

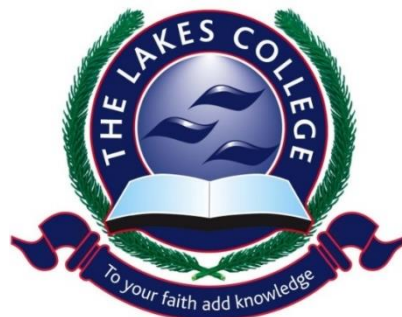
COLLEGE CARE



The Lakes College

Before College Care / After College Care / Vacation Care

FAMILY HANDBOOK



Dear Parents and Carers

This information has been prepared to give you an overview of the policies and procedures under which the College Care service operates. Any changes that may occur throughout the year will be communicated through written notices in the College Care room, newsletters or via email. We encourage parents and carers to maintain open communication with the service to work together in achieving best outcomes for the children. Should you have any further questions or concerns please contact our Director Emily Hanson.

COLLEGE CARE'S PHILOSOPHY & AIMS

As a school age care service operating under the governance of the Uniting Church Australia, Christian beliefs are central to our ethos. We welcome all families who accept the ethos, regardless of religion or ethnic origin. The Before and After College Care Service (CC) operates to provide children and families with a safe, supportive, flexible and fun environment, before and after school and during vacation care periods.

We recognise and value the importance of learning through play to foster children's curiosity, personality and uniqueness. We aim to provide a holistic programme reflecting all areas of development in an indirect way guided by the National Quality Framework 'My Time Our Place'. The service encourages input and involvement by collaborating with children, families, staff and the local community to help foster a sense of belonging for all.

AIMS OF THE SERVICE

- We aim to provide children in our care with a warm, friendly and inviting atmosphere where they feel welcome, secure and happy
- We aim to provide dedicated educators who will show genuine compassion, empathy and concern for all children
- We aim to always provide a safe and well-supervised space ensuring peace of mind for families
- We aim to offer learning environments that encourage children to interact, assume roles and develop relationships with others through various forms of play
- We aim to provide a variety of planned activities at age appropriate levels for children to explore and develop
- We aim to create a program that supports spontaneous play and allows for meaningful leisure experiences
- We aim to encourage children to be respectful, sensitive and thoughtful towards their environment, themselves and others
- We aim to respect the opinions of children, families and staff and recognise their rights to be treated equally and fairly
- We aim to value the unique backgrounds and cultures of children who attend our service
- We aim to promote wellbeing through fun physical activity and ensuring good hygienic practices
- We aim to foster children's sense of health by offering nutritious food, whilst being sensitive to individual dietary requirements
- We aim to ensure all children are given adequate time for eating, homework, rest and play.

A copy of *College Care's Service Philosophy* is available from the Director. As a user of this service you are entitled to view the philosophy statement as well as a listing of the general activities and rationales explaining the goals, skills and knowledge we seek to develop through these activities.

