

WELLERS HILL SCHOOL AGE CHILD CARE SERVICE

FAMILY HANDBOOK

Initiative of the Wellers Hill State School Parent and Citizen Association since 1993
Wellers Hill State School, 190 Toohey Road, Tarragindi, Qld 4121



Hours of Operation

Before School Care: 6.50am – 8.50am | After School Care: 2.50pm – 6.00pm

Vacation Care and Pupil Free Day: 7.00am – 6.00pm

Closed for 2 weeks over the Christmas/New Year period

Statement of Philosophy

Wellers Hill School Aged Child Care Service (SACCS)

Wellers Hill School Age Child Care Service believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service. It is visible in SACCS actions, interactions and daily work with the children. We believe that all children are active learners from birth and through rich, engaging and stimulating environments and meaningful interactions we can build a foundation for successful lifelong learning. We support children to become socially, environmentally and sustainably responsible citizens of this land and of the world.

We acknowledge that parents and families are the child's primary nurturers and those respectful, collaborative relationships between SACCS and the families and the diverse community strengthen our joint capacity to support children and promote their health and wellbeing. We believe that the fundamental worth of all children and their families, their strengths and their right to equitable access and participation in our diverse community is clearly visible in all aspects of service delivery.

Wellers Hill School Age Child Care Service team believes that by continuing working on improving our professional knowledge and skill, continuing with the ongoing culture of professional inquiry and critical reflection on our practices and providing a positive working environment we will excel in our strive to achieve the best outcomes for the children in our care.

Our service believes that children have the right to have their individual and cultural identity recognised and respected. We acknowledge the Yagera and Turrbal people as the traditional owners of the land on which our service is located and we value Australia's Aboriginal and Torres Strait Islander cultures and connection to country as a core part of the nation's history, present and future.

Children need and want to take risks when they play. Wellers Hill School Age Child Care Service aims to respond to these needs and wishes by offering children stimulating, challenging environments for exploring and developing their abilities. In doing this, Wellers Hill School Age Child Care Service aims to manage the risks so that children gain benefits from the experiences but are not exposed to unacceptable risk.

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‘To provide an outstanding quality of care’

Our goals are to encourage and support children and young people to:

- **Have a strong sense of identity** – The service encourages and supports children and young people to develop a strong sense of identity by celebrating each child’s individual needs, strengths, interests and abilities as well as their family, culture and community connections. Having a strong sense of identity ensures children feel safe, secure and supported and are confident in facing new challenges.
- **Be connected with and contribute to their world** – The service encourages children and young people to be connected with and contribute to their world through participating in a variety of opportunities and experiences during their time at SACCS. The service also fosters each child’s sense of belonging and agency and celebrates the connections children and young people have with their communities.
- **Have a strong sense of wellbeing** – The service supports children and young people to develop a strong sense of wellbeing through all aspects of their participation in the service program. This includes supporting children and young people to develop an increasing awareness and understanding of their physical, social, emotional and mental wellbeing as well as an awareness of the needs of others.
- **Be confident and involved learners** – The service supports children and young people to become active participants in their play and learning experiences and to develop both their independence and ability to learn and play collaboratively. Through participation in our SACCS program children are supported to explore new ideas, assess and take risks, experiment, and problem solve in order to develop their confidence, curiosity, persistence, imagination and creativity as life-long learners.
- **Be effective communicators** – The service supports children and young people to develop effective communication skills by encouraging children and young people to clearly and confidently express themselves through language in a range of contexts and for a range of purposes including discussing ideas, sharing understandings, leading others, following directions and in situations requiring conflict resolution.

Our goals for families are:

- **To provide** affordable, engaging and high quality Before School Care, After School Care and Vacation Care programs for primary school age children in the Wellers Hill State School community.
- **To provide** a high-quality Education and Care environment where all families feel safe and supported and are able to contribute to service decisions that impact their family.
- **To provide** families with clear and consistent information regarding the SACCS programs and play and learning opportunities, menus, policies and procedures and quality improvement planning as well as information regarding their child’s play and learning experiences.
- **To provide** families with opportunities to share information about their child’s strengths, abilities, interests and needs and work in partnership with Educators to foster their learning and development.
- **To provide** opportunities for effective communication and information sharing between families, the SACCS service, the Wellers Hill State School P & C Association as the Approved Provider and the wider community.

