



IOSHC

INDOOROPILLY OUTSIDE SCHOOL HOURS CARE

Indooroopilly Outside School Hours Care

Parent Handbook

2026



IOSHC

INDOOROOPILLY OUTSIDE SCHOOL HOURS CARE

Contact Details:

Manager/Responsible Person in Charge:	Lucy Gilbert
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Mobile:	0417 731 483
Address:	1 Russell Tce, Indooroopilly QLD 4068
Approved Provider (P&C President):	Shelley Wilkinson
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Service Approval Number:	SE-00000911
Provider Approval Number:	PR-40012546

Fee Schedule:

Before School Care:	\$22.50	(includes Breakfast)
After School Care:	\$31.00	(includes Afternoon Tea)

Vacation Care:

Vacation Care (including Pupil Free Days)	\$69.00	Includes breakfast, morning tea, and afternoon tea. Lunch is provided by the Parent/Guardian
Vacation Care Incursion	\$88.00	Includes breakfast, morning tea, and afternoon tea. Lunch is provided by the Parent/Guardian

Additional Fees:

Non-notification fee:	Additional \$20 administration fee if insufficient notice is given for cancellation of bookings, or absence of child.
Annual Enrolment Fee:	\$35 once off payment
Overdue account fee:	\$30 per month after 30 days outstanding.
Late pick up fee after 6pm:	\$20 for every 15 minutes or part thereof and an additional \$20 for every 15 minutes thereafter.
No lunch in Vacation Care:	\$10 for a sandwich made by IOSHC staff.

Purpose

The purpose of this document is to provide new and continuing Parents and Guardians that utilise the Indooroopilly Outside School Hours Care (IOSHC) service with relevant information regarding enrolment, communication, staffing, fees, health and safety, contact details and policies and procedures.

About Indooroopilly Outside School Hours Care

Service Philosophy

IOSHC believes all children should have their physical, emotional and social needs met in a safe, caring and supportive environment. The services philosophy expands on seven key areas, listed below (full service philosophy available by following this link: [IOSHC-Service-Statement-of-Philosophy.pdf](#)):

1. The rights of the children are paramount.
2. Children are successful, competent, and capable learners.
3. Equity, inclusion, and diversity.
4. The role of parents and families is respected and supported.
5. High expectations for children, educators, and service providers.
6. Commitment to sustainability
7. Supporting children's health and wellbeing.

History

Indooroopilly Outside School Hours Care (IOSHC) Association was established and incorporated in 1986 by concerned parents requiring school-aged childcare for their children due to tertiary studies or full-time work. In 2019 IASC became IOSHC when the Parents & Citizens Association of Indooroopilly State School took over the license for the service.

Organisational Structure

IOSHC is an incorporated, **not-for-profit community-based organisation** run by the P&C that provides an out of school hours childcare service to primary school children, within Indooroopilly State School.

IOSHC and the service provided are administered by the P&C and a Volunteer Sub-Committee which is responsible for ensuring that the service meets relevant legislation. The Committee is comprised of parent representatives in the roles of President, Treasurer and Secretary and several Ordinary Members who meet monthly in addition to monthly P&C meetings.

Policies and Procedures

IOSHC has an extensive Policy and Procedure manual which reflects the philosophy and goals of our Association. This manual is a large document and can be viewed at the Service at each parent sign in counter or by contacting the Manager.

Enrolment

Please refer to the IOSHC Enrolment and Orientation Policy and the IOSHC website for current information.

Each year all families will be required to submit their expression of Interests for the coming year. Families will be provided with information regarding the re-enrolment timelines via our service IOSHC website, ISS school newsletter and IOSHC communication via our parent communication portal Xplor.

Managing of Enrolments Guidelines

Indooroopilly Outside School Hours Care works closely with our families to manage each enrolment. We have identified two priority areas for consideration that complement the Australian Government’s aims for helping families who are most in need and supporting the safety and wellbeing of children at risk.

- 1. Priority 1 (Children at risk) applications – All requested sessions are granted, with no limit.
- 2. Priority 2 (Single-parent families, or two-parent families, where the parents are working and/or studying)
- 3. Priority 3 (Single-parent families, or two-parent families, where one or both parents are not working and/or studying)

More information is available through Centrelink.

