KIDS’ ZONE

All You Need
To Know

Stradbroke Out of School Hours Care &
Vacation Care Programmes

Stradbroke School
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Director: Rebecca MacQueen
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Accounts & CCB Officer: Amanda Zbierski

Opening Times
Before School Care: 7:00am to 8:45am
After School Care: 3:00pm to 6:15pm
Vacation Care: 7:00am to 6:15pm

Please refer to our Vacation Care supplement for specific information regarding our Vacation Care programme.
Welcome to the Stradbrooke Out of School Hours Care (OSHC) programme. We aim to provide a quality child care programme for children who attend junior primary/primary school which meets your children’s needs in a safe, caring and stimulating environment. We hope your family enjoys our programme. The Stradbrooke School Governing Council is the employing body of our service. They are responsible for the financial planning and management. The Governing Council and the Management Committee will ensure that decisions are made in an appropriate manner and in the best interests of the service and families. The service is compliant with the Department of Education and Child Development (DECD) Licensing and Standards regulations for Out of School Hours Care and has been accredited (high quality) as part of the OSHC Quality Assurance process (introduced in 2003). We adhere to the Education and Care Services National Regulations under the Education and Care Services National Law and in conjunction with the Education and Early Childhood Services (Registration and Standards) Act 2011. We follow the National Quality Standards/Framework and incorporate “My Time, Our Place” into our child-centred programming.

Mission Statement
Our goal is to provide well-balanced, quality child care in a safe, friendly environment that meets the needs of all children, parents and the community at an affordable rate.

Philosophy
- The provision of quality care in a safe place for children is our number one priority.
- We aim to treat each child as an individual, fostering curiosity, initiative and self-esteem.
- It is important that children feel free to relax and play after school and know they can participate in active or quiet activities as they choose.
- We aim to provide challenging, interesting, age-appropriate and inclusive experiences reflecting the needs and cultural diversity of the community.
- We believe that activities provided should be stimulating, interesting and recreational in their orientation, while at the same time allowing sufficient latitude for children to choose and structure their own activities.
- While children have more freedom than in the school situation, for the safety and security for all, behaviour management guidelines need to be clearly understood and followed by staff and children. We recognise the value of incorporating the views of parents/carer, children, staff and volunteers within our programme and encourage their participation and feedback.

Aims
To provide a programme developmentally appropriate to the leisure needs of the children attending the service, and provide for the development of each child’s social, physical, emotional and intellectual potential, including language skills and creativity. Children will be actively involved in all programme planning, implementation and evaluation processes.
- To provide families with quality care so that parents can be assured their children are well supervised in a safe environment.
- To create a warm, supportive atmosphere for children.
- To provide children with opportunities for play, both active and quiet, for creativity, for physical activities, and for relaxation.
- To liaise closely with school staff for continuity of care.
- Encourage children to do their homework if requested by parents.
- Develop and foster positive and nurturing relationships between staff, children and families.

Programmes
- Children’s programmes will be inclusive of the cultural and linguistic diversity of all families using the service. They will support children to explore a range of cultural experiences in an environment free from racial prejudice and harassment.
- Programmes will be balanced, providing a range of indoor/outdoor experiences, quiet/active times and settings, structured/unstructured activities, and opportunities to learn and practise life and social skills.
- Programmes will include opportunities that foster and enhance:
  o friendships between children.
  o individual child/staff interactions.
  o cooperative and responsible behaviours among children.
  o individual and group interests.
  o special needs, interests and talents of every child.
- Programmes will be flexible enough to allow for spontaneity, enjoyment and the unexpected. An approach to activities that values both processes and end products will be encouraged.
• Programmes will consider developmental ranges, ages and abilities and will incorporate activities that can be done on different levels.
• Programmes will provide children with access to a range of different equipment, facilities, resources, media and materials.
• Programmes will incorporate feedback and suggestions from children, staff and families.
• Programmes will support physical development through the inclusion of activities which incorporate the use of gross and fine motor skills.
• Programmes will support the development of life skills by providing opportunities for leadership roles and team building activities and by involving the children in creating an aesthetically pleasing environment.
• Programmes will incorporate activities which are inclusive of gender, culture and the additional needs of individual children to develop an awareness and acceptance of others.
• Programmes will incorporate special events and visits from community groups to develop a growing awareness of issues in the wider community.
• Programmes will provide opportunities for children to be active or to relax in a quiet atmosphere.
• Programmes will support the principles and attitudes of the International Baccalaureate (IB) learner.

