



# OSHC

Outside School Hours Care  
2024

"Let the little children come to me" - Matthew 19:14





Hunter College SHS acknowledge that our students and families play and learn on Gadigal Country. We acknowledge the First Peoples of this land, thank them for caring for the land and value their knowledge and contributions to our Nation. We pay our respects to their Elders: past, present and future. We look ahead, embracing the rich diversity of cultures at our Service and prayerfully embark on a better future for all.





# *Welcome (Wunya),*

## TO MUELLER COLLEGE OSHC

Our aim at this service is to provide a program in a relaxed, warm, Christian environment where students feel comfortable, accepted, supported and secure. Educators work to build meaningful relationships with each student.

We aim to provide programs where students have access to a wide variety of challenging and recreational activities that meet the social, intellectual, physical, emotional, and spiritual needs of the students. The program provides many opportunities to support students' developing sense of self, their awareness of God and their growing independence.

The Service implements the National Framework for School Age Care in Australia called "My Time Our Place". Programs specifically cater to the students' individual skills, age, interests and abilities. The Service recognises the importance of an understanding of middle childhood and the importance of play in the development of children.

We extend our warmest welcome to your family and look forward to the year ahead.

### **Rachel Rose**

OSHC Director

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### Contact Us



#### **Complaints, queries and information:**

[r.rose@mueller.qld.edu.au](mailto:r.rose@mueller.qld.edu.au)

#### **Bookings and Accounts:**

[OSHCadmin@mueller.qld.edu.au](mailto:OSHCadmin@mueller.qld.edu.au)



3897 2754 (OSHC)

0437 017 128 (OSHC Mobile)



Mueller College  
Wattle Rd Entrance  
75 Morris Road  
Rothwell, 4022, QLD

#### **Postal Address:**

PO Box 487  
Redcliffe, 4020, QLD



# *Our Ethos*

All educators recognise the individuality of each student



Mueller Community Church is a body of Christian people; a local, caring church family with the purpose of showing the life-transforming power of God through various ministries in our community and overseas.



Mueller College Outside School Hours Care is owned and managed by Mueller Community Church, a Religious, Educational and Charitable Institution incorporated on 9th May, 1968, by Letters Patent under the Religious, Educational and Charitable Institutions Act 1861-1967.

Mueller Community Church is a body of Christian people; a local, caring church family with the purpose of showing the life-transforming power of God through various ministries in our community and overseas.

Outside School Hours Care is one of the many ministries of this integrated Christian community. The first phase of the development was Mueller College, a Christian school with over 1700 students ranging from Preparatory to Year 12. Continued

development has seen the provision of a Retirement Village and Residential Care Facility, a Bible College, a Community Centre and an auditorium.

The Service is mostly resourced with dedicated Christians who are supportive of families in the role of caring for their children. Families are encouraged to be involved in the life of the Service.

The Service employs educators consistent with government regulations in terms of qualifications and numbers. All educators understand the needs of children and their development and attend in-service courses.

All educators recognise the individuality of each student and family and observe a policy of acceptance regardless of race, creed, gender, ability, class or culture.

## OSHC Director

### **Rachel Rose**

B. Ed; B.A. and  
Dip. Fine Arts

## Assistant Director

### **Isaac Russell**

studying B. Ed

## Administrators

### **Jessica Parish**

Cert III in Education Support

### **Kyla Litke**

studying B. Psych

## Lead Educators

### **Marina Verryne**

studying B. Ed

### **Allison Litke**

studying B. Ed

### **Isaac Munns**

studying B. Ed

### **Lily Satchell**

studying B. Nursing

### **Megan Tomsett**

studying B. OT

### **Liam Vellnagel**

studying B. Ed



## Educators

### **Katie Lee**

Dip. Chn's Serv.

### **Rhianna Mann**

Cert III in Education Support

### **Alyssa Hart**

studying B. Psych

### **James Jaques-Watson**

Dip. Rec Sport

### **Nikita Mathison**

studying B. Med/Psych

### **Caitlin Mills**

studying B. Music

### **Rebekah Vellnagel**

studying B. Ed

## SERVICE MANAGEMENT

Mueller College Outside School Hours Care is governed by a Management Committee that oversees the operation of the Service.

### **This committee consists of:**

#### **Fin Hatch**

(Chairman, MCC Elder & Executive Director)

#### **David Litke**

(Chief Financial Officer)

#### **Derick Malherbe**

(Finance Manager)

#### **Rachel Rose**

(OSHC Director)

The Management Committee encourages families to be involved in the education and care of their children by sharing information, supporting and participating in the program, and regularly communicating with educators.

Families are invited to assist with feedback, comments and suggestions concerning all aspects of the Service and will be invited to participate in reviews of the Service's programs, policies and quality improvement process.

The Management Committee meets regularly to discuss the Service and any issues that have arisen. Other professional discussions can include the day to day workings of the Service, plan improvement strategies, and work through issues that have been raised by students, families, educators, and/or community members.

## EDUCATORS

Students are cared for by at least two educators at all times. When required, extra educators are rostered on to ensure that correct educator to student ratios are met. The Service is mostly resourced by dedicated Christian educators who have been chosen because of a caring nature, a love of children and a desire to provide the best quality care for your child. Educator qualifications are

consistent with (or higher than) government regulations and educators take part in regular in-service training.

## OSHC EDUCATORS UNDER THE AGE OF 18

OSHC Educators under the age of 18 **MUST** be studying in the education field or in a field related to OSHC as outlined by ACECQA. Educators under 18 will never be left alone with students or be solely responsible for any size group.

## CHILDHOOD EDUCATION AND CARE PRACTICUM STUDENTS

This Service supports the inclusion of work experience school students above Year 10. This is implemented on a limited basis upon request and in consultation with the Nominated supervisor and Management committee. Practicum students will always be supervised and will never be left in charge of the group on their own. All practicum students are required to comply with the guidelines of the Service and regard any information on families as strictly confidential.





# Service Philosophy Statement

(Reviewed October 2022)



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





**The values which underpin this Service's provision of a quality service are:**

## UNIQUELY CREATED

The Service recognises that **each student is unique** and should be provided with opportunities for holistic growth and development. We recognise that child development involves social and emotional growth which often requires support, spiritual growth, creativity and cognitive development, as well as physical development which includes the promotion of good nutrition and the importance of regular physical activity. We are passionate about creating a culture that **recognises and respects diversity**, celebrating each student with their own unique abilities, ages, experiences, family groups and cultural values. We believe that programs provided need to consider the interests, needs, talents and the age range of all students attending the Service. Programs are changed, moulded and adapted to allow all to grow, **freedom of choice** is recognised, and opportunities given to support child-initiated experiences. The Service believes students should be immersed in an environment that promotes learning through scaffolded and spontaneous play with autonomy encouraged through student led experiences.

## SAFE AND SECURE

We strive to ensure that all students attending the Service feel **safe, secure and supported** in an environment where differences are celebrated and all have a sense of belonging through a relaxed, inclusive and enjoyable environment that welcomes challenge and values the wisdom of others. The Service is passionate about **creating authentic relationships** between educators, students and families in order for students to thrive, grow respectful and lasting friendships, and be active citizens in the wider community. The Service recognises and respects parents and guardians as primarily responsible for the upbringing, protection and development of their children. We aim to support parents and guardians in their role welcoming open discussions with all families and educators in order to build meaningful links between home, The Service and the wider community. We are dedicated in working to protect students from harm, respecting student dignity and privacy, and promoting student health and wellbeing through positive experiences and a holistic approach.

## COMMUNITY OF LEARNERS

We recognise that OSHC Educators work and learn alongside co-workers, students, families and the wider community through an environment that values equity and continuity. We pursue a supportive culture for educators and staff and are committed to their ongoing professional learning, reflective practice and development. We believe we have an important role in supporting and engaging in the wider community, developing a culture that promotes unity in seeing all as active citizens that can promote positive change through sustainability, care for the environment, themselves, and others. Mueller College OSHC places a **high value on connecting and learning from the community and those who have come before us.**

# Fees and Bookings

## APPROVAL

Mueller College Outside School Hours Care operates under the Education and Care Services National Law Act 2010. The Service must comply with this Act and the Education and Care Services National Regulations 2011. This compliance includes requirements about activities, experiences and programs, the numbers of educators and students, and educator qualifications.

Students attending Mueller College Outside School Hours Care range in age from 4 years to 15 years. The Service is approved for 120 students.

**A Child Care Information Service is available if required by contacting Early Childhood Education and Care on 13QGOV (137468).**

## HOURS

### Before School Care

Before School Care for primary school students from Prep to Year 9 is provided from **6.00am to 8.30am Monday to Friday**.

### After School Care

After School Care for primary school students from Prep to Year 9 is provided from **3.00pm to 6.00pm Monday to Friday**.

### Vacation Care Programs

Vacation Care Programs for Mueller students Prep to Year 9 operate at Mueller College during each school holiday period. Vacation Care hours are **6.00am to 6.00pm**.

Students commencing Prep at Mueller College in 2024, who require care in the school holidays, are permitted to attend Vacation

Care from 2 January 2024.

All Vacation Care Programs are closed for two weeks over Christmas. There are no fees charged for these two weeks. We are closed all QLD public holidays.

## ENROLMENT PROCESS

Parents/Guardians need to complete an enrolment for the Outside School Hours Care Service through the provided enrolment link. The OSHC Service includes Before School Care, After School Care and Vacation Care. Enrolment forms are available on the Mueller website **[www.mueller.qld.edu.au](http://www.mueller.qld.edu.au)**.

Enrolment information must include any specific needs or health concerns. These may need to be discussed further with the nominated supervisor before commencing.

