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Background

The Jindalee School Age Care Program commenced in 1991 due to the high demand for childcare by working parents/guardians within the school. The Program is a non-profit organisation which operates as a Sub-Committee of its sponsor, the Jindalee State School Parents’ and Citizens’ Association. The Sub-Committee operates the Program and is required to provide financial and operational reports to the P. & C. Association each month. All major decisions regarding the operation of the Program must be brought to a School Age Care Program committee meeting for ratification. The following pages contains information (extracted from our Policies & Procedures Manual) that you need to know as a user of the School Age Care Program (SACP). If you feel that changes need to be made, please let us know through our meetings; it is after all, your Program. To view the Policies and Procedures Manual, please ask.

Program Philosophy

This Philosophy Statement provides the foundation for all activities, Policies and Procedures of our Program. Wherever there is uncertainty as to the Program’s policy or procedure on any issue, the Program uses these principles and philosophies to help resolve the issue. The written Policies and Procedures of our Program have been developed, and will be monitored and reviewed with these values in mind.

The values which underpin our Program’s provision of a quality service are:

- Children’s physical, emotional and social needs are met in a safe, caring and supportive environment;
- The best interests of each child are the paramount concern;

Our Program provides care in a way that –

- protects the child from harm
- respects the child’s individuality, dignity and privacy
- promotes cultural inclusion
- provides a meaningful service, which incorporates elements of play with elements of daily real-life experiences
- we recognise freedom of choice in experiences, balanced with age-appropriate programming and opportunity for support child-initiated planning.

According to the National Quality Framework for School Age Children – My Time Our Place, the Program will also provide care in a way which will promote:

- children to have a strong sense of identity
• children to be connected with and contribute to their world
• children to have a strong sense of wellbeing
• children to be confident and involved learners
• children to be effective communicators.

Children will have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development. The Program will support and provide guidance to educators working within the framework, which has an emphasis on reflective practices.

Children, parents/guardians, staff and relevant community members are treated with respect and their views in relation to the proper operation of our Program are considered and valued.

Our Program recognises and respects parents/guardians as primarily responsible for the upbringing, protection and development of their children. Our Program aims to support parents/guardians in that role, to the greatest extent reasonably possible (s.9).

Our Program encourages and welcomes open discussion on all issues relevant to our Program’s operation.

**Mission Statement**

“Our Program aims to provide a safe, happy and caring environment. We aim to provide a high quality Program for the parents/guardians and children of our community.”

The Program aims to achieve high quality standards through the My Time, Our Place Framework. The current standards for Outside School Hours Care in Queensland require one Educator per fifteen children. To ensure good quality care, the Jindalee SACP aims to operate on a one-to-twelve basis. The service is licensed as required by the Department of Education, Training and the Arts. The Program encourages the participation of children from a diverse background and children with special needs.

**Staff**

Most of our staff are university students studying Education or a related field. Parents may find out more about each staff member by enquiring with the Co-ordinator. Staff must undergo a ‘Working with Children Check’ and hold a current Senior First Aid certificate.

Staff attend regular meetings and workshops for professional development. They are encouraged to contribute their ideas when creating the vacation, and before and after school care programs. The staff are very approachable so please get to know them.
Licencing

The SACP is licensed under the Childcare Act 2002 in Queensland, and must comply with this regulation including the requirements about activities, experiences and programs, the numbers of staff members and children, and staff member’s qualifications. Information about this can be found at the [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au). The Office of Early Childhood Education and Care (Department of Education and Training), the regulatory body for this Act, can be contacted on ph: 3280 1940. The Service operates in accordance with the National Quality Framework and undergoes an accreditation process biannually.

Age Groups

Children commencing Prep may commence using the SACP program on the first day of the January Vacation Care Program. Children can continue to use the program until they turn 15 if desired, and we offer a separate program in Vacation Care for children in Year 5 and up. Children from different schools may attend the program, though this is predominately utilized during Vacation Care.

Programming

The involvement of children in planning activities and content at the SACP is fostered and encouraged. Children are provided with opportunities and are able to have input into the ASC, BSC and VC programs. The BSC & ASC Programs are displayed on the notice board in the foyer of the hall. VC programs are available from the Office approximately three weeks before the Vacation period. Information such as this and other relevant notices can be found on the notice board in the foyer. This is updated regularly.

The program offers activities which will provide experiences to assist in facilitating the development of social, emotional, physical, and cognitive attributes appropriate to the age of the child.

Parents/guardian can ask for information about the following:

- A general description of the activities and experiences given by the service;
- Service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved.
- The goals about knowledge and skills to be developed through the activities and experiences.

Before School Care

Before School Care operates between 7:00 and 9:00 a.m., Monday to Friday of the school terms. The school bell is sounded at 8:30a.m. and the children with written permission from their Parent/Guardian can leave at that time (the teachers are on the grounds by then). Alternative leaving times are 8:45am. Preps and grade 1’s are taken to the class. Please specify at time of booking which leaving time you would prefer for your child/children. Breakfast is supplied (cereal, toast, juice and at times, other types of food will be on offer).
**Children must be signed in at Before School Care by the parent/guardian or an authorised adult.** Staff mark the time of departure on the roll.

The children have access to books, board games, television, and sporting equipment in addition to the opportunity to participate in developmentally appropriate craft and cooking activities. The computers and Playstation type games are not used in the mornings as some children have difficulty remaining attentive in class after use.

**Before School Care Fees:**

$8.50/child/session.