Activities for the Children
• Active games/sports (e.g. handball, poison ball, soccer, secret agent, noodle hockey, European handball, table tennis, badminton, volleyball, football, tennis, cricket, basketball, netball, baseball, T-ball, hockey, skipping, hoop play, vortex, frisbee, quoits, hopscotch).
• Group games/team-building activities (e.g. parachute games, music games, drama games, pass the parcel, bingo, mummies game, the fly, poison letter, twister, pin the tail on the donkey, celebrity heads, charades, stuck in the mud, crazy colour dash, museums, singing, dancing, performing arts).
• Playgrounds/sandpits
• Art/craft activities (e.g. colouring, drawing, cutting, pasting, painting).
• Cooking Activities (e.g. apple crumble, mini pizzas, sushi, vol au vents, quiches, carrot cake, cheese muffins).
• Science activities/experiments and problem solving (e.g. balloon rockets, volcanoes, spinners, electronics, microscopes).
• Environmental activities (e.g. gardening, tree planting, water watch awareness, grassy heads, recycling).
• Manipulative play (e.g. playdough, marble runs, junk sculpture, bubble blowing, construction toys such as Lego, Duplo, wooden blocks).
• Creative/Imaginative/spontaneous play (e.g. drama, music, plays, dress-ups, mime, dancing, toy food, cars, puppets, story/poetry writing).
• Competitions (e.g. name the faces/places, spot what challenge, design a new uniform, guess the staff member, jelly beans in a jar, draw/write about what makes you happy, design a machine to help a person with a disability).
• Food planning, preparation, serving and clean-up (breakfast, afternoon tea).
• Celebrations and special events (e.g. World Environment Day, Reconciliation Week, Child Protection Week, protective behaviours, Clean Up Australia Day, Harmony Day, Carnevale, Chinese New Year, Ramadan, St. Patrick’s Day, Remembrance Day, Sorry Day).
• Visits from community groups (e.g. police, fire brigade, ambulance, Wheelchair Sports).
• Peer Mediators/Helpers Programme (e.g. children’s jobs roster, badges, older children conducting activities).
• Videos/DVDs.
• Computer games/Nintendo 64/PlayStation 2 (including Sing Star and Eye Toy)/PS3/X Box 360
• Quiet activities (e.g. pilates, reading, board games, puzzles).
• Homework Club Monday–Thursday (including staff assistance and supervised internet access at designated times). All children have the opportunity and facilities to do homework during before and after school care, however, if you would like staff to specifically question/assist your child(ren), you may wish to add their name to our homework list. You are then able to monitor their progress by checking our “Homework Club” folder each day when you collect your child(ren). Please discuss any homework issues with the staff and we will try to accommodate your/your child’s needs wherever possible.
• Active After-school Communities Programme - Helping kids and communities get active (funded by the Australian Government Sports Commission).
• Student Voice Working Party – elected Committee members make decisions about Kids’ Zone (e.g. activities, equipment, rules, displays, community involvement, fundraising) and follow the progress of our Guide Dog sponsorship.
• Excursions (Vacation Care only).
• Rollerskating/Rollerblading, Skateboarding, Scootering, Go-carting etc. (Wheels Day-Vacation Care only).
Children's Boundaries
Children may play in the following areas when supervised by staff. We have priority in these areas during the hours of operation, except when the large quadrangle is used for sports team-training sessions.

Before School
- Kids' Zone room.
- Corridor & first classroom.
- Wet area.
- Under the stairs (the stairs are out of bounds).
- Lunch shed.
- Asphalt area north of Leabrook building.
- Kitchen.

After School and Vacation Care
- Kids’ Zone room.
- Corridor & first classroom.
- Wet area.
- Under the stairs (the stairs are out of bounds).
- Lunch shed.
- Asphalt area north of Leabrook building.
- Kitchen.
- Oval.
- Main quadrangle – eastern area (except when sporting teams are training)/sandpit.
- Rehn Hall.
- Upstairs activity room.
- Music suite (when available).
- Basketball courts (near flexi building).
- Oval playground & sandpit.
- Adventure playground & sandpit.
- J.P playground & sandpit – located at eastern end of Leabrook building.
  (Playgrounds are out of bounds unless programmed as an activity).

Boys toilets are located next to the wet area and the girls toilets are down the far end of the hallway. Only girls using the toilets are permitted down the hallway unless special permission has been given to small groups. The staff use walkie talkies for communication to ensure the safety of your child(ren) as they move between play areas.

When is the service available?
- Weekdays before and after school (OSH).C.
- School holidays (Vacation Care).
- Closed over Christmas / New Year Period – Closure dates will vary each year as determined by our Management Committee (please check with Kids’ Zone staff prior to the commencement of the December/January Vacation Care programme).
- School Closure days / Pupil Free days (for Stradbroke Students only) - All day care when school is closed.
- Early Closure (last day of terms 1, 2 & 3 from 2:10pm, last day of term 4 from 1:00pm).
- The service is not available on weekends and public holidays.

What are our operating times?
- Before School Care: 7:00am – 8:45am (older children released at 8:30am as this is when school supervision in the yard commences, younger children are kept until 8.40am and taken to their class if arranged).
- After School Care: 3:00pm – 6:15pm (late booking messages and collection of kindy/younger children from 3.00pm).
- Vacation Care: 7.00am – 6.15pm.
- Pupil Free / School Closure days: 7.00am – 6.15pm.
- Breakfast provided from 7.15 – 8.15am and afternoon snack provided from 3.45 – 4.15pm (included in the cost of the session).
Where can you find us?
The Kids’ Zone homeroom is located downstairs in the Leabrook building - next door to the Uniform Shop. This air-conditioned room contains our computers, games, craft materials, puzzles, books, toys, sport equipment etc. and our office space.

What ages to do you cater for?
We cater for children ranging from preschool to Year 7.

How to book in your children
Permanent or casual bookings can be made by dropping in, by phone on 8365 5677 or in writing. Please leave a message on our answering machine if staff are unable to take your call. Advance bookings/cancellations (for future weeks) can be made via email, however, please do not use this method for daily/weekly bookings/cancellations as our internet access could be down temporarily and we may not be able to check emails every day. If a child is new to the programme parents are required to fill in an enrolment form. This can be obtained directly from Kids’ Zone. We also ask if your child(ren) can complete a Child and Family Profile to provide us with information about their individual background, needs and interests (this is not compulsory). If a child attends on a casual/emergency basis the minimum information required is the child and enrolling parent’s name and date of birth, contact details, collection authorities and any medical information regarding the child. If this information is not made available to us, we reserve the right to gain access to the school records to collect this. If court orders are in place, please provide a copy of them when you return the enrolment form. The weekly attendance lists are located just outside our room. We use these to monitor the number of children attending and they must be signed by parents/carers as per the Department of Human Services (DHS) for the payment of Child Care Benefit (CCB). Before school holidays commence, Vacation Care Supplementary packages will be available for parents. This will include a copy of the programmed activities and a booking form. The booking form needs to be completed two weeks prior to the commencement of the Vacation Care period and returned with a 25% deposit. Vacation Care bookings will not be guaranteed without a deposit and any overdue account balances must be paid before new bookings will be accepted. You can cancel any booking if you need to and won’t be charged for care as long as we are notified by the required deadline of 6:15pm Friday the week prior (Thursday if Friday is a public holiday). Please be aware that all permanent bookings will be carried over to the next term or year unless we are notified otherwise.