Students may be placed on a waiting list if the required days are full.

Please notify the OSHC if any additional care is required for your child, or if your child will not be attending for any reason.

Failure to notify OSHC of your students' absence will incur the normal daily charge.

Bookings are essential so that staffing needs can be adequately met on a daily basis.

**Bookings & Cancellations for OSHC can be made via email:**

**[OSHCadmin@mueller.qld.edu.au](mailto:OSHCadmin@mueller.qld.edu.au)**

**Bookings for Vacation Care can be made by filling in a Vacation Care Booking Form which will be available along with the program four weeks prior to each Vacation Care period. All VAC booking changes must be submitted in writing via the email above.**

# OSHC FEES

Mueller College OSHC offers both **casual and permanent** booking arrangements to suit your needs. Both arrangements can include regular reoccurring weekly or fortnightly bookings. Casual bookings will be charge at a higher rate as decided by the Management committee. This fee will be available to parents and meet the terms of fee changes and notification to parents as outlined in general fee information.

**Permanent after school care and before school care** arrangements will continued for a terms times for the calendar year unless provided with 14 days written notice of change. One a permanent booking is set up, all selected sessions will be charged and payment will be required unless meeting the cancellation terms outlined in the Fee and cancellation policy. VAC bookings will remain separate to this arrangement and no fees will continue through school holiday periods. Additional session bookings can be made via phone, email or Xplor. Bookings via Xplor or email are preferred. These will be charged at the casual rate. Cancellation or additional sessions are governed by the cancellation terms of casual bookings.

**Permanent Vacation Care** bookings can made via Vac booking form only and will not be accepted less than 7 days before the VAC period. Once submitted all sessions indicated are payable regardless of attendance. Any non-attendance will be lodged as absent, and fees remain payable in full. Additional session bookings can be made via phone, email or Xplor. Bookings via Xplor or email are preferred. These will be charged at the casual rate. Cancellation or additional sessions are governed by the cancellation terms of casual bookings.

**Casual bookings** during the term will be assumed unless a permanent booking request is made in writing. Cancellation, with no charges can be made on the day of attendance by the following time:

BSC - 6:30am  
ASC - 2:30pm

Casual vacation care bookings require cancellations to be made MORE than two working days prior to the cancellation in order to receive no charge. Cancellations that occur WITHIN the two working days prior will incur a \$15 per child fee. This is NOT claimable through the Child Care Subsidy and will be charged at the full amount. Cancellations made on the day of expected attendance to vacation care will be charged at the full daily fee. This WILL be

claimed through the Child Care Subsidy if the Absence is confirmed by a parent or carer.

In both permanent and casual arrangements no charge will be applied should a doctor's certificate be supplied for the absence.

## PAYMENT OF FEES

Fees are to be paid, for all days booked, each week in advance. The preferred method of payment of fees is by direct debit or direct deposit. Direct debits will be made fortnightly on Mondays.

Card payments are available at the Service in person or over the phone, however may not be available at all opening times due to staff being required to supervise as a priority. Statements will be sent weekly on Mondays wherever possible. These will show adjustments for one week in arrears and the predicted fees for the coming week. Cash payments will NOT be accepted for payment of fees.

## LATE FEE POLICY

The Service closes at 6.00pm and students must be collected by this time. Late fees are currently \$1/child/minute thereafter per student.

## OUTSTANDING ACCOUNTS

Regular payments of accounts must be made for students to continue accessing the Service. Should accounts be outstanding and after communications as outlined in the fees policy have occurred, and agreed payments not be made, the Service may exclude students from attending until the account is paid in full. Families with outstanding term fees will not be accepted for Vacation care.

For updated fees  
please see our  
website.





## BOOKINGS

**Bookings for Before and After School Care and Vacation Care** must be made at the OSHC by phoning **3897 2754**, or via email **OSHCadmin@mueller.qld.edu.au**. The notification of the time of arrival / departure is required in addition to the day/s that care is required.

**Bookings are essential** so that staffing needs can be adequately met on a daily basis. Please notify the service as soon as possible if care is required, or if there are ANY CHANGES to BOOKINGS. Please note: Bookings for Before and After School Care are conditional on places being available.

**Cancellation of bookings for After School Care – please notify us by 2.30pm if they will not be attending on a school day for which they are booked in for After School Care. For Before School Care absences, please notify us the day before if possible or by 6.30am on the day if this is not possible.**

If your child's booking is not cancelled by the cut off time and your child fails to attend, the full fee for the session will apply.

**FOR THE SAFETY OF ALL STUDENTS, IT IS VITAL THAT EACH DAY WE KNOW EXACTLY WHO IS MEANT TO BE ATTENDING.**

### **Vacation Care Bookings:**

A written program and booking forms for Vacation Care will be available four weeks before each Vacation period and will be available in the OSHC foyer, and the Early Learning Centre.

Bookings for Vacation Care can only be made by submitting the booking form in person or via email at **OSHCadmin@mueller.qld.edu.au**

## CHILD CARE SUBSIDY

Before School Care, After School Care, and Vacation Care are approved for Child Care Subsidy. You will need to contact the Family Assistance Office on 13 61 50 to arrange this and, in some cases, lodge an assessment form. This should be done before your child starts care. You will require Customer Reference Numbers (CRNs) for both you and your child.

These numbers will need to be supplied to the Service along with the dates of birth of both you and your child.

Upon enrolment all families will be asked to complete a Complying Written Arrangement, unless another CCS arrangement is agreed upon. This will outline the fees and sessions available at the time of enrolment. Any changes to this will be given in writing to families.

Child attendance records must be accurate and all families will be required to sign students in and out using the iPads at reception. Parents who fail to sign students in or out will not be able to access their Child Care Subsidy as it is a government requirement that the attendance be confirmed by a parent or carer.

Express Plus Centrelink mobile app is also available enabling you to update your contact details, view your payments and transaction history, upload documents and much more.

For high school students to receive CCS parents will need to submit a statutory declaration to Centrelink outlining that the child is under 14 and unable to be left alone. This will also need to prove that you are required to work during the time you are applying for care. Please talk to Centrelink for further information on this.

# Educational Program

Children thrive when families, educators & the wider community work together

The Service currently implements Australia's National Framework for school age care educators called, "My Time, Our Place". The aim of the Framework is to extend and enrich students wellbeing and development in school age care settings.

## Elements of the framework

The Framework puts students wellbeing and learning at the core and comprises three inter-related elements called Principles, Practice and Learning Outcomes. Working in collaboration with students and in partnership with families, educators use the Learning Outcomes to guide their planning for students wellbeing and learning. In order to engage students actively in learning, educators identify students strengths interests, choose appropriate strategies and design the environments. The framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that students in school age settings engage in quality experiences for rich learning, personal development and creating links with the community to celebrate diversity and our uniqueness as people created by God.

The Framework also acknowledges the importance and development of life skills and a sense of enjoyment is emphasised. Educators' practices and the relationships they form with students and families have a significant effect on students' sense of identity and wellbeing which impacts on students involvement and success in learning.

## Students Learning

Students learning is dynamic, complex and holistic. Physical, social, emotional, cultural, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated. The framework acknowledges the importance of play and leisure in students learning and development. Play is a context for learning that:

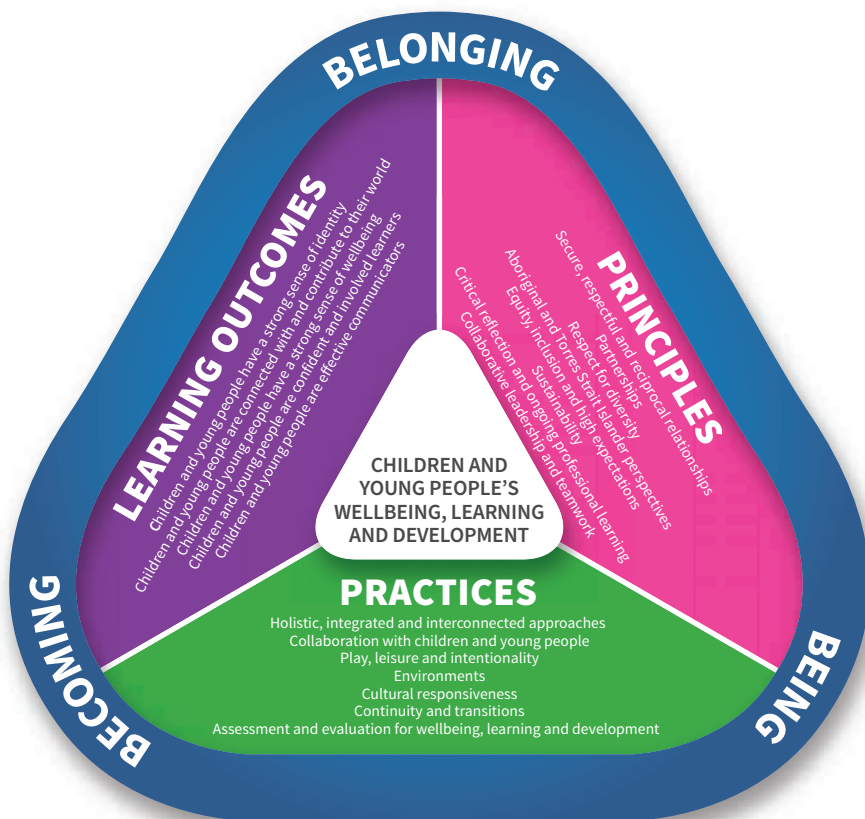
- allows for the expression for personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables students to make connections between prior experiences and new learning
- assists students to develop relationships and concepts
- stimulates a sense of wellbeing

Children thrive when families, educators and the wider community work together in partnership to support the students wellbeing and learning.

