

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



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SACCS Statement of Philosophy

Wellers Hill School Aged Child Care Service

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 education 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 value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. We acknowledge Jagera and Turrbal people as the traditional owners of the land our service is located, the long history of the land and we recognise the care they gave the land before us.

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.

‘To provide an outstanding quality of care’

Our goals are to encourage and support children to:

- **Have a strong sense of identity** – The service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – The service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives. The service supports children to become socially and environmentally responsible citizens of this land and of the world by implementing ongoing sustainability practices, diverse cultural awareness and connection to the land.
- **Have a strong sense of wellbeing** – The service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – The service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories. Educators collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – The service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Our goals for families are:

- **To provide** affordable care for the children of Wellers Hill School Age Child Care Service and children from the local school’s community, including school vacations and pupil free days.
- **To assure** families that their children will be in a safe and healthy environment, where their intellectual, emotional, social, and physical needs will be met by developmentally appropriate suggested and spontaneous activities and experiences, including expressive art, construction, active and imaginative play, sports, music, cooking, craft stories creating and reading that help children develop further their knowledge and skills.
- **To provide** two-way communication between families, School Age Child Care Service employees, Management Committee and Approved Provider.
- **To ensure** that families are always well informed about the program and their children’s individual experiences and learning progress by offering them an access to their children files and by displaying the weekly activities planning, vacation program, regular display of children craft, photos, list of the new Play and Learning stories, Theme of the weeks and children participation as well as through formal and informal meetings and discussions.
- **We keep** up to date information to ensure that our employees are well informed about the children’s home experiences and family values. This information enables families and our employees to work as partners in meeting the diverse needs of the children in our diverse community.

Our goals for Educators are:

- **Continue** improving their professional knowledge and skill
- **Fulfil** their professional development plans
- **Continue** with the ongoing culture of professional inquiry
- **Continue** with the critical reflection on their practices
- **Continue** providing a positive working environment
- **Continue** adhering to the service Child Risk Management Strategies

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.

The 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 Sub-Committee supports the staff and Approved Provider.

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

Sub-committee 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 sub-committee up until 5 pm the day before the meeting.

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

We continually review all aspects of the service such as Policies and Procedures for which we ask for families and staff to participate in a number of ways, including committees and surveys.

Weller Hills State School Parent and Citizens Association Approved Provider

President	president@wellershillpandc.com.au
Vice President SACCS	vpsaccs@wellershillpandc.com.au
Vice President Community	vpcommunity@wellershillpandc.com.au
Secretary	secretary@wellershillpandc.com.au
Treasurer	treasurer@wellershillpandc.com.au

Parent and Citizens Office

Phone Number	07 3162 1965
Email	pcadmin@wellershillpandc.com.au
Operations Manager	opsmanager@wellershillpandc.com.au

SACCS Contact Details

Phone Number	0499 000 758
Email	All Enquiries saccsadmin@wellershillpandc.com.au
	Absenteeism and Casual Bookings Xplor Home App
	Vacation Care Bookings Xplor Home App
	Permanent Bookings & Cancellations saccsadmin@wellershillpandc.com.au

SACCS Staff Structure

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 the staff 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
Assistant Coordinator (Responsible Persons)
Lead Educators (Responsible Persons)
Educators
Administrative Assistant

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 & Procedures

SACCS has an extensive policies and procedures manual which reflects the Philosophy and Goals of our services.

Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector.

If you require a copy, please speak with your service Coordinator. In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. You are encouraged to read the full Policy and Procedure Manual upon enrolment. Policies and procedures are subject to change and to regular review by SACCS and the Parents and Citizens Association.

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 to your email and 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

To enrol your child/ren you will need to register and complete an enrolment form. Email saccsadmin@wellershillpandc.com.au with your enquiry and a booking form will be provided.

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 or casual basis. 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 families should email SACCS at saccsadmin@wellershillpandc.com.au, providing a minimum of 7 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 email SACCS (with a minimum of 7 days' notice) at saccsadmin@wellershillpandc.com.au.

Vacation Care Bookings

Our Vacation Care program is released 3 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.