Bookings / Cancellations and Staff / Child Ratios
To ensure the safety of your child(ren) there are set standards for the number of staff per children. We therefore need to have deadlines for bookings and cancellations to allow us time to adjust our staffing if needed. Unfortunately, if your booking is made outside of these deadlines you will be charged a late fee. If you do not cancel booked care by the deadline of 6:15pm Friday the week prior (Thursday if Friday is a public holiday), you will be charged for the session even if you do not use the care and regardless of the reason why. These extra charges are necessary to ensure continuous quality care & to meet the Education and Care Services National regulations for staffing requirements. Under these standards we are required to, as a minimum, provide the following:

All OSHC Directors/Assistant Directors must be qualified. One qualified staff member must be employed for every 30 children or part thereof. Please refer to the Licensing and Standards guidelines listed below and be aware that we try where possible to exceed this minimum legal requirement to ensure we provide quality care for your child(ren).

<table>
<thead>
<tr>
<th>No. of Children</th>
<th>Qualified Staff</th>
<th>Unqualified Staff</th>
<th>Total Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 12</td>
<td>1</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>13 - 30</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>31 - 45</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>46 - 60</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>61 - 75</td>
<td>3</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>76 - 90</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>91 - 105</td>
<td>4</td>
<td>3</td>
<td>7</td>
</tr>
</tbody>
</table>

The service is obligated under Government legislation to ensure staff to child ratios are met. Staff are rostered based on the number of children booked as at the Friday of the week prior. The number of children the service can provide care for is limited by staffing, transportation, venue bookings, DECS licensed places (100) and the CCB places allocated by the Government. Our CCB places are as follows: Before School Care 60, After School Care 100 and Vacation Care 100. Under the Allowable Absence system the service will not be able to accept bookings once the CCB places have been used. Please don’t assume that care is available.
If these places have been booked and not cancelled by 6:15pm Friday of the week prior (Thursday if Friday is a public holiday), we cannot accept any more under any circumstances. For more information, please refer to the Allowable Absences section. It is important to book early to reserve a place for your child. The service will not be able to provide care if the CCB place limit is reached and waiting lists for permanent bookings may need to be introduced. Book early if you require care and remember to cancel it by 6:15pm Friday of the week prior (Thursday if Friday is a public holiday) if it is no longer required. This will prevent you from being charged for the care and allow someone else to use the care. It is important that all bookings, especially those for working parents, are made as early as possible to ensure care. If we have reached our maximum CCB places and you have left a message to book your child/ren in on our answering machine while the office is unattended, or your child/ren arrives without a booking, Kids’ Zone staff will contact you to let you know that we are unable to provide care. You will be required to collect your child/ren or arrange alternative care. If this occurs during OSHC and we are unable to contact you, or you are unable to arrange alternative care, the child/ren will be sent to the office to await collection. If this occurs during Vacation Care you will be required to collect your child immediately. This is why, apart from the safety of your child/ren, it is important that you do not drop them off without coming in to Kids’ Zone yourself.

Fees
We aim to provide a quality service at an affordable price to parents/carers who have children eligible to attend. Fees will be reviewed by the Operator/Management Committee every July, after analysing the annual budget and according to the service's required income. The Management Committee consists of parents, School/Governing Council representatives and the Director(s) of the programme.

**BEFORE SCHOOL CARE**
7:00am - 8:45am
$10.00 PER CHILD

**AFTER SCHOOL CARE**
3:00pm - 6:15pm
$19.00 PER CHILD

**VACATION CARE**
7:00am - 6:15pm
Home Day (Mon/Wed/Fri) $44.00 PER CHILD
Excursion Day (Tues/Thurs) $50.00 PER CHILD

**PUPIL FREE / SCHOOL CLOSURE DAYS**
7:00am - 6:15pm
$44.00 PER CHILD

**EARLY CLOSURE (last day of each term)**
2:10pm -> (if your child stays after 3:10pm, after school care charges also apply)
$5.00 PER CHILD

**MISCELLANEOUS CHARGES**
Bookings for Before School Care must be received by 6:15pm the previous working day or a $2.00 Late Booking Fee per child applies.

Bookings for After School Care must be received by 10:00am on the day of attendance or a $2.00 Late Booking Fee per child applies.

If your child arrives at Before or After School Care with no booking a $5.00 No Booking Fee per child applies.

Bookings for Vacation Care must be received by 12.00noon the previous working day or a $5.00 Late Booking Fee per child applies.

If your child arrives at Vacation Care with no booking a $10.00 No Booking Fee per child applies.

If your child needs to be escorted to Rostrevor Kindergarten after the Before School Care session or escorted from the Rostrevor Kindergarten for the After School Care session, a $3.00 Kindy Escort Fee per family per day applies.

If your child needs to be escorted to/from other activities outside the school grounds (e.g. Rostrevor Tennis Courts, Velocity Dance Centre) a $5.00 External Activity Escort Fee per family applies.

If your child is not collected by our closing time of 6:15pm a Late Collection Fee of $15.00 per 15 minutes or part thereof applies (per family).

None of the above miscellaneous charges attract CCB, therefore the parent/carer bears the total cost.
Child Care Benefit (CCB) and the Child Care Rebate (CCR)

Child Care Benefit is available to most families. This can be claimed weekly as a deduction on your fees or at the end of the financial year. If you choose to claim you need to apply for CCB through DHS when you start using the service. DHS will inform you of your CCB percentage and your Customer Reference Numbers (CRN’S). For CCB deductions that apply to your CCB percentage, please refer to the Ready Reckoner chart at the end of the handbook. If you have more than one child attending an approved long day care centre, family day care centre or OSHC within the same week, you may be eligible for a multiple child percentage which will further reduce your costs. The Child Care Rebate (CCR) scheme is also available to families. Families can arrange through DHS to be paid for 50% of their out of pocket expenses (capped at $7,500). This can be paid automatically at the end of each quarter, at the end of the financial year or deducted weekly from your account. If you are a Grandparent who has the primary responsibility for raising and caring for your Grandchild, you may also be eligible for Grandparent Child Care Benefit (GCCB). To register for GCCB (or to find out if you are eligible), please contact DHS on 136150.