# Educational Program

## Elements of the Framework for School Age Care

This diagram shows the integrated connections of the Vision, Principles, Practices and Outcomes that centre on children and young people's wellbeing, learning and development. The 3 themes of Belonging, Being and Becoming are included, thereby overlapping all these elements. The Framework has been designed to capture the integrated and complex wellbeing, development and learning of all students.



Student learning is ongoing and each student will progress towards the outcomes, principles and practices in different and equally meaningful ways. Learning is not always predictable and linear. Educators plan with each student and these principles, practices and outcomes in mind.



The following timetables are a guide only and designed to give families an outline of the day's activities.

## VACATION CARE PROGRAM

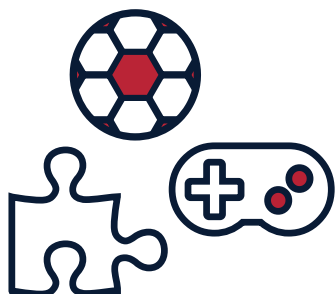
Vacation Care Programs for the duration of the school holidays are planned a month in advance. A written program for Vacation Care will be prepared and on display for families. Some holiday activities need to be planned in advance, however a balance of structured and non-structured activities will be offered from which students are free to choose. Suggestions and comments from parents/guardians are always appreciated.

### Excursions

If excursions are offered they will generally run between the normal school hours of 9am-3pm. Wherever possible we aim to allow students to have morning tea and afternoon tea at the Service. Other activities throughout the day, remain similar to the above.

### Disconnect

Although the service values technology use for both education and leisure we aim each session to provide a period of time where students have no access to the service gaming consoles. This allows for students to be encouraged to participate in other areas of the program and promotes physical activity.



## DAILY ROUTINE

6.00 am	Service opens.
6.00 - 8.00 am	Breakfast (parent provides), Quiet games.
8.00 - 9.30 am	Supervised indoor/outdoor activities & rotations.
9.30 - 10.00 am	Roll call/Group time/ Morning tea
10.00 - 12.30 pm	Morning activities may include: <ul style="list-style-type: none"> <li>organised indoor/outdoor games</li> <li>organised art/craft activities;</li> <li>cooking/drama;</li> <li>student initiated activities</li> <li>disconnect – tech free time</li> </ul>
12.30 - 1.30 pm	Lunch
1.30 - 3.00 pm	Afternoon activities may include: <ul style="list-style-type: none"> <li>organised art/craft activities;</li> <li>organised cooking/drama;</li> <li>organised indoor games;</li> <li>student initiated activities</li> </ul>
3.00 - 3.30 pm	Afternoon tea/Roll call
3.30 - 5.00 pm	Supervised indoor/outdoor activities & rotations.
5.00 pm	Indoors – free play
6.00 pm	Service closes

## AFTER SCHOOL PROGRAM

3.10 pm	Prep - Grade 2 collected and escorted to service
3.10 pm	Attendance checked, students apply sunscreen and begin eating afternoon tea after washing their hands. Grade 3-8 students arrive at the Service room, attendance checked, students apply sunscreen, wash their hands and have their afternoon tea if desired.
3.20 pm	Students have access to free play.
3.45 - 4.30 pm	Indoor and outdoor activities with outdoor time encouraged.
4.30 pm	Homework, indoor activities, arts & crafts as per the program.
4.30-5.30	Disconnect – tech free time
6.00 pm	Close

## BEFORE SCHOOL PROGRAM

6.00 am	Service opens.
6.00 - 8.00 am	Breakfast (parent provides), Supervised indoor / outdoor activities.
8.00 - 8.30 am	Roll call / Group time—stories and sharing / group games.
8.30 am	Students depart for school. Grade 3-8 make their own way to class. Prep, Grade 1 and 2 are escorted to their rooms.

## ADDITIONAL PROGRAM INFORMATION

Programs are displayed on the program notice board each week. (Please ask educators if you are unsure of their location.)

- We aim to provide a relaxed homely environment for students to pursue their own interests, however there are restrictions based on the requirements and regulations of the operation of the Service.
- Students are not permitted to bring in portable music players, including phones, gaming devices or cameras. The use of these items can cause tension in the group and can make it difficult for educators to supervise adequately.
- Electronic games and movies will be considered a valuable tool for school age students attending school age care services and will be included as an appropriate part of the overall program.

- PG rated games, movies and DVDs will be used at the service at the discretion of the Nominated Supervisor only.
- **If a student attending the Service is involved in an extra-curricular activity after school, he/she will need to be escorted to and from the activity by OSHC staff or an approved adult, nominated by the parent/ guardian. The student will need to be signed out of the Service and signed back in again at the end of the activity. Please ensure staff report to OSHC before their activity unless another arrangement has been agreed on by the nominated Supervisor. Please see staff to fill out appropriate permission forms for staff to take them to activities not run by OSHC. Please see the nominated Supervisor, Rachel Rose, if you have any questions about additional activities.**

# ARRIVAL & DEPARTURE

## Before School Care:

Students attending Before School Care must be signed in each morning of attendance using the iPad. This is a legal requirement to fulfil government Child Care Regulations. Please log students in on arrival.

Prep students will be escorted by educators to their classrooms in time for class to start. Students will be signed out by educators at 8.30am each day to prepare for classes commencing at 8.35am. Year 1 & 2 students will be escorted by educators to A Quad in time for class to start.

## After School Care:

Students in grade 3-7 are to go straight to Service room (near the Secondary oval) when they are released from class at 3.05pm.

Students in Prep and grade 2 will be collected from their classrooms and escorted down to the service.

**All students should be at the Service room by 3:30pm.** Parents/Guardians are to collect students from Service room, on collection, sign the student out each day using the iPad.

## Vacation Care:

Students must be signed in and signed out each day using the iPad. **Signing students in and out each day is a legal requirement to fulfil government Child Care Regulations.**

The records must be accurate and must be completed each day a student is booked in. **Child Care Subsidy cannot be claimed for days that have not been correctly signed.** If your child did not attend please acknowledge absences to ensure child care subsidy can be claimed. All records must be completed.

**Vacation care cancellations must occur at least 2 working days prior to receive no charges.**

Please contact the OSHC and leave an emergency contact number for the day if it is different from the details given on the enrolment form.

# ORIENTATION & SETTLING IN

New families will be invited to visit the service and participate in the program at times mutually suitable, before the student commences care. Families will have the opportunity to settle students into the Service gradually if desired. It is recommended that families discuss any concerns they have with their child settling into the environment with the Service director before commencing. Upon commencement, students will work through a series of activities with educators which gives them access to student buddy systems, birthday charts, and activities to learn more about them so that the Service can provide tailored care to suit each student.

The Service recognises that for some students transitioning from home or school can be challenging and that each family and child are unique. Educators encourage families to share strategies and activities students enjoy, allowing tailored experiences to be created to better support these transitions. The Service aims to keep families well informed with open communication especially if a child is unsettled when dropped at the Service. Children will not be left unsettled for long periods without communication with parents or guardians. Please ensure you speak to staff if you have any ongoing concerns with your child settling to the service

# HOMEWORK

The Service will provide adequate time, quiet space and supervision by educators to enable students to do their homework if they wish.

Students are given 30 minutes each day to do their homework.

Educators will encourage the students to make a start on their homework, however students will not be forced to do homework. Educators will not be responsible for hearing students readers or sight word sheets or be responsible for signing these off.

A weekly homework list is displayed on the wall and parents/ guardians are to fill it in and notify educators if their child/ren are to do homework.



# Collection of Students

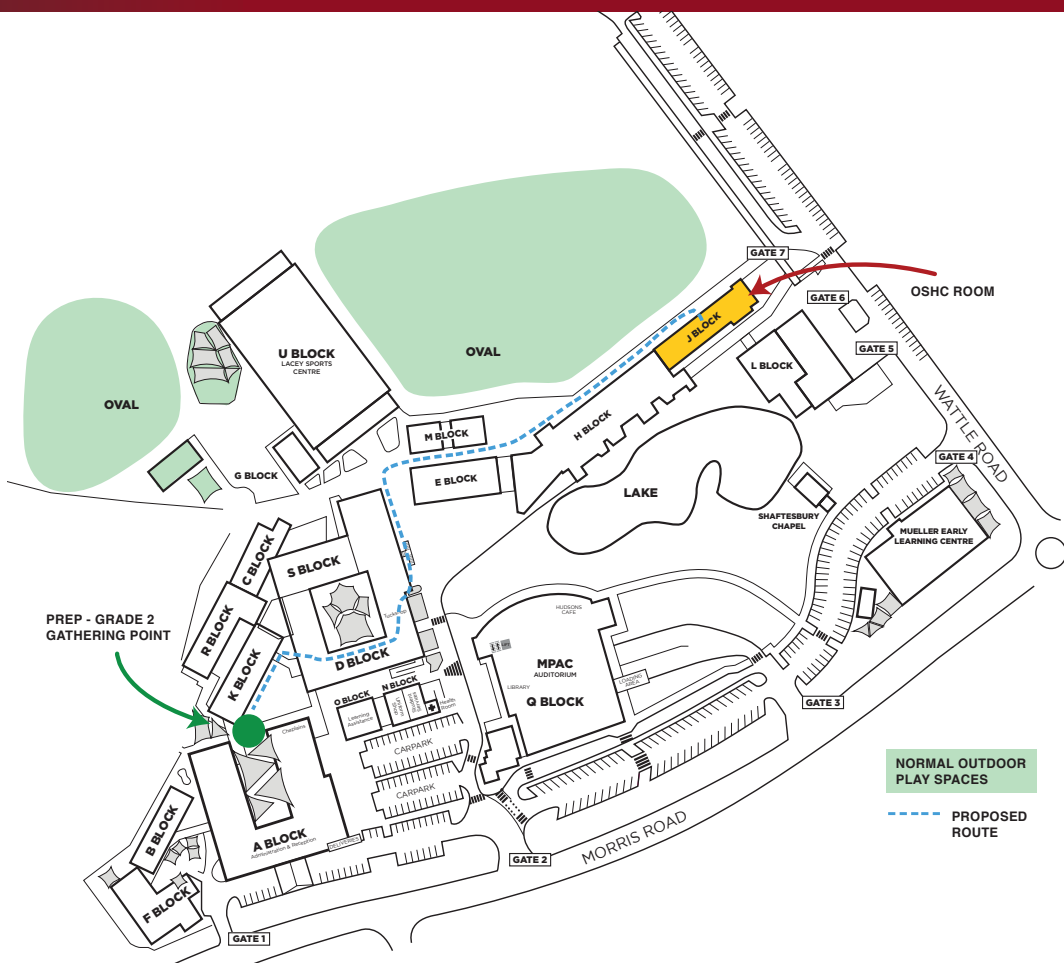
Students will not be allowed to leave the Service with anyone who is not an **adult** (over 18 years of age). Students will only be permitted to leave the Service with **adults** who have been acknowledged **in writing** as authorised to collect them by the enrolling parent/guardian.