**After School Care**

After School Care operates between 3:00 and 6:00 p.m., Monday to Friday of the school terms. Upon arrival at After School Care, the children have sunscreen applied if they intend to play outside (a list of these children is kept near the sign-out sheet). They then wash their hands and go to a designated group (arranged alphabetically) for roll call, notices and afternoon tea (refer to Appendix 5: Nutrition Policy). The children have access to cold water fountains outside the hall.

Once rolls are marked, the Educators liaise with the Co-ordinator to ensure all children are present or accounted for. If a child is missing, Educators will search the school premises while the Co-ordinator telephones the Parent/Guardian. If we cannot contact the Parent/Guardian, we will telephone the emergency contact numbers provided by you. **Parents/guardians must notify the Program if their child will be absent.**

We provide craft and cooking activities, sport, homework assistance, indoor games and computer and Playstation type games every day. We also provide opportunities for the children to express themselves through drama and music activities. We strive to meet all areas of development of children including encouraging good ethics/morals. The Program also has a range of music and access to Foxtel (videos are not permitted due to copyright issues).

**Swimming**

During term 1 and 4, the Educators walk the children to the Jindalee Pool on Friday afternoons. Children collected before 4:00 p.m. may remain at the school. At 4:00 p.m. any uncollected children are taken to the pool by staff members in their cars (to avoid this, please tell your child/children whether you will be collecting them from the school or pool). Children are to be collected from the pool on these days. Extra Educators are employed for swimming activities. Permission forms for swimming must be signed by the Parent/Guardian each term. If a school disco is being held on a swimming day, the Program will still go swimming. Swimming will only be cancelled if the weather is unsuitable. If unsure, please call us. The pool entry fee will be added to weekly fees.

**Sign Out**

**All children must be signed out each day by the parent/guardian or an authorised adult.** Only authorised adults may collect children (as per enrolment form). If your child
needs to leave the Program without a parent, permission must be granted in writing by the parent. Signing out is especially important in the case of an emergency where sign-out sheets and rolls are checked to account for all children. If your child/children has/have not been signed out, the Educators can only assume that they are still on the premises. Please ring the Program if you will be late to collect your child/children. Children must also be signed out for the purpose of receiving Childcare Benefit.

**After School Care Fees:**
*Permanent Care:* $12.00 per child per session.
*Casual Care:* $15.00 per child per session.
*Late Fee:* $15.00 per 15 minutes (or part thereof) after 6:00 p.m.

**Vacation Care**

Vacation Care operates throughout the Jindalee State School holiday period between 7:00 a.m. and 6:00 p.m. The Program closes between Christmas Day and New Years’ Day inclusively and occasionally the 2nd and 3rd of January where they fall on a Thurs/Fri. This will be displayed on the forms. To book, all Parents/Guardians are required to fill in an enrolment form for each Vacation Care prior to the days of care required. These are available at least two weeks prior to each school holiday. Excursion days fill quickly – so book early!

Along with the enrolment form you can obtain a copy of the Vacation Care Program. The Vacation Care Program informs families of the activities planned and of anything the child/children may need to bring along each day.

The Vacation Care Program plans two excursions per full week plus swimming in the Christmas Holidays. All excursions are compulsory and permission forms (attached to the Enrolment Form) must be signed by the Parent/Guardian. There are two reasons that excursions are compulsory. The first is that we must have a minimum of two Educator members on at all times and therefore would require 20 children to stay back to make it viable. The second reason is that whilst excursions are compulsory, the excursion costs can be added into the formula when calculating Childcare Benefit & The CCR. Tuesday and Fridays are normally set aside for excursions. Children must arrive at least half an hour prior to the departure time for excursions. During this half-hour, rolls are marked, children are grouped with peers and the Co-ordinator speaks to the children about the excursion and what is expected of them. On excursion days, Parents/Guardians must notify the Program prior to departure time if their child/children is/are not attending or are running late. On Wednesday afternoons in the Christmas Vacation Care, we also go swimming at the Jindalee Pool in the afternoon, again depending on the weather.

*Children must be signed in and out each day by an adult.* Only authorised adults may collect children (as per enrolment form). *Food is not provided in Vacation Care.* Each child is expected to bring their own morning tea, lunch, afternoon tea and a drink in accordance with our Program’s Nutrition Policy (refer to Appendix 5). Please apply sunscreen to your child/children before they arrive at Vacation Care. On some days, BBQ or cooking activities may be provided; however, please do not rely on such activities to satisfy their appetites. Please **DO NOT PACK NUTS, PEANUT BUTTER, OR NUTELLA**
SANDWICHES.

During Vacation Care we offer two programs, one which caters for Prep to Year 5 and the other for Years 6-10 (children aged 11 years or more). Children from other schools are also welcome.

Prep children cannot attend until they actually commence school (1st day of term 1). They cannot attend during the Christmas Vacation Care prior to the commencement of school.

Vacation Care Fees
$34.00 per child per session; or, $165.00 per child for a full weeks’ attendance

- Excursion costs are not included in above price but are listed on the relevant programs.
- Late fee: $15.00 for every fifteen minutes (or part thereof) after 6:00 p.m.

Pupil Free Days

On the Pupil Free Day in term 4, the Program operates from 7:00am-6:00pm these days. Vacation Care procedures and costs apply to these days.

Excursions

Excursion ratios are normally 8:1 or 5:1 for swimming. Some excursions require more staff and this is determined via a risk assessment. We normally increase the number of staff supervising prep children to 6:1 whilst out on an excursion. When we go to the Jindalee Pool we use the 8:1 ratio.

