENT

MacGregor Outside School Hours Care is committed to ensuring that the safety, welfare, and well-being of children are always maintained during their participation in activities run by MacGregor Outside School Hours Care.

MacGregor Outside School Hours Care aims to promote a safe environment for all children and young people and to assist all paid employees and volunteers, officials, coaches, and members to recognise child abuse and neglect and follow the appropriate notification procedures when reporting alleged abuse.

At MacGregor Outside School Hours Care we support the rights of children and young people and are committed to providing a safe and supportive service environment directed at ensuring children's safety and well-being.

To support this commitment, we are dedicated to our child and youth risk management strategy which has policies and procedures in place to effectively address the safety and well-being of children and young people in our care.

MacGregor Outside School Hours Care believes that children learn through play and provides opportunities for children to explore and make sense of their world through a range of experiences.

We believe that attachments formed within our community from trusting and reciprocal relationships promote a supportive, respectful and positive environment where all individuals are valued.

MacGregor Outside School Hours utilises a distributive leadership approach to tap into the diverse knowledge, skills, expertise, and strengths of all staff members to provide a high-quality and engaging program. We understand the importance of collaborative partnerships with our families and our community in achieving quality outcomes for children. The service supports the P&C and school with their endeavors and celebrates cultural events throughout the year.

MULTI-TIERED LEADERSHIP MODEL



GOALS

We have several goals on which our service is based. They are:

- For each individual child to develop an understanding of themselves and others;
- For each child to develop emotionally, socially, physically, culturally and cognitively;
- For each child to grow in independence, confidence and become conscious to their responsibilities;
- For children to actively participate in experiences that support their development and enhance their learning in a leisure/play based program environment;
- For each child to feel as though they are participating as part of MacGregor Outside School Hours Care team;
- For each child to develop an active and positive approach to life and encouraging them to reach achievable goals in a safe and secure environment;
- For staff, children and families to develop a relationship based on trust and respect;
- To reflect a diverse multicultural perspective and promote inclusive practice;
- To provide a program which responds to individual, and group needs and interests;
- To provide an environment where families can contribute to the decisions and operations of the service;
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support;
- To regularly reflect on and re-evaluate issues relevant to the operation of Macgregor Outside School Hours Care, in open discussion with all stakeholders, in order to ensure a continuing standard of high-quality care.

MEET OUR TEAM

◆ Operation Management Team



Amanda Lowe

Operation Manager
Nominated Supervisor /Educational Leader
Bachelor of Education(General Studies)
Certified Food Safety & Certified Supervisor
1st Aid, CPR, Asthma & Anaphylaxis Qualified



Katherine Gotera

Compliance Coordinator / Nominated Supervisors
Diploma of Children's Services (Early Childhood Education & Care)
Certified Food Safety & Certified Supervisor
Fluent in Talking Pigeon and Filipino
1st Aid, CPR, Asthma & Anaphylaxis Qualified



Sandra Knight

Administration Officer
Diploma in Children's Services
Advanced Diploma in Children's Services
Full First Aid training including CPR and Asthma & Anaphylaxis



Jing Li

Finance Office
Master of Business Administration (Financial Management)
Fluent in Talking Mandarin

◆ OSHC Management Team



Mandy Liu

Assistant Coordinator
Bachelor of Psychological Science
Fluent in Mandarin
1st Aid, CPR, Asthma Anaphylaxis Qualified



Wasti Marshall

Assistant Coordinator
Certificate III in Childhood Education and Care
1st Aid, CPR, Asthma & Anaphylaxis Qualified



Andrea Katsoufros

Relief Assistant Coordinator
Certificate III in Sports and Creation, Studying Bachelor of Tourism, Events and Hotel Management
Full First Aid training including CPR and Asthma & Anaphylaxis



Nathan Chu

Relief Assistant Coordinator
Studying Bachelor of Psychology
Fluent in Vietnamese
1st Aid, CPR, Asthma Anaphylaxis Qualified

◆ OSHC Food Services



Hai Van To
Service Chef
Certificate III Children's Services
Certified Food Safety
Supervisor Certificate
Fluent in Vietnamese & Japanese
1st Aid, CPR, Asthma & Anaphylaxis Qualified



Nittaya Thornton
Service Chef
Diploma of Hospitality Management
and Barista Course
Fluent in Thai
1st Aid, CPR, Asthma Anaphylaxis Qualified

◆ Lead Educators



Stella Pabon Molina
Lead Educator Visual Art
Bachelor of Physical Education and
Health, Graduate Certificate in
Education (Early Years), Certificate
III in Arts
Fluent in Spanish
1st Aid, CPR, Asthma & Anaphylaxis
Qualified



Aleksander Popovic
Certificate III in Sports and
Recreation
Lead Educator Sport & Gross
Motor Skills
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Nathan Chu
Lead Educator Health and
Wellbeing Ambassador and
Children's Advocate and RAC
(Relief Assistant Coordinator)
Studying Bachelor of Psychology
Fluent in Vietnamese
1st Aid, CPR, Asthma Anaphylaxis
Qualified