It is essential to notify the educators at the OSHC Service if there is to be a change of persons collecting your child. Please collect a "Changes to Authorisation of Collection" form from an educator, or the Childcare Centre Reception and hand it to an educator with all the details completed. Please complete a form each time you wish to add people to, or remove people from, your child's authorised collection list. If no notification has been received of a person collecting your child, the student will not be permitted to leave with that person. In emergencies when parents/guardians cannot collect their child they may contact the Nominated supervisor or Lead educator by phone to authorise for another adult to collect the student.

In the event that the educators do not know the person collecting the student, the person will be required to produce proof of identity. These measures are taken to protect the interests of all students. The Service closes at 6.00pm and students must be collected by this time.

**Please note:** Educators are employed at the Service only until 6.00pm. Please collect your children promptly if you arrive just before 6.00pm, to allow educators to appropriately finish the lock up and close of Service procedures. In the case of a student not being collected by 6.30pm, and no contact having been able to be made with parents/guardians or authorised contact persons, Juvenile Aid, Police or Crisis Care will be called on to collect the student and the student will be held in their care until contact with the family has been made. The person in charge will notify the Nominated supervisor before these measures are taken.





Arrows on the map above show the propose gathering point for Prep-Grade 2 students and the proposed route for escort to the Service room. Please note this route may be adapted by Educators at any time a hazard or weather event requires.

## PRIORITY OF ACCESS

The Mueller College Outside School Hours Care Service is required to assess each family's need for care in accordance with the Priority of Access Guidelines set out by the Commonwealth Government.

### Priority of Access is as follows:

- **Priority 1:** A student at risk of serious abuse or neglect
- **Priority 2:** A student of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of A New Tax System (Family Assistance) Act 1999
- **Priority 3:** Any other student

**Please Note: Students of parents in the lower priority groups may have their days/times reduced or be asked to withdraw their places should there be a need for higher priority groups. If this becomes necessary, 14 days notice will be given.**

## ANTI-DISCRIMINATION

This Service recognises the individuality of each student and family and observes a policy of acceptance regardless of race, creed, gender, ability, class or culture. Please see Policies and Procedures for further information.

The Mueller College OSHC Service endeavours to engage with the local and wider community in a mutually beneficial and supportive relationship, in an effort to support students lifelong learning, recreational enrichment and growth in their cultural responsiveness.

During service programs students may have visits from local and wider community groups and programs. Various groups from the community will also be invited to contribute to the program throughout the year. This may include fun interactive programs, educational programs, sporting and music programs.

## CONFIDENTIALITY

The Mueller College Outside School Hours Care Service complies with the Privacy Principles under the Privacy Act. The Service respects the privacy of all individuals and gathers only information it needs in order to provide its services and protect and care for students and educators. The information is handled with confidentiality and sensitivity and in keeping with legal requirements. Educators will have access to student data provided to the College in accordance with our enrolment documents.

## CUSTODY

Should there be a change in marital status either through divorce or separation, legal documents regarding custody must be sighted by the Nominated supervisor and a copy kept on file at the Service. **We cannot legally refuse parental access to a student or permission for either parent to take a student from the Outside School Hours Services unless we have legal documentation to do so.** OSHC Educators will not be responsible for keeping track of shared agreements unless exact dates are set out in the order.

## FAMILY INVOLVEMENT

The Service recognises that parents are the primary caregivers and educators of their children. We value and encourage parents, and extended family members to support and participate in the program as you are able. Students thrive when families and educators work together in partnership to support students learning and leisure time activities. Parents are always welcome to share skills, interests, cultural history and practices in the educational program. Families will have opportunity to contribute to the development and review of the service's Statement of Philosophy, Policies and the Quality Improvement Process.

## PARENT/GUARDIAN CONDUCT

**Please note the following information as found in our Service policies in relation to parent/guardian conduct:**

Parents/Guardians will be expected to communicate appropriately with all educators whilst dropping off or collecting students from the Service.

Appropriate communication will include, but not be limited to:

- » Appropriate Language;
- » Calm tone; and
- » Considerate.

Parents/Guardians will not be permitted to discipline verbally or in any other way the students of other families.

Should a parent/guardian have an issue or concern regarding the conduct of another student, family or educator, they shall follow appropriate grievance procedures as outlined in these policies.

Parents/Guardians who consistently breach the conduct expected of them whilst engaging with the Service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the Service.

The Police may be notified if a parent's/guardian's conduct within the Service is threatening or violent.

## GRIEVANCE PROCEDURE

The Service fosters positive relations between all parents/guardians and educators. Every parent/guardian has the right to a positive and sympathetic response to his/her concerns. Solutions are sought to resolve all disputes, issues or concerns in a fair, prompt and positive manner.

In all matters concerning the welfare and development of the students or the operation of the Service, parents/guardians should first consult with the Nominated supervisor. If the matter cannot be settled please refer the matter to the Management committee.

## SHARING INFORMATION

Information from families assists us to ensure students learning and experiences are more meaningful and connected to their lives and the things they are interested in.

At enrolment and at the commencement of each year we may ask for information about students backgrounds, experiences, favourite activities, likes and dislikes. Shared information helps us to include familiar ideas, interests and allows for the inclusion of other areas of diversity such as cultural issues which may be important to your family. Please assist us by regularly updating this information if requested as it is important that our information is kept up to date. We encourage you to frequently verbally share with the OSHC educators about your family, special events and other community interests and connections as this will enable them to maximise your students individual learning and development. Student records from the school are accessed as necessary by the Service in order to maintain high quality care.

Your feedback and suggestions are always welcome. Please forward your feedback to Rachel Rose at [r.rose@mueller.qld.edu.au](mailto:r.rose@mueller.qld.edu.au) (Nominated supervisor/OSHC Director).

## COMMUNICATION

Accounts and receipts are updated weekly and sent electronically. Please check for daily notices, reminders and information at the Foyer when dropping off or collecting your child. Please ask educators to show you the program, learning stories, and reflections, so as to keep you informed to what we are doing at the Service. As much as possible, this information will also be accessible through our software platform.

Notices, OSHC newsletters and other information will either be available at the foyer, our software platform, on the school website or emailed directly to the email provided at enrolment. "Mueller Connect" ([www.muellerconnect.com](http://www.muellerconnect.com)) is a weekly newsletter available online to families of students attending Mueller College. A full set of Policies and Procedure Guidelines is available at the foyer of the Service and on the Mueller College website.

# Community Information



The Service is also committed to making available information about community activities for both students and families. Information will be displayed as available at the foyer of the Service and leaflets and pamphlets are available.

Please discuss with the **Nominated supervisor** if you require any further information about specific community services available in the area. The following services may be of assistance for parents and students:

**Parentline:** 1300 301 300 (8am–10pm)

**Kids Help Line** 1800 551 800 (24 hrs)

**Women's Infolink** 1800 811 811

**Men's Infolink** 1300 789 978

**Office for Early Childhood Education & Care** 137 468

**Queensland Health** 1343 2584 (13 HEALTH)

**Starting Blocks:** Childcare Information. [Scan here >](#)





# Behaviour Guidance

Our program promotes a positive approach to managing the behaviour of all students

To manage behaviour we have two primary goals. First we strive to find a solution to the current situation. Second, we try to help the students recognise consequences, explore alternative solutions and outcomes, and develop internal self-regulation. **To accomplish these goals we use the following techniques on a daily basis:**

## Positive Redirection

The basic procedure used is positive redirection, which is redirecting unacceptable behaviour to an acceptable alternative.

## Modelling

Teacher modelled appropriate behaviour and communication, as well as positive peer models are provided to help students learn responsibility for their actions.

## Limit Setting

We have a few clear, simple rules that the educators and students have collaborated on together to create a harmonious and pleasant environment.

## Problem Solving

We appeal to the students growing intellectual and moral reasoning by using natural and logical consequences and asking questions to encourage problem solving. Educators help students identify their needs, feelings, causes, alternatives and choices.

## Managing Behaviour

When a student has a physical or emotional outburst, we provide comfort and privacy in our dedicated 'cool-down' zone. This allows the student to regain composure and ensures the safety of other students and educators. A quiet time of rest or independent play will be provided to allow a time of reflection and renewal for the

student. When the student has regained control, he/she will be encouraged to re-join the group. The student will remain within sight of educators at all times.