Public Holidays/Teachers Strikes

The Program is closed public holidays and teachers strikes. Fees do not apply these days.

Bookings / Non-attendance

The Program requires 48 hours notice for cancellation of all bookings during Vacation Care. All cancellations must be in writing. Full fees will apply otherwise. Children enrolled permanently in After School Care are required to pay whether or not their child/children are in attendance. Exceptions may be made for Parents/Guardians on holiday leave or for families suffering long-term illness if sufficient notification is given. You should discuss this with the Co-ordinator. Failure to book or sign a child in correctly may result in costly penalties (refer to Policies and Procedures Manual).

Communication

If the staff of the Program need to speak with Parents/Guardians, they will highlight the sign-out section (on the sign-out sheet) relevant to the family. If you notice a highlighted section when collecting your child/children, please speak with the Co-ordinator.
Payment of Fees

Statements are issued monthly. The Program uses EziDebit (direct debit) for payment of fees (application form is attached to enrolment form). The Program will also accept direct deposit into our bank account but this must be paid **two weeks in advance**.

If no payment is made within a 2 week period, you will be excluded from using the Program until payment is settled.

In consultation with the SACP Committee, families in financial hardship are able to make regular part payments. In some cases, the Program will forward outstanding accounts to a debt collector or if necessary, instigate legal actions. If this occurs, the offending Parents/Guardians are held liable for any associated costs incurred to recover payment. An account balance is available at any time from the Co-ordinator.

**Childcare Benefit (CCB)/50% Childcare Tax Rebate (CCR)**

**Childcare Benefit (CCB)**

CCB is a benefit available to eligible families to reduce child care fees. Application for the benefit is made through the Family Assistance Office (FAO). Phone: 136 150 until 8pm. Fax: 3393 8699.

There are two ways families can claim CCB:
- as a direct reduction from weekly fees; or
- as a lump sum at the end of the financial year (which is claimed through your tax return).

Either way, every family will need to provide us with the FAO Customer Reference Numbers and DOB’s of the registered parent and child/children to make a claim (as requested on the enrolment form). If you have another child in day care or at another childcare service you should inform us (on enrolment form). You will then be able to receive your maximum CCB.

CCB is calculated as follows:

Weekly fees – ($3.99 x 85% x no. of hours of childcare used in the week x your CCB%).

The weekly fees include the excursion costs and the number of hours used is normally limited to either 24 or 50 according to your CCB statement issued by the FAO.

Parents/Guardians receiving CCB are entitled to 42 ‘allowable’ absences per year for each Program (Before and After School Care and Vacation Care). If you have a special reason (e.g. due to illness - medical certificate necessary) the ‘approved’ absence will not be counted as one of the 42 allowable absences. Once the 42 absences are used, the Parent/Guardian must pay full fees for any further absenteeism as set out by the FAO.

You must inform the FAO that your child is a school age child upon commencement. Otherwise you will receive too much CCB and this will result in an overpayment by the FAO (which you will need to pay back).
Child Care Rebate (CCR)
The CCR is a payment from the Australian Government that helps working families with the cost of child care. If you are using approved child care for work, training or study-related reasons the Government will provide you with 50 per cent of your out-of-pocket child care costs, up to the annual cap. From 1 July 2011 the CCR annual cap is $7,500 per child per year.
From July 2011 you have the option to receive your CCR paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You still have the option of having your CCR paid quarterly or annually as a lump sum directly to your bank account.

Who can get the CCR?
There are certain requirements you must meet to get the CCR. You must have:

- used approved child care (our service is approved)
- been eligible for Child Care Benefit (CCB) (entitled at a rate of zero or more)*
- passed the work, training, study test (for the purposes of the rebate).

*Note: There is no income test for the CCR. If you are eligible for CCB but your CCB entitlement is zero due to income, you may still be eligible for the CCR.

What is the work, training, study test?
To get the CCR, both you and your partner (if you have one) must have had work, training or study-related commitments at some time during a week or have an exemption. No minimum number of hours is required.
For more information about this test, contact the Family Assistance Office by visiting www.familyassist.gov.au or calling 13 61 50.

How much CCR can I get?
If you meet the eligibility criteria, you can get 50% of your out-of-pocket child care expenses up to the annual cap. The CCR annual cap is $7,500 per child per year. Out-of-pocket expenses means the amount you pay for child care after your CCB and Jobs, Education and Training Child Care fee assistance (JETCCFA) amounts are taken out. For more information on CCB and JETCCFA please see the specific fact sheet on the web site at www.deewr.gov.au/EarlyChildhood/Resources.

Payment process to receive CCR
There are four ways to receive your CCR:
1. Direct to your approved child care service paid fortnightly (preferred option)
2. Direct to your bank account paid fortnightly
3. Quarterly payment to your bank account
4. Annual payment to your bank account

When you choose a payment option, this option will be applied for the entire financial year unless exceptional circumstances apply.
Fortnightly payments
The timing of the fortnightly payment depends on how frequently your child care service provider submits your child care attendance records. For some families this will mean a fortnightly payment but for others it will actually be paid weekly.
Where you are receiving a higher than zero rate of CCB and you choose the CCR fortnightly payment option, the Family Assistance Office will withhold 15 per cent of the payment to ensure that you do not accumulate a debt or overpayment of CCB or CCR within a financial year. The balance of these funds withheld will be reconciled at the end of the financial year (when your tax returns have been lodged and all your child care attendance information has been received). Any outstanding amounts will be paid as a direct payment to your bank account.
Where your CCB entitlement is zero you will receive your full 50 per cent CCR as a fortnightly payment up to the annual cap. As you do not receive CCB during the year, there is no risk of a debt after the end of the financial year reconciliation process.
If you want to receive your CCR as a fortnightly payment either directly to your bank account or through your child care service provider, you must claim CCB as reduced fees, even if you are eligible for CCB but your entitlement is zero due to income.