50 hour or 24 hour limit

CCB is normally given for a maximum of 50 hours per week for working parents. In exceptional cases, families can apply to DHS for up to 70 hours of CCB to meet work related commitments for a limited time only. In some cases only 24 hours of CCB may be given. Any hours above the limit will not attract CCB and this will affect the total you are charged for any care. During Vacation Care we operate for 11.25 hours per day ($6.25 hours per week). Please be aware that regardless of what time your child/ren are dropped off or collected, it is considered that they have attended the whole session/day (e.g. 11.25 hours). If your limit is 50 hours, then on the fifth day you will receive 5 hours of care with CCB applied and 6.25 hours on maximum fees for each child (approximately $3.83 per hour for a Home day and $4.45 per hour on an Excursion day). If your limit is 24 hours, you will be able to use 2 full days with CCB deducted. School aged children receive 85% of the CCB hourly rate i.e. $3.48 per hour. Please take this into consideration when calculating your account and notify DHS if your child changes from a non-school (kindy) child to a school aged child (to ensure you are receiving the correct CCB rate).

Allowable Absences

Our deadline to cancel bookings with no charge is Friday 6:15pm of the week prior (Thursday if Friday is a public holiday). If care is cancelled after this deadline (for any reason), you will still be expected to pay for the care. All care that is booked and not used will be noted as an Allowable Absence on your Childcare Benefit records. The Government allocates 42 Allowable Absences days per financial year per child for which you still receive the CCB portion of the fee for absences. Once your 42 days have been used (July-June), you will not receive ANY Child Care Benefit for absences for the rest of the year & will therefore be expected to pay FULL fees for any absences. This would be quite expensive for some families. You will be notified of how many Allowable Absences you have used on your account. Your 42 days are across all services i.e. Before School Care, After School Care & Vacation Care. Therefore, if you use other services, YOU will need to monitor the combination of Allowable Absences days used by ALL services for each child and not just what occurs at Stradbroke. If you don’t, you may need to pay back your CCB to the Government. As it will be your responsibility to monitor your Allowable Absences used, you can provide documentation to change an Allowable Absence to an Approved Absence. If you provide a sickness certificate for your child or any person in the household (e.g. siblings, parents), you can have the absence changed from one of your Allowable Absences to an Approved Absence, but you still pay for the booked care. There are some other circumstances that the Government have deemed as acceptable to change an absence from Allowable to Approved, which are outlined below, but sickness would be the most likely to occur. The non-attendances that can be altered to an Approved Absence (and therefore not be counted as one of your 42 Allowable Absences), if the documentation listed is provided, are as follows:
• Illness (medical certificate required).
• Non-immunisation - child is excluded from care due to an outbreak of an infectious disease that the child has not been immunised against (medical certificate or written statement from parent required).
• Rostered days off / Rotating shift work (written statement from employer).
• Periods of local emergency (as determined by the Department of Education, Employment and Workplace Relations).
• Court ordered shared custody (court order).
• School Closure Days – the school that the child’s sibling attends is closed for the day (except school holidays).
You will not be charged for booked care when there is a Public Holiday, School Closure or Pupil Free Day at Stradbroke as your normal bookings will automatically be cancelled for these days. You will need to specifically book in for a Pupil Free Day/School Closure Day if you need care for your child(ren).
Jobs, Education and Training Child Care Fee Assistance (JETCCFA)
If you are studying or preparing to enter or re-enter the workforce, you may also wish to enquire about the Jobs, Education and Training (JET) scheme, which can further subsidise your child care costs. This programme provides assistance to parents to help them access employment, education and training. To register for JETCCFA (or to find out if you are eligible), please contact DHS on 136150.

To apply for Child Care Benefit (CCB), Child Care Rebate (CCR), Grandparent Child Care Benefit (GCCB) or Jobs, Education and Training Child Care Fee Assistance (JETCCFA) please contact - Department of Human Services (DHS): www.humanservices.gov.au or call 13 61 50

Attached is an easy Ready Reckoner chart (for each service) to help you estimate the cost of care for our OSHC and Vacation Care programmes.

Payment of Accounts
Accounts are issued each Tuesday afternoon, for the previous week of care. They are emailed (if email address is provided on the enrolment form), or can be placed in the pockets outside Kids’ Zone (in alphabetical order of surname). Payments can be made by cash, cheque, credit card, eftpos or internet banking. If paying via the internet, please use your child(ren)’s name(s) as a reference. Our bank details are as follows: BSB: 105141 Account number: 035010840. We also offer the option to complete an “Automatic Debit from Credit Card Authorisation Form”. This means your fee will be paid directly from your credit card for the amount outstanding on your account. This can be done weekly, fortnightly or every 4 weeks. Please ask the Director/Co-Director or Accounts/CCB Officer if you require further information. (Please note: our usual debt collection process will not be followed for those parents who have a signed agreement unless the debit is not successful on a regular basis). Accounts can be paid directly to Kids’ Zone between 7:00am and 10:00am or between 2:30pm and 6:00pm. If this isn’t possible, parents can leave a cheque or Visa/Credit Card payment with the Director/Qualified staff. Cheques should be made payable to “Stradbroke OSHC”. Accounts are to be paid within 7 days of issue. If you have problems in meeting payments, please contact the Director or Accounts & CCB Officer to discuss alternative arrangements.

Failure to pay Accounts by due date
For all accounts not paid, the following action has been set down by the Management Committee and will be adhered to by the Accounts & CCB Officer unless suitable arrangements have been made:
- **7 days** – accounts not paid within 7 days will be posted/ emailed with the following note: “a friendly reminder that your account is overdue”.
- **14 days** – accounts not paid within 14 days will be posted/ emailed with the following note: “Any reason for this overdue account? If not, please pay IMMEDIATELY”.
- **21 days** – accounts not paid within 21 days will be posted/ emailed with the following note: “FINAL NOTICE Payment within 7 days or Legal Action will be taken”.
- **28 days** – accounts not paid within 28 days will be sent a final notice and the details will be sent to our debt collection agency. All additional debt collection costs will be added to the amount outstanding for the family. At this stage, care will be withdrawn and the OSHC Management Committee will be informed of the debt. If the child/ren still arrives at the programme, the parent will be phoned and the child/ren will be sent to the school reception area to await collection. The child/ren will NOT BE ABLE TO ATTEND Kids’ Zone.
- Return to care – Once accounts have been paid and child/ren are able to return to care, any family whose account has previously been forwarded to the debt collection agency or have had care withdrawn, or have withdrawn their children from care leaving a debt which remains for 28 days or more, MUST pay for all future care in advance.