Parents/Guardians are encouraged to discuss behaviour guidance with educators so they can work together with the student to develop the child's internal self-regulation. Students attending the Service have worked with educators to develop a set of rules appropriate to their age level. This collaboration to establish basic rules of behaviour is to ensure harmony and understanding while the students are attending the Service. Students are encouraged towards positive behaviours (e.g. packing up, being courteous, being helpful to others) and may receive awards and student leader roles. Student leaders have various privileges and responsibilities for a period of time. Older students are encouraged to take responsibility and care for others.

## OSHC RULES

RESPECT GOD

RESPECT YOURSELF

RESPECT OTHERS

RESPECT THE  
ENVIRONMENT

**Please note:** The OSHC educators work with the Mueller College school principals, teachers and learning support if the need arises to deal with some behaviour issues. If behaviour support and management procedures have been properly applied first but without success, and a student continues to exhibit inappropriate behaviour, or behaviour which threatens the safety or well being of any student or other person in the Service, the student may be excluded from the Service temporarily or, in some cases, permanently.



## CHILD PROTECTION

The Service aims to support parents/ guardians by providing loving care, guidance and education in a safe environment. We believe we have a responsibility to all students attending the Service to defend their right to care and protection. Programs will include activities where concepts of personal safety are embedded to support students in the development of these skills. When dealing with any allegations of abuse or neglect of children, the Service will adopt measures to ensure protection of the child and all students in its care. Management are committed to ensuring that all educators involved in its operations are aware of and comply with its Child Protection Policy, mandatory reporting requirements and screening requirements under legislation.

Child abuse as defined by Early Childhood Education and Care is action, behaviours or inaction by an adult towards a child or young person that harms or endangers the child's psychological or emotional health, development or well being.

For advice and support regarding child abuse, and to report child abuse, contact the Department of Child Safety Redcliffe on 07 3884 1388 or Caboolture on 07 5490 1000 or visit [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au)

## AFTER HOURS CONTACTS

Child Safety After Hours Service Centre	1800 177 135 (24hrs)
Queensland Police Service	131 444 or 3055 6206
Statewide Sexual Assault Service	1800 010 120
Crime Stoppers	1800 333 000
Persons with hearing impairment	SMS: 0423 677 767
TTY	133 677
Speak & Listen	1300 555 727
Emergency	000

# Emergency Procedures

If an emergency or natural disaster occurs at the Service, the students and educators are well practiced in the required procedures to ensure, as far as possible, the safety and well being of each person present.

Emergency evacuation procedures are clearly displayed throughout the Service and are to be followed in the event of fire, natural disaster or other emergency. The Service has registered with Moreton Alert to receive text and social media alerts during times of emergency.

Emergency drills will be practised at a minimum of 3 monthly and at different times of the day. These are recorded and their effectiveness assessed. Procedures are updated as necessary when problems arise. The Service is equipped with alarms and the required fire fighting equipment. Educators have received instruction in the operation of fire extinguishers. In an emergency which requires a containment procedure, educators will follow requirements to secure persons within the building to prevent a potential threat of harm or injury to educators, students, visitors, contractors or other personnel. Potential threats may include dangerous persons, toxic spills, smoke, animals running loose or bad weather. Lock down drills are also practiced regularly and students and educators are familiar with lock down procedures.

If it is necessary for educators to attend to an injured student, educator ratios will be maintained to ensure the supervision of the other students. Qualified childcare educators and management staff are readily available to step in for supervision purposes and for emergency assistance.

All parents/guardians of students attending the Service who may require an Emergency response, e.g. anaphylactic reactions, allergies, asthma, epilepsy, and diabetes will be required to provide medical information about students at risk at the time of enrolment, and when medical information updates are requested for your children. Anaphylaxis and Diabetic students will be required to present a personal action plan developed by their medical practitioner. All students enrolled with specific medical conditions will have an individual health record card which may also include an individual action plan prepared in consultation with the students' parent/ guardian and medical practitioner if possible. Health record cards are displayed in a clearly accessible area for educators.

**Please note:** Should parents or visitors be present during an evacuation or lockdown they will need to:

1. Follow instructions given by staff
2. Move quickly to the assembly or lockdown area along with the students and staff, and remain with the group until all have been accounted for
3. Notify the Nominated Supervisor or person in charge before leaving the site. Do not re-enter the OSHC room before the all clear has been given.

# Workplace Health & Safety

This Service aims to provide educators, students, parents, voluntary workers and visitors with a safe and healthy workplace.

## **This Service upholds the following principles:**

- Placing the safety of employees and students and the public ahead of protection of the Service's equipment and services.
- Providing a safe physical environment including buildings, grounds and equipment.
- Ensuring that each educator is trained in basic principles of Workplace Health and Safety matters and also in matters specific to their area of responsibility.
- Supporting educators in their duty of care to be fully responsible and accountable for health and safety issues, including repairs and maintenance in specific areas.
- Developing an awareness in the students of good health and safety habits.
- Investigating the cause of every accident, and taking corrective action irrespective of whether personal injury has occurred.
- Encouraging a Duty of Care philosophy that regards workplace accidents as being preventable.



## **LOST PROPERTY**

Please make sure ALL your child's property is named.

There is a lost property box located in the foyer. This will be emptied into the school lost property at the end of each term. Items of clothing found that are clearly labelled will be returned to the appropriate students.

## **HYGIENE**

The Service aims to maintain a healthy environment by ensuring that preventative measures are in place to maintain infection control. Hand washing is the most effective way of controlling infection in the Service.

Educators wash their hands on arrival at the Service, before handling food, after dirty or cleaning tasks and before going home. Educators will assist students to wash hands before eating, after toileting and playing outside. Hand washing sinks are available in each bathroom and staff have access to hand washing facilities in the kitchen. The Service ensures that toilets and hand washing facilities are easily accessible to all students.

A hand washing procedure chart is displayed at the Service. For a complete list of all measures taken by educators at the Service to ensure good hygiene, please refer to the Hygiene Policy.

Two sanitising stations are also available at the Service. Educators work with our Mueller cleaners to ensure all elements of Service are cleaned regularly and well maintained.

## **PHOTOS**

Photos and videos of students will be taken regularly while attending the Service. These are used to reflect on experiences, and use of the curriculum. Photos may also be displayed at the Service for families to enjoy.

In order to improve feedback to families, photos used in reflective documents will also be sent to relevant parents' accounts. This will allow them to access them in their individual parent app.

From time to time photos and videos may be used in Mueller publications or for advertising. Please see staff if you would like to ensure photos of your child are not used for these purposes.

## SUN & INSECT PROTECTION

The harmful effects of exposure to the sun can cause serious skin problems in the long term. In an effort to minimise these effects on students and educators, the following policy has been formulated.

Students must wear hats that protect both the face and neck when playing outside.

Students who do not bring hats will not be allowed to play in the sun.

Sunscreen will be applied before outside play. The Service has a bulk supply of sunscreen.

Should your child suffer from an allergy to the product used, you may send along sunscreen for your child. **It must be accompanied by a medication request form and be clearly labelled with the students full name. This will be kept at the Service and is not to be kept in student bags.**

Students must wear hats outside all year round.

Educators are required to set the example for students and must also wear hats outside.

Mosquitoes are also a problem at times and educators can apply repellent at your request. Since Ross River Virus has become more common, we suggest you give permission for repellent to be applied if necessary. Please notify educators if your child is allergic to any products.

Students will be given sunscreen before outdoor play. Insect repellent may also be used. Please see staff if you do not want sunscreen or insect repellent applied due to allergies.

There is a free SunSmart app available for iPhone, iPad and Android. The app lets you know when you do and don't need sun protection, making it easier than ever to be smart about your sun exposure all year. Features include sun protection times based on UV ratings, 7 day weather forecast, alert function, Vitamin D tracker and sunscreen calculator.

Daily UV index forecasts for most Queensland cities and towns can be found at [www.bom.gov.au](http://www.bom.gov.au)

## CLOTHING

At Mueller College OSHC, we believe students should have freedom of choice in a safe and accepting environment. Although during the term students are in uniform, this freedom may be joyfully embraced during vacation care taking the following into account.



In support of our Sun Protection Policy and the Cancer Council of Australia recommendations, all students are asked to wear hats when playing outside. It is recommended that students wear broad brimmed or legionnaire style hats as they provide the best protection for students faces, necks and ears.

During vacation care it is recommended for outside times that students have shirts that protect the neck, back and shoulders from the sun. On excursion days where students are off site and out in public, it is requested that students wear RED shirts to assist educators with supervision of all students.

Students must have joggers or sandals with ankle straps EVERYDAY. Closed in shoes are preferred to protect the feet adequately. These are essential for excursion days and for outside play and craft activities.



# Workplace Health & Safety



## THE ENVIRONMENT

The Service actively promotes conservation and encourages students and families to protect and care for the environment. Students are encouraged to appreciate elements of the natural environment. Natural materials are used in the program wherever possible with many of the materials for arts and craft being recycled. Educators model environmentally friendly and sustainable practices. Native animals and insects are treated with care and respect and will be set free, if captured, after an appropriate observation time for the students.

The use of fresh food is encouraged for lunches, morning and afternoon teas to reduce the over use of packaging. This is a conservation issue as well as a nutritional one.

As much as possible, cleaning materials in the Service are biodegradable and environmentally friendly. Pest control is carried out regularly when students are not in attendance.

There is NO SMOKING permitted in or near the Service, or anywhere in the grounds where the Service is located.

## HEALTH

At Mueller College OSHC a holistic approach to health is used. Through this approach educators embed a broad range of topics into our programs to support students nutrition,

emotional, physical, mental and spiritual health as well as addressing self care topics like rest, hygiene and self-protection.