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 detailed 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 and 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 comment box
 - a. For Before school care absence type "BSC"
 - b. For After School Care absence type "ASC"
 - c. If child absent for both Before and After School Care type "BSC & ASC"
4. Click "Request"
5. You will receive a notification once administration has confirmed the absence

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 special 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.

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.

Please refer to: Medical Conditions Policy.

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. Our preferred payment option is direct bank transfer weekly.

Families must provide an email address for Statements to be sent. Statements are issued on a Tuesday for the current week and a week in advance and emailed to the nominated email address. Fees will be payable by the end of the first week of the billing cycle. If families do not receive an account it is the Parents/Guardians responsibility to inform the Service staff, meaning non receipt of statement will not be accepted as a reason for non-payment of an account.

Acceptable methods of payment are:

Direct Deposit: (preferred option)

Commonwealth Bank

BSB Code 064101

Account Number 1001 8879 (Please put your name or your child's name as the reference)

Cheque: Payable to Wellers Hill SACCS; or

Families having trouble paying fees should speak with the Coordinator. In extreme circumstances payment plans and alternatives may be established.

All fees are due a week in advance and invoiced on each Tuesday. All current fees are due by 9am on Monday morning for the current week.

If there are outstanding fees:

- A written notification on behalf of the Management Committee will be sent by the bookkeeper of the Service. This will be in the form of a reminder note on your statement. A \$10 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 SACCS bookkeeper on behalf of the Management Committee. In this final letter, the terms of payment will be discussed, and you will be informed that continued enrolment is dependent on the payment of outstanding fees and charges. A further \$10 Overdue Fee will be levied on your account.

- If, after a further 7 days (Day 14), payment has not been received, the Management Committee 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 Management Committee reserves the right to indefinitely suspend the care provided for families issued with more than three final letters in one calendar year

A payment is incorporated in your statement detailing all the requirements according to 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).

Accepted payment method direct debit or internet transfer.

Late Collection Fees

Payable Closing time of SACCS is 6.00pm. We ask that you are mindful of staff commitments outside of work and ensure your child is collected before 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.

If at closing time children have not been collected or parents/guardians have not planned for collection by normal closing time, they will be contacted on the most recent numbers and if necessary, emergency numbers provided.

If no contact is made via emergency numbers advice will be sought from the SACCS Coordinator who will contact the approved provider to establish next steps.

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

Please refer to: Fees and Charges Policy

Access for Families & 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 primarily provide care for primary school age children aged between Prep and Grade 6 but we are able to provide care for high school children up to 12 years old. SACCS follow the priority of access guidelines set down by the Australian Government Department of Education.

Please refer to: Access Policy

Child Care Subsidy (CCS)

Child Care Subsidy is a payment made for families to assist with the costs of childcare. Australian residents using childcare provided by approved childcare services may receive CCS.

All families must have a MyGov account that is linked to their Centrelink account.

There are three factors that will determine families' level of CCS.

1. Combined Family Income

2. Activity Test

3. Service Type

When families are completing the above three steps, they will also be asked to confirm enrolment with current provider. Families must also log back on to their MyGov account and confirm their booking pattern with the provider. All possible booking requirements must be confirmed by the parent.

Until days required are confirmed FULL FEES must be paid. CCS will only be paid directly to providers and passed on as a fee reduction.

SACCS requires a correct CRN and Date of Birth for the Account Holder and child/ren under Account Holder care to be able to complete a CCS Enrolment to ensure fee reductions are applied. It is the Account Holder responsibility to provide these details. In cases where Accounts are not able to be linked, full fees will be required to be paid, or the families are able to postpone the commencement of enrolment until such time that fee reductions can be applied.

Please note once all details are confirmed, CCS eligibility may only be back dated 28 days determined by CCMS/Centrelink. Childcare Subsidy entitlements may change throughout enrolment if family income, work activity or immunisation records change.

Approved and Additional Absences from the service will be charged in accordance with the Australian Government Department of Education Child Care Service Handbook.

Each child is allowed 42 absences, including public holidays, per financial year.

- One Before School Care session = one absence
- One After School Care session = one absence
- One Before and After School session on the same day = one absence.

These days do not require supporting documentation.