Yours sincerely

Emily Hanson

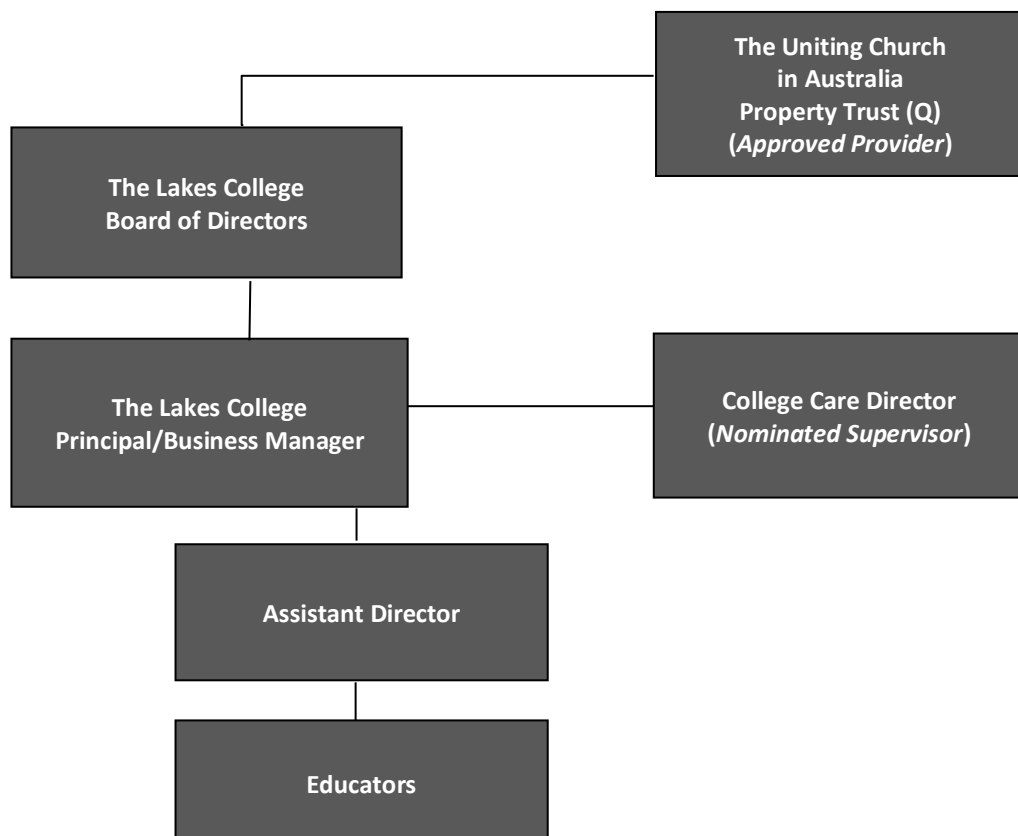
SERVICE INFORMATION

College Care Director	Emily Hanson
Physical Address	2 College Street North Lakes QLD 4509
Postal Address	PO Box 888 North Lakes QLD 4509
Telephone	College Care Office 07 3491 5512 (answering machine after hours) Mobile 0429 093 815 (for excursions, power failures and emergencies only)
Email	ehanson@thelakes.qld.edu.au
College Website	www.thelakescollege.com.au
College Care Webpage	www.thelakescollege.com.au/community/college-care
Hours of Operation:	Before College Care 6:30am – 8:30am After College Care 3:00pm – 6:30pm Vacation Care 7:00am – 6:00pm

College Care closes for three (3) weeks over the Christmas and New Year period, as well as all nominated public holidays and student free days throughout the year.

Governance

The approved provider of The Lakes College After and Before College Care is the Uniting Church in Australia Property Trust (Q). College Care's basic governance structure is as follows:



ENROLMENT & BOOKING POLICY

Enrolment

College Care record keeping is independent of The Lakes College, so it is crucial that parents maintain and advise the service of any changes to child and/or family information throughout the year.

Families will have the option for a pre-enrolment meeting with the CC Director to clarify policies, procedures and have the opportunity to look around the service and meet the educators.

A 'Booking Confirmation Form' is to be completed annually. This form allows parents and carers to establish a permanent booking on a weekly or fortnightly basis or alternatively to enrol for casual use.

- **Permanent Bookings (where a child is booked into College Care on a regular basis)**

Any amendments to permanent bookings need to be made in writing via the parent message diary or via email ehanson@thelakes.qld.edu.au [these](#). These changes will then be added to an existing booking form or created as a new booking for the duration of the change. Parents must advise CC if their child/children do not plan to attend on any booked day, as failure to notify will result in an absence fee being charged to your account. **(See Cancellation Policy below)**

- **Casual Bookings (where a child is booked in on an occasional or irregular basis)**

When families need to utilise a casual booking on any given day they are required to advise CC by phone, in person or in writing (email or parent message diary)

- before 6:00pm on the day prior for Before College Care (BCC)
- before Noon on the day of for After College Care (ACC)

Please note: Casual bookings will be charged at a slightly higher rate. Failure to book a casual day in advance will result in an additional charge of \$3.00 to the regular fee (Casual Unbooked) for that service. **(See Fee Structure below)**

- **Vacation Care Bookings**

The Vacation Care program and booking forms will be made available approximately two (2) weeks prior to the end of each school term and can be accessed online.