Our goals for Educators are:

- **To be actively committed to** the Wellers Hill School Age Child Care Service Statement of Philosophy in all aspects of service operations and practice.
- **To be actively committed to** the Professional Standards for Educators, Code of Conduct and Code of Ethics to guide their practice as Educators.
- **To be actively committed to** the safety, wellbeing and protection of all children and young people.
- **To be actively committed to** supporting quality improvement and the goals of SACCS and the WHSS P & C.
- **To be actively committed to** promoting a positive culture in the workplace and throughout the community.
- **To be actively committed to** collaboration, critical reflection and professional learning and development.

Wellers Hill Parents & Citizens Association

Wellers Hill Primary State School P & C Association is the Approved Provider for Wellers Hill School Age Child Care Service.

P & C meetings provide an opportunity for the association members to discuss what has been happening across the school, fundraising ideas and projects that need to be worked on to improve and develop the best outcomes for the children of Wellers Hill.

Parent participation is encouraged throughout all aspects of the service. A parent Subcommittee supports the staff and Approved Provider.

Members of the Subcommittee must be members of the Wellers Hill P&C Association. The election of Subcommittee members is held at the AGM each year.

Subcommittee meetings have an agenda so that they can be kept short. Items for discussion can be submitted to the Service Manager or a member of the executive of the Subcommittee up until 5 pm the day before the meeting.

Policies and management issues should be directed as outlined in the Grievance policy – Families.

In addition to our Subcommittee meetings, we regularly distribute surveys and welcome feedback and suggestions from families at any time.

Approved Provider - Wellers Hill State School Parents and Citizens Association

President	president_2023@wellershillpandc.com.au
Vice President Business	Currently vacant
Vice President Community	vpcommunity_2023@wellershillpandc.com.au
Secretary	secretary_2023@wellershillpandc.com.au
Treasurer	treasurer_2023@wellershillpandc.com.au

Parents and Citizens Office

Email	pcadmin@wellershillpandc.com.au
Operations Manager	pcadmin@wellershillpandc.com.au

SACCS Contact Details

Phone Number	0473 914 793
Email	All Enquiries saccsadmin@wellershillpandc.com.au
	Permanent Bookings & Cancellations saccsadmin@wellershillpandc.com.au
	Absent notifications and Casual Bookings Xplor Home App
	Vacation Care Bookings Xplor Home App

SACCS Team

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Framework.

SACCS will always have a minimum of two staff onsite during licensed operating hours regardless of the number of children attending. This policy is strictly adhered to and is put in place to protect both the children and our team members.

Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Child Protection Policy. Staff have obtained, and given to the Licensee of the service, a current positive suitability notice under the Working with Children (Risk Management and Screening) Act 2000.

Parent and Citizens Association Executives
(Approved Provider)
Parent and Citizens Association Operations Executives
Service Manager (Nominated Supervisor)
Coordinator/s (Responsible Persons)
Assistant Coordinator/s (Responsible Persons)
Lead Educators (Responsible Persons)
Educators
Administrative Assistant/s

Acknowledgement of Country

In the spirit of reconciliation we acknowledge the Yagera and Turrbal peoples as the Traditional Owners and Custodians for the lands on which we meet, learn and play. We pay our respects to Elders past, present and emerging and acknowledge their continuing connection to lands, water and culture.

Access for Families and Children

SACCS aims to ensure that families have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care for primary school age children aged between Prep and Grade 6. SACCS follows the priority of access guidelines set down by the Australian Government Department of Education.

Inclusion

SACCS supports the principles of equity and justice through implementing inclusive and anti-bias practices. Our aim is to embed equal opportunities and respectful relationships irrespective of nationality, race, religion, gender and/or care needs.

Through inclusive practices, Educators support each child to achieve a strong sense of belonging and achievement and to recognise and challenge bias. Programs and environments which support inclusion and anti-bias will be regularly reviewed and assessed, and changes implemented to address inequalities.

Code of Conduct

As members of the Wellers Hill State School Community we follow the Wellers State School Parent and Community Code of Conduct. Parents/guardians shall be expected to communicate appropriately with all Educators whilst dropping off or collecting their children, or other children as permitted to and from the service. Appropriate communication shall include, but not be limited to appropriate language and a calm and considerate tone. The police may be notified if a parent/guardian conduct within the service is threatening or violent.