Esther Taumoha'apai
Lead Educator Community & the
World Around Us
Certificate III in Early Childhood
and Care
Fluent in Tongan
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Isabel Tran
Lead Educator Performing Arts
Studying Information Technology
Certified Barista
Fluent in Vietnamese
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Monika Yang
Lead Educator Ludic
Studying Bachelor of Education
(Primary)
Fluent in Hmong
1st Aid, CPR, Asthma &
Anaphylaxis Qualified

◆ Indigenous Liaison Officer



Steve Chadburn

Educators



Lalitha Vithanachchi

Bachelor of Commerce &
Post Graduate Diploma in Education
Certified Supervisor
Fluent in Singhalese



Wanda Seeto

Qualified Teachers Aide in the
Special Needs Unit at MSS
Fluent in Cantonese
1st Aid, CPR, Asthma & Anaphylaxis
Qualified



Gloria Spratt

Certificate III Education
Support
Diploma in
Outside School Hours Care
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



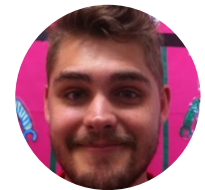
Margaret Pelenyi

Certificate III in Education
Integration
Diploma in Library Services,
working at Macgregor State Library.
1st Aid, CPR, Asthma & Anaphylaxis
Qualified



Caili Yu

Certificate III in Children's Services
Fluent in Mandarin
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Ben Gibbs

Studying Bachelor of
Education (Secondary)
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Kong Mong Thao

Studying Bachelor of Nursing
Fluent in Hmong
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Angelina Hee Seung Lee

Certificate III in Children's Services
Bachelor of Music Degree
Fluent in Korean
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Lura Elge Bajo

Studying Bachelor of
Nursing
and Bachelor of Psychology
Fluent in Albanian
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Jenny Lor

Diploma of Applied Fashion
Design and Technology
Fluent in Hmong
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Connor Vilaysack

Studying Bachelor of
Economics/Science
1st Aid, CPR, Asthma Anaphylaxis
Qualified



Devmi Basanayake

Studying Bachelor of
Physiotherapy
1st Aid, CPR, Asthma &
Anaphylaxis Qualified

Educators



Amelia Campbell
Studying Bachelor of
Occupational Therapy
1st Aid, CPR, Asthma
Anaphylaxis Qualified



Ometh Rajapakse
Studying Bachelor of Science
Fluent in Sinhalese
1st Aid, CPR, Asthma Anaphylaxis
Qualified



Sophia Liu
Certificate 3 in Early Childhood
Education, Studying Bachelor of
Photography
Fluent in Mandarin
1st Aid, CPR, Asthma
Anaphylaxis Qualified



Zoe Chu
Studying Bachelor of
Education (Primary)
Fluent in Mandarin
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Ella Lindenberg
Studying Bachelor of
Mathematics /Economics
1st Aid, CPR, Asthma
Anaphylaxis Qualified



Haydn Vilaysack
Studying Bachelor of
Economics/Science
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Owen Liu
Studying Bachelor of Earth
and Environmental
Science
Fluent in Mandarin
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Jenny Zhang
Studying Bachelor of
Physiotherapy
Fluent in Mandarin
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Emilie Seydel
Studying Bachelor of Arts
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Su-Wen Yang
Studying Bachelor of
Occupational Therapy
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Chyna Vilaysack
Certificate III in Sports
and Recreation
1st Aid, CPR, Asthma &
Anaphylaxis Qualified



Shreeneta Vang
Studying Diploma of Early
Childhood and Care
Fluent in Hmong
1st Aid, CPR, Asthma &
Anaphylaxis Qualified

DAILY PROCEDURES

Arrival and signing in for Before School Care

Daily operating times are from 6.30am until 9:00am. Upon arrival at MOSHC, authorised person must sign in the child/ren using the iPad provided. A roll will be marked at 8:30am for children in Years 2-6 to leave for school. At 8:30am staff will escort children in Year 1 and Prep to their classrooms.

Arrival at MOSHC for After School Care

On leaving the classroom and immediately upon arrival at MOSHC, the MOSHC Staff will mark each child into the roll. The Prep students are collected from their classroom and taken to the mat in the Prep Playground, where a Prep roll is called before making their way over to MOSHC. The Year 1 children are met and collected from an area outside their classrooms and in front of the tuckshop, when the bell rings, and a Year 1 roll is called before making their way over to MOSHC. For children who require assistance with mobility, please see Management to make arrangements. Years 2-6 children are required to make their way directly to MOSHC.

Extra-Curricular Activities

For child/ren who attend after school or before school extra-curricular activities, the account holder or authorised nominee for the account, required to notify Management by completing the Extracurricular Permission Form and will ensure to remind/ inform my child of the extra-curricular book for that day. If form is not submitted prior to the activity and child required to attend an email can replace the form until a form can be completed. The child will be sign out from the services when attending activities outside MOSHC . MOSHC is not responsible for the supervision of the child/ren during the time spend at the extra-curricular activity.

In the event of an emergency and or major incident MOSHC management will make a decision whether or not MOSHC will able to provide additional assistant to the family request to dropped off or collection of the child/re from the activity.