Quarterly Payments
If you choose to receive your Child Care Rebate as quarterly payments, they will be paid once the Family Assistance Office has received child care attendance details from your approved child care service/s for the quarter. If you already receive your Child Care Rebate as a quarterly payment then this will continue unless you nominate to receive fortnightly payments.
At the end of the financial year, the CCR will be reconciled against your actual income and adjusted for the financial year. Payment of the last quarter of the CCR will be held until CCB reconciliation occurs (when your tax returns have been lodged and all your child care attendance information has been received).
This will then be used in any adjustments as part of the reconciliation. The CCR entitlement is paid directly into your bank account by the Family Assistance Office. General early childhood education and child care information is available at mychild.gov.au or 13 36 84.
If you want to receive your CCR as a quarterly payment directly to your bank account, you must claim CCB as reduced fees, even if you are eligible for CCB but your CCB entitlement is zero due to income.
By choosing to receive CCB as reduced fees at the zero rate (or more than the zero rate), your CCR can be paid fortnightly or quarterly, and reconciliation of final CCB and CCR entitlements will happen without the need to submit a claim for CCB as a lump sum.

Annual Payment
The CCR is based on your CCB entitlement. If you choose to claim CCB as a lump sum payment, you will not receive your CCR entitlement until the end of that year, after you have claimed your CCB as a lump sum.

Absenteeism
Parents/Guardians must contact the Program if their child/children will be absent. Failure to do so will cause undue concern on the part of the staff.
Program Expectations

The School Age Care Program adopts ‘The Jindalee Way’ code of conduct. Children are expected to adhere to ‘The Jindalee Way’. The Program has the following expectations:
- **Speak and play nicely** (which includes using good manners)
- Respect others and property
- Hands and feet to yourself
- Share
- **Stay in sight of a Educator** (within reasonable calling distance).

The Program reminds the children of these each day. A comprehensive behaviour management policy is attached in Appendix 1. Please become familiar with this document. A ‘Change of Behaviour’ form is attached in Appendix 2 (refer Appendix 1 for more detail).

Emergency / Medical Procedures

We are only permitted to administer prescribed medication to students if the medication is supplied with the pharmaceutical label (including the child’s name) and instructions clearly shown. Written consent is required from the Parent/Guardian to administer prescriptive medication. It is the parent’s responsibility to ensure that administering instructions are current and correct. All such medication should be forwarded to the Co-ordinator for administering. Program staff can NOT administer non-prescriptive medications such as Panadol and cough mixtures. This is a government regulation. Children are not to keep medication in their bags.

Families must notify the Program of any allergies, illnesses etc. on their enrolment form.

Children afflicted by an infectious disease will be excluded from the Program as recommended by the National Health and Medical Research Council (refer to Appendix 4).

In the event of an emergency, the Co-ordinator will seek medical attention where deemed necessary. Parents/Guardians should indicate on their enrolment forms preferred doctors and dentists. The Program is not responsible for medical costs. We keep several fully stocked First Aid kits and depending on the injury, staff may apply topical substances such as ‘Stingose’ or ‘Savlon’ or similar. If your child is allergic to such substances, please inform us.

To prevent skin damage, staff apply or supply children with sunscreen. If your child is allergic to a particular type of sunscreen, it is your responsibility to inform us.

The Program is required to carry out a fire evacuation procedure with the children each term (Before and After School Care) and for each Vacation Care.

Clothing / Lost Property

The children must wear shoes and a wide-brimmed hat whilst outside the building. Children must be adequately dressed (jumpers for winter and sensible shoes). The hall is very cold during winter. For swimming activities they must wear a shirt over their swimwear.
The assistance of Parents/Guardians in ensuring that their children have correct clothing is appreciated.

The Program has a lost property basket in which items are left almost on a daily basis. When this basket becomes full or at the end of each term (which ever is soonest), all items are taken to the schools’ lost property area. The Program will not be held liable for any lost property. Children are discouraged from bringing toys, mobile phones, DS’s, I-pods, or any expensive equipment/games from home. Collectables and trading games are not permitted as per school rules.

**Property Damage**

If your child/children willfully damages the School Age Care Program’s property or the property of another child or Educator, you may be required to pay for damages. This is at the discretion of the Co-ordinator and Committee and is dependent on the circumstances in which the property becomes damaged.

**Complaints Handling Policy**

Our Program invites comments and complaints from children, parents/guardians, staff and the community, to ensure that it is in keeping with these Policies and Procedures and other applicable requirements. Our Program respects and considers all complaints seriously and attempts to find a satisfactory resolution wherever possible.

**Procedures**

The Co-ordinator or Assistant Co-ordinator shall be the first contact for all complaints.

However the complainant will have direct access to the JSACP Committee, and the Co-ordinator will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Co-ordinator;
- the complainant is not comfortable to take the complaint to the Co-ordinator or Assistant Co-ordinator;
- the complainant is not satisfied with the Co-ordinator’s handling of the complaint;
- the complaint is about a matter of Group Ten Policies - Management and Administration.