If you experience any difficulty at any time in paying your account, PLEASE DO NOT IGNORE IT. Contact the Director/CCB & Accounts Officer to negotiate a payment plan. Our funding agreement with the Commonwealth Department of Family and Community Services requires us to be a non-profit programme. Non-payment of accounts affects the viability of our service.

Account Queries
Please refer any account or CCB queries to our Accounts & CCB Officer who is available on Tuesdays between 9:00am & 3:00pm and Fridays between 9:00am & 3:45pm to investigate / assist you with any queries.
If you are unable to discuss your query during these times please let the Director / Qualified staff know of your concerns and they will document them in our Accounts & CCB Communication book. These will be investigated / corrected by our Accounts & CCB Officer as promptly as possible.
Duty of Care (Drop off & Collection of child/ren)

As part of our duty of care responsibilities for children attending Kids’ Zone, we require that all children be signed in each morning. **Children must not be dropped off out the front and allowed to walk in on their own.** We also require that all children be signed out each afternoon and we will not allow them to be sent out the front to be picked up by their parent / carer. It is a legal requirement of the Australian Government, who provide CCB, that the parent signs their child/ren in and out of care. Therefore all attendances need to be signed/co-signed. CCB can be recovered from the parent for any unsigned attendances. If a child is required to attend an after school activity at the Rostrevor Tennis Courts, they must be escorted to and from by a staff member. This is to ensure the upmost safety of your child when crossing the road. Please note that if your child is being collected by somebody that you have allocated as a collection authority and they have not collected your child before or have only collected them a few times, it is a requirement that they bring photo identification so that we can ensure this is the person you have allocated.

Nutrition Policy

Food provided at our service will be nutritious, varied and of good quality. Safe and hygienic facilities will be used for the preparation, storage, heating and cooling of food for the children. All staff and children will be expected to wash their hands thoroughly before any food preparation. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits. We will provide breakfast between 7:15am and 8:15am and an afternoon snack at approximately 3:45pm. We take into account the specific dietary needs of individual children including religious and cultural beliefs, medical conditions and allergies. Due to the increase in allergic reactions to nuts (by children who previously have not had any reaction), we have been advised by health care professionals to eliminate them and associated products from our menu. **We have a strict nut free policy, therefore do not use Peanut Paste, Nutella or any other nut products.** Children attending OSHC, Vacation Care, School Closure and Pupil Free Days are not allowed to bring any foods containing nuts. This is crucial as we sometimes have children attending that can have an anaphylactic reaction to nuts. We will also take into account that each individual has different food preferences and these will be respected. Our service also recognises the need for children to have a balanced diet, to be offered appetising foods and many opportunities to try new foods. The denial of food will never be used as a punishment for the children. Parents /carers will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

Sun Smart Policy – “SLIP, SLOP, SLAP, SEEK & SLIDE”

Rationale

A balance of ultraviolet (UV) radiation exposure is important for health. Too much of the sun’s UV radiation can cause sunburn, skin and eye damage and skin cancer. Sun exposure in the first 10 years of life is a major factor in determining future skin cancer risk. Too little UV from the sun can lead to low vitamin D levels. Vitamin D is essential for healthy bones and muscles, and for general health.

Objectives

This SunSmart Policy has been developed to:

- Encourage Kids’ Zone educators, children and families to use a combination of sun protection measures whenever UV Index levels reach 3 and above.
- Work towards a safe school environment that provides shade for students, staff and the school community at appropriate times.
- Ensure all students and educators have some UV exposure for vitamin D.
- Assist students to be responsible for their own sun protection.
- Ensure that families and new educators are informed of the school’s SunSmart policy.

Educators are encouraged to access the SunSmart UV Alert at www.cancersa.org.au/primary-schools to find out daily local sun protection times to assist with the implementation of this policy.

The centre uses a combination of sun protection measures for all outdoor activities from 1 September to 30 April and whenever UV levels reach 3 and above at other times.

1. Shade

- A shade audit is conducted regularly to determine the current availability and quality of shade.
- The management committee along with the educators ensure there is a sufficient number of shelters and trees providing shade in the school grounds, particularly in areas where students congregate e.g. lunch and recess (during Vacation Care) and popular play areas.
- The availability of shade is considered when planning excursions and all other outdoor activities.
- In consultation with the management committee, shade provision is considered in plans for future buildings and grounds.
• Students are encouraged to use available areas of shade when outside.
• Students who do not have appropriate hats or outdoor clothing are asked to play in the shade or a suitable area protected from the sun.

2. Clothing
• Sun protective clothing is included in Stradbroke’s school uniform / dress code. School clothing is cool, loose fitting and made of closely woven fabric. It includes shirts with collars and elbow length sleeves, longer style dresses and shorts and rash vests or t-shirts for outdoor swimming.
• During Vacation Care we also encourage you to send your child wearing a T-shirt, rather than singlets or tank tops. Please see the programme for any specific clothing requirements for excursions or activities.

3. Hats
• All students and educators are required to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats, whenever they are outside and the UV level reaches 3 or above. Baseball or peak caps are not considered a suitable alternative.
• If you would like your child to keep a spare hat at Kids’ Zone, you can place a labelled hat in a spare hat plastic pocket. We also recommend leaving a spare hat in their bag otherwise he/she may miss out on certain activities.

4. Sunglasses [OPTIONAL]
• Students and educators are encouraged to wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 and cover as much of the eye area as possible.