Non-Arrival at MOSHC for After School Care

If children who are booked into MacGregor Outside School Hours Care After School Care have not arrived within thirty (30) minutes of expected arrival (ten minutes for Prep/Year 1 children), the account holder/authorised nominee /school will be contacted on their specified numbers, and if necessary, emergency numbers, provided by the account holder/authorised nominee .

Late Departures

If at closing time (6pm) children have not been collected, or the account holder/authorised nominee have not made arrangements for collection, the the account holder/authorised nominee will be contacted on the most recent numbers, and if necessary, emergency numbers, provided by the the account holder/authorised nominee . In the event there is no response from contact numbers, or the account holder/authorised nominee are unable to arrange collection, advice will be sought from the police. The account holder/authorised nominee who collect their children after this time (6pm) will incur a late fee of \$2.00 per minute.

See QR Code
or follow
[LINK](#)
for EXTRA
Curricular
PERMISSION
FORM



PROGRAM AND VACATION CARE

The portfolio (as seen) is presented weekly in the folders next to the front door at MOSHC. The Portfolio is the best way for families to keep up to date with what's happening at MOSHC. We urge all family to pull it out routinely and explore it with their children.



The program for the week ahead is also displayed on the wall near the portfolio at the entrance (as seen in photo). This program is based on children's interests, abilities, community events and families/staff feedback. If at any time you see an activity that may be suitable for MOSHC or hear about a community event, we might be interested in attending as a centre please let us know. We love receiving feedback from families.



The MOSHC facebook page is also updated regularly so be sure to follow along to see what fun we get up to by searching MacGregor Oshc.



ADDITIONAL SERVICES MOSHC OFFERS :

MOSHC WORKSHOPS

MOSHC also offers workshops such as a culture cooking club, STEAM club, basket workshop, coding and other arts and craft-specific activities.

Workshops are free of charge and run for 6 weeks of each term .

A permission form is needed if your child is interested to join.

The workshop program is out during week 2 of each term.



Homework at MOSHC

MOSHC provide an adequate time quite space and supervision for children who wish to do their home while at MOSHC

Management may create a list of children who are to do homework each day if family request through writing.

Staff will aid, not tutor, the child with homework to the extent possible.

Staff will not take responsibility to finalise or sign-off on homework.

MANAGEMENT OPERATIONS

Management Operations

MOSHC aims to provide a safe, enjoyable, and stimulating environment to all children of MacGregor State School who attend the OSHC. This requires the cooperation and vigilance of all people associated with the children – the Staff, the families, and the school personnel. This interaction is based on mutual understanding, communication, and a desire to provide a quality service to all the children associated with MOSHC.



If a family has questions about the program or suggestions on ways to improve it, these should be discussed first with the Management Team. The matter can then be taken to the Parent Committee or the School Principal.

Staffing

Staff at MacGregor Outside School Hours Care comply with relevant Child Care Service under the Education and Care Services National Law (Queensland Act 2011) guidelines:

Hold a current Suitability Card

Are fit and proper to care for children

The Operations Manager will ensure that at least 1 staff member who holds a current First Aid and CPR qualification, anaphylaxis management and emergency asthma management qualification will be on premises during operational hours. The Operations Manager will ensure staff training is maintained.

The Act and Regulations set the 'Staff to Children ratio' at '1 to 15'. At MOSHC, where possible, we strive to use a '1 to 12 ratios' for regular operating.

Committee and Meetings

The MOSHC Parent Committee was established as a sub-committee of the MacGregor P&C Association. The Parent Committee comprises of a President, Vice-President, Secretary, Treasurer, and committee members.

An Annual General Meeting (AGM) with the election of office bearers is held in February of each year.

General Meetings are held monthly, and a notice of the impending meetings is placed in MOSHC. Interested parents and members of the P&C are welcome to attend these meetings.

Please consider participating in the parent committee to ensure the quality of care your child deserves.

ENROLMENT

Note: Fees must be paid, for all days booked on the last day of attendance each fortnight to secure ongoing placement at the centre at Before and After School Care and Vacation Care.

There is a NON-REFUNDABLE \$50 enrolment processing fee applicable per family. Before and After School Care and or first enrolment for Vacation Care.

MOSHC is only open to children currently enrolled and attending MacGregor State School. Two hundred and seventy (270) places are available on a full-time basis for Before School Care and After School Care. There may be a waiting list for families requiring placement in some of our services at MOSHC.

Vacation Care

Vacation Care is open to children currently enrolled and attending MacGregor State School from Prep to Year Six. There are limited places available for Vacation Care.

Vacation Care booking is separate from the usual Before and After School Care Booking. Booking form for vacation care is out 2-3 weeks prior to the start of vacation care or as posted into family communication (email and MOSHC times).

Included on the vacation care booking forms is a permission form of every excursion permission/incursion during the holiday that the account holder must submit prior to child attend the activities if they wish the child to participate .

Termination of Enrolment

If withdrawing your child from the centre on a permanent basis, two (2) week's notifications in writing (email) must be given to the Management Team for Before and After School Care. If withdrawing your child from the centre for a Vacation Care Booking, one (1) week's notification in writing (email) must be given to the Management Team. ALL BOOKINGS ARE NON-TRANSFERABLE i.e. You are unable to swap days if your plans/needs change.