Contact details can be found on the Notice Board outside the SACP Office in the hall.

For this purpose, parents/guardians and others will be kept informed of the current contact details of the chair of the JSACP Committee through the Operating Guidelines, newsletter or other appropriate form of communication, and otherwise will be available on request.
The Co-ordinator will ensure that another staff member is present when meeting with any person to discuss a complaint. The Co-ordinator will make and keep a written record of the discussion at the time, or immediately afterwards, and will have the other staff member, and if possible the complainant, sign that record. A copy should be provided to the complainant on request.

The Co-ordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

Discussions with the complainant are not to be conducted in presence of the children, other staff or parents/guardians, and heated discussions are to be avoided as far as possible.

The Co-ordinator is to promptly record all complaints, the records of relevant discussions, and the resolution of the complaint in a complaints record book, and is to report any entries to the JSACP Committee.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record book will remain a confidential document.

The JSACP Committee shall have the final say on whether a matter is relevant and should be provided to a complainant on request if there is a dispute between the Co-ordinator and the complainant in that respect.

**Information Handling**

For the Information Handling (Privacy & Confidentiality Policy), please refer to Section 10.8 (page 77) of the Policy and Procedures manual.

**Committee Meetings**

The SACP Committee meets on the second Tuesday of each month with the exception of January. The annual general meeting (A.G.M.) is held in March and new members are elected for the committee at this time.

The meetings last for approximately one hour and various issues are discussed. The Treasurer presents financial details, the Co-ordinator presents a report and general business is discussed. Without the Committee, the Program could not operate. We encourage all Parents/Guardians to attend these meetings in order to have their say on important issues. The meetings are currently being held at 7:30 p.m. in the school staff-room. We normally advertise meetings in the hall and in the school newsletter.

For parents, wishing to make suggestions on improving Service delivery, there is also a Suggestion Box in the hall entrance.
Appendix 1: Behaviour Management Policy

Our expectations of the children:
- Children are to arrive at After School Care prior to 3:10pm. All children are to place bags in racks neatly. Children wishing to play outside will need to apply sunscreen. All children will wash hands and move to their After School Care groups for roll call, afternoon tea and notices. Children are expected to sit and listen quietly during notices.
- Use appropriate language
- Be courteous
- Use good manners
- Follow the directions of the Educators
- Follow the Program’s rules (Share, Speak and Play Nicely (includes using good manners), Hands and Feet to Yourself, Respect Others and Property, Stay on the premises in sight of Educators (within reasonable calling distance))
- Respect other people (including Educators) through words, actions and attitude.

If the children do not follow these rules, an apology should be forthcoming to effected parties.

Consequences:
In the event that a rule is broken, the following procedures will take place:

**Incident 1 (Step 1).** A warning and rule reminder will be given.

**Incident 2 (Step 2).** Five minutes “cool off” time out, followed by a discussion of the rule broken.

**Incident 3 (Step 3).** Ten minutes “cool off” time out and completion of a “Change of Behaviour” form (Appendix 2) by the child followed by a discussion of the rule broken.

**Incident 4 (Step 4).** Parents/Guardians are contacted and asked to collect their child. If collection is not possible, the child will remain in “time out” until Parents/Guardians arrive.

If a child reaches Step 3, the behaviours are reported to Parents/Guardians, preferably in person or by phone. In the case of a child choosing to break several different rules, the process will begin at Step 2, without any warnings.

If a child chooses to break the following rules, the behaviour management process will move immediately to Step 2.
- Respect Educators
- Hands and feet to yourself
- Stay in sight of the Educators (within reasonable calling distance).

If a child risks their safety by choosing to leave the Program, this will result in immediate exclusion from the Program. In addition, if in the Co-ordinators’ opinion, a child is continually failing to follow the Program’s rules; the Co-ordinator may exclude the child immediately. Exclusions may last for a period of up to two weeks or until the next SACP Committee meeting. Parents/Guardians would be advised in person or by telephone of the reason/s. This would be confirmed in writing. The SACP Committee will decide whether or not to exclude the child from the Program permanently.
Appendix 2:

CHANGE OF BEHAVIOUR
Jindalee School Age Care Program

Name: ........................................................................................................ Date: ......................

- What did you do? ..................................................................................

For what reason? ....................................................................................

- When and where did you do it?

- Why was it not the Jindalee Way? Because at Jindalee ......................

- Who was affected by your behaviour?

- What will you do next time?

Apology

1. On the back of this sheet of paper, write an apology to the person/s your behaviour affected.

2. Ask the affected person/s to sign the apology.

3. Ask your parent to sign this form and return it to the office tomorrow or the next time you attend.

The Jindalee Way

As members of the Jindalee State School community, we make a special effort to be confident, cooperative, courteous, considerate, conscientious and courageous.

- We take pride in all we do
- We look for opportunities to be helpful
- We work and play safely
- We solve our problems peacefully
- We respect ourselves, others and property
- We follow our supervisors’ instructions
- We are where we are supposed to be
- We wear our uniforms proudly and appropriately

- This is the Jindalee Way -
Dear………………………………………………………….

I am very sorry for……………………………………………………………………………….

…………………………………………………………………………………………………………….

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…………………………………………………………………………………………………………….

…………………………………………………………………………………………………………….

I will not do it again.

Next time I will………………………………………………………………………………………….

…………………………………………………………………………………………………………….