5. Sunscreen
• Kids’ Zone supplies SPF 30 or higher broad spectrum, water resistant sunscreen for educator and student’s use. However, we would appreciate a thorough application on your child before arrival at Kids’ Zone each morning when necessary.
• Sunscreen is applied at least 20 minutes (where possible) before going outdoors and reapplied every 2 hours if outdoors.
• Educators will remind students to apply sunscreen before going outdoors.
• With parental consent, students with naturally very dark skin are not required to wear sunscreen to help with vitamin D requirements.

Staff WHS and Role modelling
As part of WHS UV risk controls and role-modelling, when the UV is 3 and above educators:
• Wear sun protective hats, clothing and sunglasses when outside.
• Apply SPF 30 or higher broad spectrum, water resistant sunscreen.
• Seek shade whenever possible.

Families and visitors are encouraged to use a combination of sun protection measures (sun protective clothing and hats, sunglasses, sunscreen and shade) when participating in and attending outdoor school activities.

Curriculum
• Activities on skin cancer prevention and vitamin D are included in the curriculum program.
• SunSmart behaviour is regularly reinforced and promoted to the centre’s community through newsletters, educator meetings, ‘all you need to know’ information booklet, student activities and on student enrolment.

Review
• The management committee and educators regularly monitor and review the effectiveness of the SunSmart policy (at least once every 3 years) and revise the policy when required.

Behaviour Management Policy
We support the Behaviour Management Policy of the Stradbroke School. That is, we believe that:

• Everyone needs to understand that they are responsible for their own decisions and behaviour.
• Children need to be encouraged to solve their own problems without violence.
• Every person is to be valued and it is the behaviour that is unacceptable, not the person.
• The development of social skills of courtesy, tolerance and considerate interaction is important.
• We should emphasise positive characteristics and reinforce positive behaviour by giving specific feedback.
• Each person is worthy of respect and has the right to express an opinion.
• All members of the school community should acknowledge ownership of and belief in the need for rules.
• Everyone has the right to work and play in an environment that is safe and free from harassment.
Steps for Inappropriate Behaviour
1. Reminder of rule (1st warning).
2. Warning of consequence if behaviour continues (2nd warning).
3. Exclusion from activity, a logical consequence.

If the behaviour is extremely serious, parents will be informed by the Director/Co-Director to collect their child from the programme for the rest of the day and exclusion may need to be discussed with the family in some cases. The child is to sit away from the other children until collected. The Director will liaise with Teachers and Principals regarding serious behaviours. Rules and a Behaviour Management Flow Chart is displayed inside Kids’ Zone and parents are welcome to view them at any time. They are periodically reviewed with the children as a group. Certificates for positive behaviours are issued to the children weekly.

Health Support Plans and Medication Management
Any child attending the service who suffers with an allergy or medical condition is required to supply a current Health Care Management Plan from a Doctor before commencement. Details should also be recorded on the enrolment form so all staff can be made aware of it. Medication will only be administered when it is has been prescribed by a doctor and is supplied in the appropriate pharmacy labelled container. All medication and full details of administration of the medication are to be given to the Director / Qualified staff at the time of arrival. Panadol (or similar products) will not be administered unless we have written instruction from a Doctor stating dosage amounts and times. When medication is administered all details will be recorded in the Medication Reports folder in regards to medication used, the date, time and dosage and the person who administered it. All medication will only be administered by the Doctor or qualified staff and will be checked and signed off by another staff member (qualified if possible). The parent must also sign the report.

Accident or Illness
In the case of accident or illness, staff are trained in first aid and are able to administer appropriate treatment. There will be at least one staff member present at all times that currently holds a relevant qualification in First Aid. In the case of a serious accident, parents will be contacted immediately to collect the child and if deemed necessary by the service, an ambulance will be called. If parents are unable to be contacted, the emergency contact person nominated on the enrolment form will be contacted. For this reason, please ensure your enrolment details, especially contact phone numbers, are current as our enrolment information is totally separate from the school information. We regret we are unable to care for sick children. Please, for the benefit of all children do not send your child to our programme if they are feeling unwell as we have no separate medical room facilities. Please also refer to our full policy for infectious diseases / exclusion periods before sending them after they have been unwell. If a case of head lice is found please notify us immediately and do not return your child to the programme until treated and clear. This prevents further infection within the group. Children and staff with infectious diseases will be excluded from the service in accordance with the “Staying Healthy in Child Care” guidelines. If your child is ill, please notify us, as well as the school office.

Accident / Illness Procedure
1. Staff to check for danger.
2. Staff to comfort child and determine injury/illness.
3. If the child cannot be moved from the site, staff to call on walkie talkie or send reliable messenger to alert Director/Qualified staff. Staff to bring first aid kit to accident site and provide assistance as required. Other children to be directed away from the area.
4. Staff to administer First Aid as necessary. If staff do not feel they can cope with the injury/illness and/or do not have the appropriate First Aid Training they are to seek assistance from qualified staff.
5. Director/Qualified staff to contact parents/emergency services if required.
6. Details of all accidents/illnesses to be recorded in the Accident/Illness Reports folder, reported to a Qualified staff member and reported to parents/carers (if necessary).

Responding to Child Abuse and Neglect
We have an obligation to all children attending the service to defend their right to care and protection. To support this right, all staff are legally obliged to notify Families SA if they have reasonable grounds to suspect that a child / young person has been abused or neglected. Staff do not have to be able to prove that the abuse has occurred and failure to notify is an offence. The service will follow the procedure set down by Families SA under the Children’s Protection Act 1993 Section 11 (1) and (2), when dealing with any allegations of abuse or neglect of children. Staff have an obligation to act in the interest of the child at all times to ensure the child’s and other children’s protection. Children’s right to safety and personal privacy will be defended and in the event of abuse, counselling and support will be offered for children and parents where appropriate.
Any allegations against staff are to be kept confidential unless proven or substantiated. All new staff will be asked to read ‘Reporting Child Abuse and Neglect, Mandated Notification Guidelines’ and will be required to complete training in relation to mandatory notification of child abuse. Failure to notify is an offence under the Children’s Protection Act 1993 and carries a maximum penalty of a $5000 fine/jail sentence.