Changes to Bookings

All changes to current bookings will need to be emailed or given in written format to management. The two-week rule for cancellation and/or changes still applies. ALL BOOKINGS ARE NON-TRANSFERABLE i.e. You are unable to swap days if your plans/needs change.

Temporary Absence

All temporary absence's (e.g. sick, holiday, public holidays etc) will still incur the regular daily fee, regardless of notice given. ALL BOOKINGS ARE NON-TRANSFERABLE i.e. You are unable to swap days if your plans/needs change.

Extended Absence

If for any reason, during the school term, you wish to withdraw your child for a period of time, we will only be able to guarantee your position is held upon the payment of fees applicable to the period of absence. If you wish not to pay these fees, your place will be offered to the next child on the waiting list. After a period of unpaid absence, you may apply for the next position available. ALL BOOKINGS ARE NON-TRANSFERABLE i.e. You are unable to swap days if your plans/needs change.

SAFETY PRECAUTIONS

No child is permitted to leave the school grounds for any reason unless the account holder/authorised nominee or authorised person has signed them off and Management has been informed.

Staff will ensure MOSHC is a safe environment for both children and the account holder/authorised nominee.

All children are supervised at all times. One exception is when children are engaged in an extra-curricular activity run at the MacGregor State School site in which case the extra-curricular permission form will need to be completed and returned to management.

Staff hold a blue suitability card and a staff member who holds a current First Aid and CPR qualification, anaphylaxis management and emergency asthma management qualification is present at the centre during operational times.

MOSHC has several mobile phones that staff members use during their shift to communicate to others as well as assist authorised person in retrieving their children once they arrive at the centre.

Sun safety will be practiced at our service throughout the whole year.

Families will be asked to provide a broad brimmed SunSmart hat which protects the face, neck, ears and crown of the head for their child and encourage them to wear it. No caps. School issued hats are OK.

Families will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible when their child attends in clothing other than the school uniform. Loose fitting clothing and darker colours will be more comfortable and effective.

Educators will ensure that all children, staff and visitors attending OSHC are protected from the harmful UV effects of the sun during the recommended times of the day. The Operations Manager/Coordinator/Assistant Coordinator will:-

Inform the account holder/ authorised nominee of our Sun Safety Policy when children are enrolled. The Sun Safety Policy will be included in the enrolment package information.

Ensure all sun protection measures are applied to children, staff and visitors while outside when the UV level is 3 or above, which in Queensland, is all year round including: -
o Wearing adequate SunSmart clothing and use shaded and/or covered areas;
o Wearing broad-brimmed hats that protect the face, neck and ears;
o Applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours (with the account holder/ permission and allergy safe as required).

Incorporate education programs that focus on skin cancer prevention and early detection into the program.

Ensure all staff, children and visitors act as positive role models and demonstrate SunSmart behaviour when attending the service.

Ensure that adequate shade is provided during outdoor events including excursions.

Ongoing feedback and support will be sought from parents and the school community for the Sun Smart policy and its implementation, through newsletters, parent meetings etc.

The Sun Safety policy will be reviewed regularly (at least annually) with children, staff, parents and the Management Committee.

SUN SAFETY

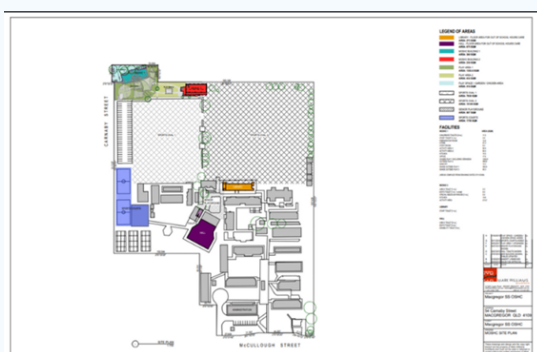
Outside the program times, Parents are responsible for the safety of their children. For the safety and well-being of others, and with respect to materials and equipment, please be vigilant with your supervision of your children. For safety, we have a no-running policy inside the center and on concrete/paved areas.

SUPERVISION

Macgregor OSHC is licensed for MOSHC building, oval, library, basketball court, all must be supervised by MOSHC educator when children on site.

Children are informed of out of bounds area (back of games hall, swimming pool, carpark and school classroom).

LICENSE SPACE AND OUT OF BONDS AREA / FACILITIES



Toilet are located at Moshc building, boys' and girls' toilet are separated and 3 toilets at games hall near the main kitchen . Adult toilet is located at the MOSHC building kitchen area if families need to access the toilet facilities by inform management team.

TOILET

MOSHC Families are permitted to access the MSS Staff Carpark from 6:30am-7:45am and 3:45pm-6:00pm daily. When utilising this space, we ask that you respect the MSS Staff and their vehicles, reverse park into your space (where possible), supervise your children when moving in the carpark and do not take advantage of this privilege. All other times you may utilise the shopping centre carpark and pedestrian crossing as well as walkway to access MOSHC. Please note the surrounding shopping centre carpark has a 3hr limit.

PARKING AT MOSHC

MOSHC and the MacGregor State School P&C have public liability and other insurance policies in accordance with Education and Care Services National Law (Queensland Act 2011) and Education and Care Services National Regulations.