…………………………………………………………………………………………………………….

…………………………………………………………………………………………………………….

Signed:  ……………………………………………

Affected person/s: …........................................... (signature) ................................................................................................. (signature)

Attending educator: ........................................... Educator’s signature: ..........................................................

Parent’s signature: .................................................................
Appendix 3: Fee Summary

<table>
<thead>
<tr>
<th></th>
<th>Before School</th>
<th>After School Care</th>
<th>Vacation Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>$8.50/child/session</td>
<td>$12.00/child/session</td>
<td>$34.00/child/session*</td>
<td></td>
</tr>
</tbody>
</table>

* A discount of $1.00/day applies to children attending each day of the week during vacation care.

After School Casual Care: $15.00 per session per child

After 6:00p.m. Late Fee: $15.00 per 15 minutes (or part thereof) after 6:00 p.m.

Late payment fee: $11.00 per month (inc. GST)

Swimming on Fridays in summer will attract an additional fee for pool entry (dependent on Jindalee Pool prices).

Vacation Care excursion costs will be added on to weekly fees (excursion costs will be noted on Vacation Care Program and Permission Form). They are not included in the Vacation Care Session Fee above.

48 hours notice is required to cancel Vacation Care bookings, full fees will apply otherwise. Exceptions may be made for Parents/Guardians on holiday leave or suffering long-term illness if sufficient notification is given.

The following formula is used to calculate fees which includes CCB:

Weekly fees – ($3.99 x 85% x # of hours of childcare used in the week x your CCB%).

Failure to make payments within a 2 week period will result in exclusion from the Program and you will incur late payment penalties. Costs incurred to recover debts will be passed on to the Parent/Guardian.

Payment Methods Available:
- **EziDebit** (payments can be made every week, fortnight or month which includes fees up until the end of the week before.)
- **2 weeks in advance** for Vacation Care or **4 weeks in advance** for Before & After School Care directly into our account

Direct Debit details:
Account name: Jindalee S.S. P. & C. Ass. t/a Jindalee School Age Care Program
BSB & account number: 124018 11250284
Bank of Queensland
Proof of payment is recommended (may email us if you wish). Please put your name down as a reference when making the payment.

Note: Credit card payments attract a surcharge of 1.87% via EziDebit(minimum 88c).
**Appendix 4: Recommended minimum periods of exclusion from school, pre-school and child care centres for cases of and contact with infectious diseases.**

**Time Out Schedule:**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of case (person with infection)</th>
<th>Exclusion of contacts* (person exposed to the case with the infection)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chickenpox (varicella)</td>
<td>Exclude until all blisters have dried. This is usually at least five days after the rash first appeared in non-immunised children, and less in immunised children.</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded. Exclude any pregnant woman who is, or is presumed to be susceptible.</td>
</tr>
<tr>
<td>Cold sores (herpes simplex)</td>
<td>Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g., because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eyes has ceased unless non-infectious conjunctivitis.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Cytomegalovirus (CMV)</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diarrhoea* and/or vomiting (excluding:</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours. No staff whose work involves food handling until they have not had any diarrhoea or vomiting for 48 hours. If there are more than two cases with loose bowel motions in the same centre or a single case in a food handler notify your nearest public health unit.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Enterovirus 71 (EV71)</td>
<td>Written medical clearance is required confirming the virus is no longer present in the child’s bowel motions.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Glandular fever (Epstein Barr virus (EBV), mononucleosis)</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Haemophilus influenza type b (Hib)</td>
<td>Exclude until the person has received appropriate antibiotic treatment* for at least four days.</td>
<td>Not excluded. Contact a public health unit for specialist advice.</td>
</tr>
<tr>
<td>Head, foot and mouth disease</td>
<td>Exclude until all blisters have dried.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Head lice</td>
<td>Exclude is not necessary if effective treatment is commenced prior to the next attendance day (i.e., the child does not need to be sent home immediately if head lice are detected).</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis A*</td>
<td>Exclude until a medical certificate of recovery is received and until at least seven days after the onset of jaundice.</td>
<td>Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group.</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Influenza and influenza-like illness</td>
<td>Exclude until well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Measles*</td>
<td>Exclude for four days after the onset of the rash.</td>
<td>Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of case (person with infection)</td>
<td>Exclusion of contacts* (person exposed to the case with the infection)</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Meningitis (bacterial)</td>
<td>Exclude until well and has received appropriate antibiotics.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Meningitis (viral)</td>
<td>Exclude until well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Meningococcal infection&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Exclude until appropriate treatment has been completed.</td>
<td>Not excluded; Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case.</td>
</tr>
<tr>
<td>Molluscum contagiosum</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for nine days after onset of swelling.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Norovirus or vomiting for 48 hours</td>
<td></td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Parvovirus (erythema infectiosum, fifth disease, slapped cheek syndrome)</td>
<td>Exclusion not necessary.</td>
<td>Not excluded; pregnant women should consult their medical practitioner.</td>
</tr>
<tr>
<td>Pertussis&lt;sup&gt;1&lt;/sup&gt; (whooping cough)</td>
<td>Exclude for five days after starting appropriate antibiotic treatment; or for 21 days after onset of coughing</td>
<td>Contact a public health unit for specialist advice about excluding unvaccinated and incompletely vaccinated contacts.</td>
</tr>
<tr>
<td>Poliomyelitis&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Exclude for at least 14 days from onset of symptoms and case has recovered. Written medical clearance from doctor or public health unit is required to return to child care/school, confirming child is not infectious&lt;sup&gt;5&lt;/sup&gt;.</td>
<td>Not excluded unless considered necessary by public health unit.</td>
</tr>
<tr>
<td>Ringworm, tinea, scabies</td>
<td>Exclude until the day after appropriate treatment has commenced.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Roseola</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Rubella (German measles)&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Exclude until fully recovered or for at least four days after the onset of rash.</td>
<td>Not excluded; female staff of childbearing age should check their immunity to rubella with their doctor.</td>
</tr>
<tr>
<td>School sores (Impetigo)</td>
<td>Exclude case until has received appropriate antibiotics for at least 24 hours. Sores are not contagious if covered, or after the child has taken antibiotics for 24 hours. Weeping or crusted sores on exposed areas should always be covered with a waterproof dressing until at least 24 hours post antibiotics commenced and for as long as practical.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Shigellosis</td>
<td>Exclude until diarrhoea has stopped and two samples, taken at least 24 hours apart, have tested negative.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Streptococcal sore throat (including scarlet fever)</td>
<td>Exclude until well and has received antibiotic treatment for at least 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Thrush (candidiasis)</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Tuberculosis (TB)&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Written medical clearance is required from Queensland Tuberculosis Control Centre to return to child care/ school, confirming child is not infectious.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Typhoid, paratyphoid</td>
<td>Exclude until diarrhoea has stopped and two consecutive samples, taken at least one week apart, have tested negative.</td>
<td>Not excluded unless considered necessary by public health unit.</td>
</tr>
<tr>
<td>Whooping cough – see pertussis</td>
<td></td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Worms</td>
<td>Exclude if loose bowel motions present.</td>
<td>Not excluded.</td>
</tr>
</tbody>
</table>