Additional absences may have Child Care Subsidy paid for if supporting documentation is provided that indicates:

- An illness (with medical certificate)
- An outbreak of infectious disease when the child is not immunised
- Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate)
- A temporary closure of a school or pupil free day
- A period of local emergency
- Exceptional circumstances.

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained if more than 42 absence days are used.

It is important to note that the 42 allowable absences relate to each child. Meaning, if there is a shared custody arrangement and two accounts with the service, both parents/guardians are only entitled to 42 days combined for the one child and not 42 days for each parent/guardian. Cumulative absence totals are noted on family fee statements as well as being available to parents online via the Centrelink website (www.humanservices.gov.au).

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 by the parent/guardian/staff member 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 will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door.

If a child booked in to SACCS for After School Care has not arrived within a reasonable timeframe, the Coordinator and staff will contact families.

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.

Please refer to: Arrivals and Departure Policy

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.

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.

Our Program

National Quality Framework

SACCS work with the National Quality Framework in their everyday practice. The National Quality Framework aims to improve the quality and consistency of education and care services through key legislation and standards.

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

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

SACCS have a service approval by the State Office for Early Childhood Education and Care under the Education and Care Services National Law Act and Regulations.

Service must comply with the Act and Regulations in relation to requirements relating to activities, experiences and programs, numbers of staff members and children and staff members' qualifications.

The Office for Early Childhood Education and Care can be contacted via Telephone: (07) 3028 8063 or Email: metrosouth.ecec@qed.qld.gov.au. More information may also be found on their website.

Approved Learning Framework

The [My Time, Our Place – Framework for School Age Care in Australia](#) is about making care services for school aged children better.

The framework helps care services to develop opportunities for school aged children to participate in leisure and play-based activities that respond to their needs, interests and choices.

My Time, Our Place is part of the Australian Government's [National Quality Framework](#) which is about ensuring children receive a high standard of education and care.

It is one part of the picture that will help Australia realise the Council of Australian Governments (COAG) vision that will see 'all children have the best start in life to create a better future for themselves and for the nation'. The Framework puts children's wellbeing and learning at the core and comprises three inter-related elements:

1. Principles, Practice and Outcomes

All three elements are fundamental to pedagogy and program decision-making in school age care. A school age care program encompasses all the interactions, experiences, routines and events, planned and unplanned, which occur in an environment designed to support wellbeing and foster children's learning and development.

The emphasis in the Framework is on the planned or intentional aspects of the program which includes supporting spontaneous play and leisure experiences initiated by children.

Children are receptive to a wide range of experiences. What is included or excluded from the program affects how children learn, develop, and understand the world. Working in collaboration with children and in partnership with families, Educators use the Outcomes to guide their planning for children's wellbeing and learning. In order to engage children actively in learning, Educators identify children's strengths and interests, choose appropriate strategies and design the environments.

The Framework supports a model of program decision-making as an ongoing cycle. This involves Educators drawing on their professional knowledge, including their in-depth knowledge of children. In collaboration with children and families, Educators carefully evaluate to inform further planning.

2. Programming

SACCS plan, design and provide tailored programs catering to the children's age, skill, interests, and abilities through a variety of challenging and recreational activities. Service programs are also designed in accordance with the NQF and the My Time, Our Place Framework.

In developing programs, SACCS services recognise the importance of an understanding of early/middle childhood and play in the development of children. Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative, and recreational potential and that are developmentally appropriate.

The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences. In accordance with the National Quality Framework, observations are taken of the children to aid in the programming evaluation cycle. These observations are not intended to act as anything other than a programming tool.

The weekly program is displayed at the service for children, families and staff to view. The SACCS management team will happily discuss any aspect of the program with interested Parents/Guardians. Family surveys are conducted to convey Parents/Guardians' and children's thoughts and input into the program.

3. Daily Routines

A variety of supervised activities will be planned for each day of Before, After School and Vacation Care (e.g., cooking; painting; clay work; crafts; music; outdoor activities).

Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop each child's social,

emotional, lingual, physical, intellectual, social, creative, and recreational potential and that are developmentally appropriate.

The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community.

These procedures vary on excursion days. Parents must read each vacation care program for notification of the excursion destination, duration of the excursion, departure, and arrival times and if there are any special requests for children to bring with them.