INSURANCE

Fire and evacuation drills are conducted regularly to familiarise the children with the fire procedures so that they will react with confidence and speed. We suggest you extend this practice and talk to your children about what to do at home.

EVACUATION AND FIRE DRILLS

There is a no-smoking policy in all areas of our OSHC. When functions are held on the OSHC/School grounds smoking is not permitted.

NO SMOKING

Any allegations of harassment/abuse and sexual harassment/abuse should be referred immediately to the Operations Manager on (07) 3349 4836 or the principal of Macgregor State School on (07) 3323 4333.

PROCEDURE FOR HARASSMENT /ABUSE OR SEXUAL HARASSMENT /ABUSE CLAIMS

Failure to comply with centre standards, policies and procedures may result in disciplinary action.

MacGregor OSHC reserves the right to suspend or terminate service, if it feels appropriate to do so. All admittance and enrolment will be at the discretion of the centre and Parent Committee.

EXCLUSION POLICY

HEALTH AND NUTRITION

The account holder/authorised nominee should inform staff of any health and dietary requirements or chronic/intermittent medical conditions of their children (e.g. Asthma, epilepsy, allergies, anaphylaxis) when enrolling child/ren.

• Nutrition

MOSHC will provide nutritious foods and drinks for breakfast (BSC) and afternoon tea (ASC) based on information from recognised health authorities, which may include any or all of the Commonwealth or State Government Health Department and non-government organisations with recognised expertise in nutrition (e.g. Smart Choices, Nutrition Australia, Heart Foundation, Queensland Health). MOSHC encourages the account holder/authorised nominee to provide food from home for their children which also meet these requirements. Please note on Vacation Care MOSHC provides Breakfast, Morning Tea, Lunch and Afternoon Tea.

MOSHC is supportive of special dietary requirements for children. Where your child/ren requires special foods, MOSHC will make every effort to accommodate these needs. However, some food items may need to be supplied by family.

Please feel free to discuss your child's needs with Management.

• Medication

In the interests of the health and wellbeing of the children, MacGregor Outside School Hours Care will only permit medication to be given to a child if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours.

Staff will not be responsible for administering the first dose of any medication (due to any unforeseen allergic reactions to medication).

Staff will only be permitted to administer medication to a child if it is a prescribed medication in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date and accompanied by a written authority from the account holder/authorised nominee. This authority will be kept on file.

All medication will be kept by the Management and stored in a locked cupboard or similar storage device. Storage should prevent unsupervised access and damage to medicines. Some may require refrigeration.

All medication will be administered by the Operations Manager/ Coordinator/Assistant Coordinator/Certified Supervisor and witnessed by a staff member. Upon administration of medication a medication record form will be completed and signed by both the administrator of medication and the witness.

All unused medication will be returned to the family on collection of the child.

MacGregor Outside School Hours Care recognises and acknowledges the skills and competencies of children in working collaboratively with families to enable children to self-administer medication, with prior account holder authority.

For asthma, diabetes or other similar ongoing medications the account holder/ authorised nominee will be required to advise Management in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered. We require first aid plans for asthma, anaphylaxis and other ongoing health issues that require medication.

• Immunisation

It is a condition of enrolment that you provide us with a copy of your child's immunisation record. If you are a conscientious objector to immunisation, and your child is not fully immunised for his/her age you please provide details/ update in writing . In the event of an outbreak of a vaccine preventable disease, children who are not vaccinated against the relevant disease will be restricted from attending the OSHC for the duration of the outbreak or until the risk has passed.

• Behaviour Management

Whilst attending MOSHC, the children are expected to be courteous to staff and each other and have respect for other people and property. Some child/ren may experience difficulties at Before and After School Care. Staff will endeavour to assist the child/ren to adjust. If the child/ren continue to experience difficulties, Management will discuss the concern with the child and the account holder/authorised nominee . Should the behaviour continue, the Operations Manager will inform the P&C, MOSHC Management Committee and the Principal of the School. If the child's behaviour causes, or may reasonably cause, danger to other children, staff, or the child themselves, the account holder/authorised nominee will be contacted immediately and asked to collect the child. As a last resort, after all avenues have been exhausted, families may be asked to have the child spend a period of time away from MOSHC. This exclusion will be lifted at the discretion of the Operations Manager and Licensee (MacGregor State School P&C Association).

EQUIPMENT

A variety of single and multiple use equipment that encourages and supports children's physical activity will be readily available for children to use independently or in groups, in both spontaneous and planned activities. The service strives to be sustainable when sourcing equipment and accepts donations from families and the community when appropriate

Personal Belongings

Personal belongings should be adequately labelled. Items such as toys and jewellery should not be brought to MacGregor Outside School Hours Care or Vacation Care. Staff and management do not accept any responsibility for the repair or replacement of any personal items lost, stolen or damaged.

Mobile Phones

MOSHC Educators are not permitted to carry their personal mobile phones with them whilst working at MOSHC (unless special permission is sought from management). MOSHC own several mobile phones that the Educators check in and out from the Office each session and use to communicate to each other and also to assist in family locating their children at going home time.