Please see the Service Grievance Resolution Procedure on display in the service.

Policies and Procedures

SACCS has an extensive Policy and Procedures Manual which reflects the Philosophy and Goals of our service. Our Policy and Procedures Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector. Policies and procedures are subject to change and to regular review by SACCS and the Parents and Citizens Association.

In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. If you would like further information regarding our policies and procedures please speak with a member of our SACCS team and we will be happy to assist.

Communication with Families

SACCS recognise that everyone involved in Outside School Hours Care is a participant and that to share and take part is fundamental in the development and application of policies, enabling all participants to contribute to the goals of the service.

Families are encouraged to be involved as fully as possible in the management and development of the service they attend. Your feedback is important to us.

We send out regular updates through Xplor Comms as well as through email and we have surveys throughout the year. A confidential grievance procedure for all service users is available.

Please refer to: Communications with Family Policy & Complaints Handling Policy

Enrolment

Wellers Hill School Age Child Care Service (SACCS) uses Xplor Education software to manage enrolments and bookings. New Enrolments for the current year are accepted and processed during term time and are dependent on availability. New Enrolments (and re-enrolments) for the following year are processed in Term 4 each year. All families are required to re-enrol each year to maintain their enrolment at SACCS.

To enrol your child/ren you will need to complete an online Xplor enrolment form. Email saccsadmin@wellershillpandc.com.au with your enquiry and an enrolment link will be provided. Please allow a minimum of 7 days for an enrolment to be processed. Unfortunately, we cannot accept a child without a current enrolment. Should any information provided in the enrolment process change, it is the responsibility of the parent/guardian to notify the service in writing.

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a subsidy available for families to assist with the cost of Education and Care (childcare). Child Care Subsidy eligibility and rates for families are determined by Services Australia (Centrelink). Prior to enrolling, all families are encouraged to contact Services Australia (Centrelink) on 13 6150 to find out more and apply for the Child Care Subsidy (CCS). When enrolling at SACCS, the Primary Carer with Services Australia/Centrelink needs to be listed as the Primary Carer on the SACCS Enrolment and correct CRNs and DOBs provided for parents and child/ren. CCS will not be paid by Services Australia (Centrelink) unless all required steps are completed correctly. Note that CCS entitlements may change if family circumstances change.

Child Care Subsidy (CCS) and Absences

Services Australia (Centrelink) has specific requirements regarding absences and the payment of Child Care Subsidy (CCS). Families are encouraged to access the Services Australia website for information regarding absences, particularly where a child does not attend their first booked session/s of care or their last booked session/s of care.

Before & After School Care Bookings

At SACCS we aim to cater to all families with regards to days needed for care. Bookings can either be on a permanent (same sessions of care each week for a minimum of 8 weeks) or casual basis (occasional or irregular bookings). It helps in our planning for staff and activities if families book children in on regular days according to need. Permanent booking requests can be made at the time of Enrolment. To request a change to a permanent booking (including cancellation of a permanent booking) families should complete the SACCS Booking Request Form, providing a minimum of 14 days' notice.

We understand that some families will require casual bookings. We will accommodate casual bookings where we can however, due to licensing requirements, there may be some days where we will be unable to accept casual bookings. Casual booking requests are made using the Xplor Home app.

Before & After School Care Absences

Absences with less than 7 days' notice- If your child will not be attending a session of care please mark your child as "Absent" on the Xplor Home app. This will be recorded as an "Absence" and the full session fee will apply.

Absences with more than 7 days' notice- If your child will not be attending a session of care please mark your child as "Absent" using the Xplor Home app. This will be recorded as an "Absence" and a Holding Fee will apply.

If your family no longer requires permanent bookings please complete the SACCS Booking Request Form, providing a minimum of 14 days' notice.

Vacation Care Bookings

Our Vacation Care program is released 2 weeks prior to the school holidays. All bookings for Vacation Care are made using the Xplor Home app. Please note that additional fees apply for Incursions and Excursions days. We are unable to accept Vacation Care bookings if there are outstanding fees.

Vacation Care Cancellations & Absences

Cancellations with less than 7 days' notice- If your child will not be attending a session of care please mark your child as Absent on the Xplor Home app. This will be recorded as an "Absence" and the full session fees applies.