**CHILD ABUSE REPORT LINE (24 hrs) 131 478**

**Harassment Policy**

Any person(s) known or unknown to the service who behaves inappropriately, harasses or makes threats to children at the service or on an excursion will be calmly asked to leave the service or the vicinity of the children. Refusal to leave will necessitate the Director calling the police to remove the person(s). In some cases, the harassment may be reported to the police regardless of the cooperation of the person in moving away when asked. When appropriate the school/local community may also need to be informed if it is suspected the person may repeat the offence. Where possible, staff will calmly move the children away from the person(s).

**Health and Safety**

We aim to provide a healthy environment in which children will grow and be safe. Preventative measures (such as hand washing) through an infection control process, will be followed by all people in the Out of School Hours Care & Vacation Care Service at all times. We aim to provide a safe environment in which children can play and explore their world free from harm. In the event of an accident, appropriate first aid or cardiopulmonary resuscitation (CPR) will be applied by trained staff. If an emergency or natural disaster occurs at the service the children and staff will be well practiced in the procedures required to ensure the safety and wellbeing of everyone present, as far as possible. All equipment and toys purchased will meet Australian Standards and be appropriate to the developmental stages, interests and culture of the children in care. All staff members will ensure that all facilities, equipment and toys are kept in a thoroughly safe, clean and hygienic condition and in good repair at all times, and stored in a safe manner. Kids’ Zone is a smoke free zone and parents and staff are not allowed to smoke on the school grounds. It is also a requirement that children do not wear thongs or heels when attending (i.e. during OSHC and Vacation Care).

**Hazardous Substances**

Hazardous machinery / chemicals will not be used and activities which are likely to cause potential danger to children / staff while the service is in operation, will not be undertaken. If the only option is for staff to use a hazardous substance, then the safety guidelines outlined in the relevant Material Data Safety sheet will be followed in regards to storage and usage.

**Diversity and Inclusion, Equal Opportunity and Anti-Bias**

The service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. The service encourages the access and participation of marginalised groups (e.g. those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, or those from minority ethnic groups), both as employees and as users of the service.

**Priority of Access and Referrals from other Agencies**

Access for families and children to the Stradbroke Schools Out of School Hours and Vacation Care Service will be non discriminatory. Enrolments will be accepted according to the Commonwealth Government ‘Priority of Access Guidelines’. In the interests of children's welfare and protection, access to children referred to the Stradbroke Schools Out of School Hours & Vacation Care Service by appropriate agencies will be accommodated wherever possible, while still ensuring the safety and care of every child at the service.

**Confidentiality**

The service has a duty to keep adequate records about staff, parents /carers and children in order to operate responsibly and legally. The service will protect the interests of the children and their parents /carers and the staff, using procedures to ensure appropriate privacy and confidentiality. The privacy and confidentiality of individuals will be protected by ensuring that all records and information about individual children, families, staff and management are kept in a secure, lockable filing cabinet and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.
Grievance Policy
We foster positive and harmonious relations between all levels of management. Every stakeholder has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Parent/Carer and Management Conflict Procedure
1. Parents/carers will write directly to the Management Committee to explain the problem.
2. The Management Committee will write directly to the parent/carer concerned to advise of the decision.
3. If the parent/carer still feels the problem is not resolved they can request a meeting with the chairperson to discuss the matter further.
4. The chairperson will discuss the issue further at the next committee meeting, at which time the Committee’s final decision will be made.
5. The chairperson will write directly to the parent/carer to advise of the final decision.

Staff
The quality of care for children, good relationships among staff, the confidence of parents/carers and the reputation of the Service all depend on the professional attitude and behaviour of the Service staff and management.

The Service aims to:
- Provide clear guidance to staff about the standards the Service requires as a condition of employment. We aim to achieve high standards of conduct and professional behaviour.
- Provide high quality child care through high quality work performance and high job satisfaction of staff by encouraging staff feedback, staff self appraisals and work performance counselling systems.
- Encourage staff to participate in the decision making of the Service both formally and informally.
- Achieve high standards of conduct and professional behaviour. We encourage and support staff to maintain these standards by fostering self discipline and commitment to high quality care and good working relationships.

The Service welcomes the contributions of staff from diverse backgrounds. The Service is committed to providing the highest quality child care through ongoing staff training and development. The management body will allocate sufficient resources to meet the training priorities of the Service. This will be at least equal to 1.5% of the annual salary budget. In the recruitment of Qualified/Specialist roles we aim to attract and employ the best available staff through fair advertising and selection procedures. The majority of our staff are Casual or Relief staff. When the need to employ a casual/relief worker arises the Director/Assistant Director will check through Resumes received to determine the most appropriate candidates. An interview will be performed over the phone and if they are available to work their references will be checked and if suitable they will be invited to come in 15 mins before the shift they are required to relieve to complete a brief induction. During their shift they will be supervised by another staff member at all times. If they are suitable they will be added to the ‘Relief Pool of staff’ list and contacted again as required. If they are required on a regular basis they will go through the full staff induction process.

Staff Professionalism
To ensure the provision of quality care for your child, we provide the following guidelines/standards for all of our staff. Staff are expected to:
- Provide a copy of a recent police check (to be renewed every 3 years).
- Maintain and improve their skills through participating in staff training and development opportunities, such as Behaviour Management, Responding to Abuse and Neglect, OHS&W and First Aid.
- Act in ways that do not endanger the health or safety of anyone, including themselves, and should encourage healthy and safe behaviour in the children by setting a good example. Lifting children (unless required for injury), intimidating or aggressive behaviour in any form, such as hugging (unless initiated by child), tickling, pushing, etc. are all inappropriate behaviours for staff and children. It is vital that the programme be a healthy and safe environment for children, staff, parents and visitors.
- Help each other to maintain high quality care and high standards of professionalism. Good quality child care relies on effective teamwork and good relationships among staff. Staff are expected to assist good working relationships by treating each other with courtesy, honesty and respect.
- Treat parents and children with courtesy, honesty and respect. Children arriving or departing from the programme should be welcomed or farewelled by name, and staff should take a moment to acknowledge the parent and help them to locate their child/ren if possible. However, supervision of the children should remain a priority and not be neglected.
• Sign a Confidentiality Agreement on commencement of employment. They must observe confidentiality in all circumstances involving children, parents, staff and visitors. Staff must not discuss a staff member, child or parent with any other parent, visitor or staff member, within or outside the programme, except to inform the Director of a grievance. In any situation where a staff member is not sure if information is confidential or not, they should check with the Director.