## ILLNESS

- Students who are ill are not to attend the Service. No student showing symptoms of a heavy cold or any infectious illness (measles, mumps, chicken pox, conjunctivitis, unidentifiable rashes, impetigo, diarrhoea, vomiting, ear and throat infections) which could affect the health of other students, may attend the Service, but is required to remain at home for the period specified by the health regulations. Coronavirus restrictions and Government recommendations or directions must be followed at all times.
- Please see the exclusion chart on the next two pages for recommended exclusion times.



- The Nominated supervisor, or in her absence lead educator, has the right to send home any students whom she considers is not well enough to attend the Service and to request a letter from the students' doctor before being readmitted to the Service should she consider it necessary.
- Students should remain at home for at least 24 hours after the last bout of diarrhoea or vomiting.
- If your child is unable to attend due to illness, please phone the Service to let us know that your child will be absent. Please phone by 2.30pm for After School Care and by 6.30am for Before School Care and Vacation Care. A doctors certificate will be required in vacation care for charges to be removed.
- It is the responsibility of the parents/guardians to inform the Nominated supervisor of any infectious disease that their child or other immediate family members may be suffering. Information will be displayed in the foyer if educators have been notified of any diseases present in the Service. QLD Health will be contacted by the Service should it be necessary.

## INJURIES

When sudden illness or major injury occurs, the students parent/guardian will be contacted. When this is not possible, the emergency contacts will be contacted. Should this also not be possible, the Nominated supervisor or person authorised by the parents/guardians has the discretion to seek appropriate medical attention at the parents' expense.

All incidents, injuries, trauma and illness will be recorded by Service educators to be presented to parents/guardians when collecting your child. Please ensure the details are correct and you have a clear understanding of the events before you sign the form. These forms are kept confidentially for the prescribed required times.

Should your student reveal an incident that educators have not informed you of, please report to the Nominated supervisor, so the matter can be investigated.

Should a seemingly minor injury develop into a more serious medical incident, please notify the Nominated supervisor immediately.

## FIRST AID

All educators at the Service are trained in first aid, CPR, diabetes, asthma and anaphylaxis to ensure the highest possible care students at OSHC.



## Public Health Requirements

# Time Out



Keeping your child and other kids healthy!

Queensland Health



- Information for a number of infectious conditions<sup>1</sup> that may require<sup>1</sup> exclusion of children from school, education and care services.
- Additional public health recommendations that apply to children and adults.
- To assist medical practitioners, schools, preschools and childcare facilities to meet the public health requirements<sup>1</sup> and recommendations.

<sup>1</sup>Refers to contagious conditions as per the Public Health Regulation 2018.

1. Observing the exclusion period meets the intent of the Public Health Act 2005 for a person to be non-infectious. See schedule 4 of the Public Health Regulation 2018 for a complete list of contagious conditions and their exclusion criteria.

2. Doctors should notify the local Public Health Unit as soon as possible if children or staff are diagnosed with these conditions. Refer to page 2 for Public Health Unit contact details.

Condition	Person with the infection	Those in contact with the infected person (The definition of 'contact' will vary between diseases)
*Chickenpox (varicella)	<b>EXCLUDE</b> until all blisters have dried, and at least 5 days after the onset of symptoms. <sup>1</sup>	<b>EXCLUSION MAY APPLY</b> <b>EXCLUDE</b> non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. Advise to seek urgent medical assessment. <i>Contact your Public Health Unit for specialist advice.</i> <i>Also see Shingles information below.</i>
Cold sores (herpes simplex)	<b>NOT EXCLUDED</b> if the person can maintain hygiene practices to minimise the risk of transmission. Young children unable to comply with good hygiene practices should be excluded while sores are weeping. Sores should be covered with a dressing where possible.	<b>NOT EXCLUDED</b>
Conjunctivitis	<b>EXCLUDE</b> until discharge from eyes has ceased unless a doctor has diagnosed non-infectious conjunctivitis.	<b>NOT EXCLUDED</b>
*COVID-19 <sup>2</sup>	<b>EXCLUDE</b> those who have symptoms and relevant contacts. <sup>1</sup> See latest Queensland Health guidance for exclusion periods and criteria. <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Cytomegalovirus (CMV)	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.
<b>Diarrhoea and/or Vomiting including:</b> <ul style="list-style-type: none"> <li>• amoebiasis</li> <li>• campylobacter</li> <li>• cryptosporidium giardia</li> <li>• rotavirus</li> <li>• salmonella</li> <li>• *gastroenteritis</li> </ul> <b>but excluding:</b> <ul style="list-style-type: none"> <li>• *norovirus</li> <li>• shigellosis</li> <li>• toxin-producing forms of E.coli (STEC)</li> </ul>	Exclusion periods may vary depending on the cause. <b>EXCLUDE</b> a single case until the person, has no symptoms <sup>1</sup> (includes vomiting if applicable), is feeling well and they have not had any loose bowel motions for at least 24 hours or if the person has confirmed norovirus exclude for at least 48 hours. <sup>1</sup> <b>EXCLUDE</b> all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. <b>NOTE:</b> If there are 2 or more cases with diarrhoea and/or vomiting in the same location, which may indicate a potential outbreak OR a single case in a food handler, notify your Public Health Unit. <b>Diarrhoea:</b> 3 or more loose stools or bowel movements in a 24 hour period that are different from normal and/or escapes a child's nappy. <i>See information below if norovirus is confirmed or considered likely as the cause of diarrhoea and vomiting.</i>	<b>NOT EXCLUDED</b>
<i>See advice for these specific conditions below</i>		
*Enterovirus 71 (EV71 neurological disease)	<b>EXCLUDE</b> until written medical clearance is received confirming the virus is no longer present in the person's bowel motions. <sup>1</sup>	<b>NOT EXCLUDED</b>
Fungal infections of the skin and nails (ringworm/tinea)	<b>EXCLUDE</b> until the day after antifungal treatment has commenced. (No exclusion for thrush).	<b>NOT EXCLUDED</b>
Glandular fever (mononucleosis, Epstein-Barr virus)	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
*German measles (rubella) <sup>3</sup>	<b>EXCLUDE</b> for 4 days after the onset of rash <sup>1</sup> or until fully recovered, whichever is longer. Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.
*Haemophilus influenzae type b (Hib)	<b>EXCLUDE</b> until the doctor confirms the person is not infectious and has completed 4 days of appropriate antibiotic treatment. <sup>1</sup> <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Hand, foot and mouth disease	<b>EXCLUDE</b> until all blisters have dried.	<b>NOT EXCLUDED</b>
Head lice	Exclusion is not necessary if effective treatment is commenced before next attendance day (i.e. the child does not need to be sent home immediately if head lice are detected).	<b>NOT EXCLUDED</b>
*Hepatitis A <sup>2</sup>	<b>EXCLUDE</b> until at least 7 days after the onset of jaundice <sup>1</sup> OR for 2 weeks after onset of first symptoms, including dark urine if there is no jaundice. If a person is asymptomatic <i>contact your Public Health Unit for Specialist advice.</i>	<b>NOT EXCLUDED</b> <i>Contact your Public Health Unit for specialist advice about vaccination or treatment for children and staff in the same room or group, children transferring to another centre and new enrolments.</i>

Condition	Person with the infection	Those in contact with the infected person <sup>1</sup>
Hepatitis B and C	<b>NOT EXCLUDED</b> cover open wounds with waterproof dressing.	<b>NOT EXCLUDED</b>
Hepatitis E	<b>EXCLUDE</b> until at least 2 weeks after the onset of jaundice.	<b>NOT EXCLUDED</b>
Human Immunodeficiency virus (HIV/AIDS)	<b>NOT EXCLUDED</b> cover open wounds with waterproof dressing.	<b>NOT EXCLUDED</b>
Influenza and influenza-like illness	<b>EXCLUDE</b> until symptoms have resolved, normally 5–7 days.	<b>NOT EXCLUDED</b>
*Measles <sup>2</sup>	<b>EXCLUDE</b> until the doctor confirms the person is not infectious but not earlier than 4 days after the onset of the rash. <sup>1</sup> <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <b>NOT EXCLUDED</b> vaccinated or immune contacts. <b>EXCLUDE</b> immuno-compromised contacts (including those receiving chemotherapy) until 14 days after the appearance of the rash in the last case. <b>EXCLUDE</b> non-or incompletely vaccinated contacts, without evidence of immunity. <i>Contact your Public Health Unit for specialist advice.</i>
Meningitis (bacterial)	<b>EXCLUDE</b> until well and has received appropriate antibiotics.	<b>NOT EXCLUDED</b>
Meningitis (viral)	<b>EXCLUDE</b> until well.	<b>NOT EXCLUDED</b>
*Meningococcal infection <sup>2</sup>	<b>EXCLUDE</b> until the treating doctor confirms the child is not infectious and at least 24 hours of appropriate antibiotics have been completed. <sup>1</sup> <i>Contact your Public Health Unit for specialist advice.</i>	<b>NOT EXCLUDED</b> <i>Contact your Public Health Unit for specialist advice on antibiotics and/or vaccination for close contacts.</i>
Molluscum contagiosum	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
Mumps	<b>EXCLUDE</b> for 5 days after onset of swelling. Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.
*Norovirus	<b>EXCLUDE</b> until no symptoms and no loose bowel motions for 48 hours. <sup>1</sup>	<b>NOT EXCLUDED</b>
Roseola, sixth disease	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
Scabies	<b>EXCLUDE</b> until the day after treatment has commenced.	<b>NOT EXCLUDED</b>
School sores (impetigo)	<b>EXCLUDE</b> until 24 hours of appropriate antibiotics have been completed. Cover sores on exposed areas with a waterproof dressing until sores are dry, and encourage handwashing.	<b>NOT EXCLUDED</b>
Shiga toxin-producing E.coli (STEC)	<b>EXCLUDE</b> until diarrhoea has stopped and 2 samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Slapped cheek syndrome, fifth disease (parvovirus B19, erythema infectiosum)	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor. <b>Note:</b> Children are contagious until 24 hours after the fever resolves. Rashes generally occur after the infectious period has passed.	<b>NOT EXCLUDED</b> pregnant women should consult with their doctor.
Shigellosis	<b>EXCLUDE</b> until there has been no diarrhoea or vomiting for 48 hours. <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
Shingles (herpes zoster)	<b>EXCLUDE</b> all children until blisters have dried and crusted. <b>EXCLUDE</b> adults if blisters are unable to be covered. <b>NOT EXCLUDED</b> in adults if blisters can be covered with a waterproof dressing until they have dried.	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice, including advice for pregnant women and any person who is immuno-compromised (including receiving chemotherapy).</i>
Streptococcal sore throat (including scarlet fever)	<b>EXCLUDE</b> until 24 hours of appropriate antibiotics have been completed.	<b>NOT EXCLUDED</b>
*Tuberculosis (TB) <sup>2</sup>	<b>EXCLUDE</b> until written medical clearance is received from the relevant Tuberculosis Control Unit.	<b>NOT EXCLUDED</b>
*Typhoid <sup>2</sup> and paratyphoid fever <sup>2</sup>	<b>EXCLUDE</b> until appropriate antibiotics have been completed. <sup>1</sup> Stool sample clearance will be required, <i>contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> <i>Contact your Public Health Unit for specialist advice.</i>
*Whooping cough (pertussis) <sup>2</sup>	<b>EXCLUDE</b> until 5 days after starting appropriate antibiotics or for 21 days from onset of cough AND confirmed that they are not infectious. <sup>1</sup> <i>Contact your Public Health Unit for specialist advice.</i>	<b>EXCLUSION MAY APPLY</b> for contacts of an infected person. <i>Contact your Public Health Unit for specialist advice regarding exclusion of non-or incompletely vaccinated contacts.</i>
Worms	<b>EXCLUDE</b> until diarrhoea has stopped for 24 hours and treatment has occurred.	<b>NOT EXCLUDED</b>