Cancellations with more than 7 days' notice- If your child will not be attending a session of care please mark your child as Absent using the Xplor Home app. This will be recorded as an "Absence" and a Holding Fee will apply.

Allowable or Approved Absences will be used for all other instances, including absences due to illness without medical certificate.

For more information Parents/Guardians should refer to the current SACCS Fee Schedule.

Using the Xplor Home app

Casual Bookings for Existing Families on Xplor Home App

1. Sign into the Xplor Home App
2. Under 'Bookings' select the + sign in the top right-hand corner
3. Select "Booking"
4. On the calendar, select the day you want to make a casual booking
5. Select the correct session you wish to book
 - a. Before school care for morning care during term time
 - b. After School Care for afternoon care during term time
6. You can then select another day if you wish to make multiple casual bookings and repeat the same steps
7. Once you have selected all days and the correct session for each day, click on the cart icon in the top right-hand corner (**DO NOT SELECT "REQUEST A SPACE"**)
8. Ensure the bookings are correct
9. Press "Request" in the bottom right-hand corner
10. Go back to the bookings page to check that your booking has appeared on the day requested. If it has not, please email saccsadmin@wellershillpandc.com.au

Marking Absences in the Xplor Home App

1. Select day that your child will be absent
2. Click on the booking that your child will be absent for
3. Click on "Absent" (**DO NOT SELECT "HOLIDAY"**)
4. Click "Request"
5. You will receive a notification once administration has confirmed the absence

Arrivals & Departures

SACCS has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

No child will be admitted prior to opening time due to legal restrictions. All children are to be signed in and signed out on the Kiosk/iPad by the parent/guardian or other person whom the parent/guardian has nominated on the Enrolment Form.

When the authorised person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorised person. The service is unable to take responsibility for children who are not booked in and/or signed in correctly to the service.

If a child booked into SACCS for After School Care has not arrived within a reasonable timeframe, the service staff will contact parents/guardians and emergency contacts to locate the child. If no contact is made via emergency numbers, the Police and/or Department of Child Safety may be contacted.

If a person is to collect a child who has not previously been nominated on the Enrolment Form i.e. in the case of an emergency, the parent or guardian must give permission by email for an alternative person to collect the child. The parent/guardian must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

Late Collection

The closing time of SACCS is 6.00pm. We ask that families are mindful of ensuring children are collected by this time. If there has been an emergency, please contact the service as soon as you are aware that there may be a problem with the on-time collection of your child/ren.

If, at closing time, children have not been collected, the service will make contact with the family through parent/guardian contact numbers and the emergency contact numbers if required. Emergency services will be contacted if the service is unable to make contact with the family.

Parents/Guardians who collect their children after 6.00pm will incur a late fee. This fee is further outlined on the SACCS Fee Schedule.

Fees and Overdue Fees

We provide a quality service to families at an affordable price. SACCS fees are based on the annual budget required for the provision of high-quality childcare that is in keeping with our Philosophy, Goals and Policies and Procedures.

Parents/Guardians will be notified of any changes. Statements will be regularly issued to families detailing information as required by Australian Government Department of Education Child Care Subsidy Handbook.

Statements are emailed each Tuesday to the nominated email address of the Primary Carer. Fees are billed in arrears and payment is accepted via XPay, the Direct Debit option available through Xplor. If families do not receive an emailed statement, it is the Parents/Guardians responsibility to inform the Service as non-receipt of statement will not be accepted as a reason for non-payment of an account. Families experiencing financial difficulty should contact service management to discuss payment plan options.

If there are outstanding fees-

- A written notification (text message and/or email) will be sent to the Primary Carer. A \$20 administration charge will be levied on your account.
- If, after a further 7 days (Day 7), no arrangements have been made for payment, the Parent/Guardian will be contacted in writing (by email) with a requested payment date. Further, the Parent/Guardian will be informed that continued enrolment is dependent on the payment of outstanding fees and charges. A further \$20 Overdue Fee will be levied on your account.
- If, after a further 7 days (Day 14), payment has not been received, the Approved Provider may, at its discretion, exclude the child from attending the service. A cancellation letter will be sent.
- If, after a further 7 days (Day 21), payment has not been received, the overdue account will be referred to a debt collection agency, which involves releasing private information.

The Approved Provider reserves the right to indefinitely suspend the care provided for families issued with more than three final letters in one calendar year.