Daily routine in Before School Care

6:50: Centre opens. Child/Children are signed in by their parents on their arrival and directed to go and play indoors.

6:50 - 8:20: Children participate in supervised play activities in a variety of play areas across the service and are offered a variety of games, craft, skipping, etc. Breakfast is served from 7.00am to 8:00am.

8.20 - 8.30: Grade 2 – 6 go to Large Fake Grass and are signed out and sent to school. Prep and Grade 1 are signed out inside the SACCS room and walked to their classroom by educators.

8:30: SACCS closed

Daily routine in After School Care Time

2:40: Prep children collected from classrooms by an Educator, taken to bathroom and handwashing. Prep children are signed in and then afternoon tea is served. A variety of healthy snack options, fruit and vegetables are offered.

3:00: Grade 1 students are picked up from their classrooms by an educator and Grade 2 – 6 children arrive at SACCS. Children are signed in on arrival.

3.00 – 3.20: Afternoon tea is served. A variety of healthy snack options, fruit and vegetables are offered.

3:20 - 3:30: Educators convey messages and may discuss children's experiences, yarning circles or show and tell time. Afternoon activity choices and play spaces are discussed.

3:30: Children and educators move to activities: activities include but is not limited to pre-organised and spontaneous activities such as: craft; cooking; sport; dancing; adventure playground; loose parts; building constructions, garden activities, homework; games; and child-initiated activities.

5.30: The remaining Educators and children move up to the SACCS room and participate in quiet activities.

6:00: SACCS closed

Daily routine in Vacation Care and Pupil Free days (non-excursion days)

7:00: SACCS open with Educators on the premises ready to greet children and parents on their arrival.

7:00 – 8:00: Spontaneous play options are offered inside the SACCS room and in the hall for children and breakfast is served from 7:00 – 8:00am

8:00 – 10:00: Organised outdoor activities including but not limited to: sport, organised games, playground games, team building games, drama, craft, creative play, dance, music & child initiated activities

10:00 – 10.30: Morning Tea Break

10:30 - 12:30: Organised activities including but not limited to: sport, organised games, playground games, team building games, drama, craft, creative play, dance, music & child initiated activities

12:30 – 1:00: Lunch Break

1:00 - 3:00: Organised activities including but not limited to: sport, organised games, playground games, team building games, drama, craft, creative play, dance, music & child initiated activities

3.00 – 3.30: Afternoon tea is served in undercover

3:30 – 5:00: Organised outdoor activities including but not limited to: sport, organised games, playground games, team building games, drama, craft, creative play, dance, music & child initiated activities

5:00 – 6:00 Free time/group games in one area.

6:00 SACCS closed

Positive Behaviour Support

Families, staff and children all have roles to play, as detailed in the Behaviour Management Policy. SACCS recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying appropriate behavioural support measures (in keeping with community standards);
- Using consistency and compassion;
- Always respecting the dignity and individual uniqueness of the child; and
- Following the other principles set out in the Philosophy Statement of SACCS.

Parents are requested not to approach other children and families within the service. Parents/Guardians are responsible for their child's behaviour while on the premises, but the rules of the service still apply. If a staff member observes a child needing additional guidance, they will discuss the behaviour with the child.

Please refer to: Behaviour Management Policy

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 will be clearly displayed for Parents/Guardians. Children will be reminded to apply sunscreen appropriately and regularly. Children without adequate sun protection must play indoors or shade 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 which will enable them to participate in activities.

Please pack a change of clothes if you feel your child may need them. Clothing should comply with sun safety guidelines e.g. shoulders covered.

Hats will be worn in accordance with the Sun Safe Policy. We recommend the wearing of legionnaire or broad brimmed style hats. Appropriate footwear must be worn at all times. Closed in shoes like sneakers must be worn to the service.

All belongings must be clearly named.

Environment & Facilities

SACCS take pride in their facilities and ensure a high level of hygiene and cleanliness is maintained. Staff endeavour to create a safe, secure environment where children feel welcome and at ease.

SACCS services provide space for children to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, for instance construction, art and craft, board games or dramatic play.