**Footnotes**

1. The definition of ‘contact’ will vary between diseases and is sometimes complex. If concerned, contact your local public health unit.
2. Diarrhoea: the definition is two or more consecutive bowel motions that are looser and more frequent than normal or escape a child’s nappy.
3. Doctors should notify the local public health unit as soon as possible if children or staff are diagnosed with these conditions.
4. Appropriate antibiotic treatment: the definition will vary between diseases. If concerned, contact your local public health unit.
5. Observing the exclusion period meets the intent of the Public Health Act 2005 for a person to be not infectious.


**For further information contact your nearest public health unit at http://www.health.qld.gov.au/cdcg/contacts.asp**

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**Great state. Great opportunity.**

[Queensland Government Logo]
Appendix 5: Nutrition Policy
The service has children with anaphylactic reactions to nuts. Please DO NOT pack peanut butter, Nutella or nuts or you will be placing their lives at risk.

Vacation Care

Goal: To guide Parents/Guardians to provide their children with at least 50 percent of the daily-recommended dietary intake of nutrients, in the form of safe and appetising foods.

Procedures:
• Children will have access to water at all times;
• Lunch boxes should be sealed with the child’s name clearly marked on the top and preferably packed with a cooler. Alternatively, please request the use of our fridges;
• Parents/Guardians will be advised if the child is not eating well;
• Children will be encouraged to wash their hands before handling food;
• Parents/Guardians should ensure that lunches contain something from each food group:
  Bread and cereals     e.g. a sandwich
  Fruit and Vegetables  an apple
  Milk and milk products yoghurt/cheese/milk
  Meat and meat alternatives meat on the sandwich
  Fats and oils         butter or margarine on bread.

We do not encourage the children to bring:
Chocolates, lollies or soft drinks
Cream cakes or buns
Chips, flavoured dip biscuits
Chewing gum
Dried fruit straps (e.g. Roll-ups)

For further nutritional information please refer to attached pamphlets developed by Nutrition Australia (‘Kid’s Lunch Boxes’, ‘Kids Healthy Snacks’ and ‘Healthy Eating Pyramid’) and Queensland Health (‘School Lunches’).

After School Care

Goal: To provide children with a nutritionally balanced mid-afternoon snack in accordance with the daily recommended dietary intake of nutrients.

Procedures:
The same procedures as above apply here.
The children are provided with a variety of the following each afternoon (seasonal variations):

**Sandwiches:**
- Egg & Lettuce
- Ham & Tomato
- Chicken Loaf & Tomato
- Vegemite
- Spaghetti
- Cheese & Tomato
- Cheese & Vegemite

**Fruit:**
Apples, bananas, oranges, rock melon, watermelon, dried apricot, sultanas, pineapple

**Vegetables:**
Carrots, celery (served with a variety of dips)

**Dairy:**
Cheese cubes

**Also offered:**
Unflavoured biscuits.
Water from drink fountains.

On occasion, foods such as garlic bread, toasted sandwiches, cheerios and other foods will be served.

**Before School Care**

**Goal:** To provide children with a nutritionally balanced breakfast in accordance with the daily recommended dietary intake of nutrients.

**Procedures:**
The same procedures as above apply here.

The children are provided with a variety of the following each morning:

A variety of cereals including Weet Bix, Sultana Bran, Rice Bubbles and Cornflakes. Other cereals such as porridge may be offered from time to time.

White and wholemeal toast with various spreads. Raisin toast may also be offer from time to time.

**Juice** – apple or apple and blackcurrant.

At times they may also be offered warm drinks such as milo.
Healthy lunch boxes for children

Healthy lunches and snacks are important for children and help with concentration and learning. Healthy eating changes are not always easy to make.