Payments are recorded on parent statements as required by the Department of Education, Employment and Workplace Relations (DEEWR) Child Care Service Handbook. A copy of which is held in the Service for access by parents and other genuinely interested persons.

National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, quality standards, quality improvement and assessment for Education and Care services across Australia. Within the National Quality Standards (NQS) there are 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

The implementation of the National Quality Framework is overseen by Australian Children’s Education and Care Quality Authority (ACECQA), an independent national authority that assists governments, including the Queensland Office of Early Childhood Education and Care (OECEC), in administering the requirements of the NQF. Information regarding the National Quality Framework and National Quality Standards is displayed at SACCS and regularly included in service newsletters and communications. Families are also encouraged to view the information available on the ACECQA and OECEC websites to learn more. The Office for Early Childhood Education and Care can be contacted by phone (07 3028 8063) or email (metrosouth.ecec@qed.qld.gov.au) for more information.

Wellers Hill School Age Child Care Service (SACCS) has a service approval from the Office for Early Childhood Education and Care to provide Education and Care for up to 300 children per session. As a licensed Education and Care service, SACCS must comply with the Act and Regulations in relation to the activities, experiences, programs, staffing and a range of other legislative requirements to ensure the provision of high quality care. This includes the development of a Quality Improvement Plan (QIP) that is regularly reviewed and updated to support the future improvement at the service.

My Time, Our Place - Approved Learning Framework

My Time, Our Place is the National Learning Framework for School Age Care in Australia and has been developed to guide Educators in providing rich and meaningful play and learning experiences for school age children in Education and Care services. The principles outlined in the United Nations Convention on the Rights of the Child are embedded throughout the Framework, highlighting the importance of play, education, relaxation, identity, family, culture and the right for children to be active participants in all matters that affect their lives.

The Framework puts children’s learning and wellbeing at the core and includes three overarching themes; Being, Belonging and Becoming. Within the Framework there are a number of Principles, Practices and Outcomes to guide Educators, children and families in working collaboratively to develop and implement play and learning experiences that build on children’s strengths and interests and enrich and celebrate children’s lives.

Our Programs

Our experienced team of SACCS Educators plan and deliver a variety of age-appropriate play and learning experiences for each session of Before School Care, After School Care and Vacation Care. These experiences are based on children's interests and are designed to support each child's social, emotional, intellectual, creative and physical development. Our Educators are responsive to children's ideas and encourage spontaneous child-initiated and child-led experiences throughout all aspects of our program. Opportunities for unstructured and quiet play are also provided, including areas for rest and relaxation.

Junior, Middle and Senior programs are available during After School Care and Vacation Care to cater to each of our age groups. Our Before School Care, After School Care programs and Vacation Care programs are emailed to families each week and are also displayed at the service for children and families to view. Popular play and learning experiences at SACCS include outdoor games and sports, loose parts, art, craft, music, cooking, construction, card games, board games, puzzles and reading. During Vacation Care the children enjoy a variety of excursions and incursion experiences in addition to programmed activities at the centre.

Our SACCS Educators celebrate children's play and learning experiences and share these with children and families through documentation recorded in the Xplor Playground app. We always welcome suggestions and feedback from children and families and include these ideas in our programs wherever possible.

Our Routines

Before School Care

Before School Care operates from 6:50am each morning with children being walked into the centre and signed into SACCS on arrival by a parent or guardian. Children wash their hands and choose where they would like to spend their morning. Breakfast is available from 7:00am-8:00am each morning during Before School Care and children who wish to have breakfast are encouraged to do so before participating in other activities. Popular options during Before School Care include craft, games and activities in the SACCS Room, games in the Hall and outdoor games and activities at the playground. At the end of Before School Care children are supported to get ready for school with children in Prep and Year 1 being walked to their designated areas by Educators.

After School Care: Prep (Juniors)

Prep children are collected from their classrooms at 2:45pm by an Educator and signed into SACCS. Children are taken to bathrooms for toilets and handwashing. Children move to their afternoon tea area to enjoy a variety of healthy snacks including fresh fruit, vegetables, crackers and sandwiches. Following afternoon tea the children participate in afternoon messages and choose where they would like to play during the afternoon. Children move to their play and learning areas to enjoy our After School Care activities. Popular options for children in Prep include the Junior Playground (Double Playground) and craft and games in the SACCS room. All children are encouraged to apply sunscreen before starting afternoon activities.