Excursions

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

Maximum safety precautions will be maintained. This will include the undertaking of a risk assessment, requiring all parents/guardians to sign a permission form and providing all children with an excursion shirt to help identify them on the excursion.

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 Extra Activity Permission Form detailing time of departure, indicating a release of duty of care has been provided by the parent/guardian.

Food

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

By adhering to the Smart Choices guidelines, SACCS encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment.

Parents/Guardians are encouraged to participate in this approach to nutrition by packing healthy meals and snacks for their children. SACCS provides breakfast and a snack for afternoon tea for the children during Before School, After School and Vacation Care.

Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. Water is available to children at all times. Service menus get assessed and reviewed on a regular basis.

Homework

SACCS will supply time, space and supervision by staff for children to do their homework if they wish. Please inform staff if you require your child to participate in homework time.

Staff are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Staff are unable to insist or force children to complete homework tasks.

Personal Effects

We supply a range of appropriate activities for our children limiting the need for personal belongings to be brought from home. We cannot guarantee the safety of any personal items. For security purposes children's electronic devices should be submitted to the coordinator upon arrival to the service. We have a telephone on which parents/guardians can contact us at any time.

Please refer to: Use of Technology Policy

Supervision

Active supervision requires focused attention and intentional observation of children at all times.

It is a 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.

Educators will be aware of the different ages, personalities, behaviour and characteristics of the children in their care.

Educators will build meaningful relationships with children.

This is shown by:

- Learning about who they are
- How they react in different situations and discover the interests of children.

Educators will then develop an understanding of how children interact, communicate and play with one another. Educators will ensure and establish environments and coordinate effective supervision strategies to maximise children's safety and ability to play free from harm or injury.

Please refer to: Supervision Policy

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.

Please refer to: Toileting Policy

Use of Photos

Your child may be photographed participating within the day-to-day activities we provide at SACCS. These photos are not intended to act as anything other than for display within the service and used as part of our programming process and not for promotional or advertising material.

The children take great pride in having their day-to-day lives documented this way. 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.

Please refer to: Information Technology Policy and Child Protection Policy.

Water Safety

SACCS recognises water play as an enjoyable and valuable play experience for children. SACCS identifies that any water play undertaken should also have an educational purpose.

SACCS ensures that all health and safety guidelines are maintained during water play experiences.

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.

Wellers Hill School Age Child Care Service

Fee Schedule

Effective Monday 24th January 2022

Before School Care

Permanent fee	\$17
Casual fee	\$19
Holding fee	\$10
<ul style="list-style-type: none"> • <i>Holding fee applies for absences notified by 6pm 7 days in advance.</i> • <i>Absences (including cancellations) notified with less than 7 days' notice are charged at the Permanent or Casual fee as applicable.</i> 	

After School Care

Permanent fee	\$23
Casual fee	\$25
Holding fee	\$14
<ul style="list-style-type: none"> • <i>Holding fee applies for absences notified by 6pm 7 days in advance.</i> • <i>Absences (including cancellations) notified with less than 7 days' notice are charged at the Permanent or Casual fee as applicable.</i> 	

Vacation Care (including Student Free Days)

Daily fee	\$55 (& Incursion / Excursion fees as applicable)
Casual fee	\$65 (& Incursion / Excursion fees as applicable)
Holding fee	\$27 (& Incursion / Excursion fees as applicable)
<ul style="list-style-type: none"> • <i>Daily fee applies for bookings made by 6pm, a minimum of 7 days in advance.</i> • <i>Casual fee applies for bookings made with less than 7 days' notice.</i> • <i>Holding fee applies for absences notified by 6pm 7 days in advance.</i> • <i>Absences (including cancellations) notified with less than 7 days' notice are charged at the Daily fee including Incursion / Excursion fees as applicable.</i> 	

Wellers Hill School Age Child Care Service

Annual Enrolment fee	\$10 per family
Overdue Account fee	\$10 per week
Late Collection fee	\$10 per 10 minutes (or part thereof)
<ul style="list-style-type: none"> • <i>Overdue account fee applies for all accounts overdue by 1 week or more.</i> • <i>Late Collection fee applies per child per 10 minutes if children are not collected by 6pm.</i> 	