Bookings for Vacation Care are essential as spaces can be limited on certain days (e.g. excursions). We require a \$100 deposit be paid to secure the desired dates on return of the completed form. Unfortunately, any forms received after the stated cut-off date cannot be processed as final numbers will have already been catered for. Parents and carers will be advised as such with these forms returned to them.

NB: It is College Care policy for Prep students to attend Vacation Care from the Easter vacation period i.e. attendance during the Dec / Jan school holidays is not available.

Cancellation Policy

It is vital that parents and carers notify CC of any cancellations or alterations to bookings, *including illness and/or injury*. To avoid incurring an absence fee (full fee), cancellations must be made with the following timeframes:

- Before College Care: By 6:00pm the evening prior to attendance
 - After College Care: By Noon on the day of the attendance
 - Vacation Care: One (1) week prior to the booking attendance.
- Please note: Excursions and Incursions are prepaid by the service at the end of each term, based on the number of Children booked in to attend. Therefore, the cost of any excursion/incursion will still be incurred by the family even when the cancellation has been made one (1) week prior.*

Please contact College Care on 07 3491 5512 to advise of cancellations or email the Director ehanson@thelakes.qld.edu.au. A phone message service is available after hours.

Absences

If a child is absent from CC i.e. if parents or carers have not contacted CC to cancel the booking, or notification is late, an Absence Fee for that day will be charged. Families receiving a CCB rebate are entitled to 42 allowable absences per year. If absences exceed this amount they will no longer be eligible for CCB coverage for the rest of that financial year:

“Child Care Benefit is paid for each child for up to 42 absences per financial year. This includes absences from all approved child care services your child attends except for occasional care. These absence days can be taken for any reason and no evidence is required.”

<http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>

All absences must be acknowledged/confirmed by a parent or carer on the next attendance.

COLLEGE CARE FEE STRUCTURE (Updated June 2017)

Before College Care	Permanent Booking	\$15.00
	*Absent (late notice cancellation)	\$15.00
	Casual Booking	\$17.00
	*Absent (casual late notice)	\$17.00
	Casual (not notified)	\$20.00
After College Care	Permanent Booking	\$21.00
	*Absent (late notice cancellation)	\$21.00
	Casual Booking	\$23.00
	*Absent (casual late cancellation)	\$23.00
	Casual (not notified)	\$26.00
Vacation Care (\$100 deposit)	Weekly	\$200.00
	Daily	\$45.00

Fees are generally revised on an annual basis in Term 3 – deviations from this may occur.

CC fees may be paid by cash, cheque, credit card, ETPOS or direct deposit. Permanent bookings have the additional option of setting up a direct debit facility.

- Cheques are requested to be made payable to *The Lakes College*
- Cash or cheques may be left in the *Payment Box* located in the CC office
- Direct Deposit payments:

Account Name	The Lakes College
BSB	034 073
Account Number	141 950
Reference	CC 'family/surname'
Bank	Westpac
Branch	North Lakes

Late Collection Fee

Children must be collected before **6:30pm** during term and **6:00pm** during Vacation Care periods. Families failing to do so will incur a late collection fee of **\$10.00** for every 5-minute block after closing time. This fee will be charged in addition to usual fee charges. CCB/CCR does not apply to this charge.

Families may be excluded from CC services if frequent late collections occur.

Accounts & Payments

Accounts are issued each Monday detailing the previous and current weeks' usage. It is an expectation that accounts are paid in full on a weekly basis, by the following Monday. Failure to do so will result in your bookings being suspended until fees are paid.