Try to set a good example with your lunches. Encourage children to be involved in their own lunch preparation, and their choices about foods to include. Praise your child when they choose well.

There are limited times for children to eat during the day, especially at school. Children may prefer to play with friends instead of eating.

Encourage your child to sit and eat before heading out to play, or talk to your school about making sure all children get a chance to eat enough before play starts.

Six items to put in a lunch box

- Fresh fruit
- Crunchy vegetables
- A dairy food - cheese, milk or yoghurt
- A protein food - slice of lean meat, hard boiled egg
- Starchy food - bread, roll, flat bread, fruit bread or crackers
- Water.

Food suggestions

There are endless food choices available for lunch boxes. It can sometimes be difficult to decide which foods are healthy choices.

Fruit

Best choices: Fresh or tinned fruit. Dried fruit is sticky, and high in sugar, so eat occasionally or as part of a meal.

Best left out: Dried fruit bars and ‘straps’ are very high in sugar, low in fibre and stick to children’s teeth causing tooth decay.

Vegetables

Best choices: Try vegetable sticks with dips, or a small container with mixed vegetables such as cherry tomatoes, carrot sticks, peas or cucumber.

Best left out: Packets of crisps are best left for parties.
**Dairy**

**Best choices:**
- Cheese slices, cubes or sticks.
- Yoghurt - natural or fruit yoghurt. Try freezing a tub of yoghurt and putting it in your lunch box. By lunchtime it will have partially thawed and be ready to eat.
- Milk.

**Best left out:** 'Dairy desserts' and flavoured milks are high in sugar.

**Sandwiches**

Include a variety of bread and fillings, especially if children begin to lose interest in sandwiches.

**Best choices:**
Choose one or more of the following:
- Salmon or tuna in spring water. Try the mini cans of tuna with added flavours.
- Cheese - preferably reduced fat cheese.
- Egg.
- Falafel or lentil patties.
- Sliced lean cold meats such as ham, turkey, chicken, lamb, beef or meatballs.
- Baked beans or bean salad.
- Vegemite.
- Grated carrot, lettuce or tomato.

Include bread or rolls, flat bread, fruit loaf or buns, bagels, corn or rice cakes, Turkish bread, crisp bread or pikelets.

As an alternative try:
- Pasta - make a salad with lots of raw vegetables.
- Rice - when making fried rice, minimise oil and add lots of steamed vegetables.

**Best left out:** Avoid chocolate spreads, jams and honey. Avoid fatty meats such as salami and strasbourg.

**Biscuits and dips**

**Best choices:** Dry biscuits, crisp breads, rice cakes, with yoghurt or hummus dips.

**Best left out:** 'Oven baked' savoury biscuits are just as high in salt and fat as crisps.
**Muffins and cakes**
Try making your own healthy muffins and cakes. Include fruit and vegetables such as sultanas, carrot, zucchini, banana and pumpkin.

**Best left out:** Offer donuts and cakes at birthdays and special occasions instead of lunch boxes.

**Muesli and ‘breakfast’ bars**
Almost all ‘bars’ are too high in sugar however some cereal bars are better for teeth than chewy, sticky muesli type bars.

Try to avoid chocolate bars and muesli bars in lunch boxes. These are expensive and stuck together with fats and sugar.

**Best drinks:**
Water and milk are the best drinks for children. They can be frozen to help keep foods in the lunch box cool.

All sweet drinks such as fruit juices, juice drinks, cordials, sports drinks, flavoured mineral waters and soft drinks are high in sugar and not necessary. These drinks can increase risk of tooth decay, are ‘filling’ and may take the place of healthier foods.

**Practicalities for busy families**
Foods should be simple and easy to prepare, ‘ready’ to eat and appetising after several hours of storage in the lunch box.

Foods such as sandwiches can be prepared the night before or on the weekend, frozen then taken for each day’s lunch box. Suitable foods to freeze are: bread, cooked meat, cheese, baked beans or vegemite.

**Food safety**
In most cases food is stored in lunch boxes for several hours, so the lunch box needs to be kept cool.

- Choose an insulated lunch box or one with a freezer pack, or include a wrapped frozen water bottle to keep the lunch box cool. Two smaller boxes may be more convenient than a single large one.

- Perishable foods such as dairy products, eggs and sliced meats should be kept cool, and eaten within about four hours of preparation. Don’t pack these foods if just cooked. First cool in the refrigerator overnight.

- If you include left over meals such as meats, pasta and rice dishes, ensure you pack a frozen ice-block into the lunch box.

**School tuckshops**
Some schools have a tuckshop, while others may use a local shop to provide lunches for children. The individual school needs to decide what types of foods are made available to children. If less healthy foods are available, it is best to choose these foods only occasionally.
**Peer pressure**
Children are influenced by food advertising and their friends’ food choices.

Remember that not all children go to school with lunch boxes filled with chips and lollies, despite what children think and say! It is important to keep offering healthy lunch box choices in a variety of ways, as children learn to eat what is familiar to them. And remember that it may take time to change your child’s food preferences to more healthy choices.

**Important lunch box tips**
**Include:**
- Fresh fruit
- Crunchy vegetables
- Dairy food - cheese, milk or yoghurt
- Protein food - slice of lean meat, hard-boiled egg
- Starchy foods - bread, rice or pasta
- Water.

**Best left out:**
- Muesli and chocolate bars
- Potato crisps and oven baked savoury biscuits
- Sweet drinks
- Donuts and cakes
- Lollies, honey and jams
- Fatty meats such as salami and strasbourg.