Lost Property

All lost property is placed in a marked box in the MOSHC Building. At the end of each Term the team sort through unmarked items and donate them to a local charity. Please check regularly for missing items or at least before end of Term.



ILLNESS

The centre is unable to cater for children with contagious illnesses. It is the family's responsibility to notify MOSHC of any infectious disease that their child or other immediate family members may be suffering. Any child suspected of having a contagious illness will be segregated and the account holder/authorised nominee will be notified immediately to collect the child. A clearance letter from a medical practitioner will be required before the child can return to MOSHC.

Should a child arrive at MOSHC unwell or become ill at the centre, the account holder/authorised nominee will be notified, and staff will attempt to keep the child/ren comfortable until collected. If this happens at before-school care, the child will be taken to the school sick room where the family can collect their child.

Twenty-four (24) hours must have elapsed before your child can return to MOSHC after an episode of vomiting and/or diarrhoea. If your child is going to be absent, please inform us as soon as possible via email.

In the event of sudden illness or incident requiring medical attention, Management shall have discretionary power to seek medical attention or to call an ambulance but shall be under no obligation to do so. Any expense incurred is to be met by the account holder/authorised nominee of the child/ren concerned. If a child is determined by QAS Officers in need of transport to the hospital a member of management or an appropriate staff member, nominated by Management, will accompany the child in the ambulance and wait with the child until relieved by the account holder/authorised nominee .

INCIDENTS

MOSHC keeps an up-to-date Emergency Contacts Register. Please ensure your contact details are always current.

Any injury sustained by child/ren is recorded in the minor incident logbook, available to parents upon request. All other incidents are recorded on an incident form. The form is dated and signed by the staff member reporting the incident, Management and the Parent/Guardian. In the event of an incident requiring medical attention the following procedure will be followed:

Parent/Guardian will be contacted if possible;

The emergency contact will be called if the parent/guardian is unable to be contacted;

The Operations Manager/Coordinator/Assistant Coordinator/appropriate staff member will seek medical attention from a local doctor or ambulance (if necessary).

The service will maintain staff training and ensure a majority of staff hold current certificates in First Aid and CPR, anaphylaxis management and emergency asthma management as per the Child Care Regulations.


If the account holder/authorised nominee has any special requests or instructions regarding medical attention for their child/ren please provide this information on the enrolment form and organise a time to discuss the matter with Management.

FEES AND FUNDING


FEES ARE DUE AND PAYABLE IN FULL, TWO (2) WEEKS IN ADVANCE AT ALL TIMES

All fees are to be paid by Direct Debit, this is to be set up on enrolment with a form obtainable from the Bookkeeper or Management in the office.

The account holder is requested not to let fees become outstanding for more than a fortnight (2 weeks). After this time the Management will remind the account holder/ authorised nominee of outstanding fees. If fees remain unpaid, written notification will be sent to the account holder/ authorised nominee who is the account holder. The Operations Manager will then refer the matter to the MacGregor State School P&C for further collection action if no payment agreement has been made. If a payment arrangement cannot be maintained the matter will then be handed over to the P&C (MOSHC Licensee), and recovery procedures may follow.



MacGregor Outside School Hour Care Fees & Booking Information 2023*



Before School Care Permanent Booking	\$22.50	Before School Care Casual Booking	\$27.50
After School Care Permanent Booking	\$27.00	After School Care Casual Booking	\$33.50
+			
Vacation Care	\$79.00	Vacation Care Casual Booking	\$85.00
Vacation Care + MOSHC RUN INCURSION	\$85.00	Vacation Care + MOSHC RUN INCURSION Casual Booking	\$90.00
Vacation Care + EXTERNAL PROVIDER RUN INCURSION	\$96.50	Vacation Care + EXTERNAL PROVIDER RUN INCURSION	\$102.00
Vacation Care Excursion Fee varies depending on activities and distance of the venue.			

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

All bookings made that are not booked and confirmed via email or in written format at least 48 business hours in advance will be defined/ charged as a **casual booking**. All students attending Vacation Care without the completed Booking Form and written confirmation will also be defined as a Casual Booking.

Cancelations: BSC and ASC permanent Bookings require 2 weeks' notice to cancel. VC bookings require 1 weeks' notice to cancel.

ALL BOOKINGS ARE NON-REFUNDABLE AND NON-TRANSFERABLE.

Uninformed Absences Fee: If the service is required to verify an absence, an administration fee of \$20.00 will be applied to the parent account.

Late Pick Up: Closing time of Macgregor Outside School Hours Care is 6.00pm. Parents who collect their children after this time will incur a late fee of \$2.00 per minute.

***Fee schedule begins 09.01.2023**

(Policies and Procedure 10.4)

ADDITIONAL FEES

The account holder/authorised nominee for the account can secure a child's place at the centre by paying full fees until the child's first day of attendance. Child Care Subsidy (CCS) cannot be claimed for these days as the child has not yet attended care at the service.

Two weeks' notice is required for the cancellation of care. Where a child does not attend the service within this period of notice the child will be recorded as Cessation of care and will be charged full fee not subject to Child Care Subsidy (CCS).

An overdue account fee of \$5 will be charged weekly for accounts that remain in arrears in amounts over \$10.00.

Parents who collect their children after this time (6pm) will incur a late fee of \$2.00 per minute.