Please inform the Director if there is a preference to pay fees in alignment with your own pay cycle. Unless otherwise agreed, it is an expectation that the fees will be paid weekly.

Should you be having trouble paying your account, please come and talk with the Director and we will endeavour to make arrangements that are mutually beneficial.

The processes for resolving outstanding accounts is as follows:

- When a term account reaches **\$200.00** an email notification will be sent requesting that the matter be resolved, and the account paid in full within five (5) working days
- If the five (5) days has lapsed and the account remains unpaid, a suspension from the service will result until the account is settled in full
- Once paid, the Director will notify the family that return to the service is permitted.

All account fees must be paid **IN FULL** by the end of the term or bookings for the following term will not be accepted, including Vacation Care.

Child Care Benefit (CCB) & Child Care Rebate (CCR)

College Care is an Approved Care Provider with the Family Assistance Office (FAO) and therefore families are eligible to claim the Childcare Benefit (CCB) subsidy. For those families who are not entitled to the CCB, you can organise FAO to pay your Childcare Rebate (CCR) directly to College Care thereby reducing your incurred out-of-pocket expense.

If you have not yet been assessed for the Child Care Rebate (means tested re: household income), or have not received a Customer Reference Number (CRN) for yourself or your children please access the following link:

<http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>

The Service Provider Numbers for The Lakes College: College Care, should you be asked for them, are:

- Combined Before & After College Care **407 348 062A**
- Vacation Care **407 348 051L**

DAILY PROCEDURES FOR PARENTS AND CARERS AT COLLEGE CARE

The College Care office is located at the northern end of B Block between two Prep classrooms. CC operates out of these neighbouring spaces during term time and over vacation care periods. Children will be expected to bring all their necessary belongings with them to sign in and will then leave them on the bag racks outside the prep areas in the afternoon. On occasions when groups are utilising other licensed spaces within the school, we can radio through to educators to direct children back to be picked up.

All children **MUST** be signed in and out each session by a parent and carer or other authorised persons nominated on the child's enrolment form.

We currently use QK Kiosk system on the iPad to digitally sign children in and out at the service.

As the College Care rolls (ACC, BCC & V/Care) are legal documents *only persons over the age of 18 are permitted to sign children out of care*. If a sibling or relative under the age of 18 arrives to sign a child out they will be refused unless written permission is provided by a parent or carer – (CC to keep the note on file) or verbal confirmation is given over the phone and heard by at least two (2) CC staff members.

Photo identification will be required for those people not already on the approved contacts list and for those who are not known to College Care educators i.e. first time or once-off pick up. Records will be kept stating the child's name, time of arrival, time of departure and the name of person with whom the child is arriving or departing with.

The Director of CC, or the responsible person in charge, will sign children out of Before College Care between 8:00am (older students) and 8:20am (Preps) and into After College Care at 3:00pm. If a child is absent from After College Care, the Director/responsible person will attempt to contact the parent/guardians for verification of their whereabouts. If a child is collected from CC and is not signed out, the parent/guardians will be contacted and **will need to confirm this on your next sign on**. No child is permitted to travel home on their own.

COLLEGE CARE PROGRAM

At College Care we aim to provide a fun, dynamic and adaptable program where children can engage in a variety of relaxed, social learning experiences. Emphasis on nurturing growing life skills and promoting confident self-identities is important to our staff and service. We endeavour to create opportunities where children are encouraged and supported to express their ideas, likes and dislikes.

General Activities

The program will provide opportunities for children to choose activities, either as individuals or in small groups to pursue experiences that are their own choice. We also offer lots of opportunity for large group activities, where children can engage in team settings. Activities are appropriate to the age, skills and interests of the children in attendance. These activities reflect a variety of experiences which allow children to participate in creative and imaginative play, music, dance, art and craft, indoor activities such as board games, computers and construction, and outdoor activities, games and sports as well as time for relaxation and 'free play' with friends. Children attending CC are encouraged to have input in the planning of all our programs.