This is an assistive tool, it is not intended to replace clinical assessment.

If you have any medical concerns, contact your healthcare provider.

For further advice on the information within this poster, contact your nearest Public Health Unit or at [www.health.qld.gov.au/system-governance/contact-us/contact-public-health-unit](http://www.health.qld.gov.au/system-governance/contact-us/contact-public-health-unit)

#### Further information on recommendations:

- Communicable Diseases Network Australia (CDNA) guidelines <https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdn>
- National Health and Medical Research Council publication: infectious diseases in child health and education and care services, 5th edition [www.nhmrc.gov.au](http://www.nhmrc.gov.au)
- Queensland Department of Health Communicable Disease Control Guideline <http://disease-control.health.qld.gov.au>



Use this QR Code to view a copy of this poster or visit: [www.health.qld.gov.au/public-health/schools/prevention](http://www.health.qld.gov.au/public-health/schools/prevention)



# Medications

If a student is ill enough to require medication, it is preferred that he/she remains at home. If however a student is on long term medication or is well enough to attend OSHC, prescribed medication will only be administered by Service educators if:

1. The parent/legal guardian completes a "Medication Request Form" including instructions for administration of the medication and any special requirements. Medication Request Forms are available at the Service.
2. The medication is supplied in the **original container clearly labelled by a pharmacist** with: the name of the drug; the medical practitioner's name; the students name; the expiry date; the dosage; and the time or frequency of administration required.

Over-the-counter medications **will not** be administered by educators without the completion of a "Medication Request

Form" by the students parent/guardian. The medication must be in the original container, clearly labelled, and must include the dosage and expiry date.

Out-of-date medication will not be administered.

## SLEEP AND REST

Children of all ages need adequate sleep and rest. Educators will be sensitive to an individual students' need for sleep and rest and will adapt the program where possible to provide a suitable rest environment.

Individualised adjustments are welcomed and implemented as required to ensure all student and family needs are considered.

Every effort will be made to make quite spaces available to students requiring rest. These areas will be supervised as regulated at all times.

All students will be encouraged to use the rest period as a time to relax and engage in quiet activities at different points in the program.

### **Please notify the Nominated supervisor whenever changes to this information occurs.**

If students are receiving medication at home but not at the Service, the Service should be advised of the nature of the medication and its purpose and of any possible side effects it may have for the student.

At no time will medication provided for one student be administered to another, even though he or she may be a sibling of the student for whom the prescription was made.

One dose of Panadol can be given in the event of fever if parents/ guardians have signed a permission form. Verbal permission will always be sort before each administration. The administration of ALL medication will be at the discretion of the Nominated supervisor or lead educator.



**Parents/Guardians of students attending the Service who may require an emergency response for health issues (e.g. anaphylactic reactions, allergies, asthma, diabetes or epilepsy are required to provide detailed medical information at the time of enrolment.**

All students enrolled with these medical conditions will have an individual health record card prepared in consultation with the students parent/ guardian and medical practitioner and any formal Action plans. This requirement ensures that all educators have adequate information to carry out their duty of care if an emergency arises with your child.

**ANAPHYLAXIS**

Parents/Guardians of students with anaphylaxis are required to consult with the Nominated supervisor to discuss a risk minimisation plan before commencement. Parents/Guardians are required to provide an Anaphylaxis Action Plan (with adrenaline auto injector and relevant request forms) before their student commences at the Service. If an extra auto injector can not be left at the Service, it is the responsibility of the student and parent/guardians to ensure they have one with them when they arrive at the Service for care. OSHC educators will not be responsible for collecting auto injectors or other medication from the health room. Students without their auto injector will be sent to the School administration for collection.

**EPILEPSY**

Parents/Guardians of students with Epilepsy are required to consult with the Nominated supervisor before commencement. Parents/ Guardians are required to provide an action plan (with any necessary medication and relevant request forms). Alternatively they can sign an action plan formulated in conjunction with the Service before their child commences.

Students with Epilepsy will be monitored at all times.

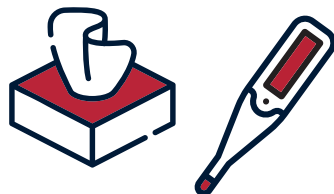
**DIABETES**

Parents/Guardians of students with diabetes are required to consult with the Nominated supervisor to discuss a risk minimisation plan before commencement. Parents/Guardians are required to provide an Action Plan (with necessary medication and emergency food). If the student self-manages their diabetes, a medication request form must be signed by the parent/ guardian and explicitly state that the student is to self-regulate and administer their insulin injections or make pump adjustments (a journal must be kept to record all readings and injections). Diabetic students who self-inject will be given a space away from other students to administer their insulin. Students will be supervised at all times during the self-administration of their medication

**ASTHMA**

For a student suffering from asthma, an Asthma Record Card is to be completed (available from the Nominated supervisor) by parents/guardians in consultation with the students medical practitioner if possible. If no action plan is given the Service will employ the Service action plan which must be reviewed and signed by parents. This will be kept on file at the Service and parents/ guardians will be responsible to notify the Nominated supervisor of any changes to the information. The Service will presume that if no asthma medication is provided, the students asthma is mild and no cause for concern.

**Nebulisers will only be used at the Service if clear instructions are given regarding their use.**



# Immunisation



## Childhood Vaccinations

The cheapest most reliable method of preventing some infections is immunisation. Immunisation protects the person who has been immunised, children who are too young to be vaccinated, and people who have been vaccinated but did not respond to the vaccine. The principle of immunisation is simple: it gives the body a memory of infection without the risk of natural infection.

Parents/Guardians of students wishing to utilise the OSHC Service will be asked to show documentation of their child's immunisation status at enrolment. Students who are younger than seven must meet the Australian Federal Government's immunisation requirements, or have an approved exemption from the requirements or this may affect their eligibility for Child Care Subsidy. Original immunisation documents are required to be **sighted by OSHC staff**, and copies are kept on file.

A vaccination schedule is displayed at the Service along with Health Department leaflets on immunisation.

Educators are encouraged to be vaccinated and the Service subsidises the cost of some vaccinations. Please refer to OSHC Policies and Procedures for further information.

**To find out more about Immunisation for you and your child visit: [www.health.qld.gov.au/immunisation](http://www.health.qld.gov.au/immunisation) or [www.immunise.health.gov.au](http://www.immunise.health.gov.au) or call**

**13 HEALTH (13 43 25 84)**

### Please note

Any unimmunised students will be excluded from care during outbreaks of immunisation preventable diseases (such as measles and whooping cough), even if they are well. Students whose immunisation records are not up-to-date will also be treated as unimmunised in the event of an outbreak. The period of exclusion will be in accordance with the Department of Health recommendations. (Qld Health)

# Immunisation Schedule Queensland ADOLESCENTS & ADULTS

October 2021

Updated October 2021



## Immunisation Schedule Queensland

July 2020



### CHILDREN



#### Before vaccinating:

- ALWAYS review the Australian Immunisation Register (AIR) to check the patient's previous immunisation history
- Check the online Australian Immunisation Handbook (the Handbook) or download the Handbook app for information about catch-up vaccination, timing of vaccination for special risk groups at [immunisationhandbook.health.gov.au/](https://immunisationhandbook.health.gov.au/)
- Check the correct vaccine dose number has been recorded and report all vaccinations to AIR as soon as possible.