All bookings made that are not booked and confirmed via emailed or in written format at least 48 business hours in advance will be defined as a casual booking for Before School Care and After School Care. All students attending Vacation Care without the completed and confirmed Booking Form will also be defined as a Casual Booking. Casual fees are non-refundable and non-transferable

CHILD CARE SUBSIDY (CCS)

Should you wish to claim CCS see the Bookkeeper for further information or see the website: <https://www.servicesaustralia.gov.au/how-to-claim-child-care-subsidy?context=41186>

ABSENCES FROM MOSHC

If a child is unexpectedly absent from school on a day, they are booked into MOSHC, please inform Management as soon as possible via email at macgregoroshc@gmail.com. If the absence is pre-planned, please ensure that the staff is informed. It is important that the account holder/ authorised nominee inform MOSHC of a child's absence to avoid unnecessary time being spent on locating a child who is away with the account holder/ authorised nominee consent.

UNINFORMED ABSENCES

All booked days must be paid for regardless of attendance. If the Operations Manager/Coordinator/Assistant Coordinator/Bookkeeper is required to make the account holder/ authorised nominee contact to determine the whereabouts of a booked child, a \$20.00 administration fee will be applied to the account holder/ authorised nominee. It is the account holder/ authorised nominee responsibility to inform MOSHC of any child's absence, this information is not passed on from the school office.

CODE OF CONDUCT

The code of ethics provides a basis for critical reflection, a guide for professional behaviour and general assistance with the resolution of ethical dilemmas.



It is the responsibility of each committee member to be accountable for the following:

Maintaining open and honest dialogue with all members of the Parent Committee in a professional and respectful manner.

Undertaking the tasks that they nominate to do to a standard commensurate with professional expectation.

Raising issues of concern at the Parent Committee meeting in a constructive and substantiated manner.

Addressing the Operations Manager and staff of the centre, other family, and the children in a polite and courteous manner.

At all times maintaining a professional standard when dealing with the Operations Manager and staff of the centre.



It is the responsibility of each Family to be accountable for the following:

Addressing issues of concern with the Operations Manager, with a Parent Committee member or, alternatively, all family are welcome to attend the Parent Committee meetings where issues can be raised.

Making an appointment to discuss issues with the Operations Manager at a mutually convenient time.

Addressing the Operations Manager and staff of the centre, other family and the children in a polite and courteous manner.

When children of the centre have a disagreement and one or more of the family are concerned about the incident, the family must raise the issue with the Operations Manager/Coordinator/Assistant Coordinator and NOT with the child or the child's family, in question.

****Note**** If any person feels that they are being spoken to in a manner that is unacceptable to them, they should end the conversation immediately and suggest that the conversation be resumed when all parties have calmed down and when another person can also be present. Families who breach the code of conduct expected of them whilst engaging with the service, may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service. The police may be contacted if Family conduct within the service is threatening or violent.



It is the responsibility of each Staff member to be accountable for the following:

Abide by any relevant legislative and National Quality Standard requirements as well as understand and actively implement the policies, procedures, and rules of the service;

Value the different perspectives of educators, supporting and working collaboratively to maintain the philosophy and goals of the service;

Contribute to creating a positive atmosphere of trust and openness through modeling respectful and courteous language and behavior;

Maintaining a safe environment for all including active supervision of children, compliance with Workplace Health and Safety requirements, and ensuring all necessary documentation is completed;

Treat children, families, educators, other employees, members of the Management Committee, or visitors to the service with courtesy, respect, and consideration always;

Only discuss confidential information or issues of the service with appropriate people within the service and not with any person outside the organisation, unless required by law;

Resolve any conflicts with other employees or members of the Management Committee using the policy and procedures developed within the service;

Represent the Service in a positive way;

Act positively on complaints and provide services to the best of their ability;

Strive to build a harmonious, equitable and non-discriminatory workplace;

Wear clean, neat clothes, professionally appropriate to the type of work to be undertaken and not offensive to the children, families, other employees, Committee members or visitors of the service.

****Note****

It is unacceptable for any employee to use any form of harassment, physical, verbal or emotional punishment when carrying out their duties with children, families, other employees or other visitors to the Service.



It is the responsibility of each coach/volunteer to be accountable for the following:

Respect the rights, dignity, and worth of every person, regardless of their abilities, gender, religion, or cultural background

Support all efforts to remove any form of abuse in this organization and encourage a safe and supportive service environment

Ensure that any physical contact with others is appropriate to the situation and necessary for the person's skill development.

Refrain from developing close personal relationships with the students outside of the coach/player and/or teacher/student relationship

Refrain from using abusive, derogatory, or offensive language

Impart knowledge and skills of the game in a respectful and encouraging manner

Respect the decisions of the staff/officials and encourage students to do the same

Always consider the health, safety and welfare of the students

Not show favouritism toward talented students

Remember that players participate for pleasure and friendship, and winning is only part of the fun

****Note****

It is unacceptable for any coach to use any form of harassment, physical, verbal or emotional punishment when carrying out their duties with children, families, other employees or other visitors to the Service.