The program and daily routines will be displayed in the College Care room and parents and carers can request to view our program and reflections at appropriate times.

Age Grouping

During the school term, College Care children are grouped according to year level to facilitate age appropriate programming. During Vacation Care, the children are grouped according to interest and activity in conjunction with age/skill appropriateness.

Current groupings are:

- Prep
- Year 1 – Year 2
- Year 3 and above

Homework

To support families and children, the Service will aim to provide adequate time, quiet space and supervision to enable children to do their homework if requested. However, ***parents and carers remain responsible for ensuring their child's participation in and completion of homework tasks.*** Parents and carers are to inform CC if they do not want their child to complete homework at CC.

Afternoon Tea

A nutritious afternoon tea will be provided each day at no extra cost to parents/guardians. The menu is displayed at the sign in/out area and at the front of the office. This is a snack only and not intended as a meal substitute. Specific dietary needs of students will be considered as per instructions provided by a parent or carer. It is acceptable for parents or carers to send food from home for their children to eat instead of what is provided (if desired). If children do not wish to have afternoon tea, this is their choice and will be respected unless parents or carers have indicated that their child must eat something at this specific time.

(Please note this does not apply during the Vacation Care periods. Children will be expected to bring their own fruit snack, Morning Tea, Lunch and Afternoon Tea to sustain them throughout the day).

Leaving CC to attend Extra-Curricular Activities

It is essential that at the beginning of each term, parents and carers notify CC of any extra-curricular activity that their child/children will be involved in. This includes start and finish times, the area and teacher/coach supervising the activity and the number of weeks their child/children will be attending the activity.

Children attending extra-curricular activities provided by the College shall be signed out/in to CC before attending their activities. Each child will be given a blue card, which they then give to the supervising teacher. This card informs the teacher that the child needs to be brought back to college care after their activity. Teachers in charge of the activities will return the children to CC when finished where they will be signed back in. Parents and carers will need to give written permission for children to leave CC for activities.

Staff / Child Ratio

Staff/child ratio for BCC/ACC/Vacation Care will be:	1:15 for Prep and above
Staff/child ratio for Excursions will be:	1:10 for Prep and above (or as reasoned appropriate)
Staff-Adult/child ratio for Swimming will be:	1:5 for Prep and above

As a requirement of employment at College Care, all staff members are required to have current Senior First Aid and CPR certification. The Senior First Aid training includes Asthma and Anaphylaxis management.

COLLEGE CARE STAFF AND QUALIFICATIONS

- **Director & Nominated Supervisor**
 - Emily Hanson - Diploma in Children's Services, Cert 3 Children's Services
- **Assistant Director & Educational Leader**
 - Michelle (Micky) Geeves - currently studying Diploma of School Age Education
- **College Care Assistants**
 - Madasyn (Maddy) Amiet - currently studying Bachelor of Education – Primary
 - Tania Baird - currently studying Diploma of School Age Care and Education
 - Harrison (Harry) Smith - currently studying Bachelor of Education
 - Alex Elms - currently studying Bachelor Urban Development
 - Cat Ward - Diploma Early Education and Care
 - Joel Buckett
 - Doreen Van Der Hiesen

Each session at CC during term time and vacation periods, has a staff member with a current First Aid Certificate present, who can administer first aid in the case of an injury or accident.

IMPORTANT POLICY INFORMATION

Accidents & Illness at the Service

The service has an approved first aid kit and manual, which are kept in a secure place, accessible to staff only. In the event of a serious injury or if staff are unsure of the severity, local ambulance services will be called immediately and the parent, carers or the emergency contact person will be contacted.

If a child is ill while attending CC, parents and carers will be contacted immediately and will be required to collect their child as soon as possible. The child will lie down in a cool, quiet place while they wait to be picked up.