After School Care: Year 1 (Juniors)

Educators meet Year 1 children at the meeting area below the Year 1 classrooms at 3:00pm. Year 1 children wash their hands and are signed into SACCS. Children move to their afternoon tea area to enjoy a variety of healthy snacks including fresh fruit, vegetables, crackers and sandwiches. Following afternoon tea the children participate in afternoon messages and choose where they would like to play during the afternoon. Children move to their play and learning areas to enjoy our After School Care activities. Popular options for children in Year 1 include the Junior Playground (Double Playground) and craft and games in the SACCS room. A quiet area is also offered for homework each afternoon. All children are encouraged to apply sunscreen before starting afternoon activities.

After School Care: Year 2 & 3 (Middles)

Children in Year 2 & 3 meet at the Large Fake Grass area to get signed in, wash their hands and enjoy afternoon tea. Following afternoon tea the children participate in afternoon messages and choose where they would like to play during the afternoon. Children move to their play and learning areas to enjoy our After School Care activities. Popular options for children in Year 2 & 3 include the Bottom Playground and Oval, loose parts and farming outside the Hall, construction and games in the Hall and craft activities in End Room. A quiet area is also offered for homework each afternoon. All children are encouraged to apply sunscreen before starting afternoon activities.

After School Care: Year 4, 5 & 6 (Seniors)

Children in Year 4, 5 & 6 wash their hands in the bathrooms then meet at the Small Fake Grass area to get signed in and enjoy afternoon tea. Following afternoon tea the children participate in afternoon messages and choose where they would like to spend their afternoon. Children move to their play and learning areas to enjoy our After School Care activities. Popular options for children in Year 4, 5 & 6 include Top Playground and Top Oval, sports and games in the Hall and games, art and relaxing in Senior Space. A quiet area is also offered for homework each afternoon. All children are encouraged to apply sunscreen before starting afternoon activities.

Vacation Care

Our Vacation Care program operates from 7:00am-6:00pm with breakfast available from 7:00am-8:00am each day. Children enjoy a wide variety of play and learning experiences during Vacation Care and routines are adjusted accordingly. Where possible, outdoor games and activities are programmed for the cooler parts of the day (before morning tea and after afternoon tea) with indoor activities being enjoyed during the middle of the day. Excursions and incursions are popular activities during Vacation Care and families are encouraged to book early for these days. Swimming days are also popular in Summer with children in all age groups having the opportunity to participate in activities at the pool. Children should wear enclosed shoes, a sunsafe hat and sunsafe clothing to Vacation Care each day and bring their morning tea, lunch and a refillable water bottle.

Meal times at SACCS

SACCS provides a healthy breakfast from 7:00am-8:00am each morning and a range of healthy afternoon tea options each day. Water is available to children at all times. Our menu is on display at the service and is also emailed to families. Menus are regularly reviewed and updated.

SACCS follows the Smart Choices guidelines; encouraging and promoting the health and wellbeing of children through a healthy, nutritious and culturally appropriate diet. Our Educators encourage positive experiences during meal and snack times where healthy habits are fostered. Parents/Guardians are encouraged to participate in this approach to nutrition by packing healthy meals and snacks for their children.

SACCS is a nut aware zone. It is requested that families are mindful of food brought from home and do their best to ensure there are no nuts present as a number of the children attending have severe allergies.

Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with our team.

Environment and Facilities

SACCS utilises a number of play and learning spaces throughout the school grounds including the playgrounds and ovals, fake grass areas, the Hall and the SACCS Room. These spaces are licensed, under the Education and Care legislation, as approved play and learning spaces for the exclusive use of SACCS during SACCS operating hours. There is a Hire Agreement in place between the Wellers Hill P & C and Wellers Hill State School that documents this approval.

Children regularly enjoy a wide variety of play and learning experiences outdoors including games, sports and activities on the playgrounds and ovals. Indoor spaces including the SACCS Room and Hall are popular spaces for games, craft and construction activities with a rest and relaxation area also provided in the SACCS Room. SACCS takes pride in the available facilities and ensures a high level of hygiene and cleanliness is maintained.

Supervision

Our team actively supervise children at all times, looking for opportunities to build meaningful relationships and foster positive play and learning experiences for all children.