FAMILY



As children and young people who are part of MacGregor Outside School Hours Care we agree that:

We will respect other children, young people and adults

We will cooperate and play by the rules

We will listen and receive instructions

We will control our temper

We will have a say about what we are involved in

We will speak up if we are worried or concerned about something

We will keep our hands and our feet to ourselves

We will not be a bully or accept any bullying that we see

We will not harm any other person physically, emotionally or mentally

****Note****

It is unacceptable for any employee to use any form of harassment, physical, verbal or emotional punishment when carrying out their duties with children, families, other employees or other visitors to the Service.

FAMILY

STUDENT RULES OF MACGREGOR OUTSIDE SCHOOL HOURS CARE

Go straight to School from Before School Care. Students are not permitted to leave the school grounds before arriving at school.

Go straight to After School Care from your classroom. Students are not permitted to leave the school grounds before arriving at After School Care.

Always stay within the school grounds. Students are not permitted to leave school grounds until an authorised person has signed them out.

Stay within the boundaries and ensure you can always see a staff member. Be aware of the out-of-bounds areas.

Be polite and kind to staff and each other.

Listen to and follow staff instructions.

Respect each other and each other's property.

Wear your hat when in the sun. Students without a hat are not permitted to play outdoors.

Use the equipment the way it was made to be used. After using the equipment, put it back where it belongs.

Always keep your shoes on.

Slow down – walking only inside and on concrete.

Use indoor voice when inside.

Stay seated during mealtimes. Students are not permitted to share food.

Next page is a copy of Our Centre rules. Rules are created in consultation with Staff, Family, and Students and reviewed each year.

Macgregor Outside School Hour Care
Our Centre Rules/ Behaviour Guidance

Expectation	Be Respectful	Be Responsible	Be Safe
Peace code	Care for myself and others Speak Kindly	Do the Right Thing Be a Peacemaker Turn things around	Find Help Be Brave
All area of the centre	Use equipment appropriately Speak kindly Keep your hands and feet to yourself Follow School Dress Code (during school days) Respect all staff member and other student Respect others' personal space and property Treat others how you would like to be treated	Listen and follow instructions Accept responsibility for your behaviour Ask permission to move between the areas within the centre Clean up after yourself and put things away where they belong	Treat others how you want to be treated Be in the right place at the right time Wait your turn Report problems immediately Move safely around the MOSHC
Inside including games hall and homework room	Be an active listener Talk in turns Care for equipment	Be honest Look after personal belongings Return equipment to the appropriate place	Enter and exit in an orderly manner
Outdoor (garden, loose part, basketball court, oval, junior and senior playground)	Play fairly – invite others to join in, follow rules When playing treat others kindly	Be a problem solver Care for the environment Report playground issues to the staff member on duty	Be sun safe; wear your school hat Be cautious of others and playground equipment
Moving around MOSHC	Keep passageways clear at all times Keep to the left side of the walkway	Go straight to MOSHC once the bell ring and sign with Management	Walk on concrete Use stairs safely Sit on seats, not steps, port racks or railings Watch where you are walking
Toilet	Respect privacy of others	Keep toilets clean and tidy Flush toilet when finished Use facilities appropriately	Wash hands after using the toilet Walk safely to and from the toilet
Eating area	Wait for staff to release you from eating area	Only order what you can eat	Listen to and follow staff instruction Sit down when eating Only eat own food or food serve from MOSHC
Online/ use of gadgets	Participate in approved online sites and educational games Be courteous and polite in all online communications Respect others' right to use online resources free from interference or bullying	Report any unacceptable behaviour to a teacher or parent Post only appropriate content online Mobile phones and other device must be left at the Office during vacation care Be cyber responsible Follow MOSHC laptop agreement	Keep any usernames or passwords private Keep private information off online sites

Out of Bounds Area
Kitchen Area
Carpark
Garden and Chicken Are (Unless supervise)
Staff Room
Tennis Court, Pool, Gas Bottle next to Senior Playground
Sports and Chemical Area

Development in conjunction with
MacGregor Outside School Hour Care
Educators and Student
Last update: October 2022
Update required: October 2023

Adapted from MacGregor State School
Wide Expectation Teaching Matrix

FAMILY PARTICIPATION

MOSHC believes that the education of children is a collaborative approach involving Parents, Educators, Children and the Community. We value the knowledge Parents have regarding their children and encourage the sharing of this knowledge with Educators and Management for the benefit of the child. There are many ways for Parents to actively participate and be involved in MOSHC and the MacGregor P&C Community:

Share skills and interests in the educational program

Attend parent committee nights and P&C meetings (these dates are usually displayed in the MOSHC Times and/or Facebook)

Become involved in the MOSHC Management Committee and/or P&C committee

Provide resources to support the program

Volunteer for P&C events such as Mayfest (School fete), Mother's Day/Father's Day stall and Fun Run.

POLICY DEVELOPMENT, SOURCING AND REVIEW POLICY

MOSHC acknowledges ongoing policy development and review. MOSHC policy and procedure available to families at MOSHC website and or upon request. Families will notified of any update on policy and procedure though services communication (MOSHC Times and enrollment form)

The staff and management team welcome you to MacGregor Outside School Hours Care. We are very excited to have you here and look forward to getting to know you and your Family.