If an infectious condition is suspected the child will be isolated from the group immediately and will remain separate from other children and staff until collected. A medical note/certificate from a medical practitioner will be required prior to the child returning to the service. Exclusion periods apply for certain common childhood illnesses (e.g. chicken pox, whooping cough).

Medication

College Care may only administer medication if it is clearly labelled with doctor's name, chemist's details, student's name and dosage.

All medication administered will be recorded on the Medication Record form and will be checked by a second staff member before it is given. Medication forms must be completed in full by the parent/guardians or guardian prior to medication being administered to the child and must include the name, dosage and frequency of use of the medication. A College Care staff member will provide the form for the parent or carers to complete. Medication will not be administered without this form, otherwise parents or carers will be required to return to CC to administer the medication.

When the medication is administered by a staff member, this staff member will sign the medication form noting the time and another staff member will be present as a witness. Under no circumstances are students permitted to self-administer medication. The only exception to this is for asthma 'puffers'. They then may carry the medication on their person or in their bag.

Headache treatment

Without direct permission from a parent, carer or doctor, headache medication will not be administered. If a child has a headache an ice pack will be applied to the temple area for 5-10 minutes. If an ice pack fails to provide relief, a parent or carer will be telephoned. The child will be observed for at least 10 minutes before being allowed to re-join the group.

Sun Protection

Our CC program is structured to maximize the use of available shade for outdoor activities and reduce time spent in the sun between 10.00am to 3.00pm. However, always when children are involved in outdoor activities SPF 50+ sunscreen will be applied 20 minutes prior to children go out in the sun and **hats are compulsory**. During Vacation Care children are to wear sun safe clothing at all times; i.e. hats and shirts/dresses that cover the wearer's shoulders – no singlets/tank tops for boys or girls and closed in footwear is to be worn at all times. Please also note that Rash shirts are a compulsory item of clothing for children during all swimming activities/excursions.

Please indicate on your CC enrolment form if you do not want your child to use the sunscreen provided by CC. If you do not, then your child **must** bring their own sunscreen to use.

Evacuation & Lock-down Procedures

CC conducts mandatory emergency evacuation and lock down procedures every 3 months. Children and families in attendance on these days will be expected to participate in these drills .Notifications will be shared with families prior to drills taking place. Our designated evacuation area is currently the large oval and our lock down space is currently the College Care room.

In the event of an external physical threat to staff or students our lockdown procedure will take place. Carers will ensure that all students remain in a room where all doors will be locked and made secure.

Complaints & Grievance Policy

Any complaints or concerns should be addressed and discussed with the CC Director. If concerns are unresolved, the College Principle is available. Parents are also able to contact the regulating authority (you can find these details on the back page of this handbook).

College Care will not tolerate inappropriate behaviours such as (raised voices / physical threats) and staff and families should respect each other's roles and concerns.

Child Protection Policy

The Lakes College Child Protection Policy states “Members of the College community (including) CC, reflecting Christ's example, have the right to enjoy an environment free from intimidation, threat, humiliation and illegal acts. The Board regards any unwelcome activities relating to the (personal) emotional, social and physical environment of any person as a threat to the protection and nurturing that is promised to each College family.”

Following on from this:

1. All employees, volunteers, members of the College Board and Approved Provider – are required to have a current “*Working with Children*” police check, known as a Suitability Card which is issued by the Commission for Children and Young People.
2. The Director of CC will provide staff with knowledge of all legislative requirements and changes relating to the protection of children including the Child Protection Act 1999 , Commission for Children & Young People Act 2000 and other relevant legislation

When a complaint is made:

- It will always be treated seriously
- If the complaint is made by a student who is an alleged victim, immediate steps will be taken to protect the student and to provide immediate professional counselling support
- Parents or carers will be notified by the College in all cases where the alleged perpetrator is not a member of the student’s family. Notification concerning a family member is a police responsibility.
- The complaint will be investigated immediately by two (2) members of the College's Senior Executive who will maintain a signed, written, confidential record of interview/s.