Educators will be aware of the different ages, personalities, behaviour and characteristics of the children in their care and, through professional training and experience, have a well-developed understanding of how children interact, communicate and play with one another. Educators will establish safe play and learning environments and will utilise effective supervision strategies to maximise children's enjoyment and engagement in our SACCS program. This combination of listening to and watching children play, being aware of the environment and its potential risks, the weather conditions, the time of day, managing small and large groups of children and an understanding of child development, including theories about how children play, ensures a positive play and learning environment for all children at SACCS.

Positive Behaviour for Learning (PBL) & Play!

Our SACCS Educators promote a safe, supportive and positive play and learning environment for all children, families and staff. Our expectations at SACCS are aligned with school and community expectations and Educators regularly discuss these expectations with children. These expectations and the Wellers Hill State School Community Code of Conduct are displayed throughout the service for all children and families to view. Educators use positive encouragement and 'Star Tickets' to celebrate success with following these expectations.

SACCS recognises the differing ages, abilities and developmental needs of each child and Educators work with children and families to develop individual support plans where appropriate. It should be noted that the safety of children, families and Educators is our highest priority and SACCS is unable to provide care when there are safety concerns regarding aggressive behaviour or a risk of absconding. If either of these behaviours occurs during a session of care, parents/guardians (and emergency contacts if required) may be contacted to arrange collection of their child with future bookings also suspended until safety concerns can be satisfactorily addressed. If families have any concerns regarding behaviour these must be discussed with SACCS staff. Families are not to approach other children and/or families to discuss concerns regarding behaviour.

Illness & Accidents

In the event of illness or injury to a child, a first aid qualified staff member will provide appropriate first aid. If medical assistance is required, parents will be contacted and if necessary, the child will be accompanied by ambulance to the nearest hospital.

Child Diagnosed with a Medical Condition

SACCS recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

Families are to provide all medical condition information and management plans at enrolment or upon diagnosis and these must be renewed annually. Medications must always be labelled by the chemist and kept current and provided directly to a member of the SACCS management team only.

Toileting

SACCS recognises that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. SACCS seeks to ensure that the children's health and safety with personal hygiene is supported while protecting their dignity and safety.

Children who are frequently troubled with personal hygiene and toileting needs shall be requested to bring spare clothes. Parents/Guardians of children who require regular assistance with toileting may be requested to provide support to staff to ensure the situation is appropriately handled.

Sun Safety

Children, staff and volunteers are encouraged 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. This sun safety policy follows guidelines recommended by Queensland Cancer Council. This will be reflected in the timing of outdoor activities, which will be kept to a minimum during the hours of 10.00am and 3.00pm.

SACCS has made a commitment to the best possible sun smart practices by supplying SPF 50 broad-spectrum water-resistant sunscreen for all children attending. The brand of sunscreen supplied by the service is available for Parents/Guardians to view. Children will be reminded to apply sunscreen appropriately and regularly. Children without adequate sun protection must play indoors or in shaded areas only.

Please refer to: Sun Safety Policy

Clothing for Children

During Before School and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable sun safe clothing (covered shoulders, no singlet tops) which will enable them to participate in activities. Children are required to wear sun safe hats (bucket hats, broad brimmed hats, legionnaires hats) in accordance with the Sun Safe Policy (no caps or visors). Enclosed footwear must be worn at all times. Please pack a change of clothes if you feel your child may need them (especially for Prep children). All belongings must be clearly labelled.

Personal Effects

We supply a range of appropriate activities for children limiting the need for personal belongings to be brought from home. We cannot guarantee the safety of any personal items. In line with Education Queensland policy, electronic communication devices (mobile phones, smart watches) should be submitted to a management team member upon arrival at the service. We have a telephone on which parents/guardians can contact us at any time.

Please refer to: Use of Technology Policy

Extra Enrichment Activities

If a child is required to attend activities within the school grounds during SACCS operating hours, written authority must be given prior to the commencement of the activity by the parent/guardian only. SACCS will not permit a child to leave the service unaccompanied to attend an external activity unless an online Extra Enrichment Activity Permission Form detailing time of departure and indicating a release of duty of care, has been completed by the parent/guardian.

Homework

We provide an area for children to complete homework while at SACCS and our Educators provide support and encouragement for children who are completing homework activities. Please inform our team if you would like your child to participate in homework time. Homework is offered in addition to programmed activities. Please note that staff are unable to sign off on children's homework.