#### LEGEND

- R Reconstitute
- IM Intramuscular
- SC Subcutaneous
- AL Anterolateral

AGE	DISEASE	VACCINE BRAND	ALL CHILDREN (incl. Aboriginal and Torres Strait Islander children and Children with medical risk factors)	Additional vaccines for: Aboriginal and Torres Strait Islander children Children born with medical risk factors	METHOD & SITE	IMPORTANT NOTES
<b>IMPORTANT:</b>	Children diagnosed with <b>medical risk factors for invasive meningococcal disease</b> are funded to receive multiple doses of Meningococcal ACWY (Nimenrix) and Meningococcal B (Bexsero) vaccine. The number and timing of doses is dependent on the age at diagnosis. <b>Refer to the Meningococcal chapter of the Handbook for number and timing of doses.</b>					
Birth	Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric	●		IM / AL thigh	● Give within 24 hours of birth. Can be given up to 7 days after birth
	Tuberculosis	BCG <span style="border: 1px solid red; padding: 0 2px;">R</span>		▲	Intradermal / Deltoid	▲ Aged 15 years living in Aboriginal and Torres Strait Islander communities. For further information regarding eligibility search 'BCG vaccination' on the Queensland Health website
2 months (can be given from 6 weeks) AND 4 months	DTPa-hepB-IPV-Hib	Infanrix Hexa <span style="border: 1px solid red; padding: 0 2px;">R</span>	●		IM / AL thigh	
	Pneumococcal	Prevenar 13	●		IM / AL thigh	
	Rotavirus	Rotarix	●		Oral / By mouth	● First dose must be given <15 weeks of age. Second dose must be given <25 weeks of age. Check Rotarix wheel for timing of vaccination
6 months	Meningococcal B	Bexsero		▲	IM / AL thigh	
	DTPa-hepB-IPV-Hib	Infanrix Hexa <span style="border: 1px solid red; padding: 0 2px;">R</span>	●		IM / AL thigh	
	Meningococcal B	Bexsero		▲	IM / AL thigh	▲ Aboriginal and Torres Strait Islander children with <b>medical risk factors for IMD</b> (see Handbook)
	Pneumococcal	Prevenar 13		▲	IM / AL thigh	◆ Medical risk factors for <b>invasive pneumococcal disease (IPD)</b> (see Handbook)
12 months	Measles-mumps-rubella	Priorix <span style="border: 1px solid red; padding: 0 2px;">R</span> OR MMRII <span style="border: 1px solid red; padding: 0 2px;">R</span>	●		IM or SC / Deltoid	
	Meningococcal ACWY	Nimenrix <span style="border: 1px solid red; padding: 0 2px;">R</span>	●		IM / Deltoid	
	Pneumococcal	Prevenar 13	●		IM / Deltoid	● Children diagnosed with medical risk factors for IPD at >12 months refer to the Adolescents & Adults schedule for number and timing of doses
	Meningococcal B	Bexsero		▲	IM / Deltoid	
18 months	Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric		◆	IM / Deltoid	◆ Premature baby <32 weeks gestation or <2000g birthweight only
	Measles-mumps-rubella-varicella	Priorix Tetra <span style="border: 1px solid red; padding: 0 2px;">R</span> OR Proquad <span style="border: 1px solid red; padding: 0 2px;">R</span>	●		IM or SC / Deltoid	
	Haemophilus influenzae type b	Act-HIB <span style="border: 1px solid red; padding: 0 2px;">R</span>	●		IM or SC / Deltoid	
	DTPa	Infanrix OR Tripartel	●		IM / Deltoid	
4 years	Hepatitis A	Vaqta paediatric		▲		
	DTPa-IPV	Infanrix IPV OR Quadacel	●			
	Hepatitis A	Vaqta paediatric				
	Pneumococcal	Pneumovax 23				



For more information visit:  
<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/schedule>

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/schedule>

# Food & Drinks



A Food Policy has been developed in collaboration with educators, parents and students and using advice from current nutrition authorities, to cater for the needs of the students using our Outside School Hours Care Service.

The Service ensures that meal and snack times are conducted in a safe, clean and relaxed environment. It is our aim to make meal times a positive learning experience where students will be encouraged to develop healthy eating habits. We request that parents/ guardians provide healthy, balanced and nutritious meals and snacks for your children while here at the Service. The Service encourages and promotes the health and wellbeing of students through a healthy nutritious diet. Meal and snack times where good nutritional foods and habits are developed will be promoted and meal breaks will take place in a happy, relaxed and social environment. The Service also has many articles available on a wide range of topics relating to healthy eating for children. Please ask the Service educators for information needed.

**Please note:** Do not bring nut products. Please also avoid chocolate and sugary products.



## For resources and information please see the following:

- **Nutrition Australia** is an independent, member organisation that aims to promote the health and well being of all Australians. Resource and facts sheets may be found at [nutrionaustralia.org](http://nutrionaustralia.org)
- **Raising Children Network** is a website funded under the Australian Government's Family Support Program. A wide range of fact sheets and articles are available at [raisingchildren.net.au](http://raisingchildren.net.au)
- **Queensland Health** provides a Health Information Directory where you are able to access online health and well being information. The fact sheets and other resources on this site are constantly expanded and regularly reviewed. See [health.gov.au](http://health.gov.au)

## BEFORE SCHOOL CARE

Provision is made for students attending Before School Care to have breakfast at the Service, if required, but this must be FULLY supplied by the parents/ guardians. At Before School Care, educators are able to assist students in the preparation of a healthy nutritious breakfast if it is required. A nutritious breakfast does not take a long time to prepare and will assist the students with their concentration at school, help form healthy eating habits, and assist in normal growth and development. Educators at Before School Care will assist with preparation, if breakfast can be prepared using a microwave or a toaster. The best breakfasts should include fruit or vegetables, a dairy product and a wholegrain bread, cereal or grain product.

### Ideas for Breakfast

- Cereal (must be nut free, low sugar and colourings preferred)
- Microwave porridge (this must be in the original commercial packaging that includes heating instructions)
- Toast (wholegrain bread is recommended)
- Toasted raisin bread or fruit loaf (nut free)
- Toasted muffins, crumpets, bagels, pancakes
- Toppings may include honey, jam, vegemite, cream cheese etc.
- Baked beans
- Fruit (pureed or chopped fruit prepared at home may be brought in to go with cereal)
- Fruit smoothies (prepared at home)
- On-the-go breakfast suggestion: piece of fruit, cheese stick, crackers
- Milk drinks may be brought as part of a healthy breakfast

**PLEASE NOTE: Breakfast items need to be fully supplied by parents/ guardians. Please discuss with educators if you would like to leave some breakfast items at the Service e.g. Cereal, bread, etc.**

Students who are still hungry in the morning are permitted to eat fruit or yoghurt from their lunch boxes. Please supply extra for your students for the day if this regularly becomes necessary.

## AFTER SCHOOL CARE

Parents/Guardians are asked to provide a healthy afternoon tea for their children to consume at After School Care. Please plan this meal break with your students as we try to make this a relaxing, enjoyable part of the day after the students have been at school all day. We suggest that the students afternoon tea be placed in a separate lunch box from lunch allocated for school.

Healthy snack items could include crackers and cheese, rice crackers, rice cakes, muffins, scones, pikelets, sandwiches, nut free muesli bars or cereal bars, fresh fruit and vegetables.

Students will be provided with one medium piece of fruit at Afternoon tea as well as the food they bring from home. They will, however be encouraged to eat the food sent from home first.

## DINNER PROVISION

Should your child attend the Service until after 5:30pm and you feel that they need to have provision for dinner, this will need to be discussed directly with the Nominated supervisor, Rachel Rose. Should it be granted that provision be made, all dinner items must be FULLY supplied by the parent/guardian. Due to food licensing and safety laws, these food will need to be commercially produced and in their original packaging that includes cooking instructions. Left overs sent from home will NOT be re-heated. Examples of appropriate meals might be a frozen pizza or meal.

# Food & Drinks



## VACATION CARE

### Ideas for Lunches

Food will not be heated or prepared by educators for lunch. Students will need to have a self-sufficient lunch similar to that during the school term.

**PLEASE NOTE:** Lunches may be refrigerated however, leftovers will not be re-heated under any circumstances.

Ideas might include sandwiches, pita, pocket breads, pizza, rolls, fruit breads, focaccia, topped breads, bread sticks with various fillings or toppings. Crackers, scones, pikelets, wholemeal muffins (not sweet) wholemeal biscuits, baked pita chips with dips and spreads.

As some of our students have an allergy to nuts, the Service has decided to request that **NO NUTS OR NUT PRODUCTS** be sent by parents for their children's lunches. (This includes Nutella)

**PLEASE NOTE:** Students are asked NOT TO SWAP OR SHARE FOOD at the Service. This again is essential as some of our students have severe allergies. We would like to request that siblings also have their own food at the Service so that educators can ensure that the rule of "no food swapping or sharing" can consistently be understood by all students.

### Morning / Afternoon Teas

We recommend that at least one to two pieces of fruit per day be included in the students lunches. Please include healthy snack items for morning tea and afternoon tea breaks.

### Excursion Days

Please make sure that students bring appropriate lunch items on Excursion Days. Lunch bags should include an ice pack to keep lunches cool and fresh. **A WATER BOTTLE IS ALSO REQUIRED ON EXCURSION DAYS.** Please make sure that the drink bottle for excursion days is big enough for the whole day. (e.g. Drink bottles the size of a popper are not adequate)

### Drinks

Water bubblers are available for students to access at all times while at the Service

The only requirement is that students ask for permission before going to the balcony.

Students are encouraged to drink water as our "drink of choice" at the Service. Educators will encourage students to drink adequate amounts of water and will particularly ensure this during the hot weather and during sports and outside games activities.





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