Behaviour Management

CC will follow the procedures as set out in the CC Behaviour Guidance Policy. The policy is available for parents/guardians at the CC Room or alternately can be emailed directly to you.

Once children are collected in the afternoon and the parent or carer has signed them out, they are expected to remain with them always whilst on College grounds. All children should continue to follow College rules regarding safety in playgrounds, courtyards, ovals, buildings and paved pathways.

The below chart outlines the steps we take when inappropriate behaviour may occur:

COLLEGE CARE BEHAVIOUR MANAGEMENT TABLE

STEP 1.	Verbal Reminder - from College Care educator about expectations/rules. Re-direction if appropriate.
STEP 2.	One on one Discussion – from College Care educator about the choices being made by the child, and what may occur if the behaviour continues. Child instructed to write their name on the ABCC self-manage behaviour chart.
STEP 3.	Move to quiet space (Reflection time) – child to be seated away from the area or activity for approximately 5-10 minutes. Child is encouraged to think about their actions and reflect on how they may have affected others.
STEP 4.	Discussion with Director or Responsible person – Restorative chat with the Director/ Responsible person to occur <i>prior</i> to re-engagement with group. Incident will need to be discussed with child’s caregivers on arrival.
STEP 5.	Collection by Parent/Caregiver - Child is collected by a caregiver. Details of the incident will be recorded and kept in the child’s folder. A letter will also be sent home outlining concerns. Feedback from the parent and child is expected before the child is to re- enter the service.
STEP 6.	Temporary Suspension from College Care – Persistent inappropriate or dangerous behaviour will result in an initial suspension for 24 hours with a week probation period when attendance recommences. A Behaviour Contract will be put in place and discussed with Child/Caregiver/Director and College Principal. If the parents are contacted during this period, a further suspension of one day will occur. Enrolment may be terminated if inappropriate behaviours persist.
STEP 7.	Termination of College Care Enrolment - Care will be terminated for a period of one Term after reasonable measures have been taken to encourage positive involvement. Negotiation of terms for possible re-enrolment will occur after this period.

The Director reserves the right to bypass any step if the behaviour is deemed serious and considered to be endangering the safety and wellbeing of College Care children and staff.

NATIONAL QUALITY FRAMEWORK/AESSMENT AND RATING

The Lakes College – After & Before College Care is bound, by law, to adhere to and satisfy all requirements as stated within the new National Quality Framework and more specifically the outside school hours care guidelines “My Time, Our Place”. For more information on the National Quality Framework (NQF) and its requirements you can visit the *Australian Children’s Education and Care Quality Authority* (ACECQA) website at <http://acecqa.gov.au/>; and *My Time, Our Place Framework for School Age Care in Australia* at <http://www.mytimeourplace.com.au/>.

The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children’s education and care. College Care is currently rated as “meeting” the national standards, with the aim of always improving our practices. The service has a Quality Improvement Plan (QIP) available to be viewed by families, that document changes being made to maximize day to day running of the service and outlines service goals that we are working towards.

The Lakes College: After & Before College Care has Operational Approval to have a maximum of 90 children for each of its care type – after, before and vacation care. A copy of the Current Education and Care services National Law and National Regulations can be accessed in the College Care Office. These documents are also available online.

CONTACT INFORMATION

QLD Regulatory Authority for School Aged Care Services

Early Childhood Education and Care /Department of Education and Training (Northlakes)

Phone: 5433 6106

E-mail northlakes.ecec@dete.qld.gov.au

North Lakes Regional Office
Level 3 – 10 The Corso
North Lakes QLD 4509

PO Box 248
KALLANGUR QLD 4503

OR

Early Childhood Education and Care /Department of Education and Training

PO Box 15033
CITY EAST, QLD, 4002

Telephone 13 74 68 (*Early Childhood Information Service*)

Email ecec@dete.qld.gov.au

Website www.qed.qld.gov.au/earlychildhood