• Treat all children, families and staff equally and as individuals regardless of gender, race, family background, culture, religion or beliefs. Staff are expected to be sensitive to the rights and feelings of the children and respect any cultural or religious beliefs.

• Dress appropriately for their duties, with particular attention to safety (e.g. flat shoes, no thongs, hat for outside). Staff are encouraged to wear long hair tied back if possible.

• Use language that will not offend other staff, parents or children.

• Attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged and staff may not smoke in the school or anywhere within sight of the children. Staff should tell the Director if they are taking any prescription medication that may affect their capacity for work (e.g., causing drowsiness). If necessary the Director will arrange alternative duties.

• Come to work only when they are fit to do so without risking injury or infection to themselves, other staff or the children.

• Comply with their legal and industrial award obligations.

• Pay for any child care service provided for their own children. The child(ren) must be enrolled in the OSHC programme. Equal time must be given to all children in the OSHC programme. The Behaviour Management Policy includes all children (including the children of staff).

Our full policy folder is available to all stakeholders. If you would like to view or discuss any of our policies, please ask the Director.
Stradbroke Schools Kids' Zone

Child Care Benefit Ready Reckoner (effective from 21/07/14)

<table>
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<tr>
<th>Name of service</th>
<th>Stradbroke Schools</th>
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<tr>
<td>CCB (for school age children/hour)</td>
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This ready reckoner is a guide only.

* If you have more than one child attending an approved long day care centre, family day care centre or OSHC, WITHIN THE SAME WEEK, you may be eligible for a multiple child percentage which will further reduce your costs. If registered for Child Care Rebate (CCR), 50% of out of pocket expenses can be claimed in addition to the CCB reduction (capped at $7500 for each financial year).

### After School Care

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<tr>
<th>CCB%</th>
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*After July 2014 CCB increase*
Stradbroke School Kids' Zone

Child Care Benefit (CCB) Ready Reckoner (effective from 06/07/15)

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<th>Name of service</th>
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<td>Vac Care - Excursion Day (Tu, Th)</td>
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<td>$3.48</td>
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### HOME DAY

**One child in care***

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### EXCURSION DAY

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Please note that families registered for CCB/CCR may have a further reduction in cost after the July 2015 CCB hourly rate increase is released.
Evacuation Procedure

Evacuation procedures are for dangerous situations (e.g. fire, gas leak). It is associated with needing to move people outside and keeping them away from perceived danger.

1. The first staff member who notices the dangerous situation will advise the other staff via the walkie talkie.
2. The walkie talkie staff member in the closest vicinity to the Kids’ Zone room is responsible for ringing the bells in SHORT SIREN BLASTS for 20-30 seconds. The 2 bells are located downstairs in the Leabrook building (Kids’ Zone building) corridor next to the fuse box opposite L2. It can be heard from all areas in the school.
3. The Director/Qualified staff member in the closest vicinity to the Kids’ Zone room is responsible for checking the toilets and getting the mobile/remote phone, sign in and out sheets and first aid kit. They may also need to assist with children that are not listening-following instructions.
4. Staff supervising in all areas will locate the safest exit, leave all belongings (including shoes and bags) and direct all children firmly but calmly out of the buildings.
5. Staff will direct the children via the safest route to the oval. The Director/Qualified staff will decide on an alternative assembly area if the oval is not safe (depending on the location of the danger).
6. The first staff members to reach the oval need to ensure the children sit down in a group in a safe location and wait for the other staff and children.
7. At no time should the staff or children head back towards the dangerous situation for any reason.
8. Director/Qualified staff to call the appropriate emergency services (e.g. police, fire, ambulance) as soon as possible.
9. Director/Qualified staff to do a roll call to ensure all are present and safe (including staff).
10. If someone is missing, the Director/nominated staff member should only re-enter the evacuated area to try to find them if it is safe to do so. At no time should a staff member put themselves at risk.
11. Children are to remain assembled at the safe location until it is deemed by the Director/Qualified staff that it is safe to resume normal operation.
Invacuation Procedure

Close Down (invacuation) procedures are for dangerous situations (e.g. intruder, swarm of bees). It is associated with needing to keep people inside and keeping them away from perceived danger.

1. The first staff member who notices the dangerous situation will advise the other staff via the walkie talkie.
2. The walkie talkie staff member in the closest vicinity to the KIDS’ ZONE room is responsible for ringing the bells in ONE CONTINUOUS SIREN BLAST for 20-30 seconds. The 2 bells are located downstairs in the Leabrook building (Kids’ Zone building) in the corridor next to the fuse box opposite L2. It can be heard from all areas in the school.
3. Staff supervising outside (e.g. quad, playground) are to blow their whistle 3 times to signal children to come inside. If the outdoor group is closer to Rehn Hall than the Kids’ Zone home room (e.g. oval), they will assemble there rather than returning to the Kids’ Zone home room area.
4. Staff supervising inside the Kids’ Zone room, hallway/homework room, activity room and Rehn Hall will keep the children where they are and ensure they do not go outside.
5. Director/Qualified staff may need to assist with children that are not listening/following instructions.
6. Once all children and staff are inside, the doors will be locked and the children kept as calm as possible.
7. Children and staff are to stay down on the floor and away from windows (if necessary).
8. At no time should the staff or children head back towards the dangerous situation for any reason.
9. Director/Qualified staff to call the appropriate emergency services (e.g. police, fire, ambulance) as soon as possible.
10. Director/Qualified staff to do a roll call to ensure all are present and safe (including staff).
11. If someone is missing, the Director/nominated staff member should only try to find them if it is safe to do so. At no time should a staff member put themselves at risk.
12. Children are to remain inside until it is deemed by the Director/Qualified staff that it is safe to resume normal operation.