Use of Photos

Your child may be photographed while participating in a range of play and learning experiences at SACCS. These images are used by our Educators when documenting children's learning through the Xplor Playground app and may also be displayed at the centre. The children often take great pride in having their learning experiences documented and enjoy sharing these experiences with family and friends.

If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents/guardians will be consulted and be required to give written permission for this to occur.

Excursions

During Vacation Care SACCS includes excursions as a valuable part of our overall program. Excursions provide enjoyment, challenge, new experiences and a meeting point between the service and the wider community.

Thorough planning, including the completion of risk assessments, is completed and submitted to the Wellers Hill P & C Executive Team (as the Approved Provider) for approval prior to excursions taking place. This documentation is available at SACCS for families to view. Additional safety precautions in place during excursions include lower Educator to child ratios and SACCS wristbands and SACCS excursion shirts for the children to wear. Parents/guardians are required to sign a permission form prior to children attending an excursion. Please note that SACCS is unable to provide alternative care at the service on excursion days.

Babysitting

The service does not encourage or endorse Educators and parents entering private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

Volunteers & Students

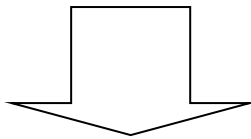
Volunteers are a valued and integral part of SACCS. From time-to-time SACCS accepts students from local schools, TAFEs and universities as volunteers.

SERVICE GRIEVANCE RESOLUTION PROCEDURE

To assist us in ensuring that all grievances and complaints are addressed, investigated fairly and documented in a timely manner we ask that all educators, families and visitors following this procedure if you have a concern or complaint you wish to raise.

If you have a concern you wish to raise you should;

Raise your concern in a calm manner with the person with whom you have the grievance-

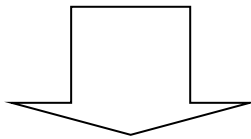


If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Raise the concern with the Nominated Supervisor at the Service-

Claire Ravenswood

saccsadmin@wellershillpandc.com.au

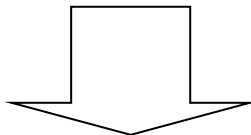


If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Contact the Operations Manager-

c/o-

pcadmin@wellershillpandc.com.au

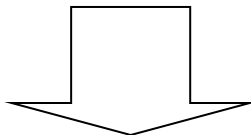


If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Contact the Approved Provider (P & C Executive: President)-

Nicole Clifford

President_2023@wellershillpandc.com.au



If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Contact the Regulatory Authority Listed Below

Department of Education- Early Childhood Education and Care MetroSouth

Telephone (07) 3028 8063

Email: metrosouth.ecec@qed.qld.gov.au

Family Support Services

Services Australia - www.servicesaustralia.gov.au

Family & Child Connect – 13FAMILY or www.familychildconnect.org.au

Health advice - 13 HEALTH or call 13 43 25 84 (24 hour)

Raising Children Network - www.raisingchildren.net.au

Lifeline - 13 11 14 Text: 0477 13 11 14 www.lifeline.org.au 24/7 support

Beyond Blue - www.beyondblue.org.au

Headspace – www.headspace.org.au

Kids Helpline – 1800 55 1800 24/7 support

Family Relationships - www.familyrelationships.gov.au

Family Inclusion Network – www.finseq.org.au

Friend Line – 1800 424 287

Little Dreamers – www.littledreamers.org.au

SANE Australia – 1800 187 263 (10.00am to 10.00pm Monday to Friday)

Women’s Info Link – 1800 177 577

Men’s Line – 1300 789 978

Domestic Violence Support – 1800RESPECT (1800 737 732)

Relationships Australia – 1300 364 277

Queensland Human Rights Commission – 1300 130 670

PPP (Positive Parenting Program) – www.triplep.net/glo-en/home

Smiling Mind - www.smilingmind.com.au

Kyabra Runcorn – www.kyabra.org

Types of early childhood services - www.qld.gov.au/families/babies/childcare/types

Approved care types - www.education.gov.au/early-childhood/about-early-childhood-education-and-care-australia/approved-care-types

Starting Blocks (alternate care options) – www.startingblocks.gov.au

In Home Care - www.education.gov.au/early-childhood/about-early-childhood-education-and-care-australia/approved-care-types/home-care

Wellers Hill State School – 07 3249 1333 (Guidance Officer, Chaplain)