[Child Care Subsidy - Recognised activities - Services Australia](#)

Activity Levels and Subsidised Care:

[Child Care Subsidy - Activity level and subsidised care - Services Australia](#)

Before and After School Hours of Operation

Hours of Service		Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
Before School Care	Open	6:30am	6:30am	6:30am	6:30am	6:30am	Closed
	Close	8.45am	8.45am	8.45am	8.45am	8.45am	
After School Care	Open	3.00pm	3.00pm	3.00pm	3.00pm	3.00pm	Closed
	Close	6.00pm	6.00pm	6.00pm	6.00pm	6.00pm	

Before and After School Hours Care Bookings New Families – School Term

To assist us with the administration of enrolments and to reduce the initial amount of paperwork required from our families we have designed an **Expression of Interest** form for Before and After School Hours Care and Vacation Care. The form has been designed to give us enough information to process each enrolment in a short and precise manner.

The **Expression of Interest** form will be available on our website to prefill and submit via an online form during the specified enrolment period. Children will be able to apply for a maximum of four BSC sessions per week and three ASC sessions per week. Depending on demand there is no guarantee that those maximum sessions will be offered per child.

Ensure you return your **completed application** within the assigned period. Late submissions will not be accepted and will be moved to the waiting list.

Once the **Expression of Interest** forms have been processed, we will notify you of the outcome. Successful placements will then be advised of how to obtain and complete the **Enrolment Form and any other necessary documents required.**

Families that were **partially successful or unsuccessful** in their application for Before and After School Hours Care will be placed on a waiting list. Families will be placed on the waiting list in accordance with the enrolment criteria.

When a place becomes available the families first in line on the waiting list will be contacted via email. Families have 48 hours to consider whether they will take the space or not. If the family declines, they will either be moved to the bottom on the waiting list or removed from our waiting list and the next family in line will be contacted. All correspondence regarding bookings needs to be done via email.

Permanent bookings are for the full school year commencing Term 1 week 1 to the final week of Term 4. You will be charged weekly for these 41 weeks of the year unless you permanently cancel your booking by giving 10 business days' notice (this notice period applies for a full or partial cancellation of permanently booked days).

Casual use of the service is not available. Emergency spaces may be available on request. Once an emergency space has been confirmed the full fee applies, regardless of whether the child/ren attend(s) or not.

Please be aware that if the service encounters a Level One access family and we are at full capacity with our enrolments then the last family enrolled into the service will be required to surrender their enrolment to the Level One booking. Two weeks' notice will be given in writing to the existing family if this occurs.

Bookings

When cancelling your permanent bookings (either all days or reducing the number of days) you are required to give 10 business days' notice in writing to the service Manager and your child/children must attend the last day of the booking to avoid losing CCS. This applies to the first day of bookings as well. Children who do not attend their first day of booking will lose their CCS until the day they attend for the first time.

Full fees will be charged for your permanent bookings weekly by "Direct Debit" for the full 41 weeks (4 school terms) unless you cancel your permanent bookings. Should fees be declined please see the Terms and Conditions of your Direct Debit in your Xplore Home app for allocated fees and charges. No fee is payable for gazetted public holidays.

Vacation Care Hours of Operation

Hours of Service	Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
Open	6:30am	6:30am	6:30am	6:30am	6:30am	Closed
Close	6.00pm	6.00pm	6.00pm	6.00pm	6.00pm	

Vacation Care Bookings

Vacation Care bookings are made prior to each vacation care period on the form provided. The EOI for Vacation Care can be found on our website www.ioshc.org.au approximately in week 5 of each term.

We require 10 business days' notice prior to the first day of Vacation Care to cancel or full fees will apply.

Please refer to our IOSHC website current information on enrolling in our vacation care program.

Please note you must have a current enrolment within the current calendar year with both IOSHC and ISS in order to be able to use IOSHC vacation care. Enrolments will not be accepted from week 5 onwards for the upcoming Vacation Care.

Vacation Care bookings are valid for only the holiday period in which it applies.

Additional Administration Fees

If your child is unable to attend the service (for any reason, including sickness) on their booked day (BSC, ASC or Vacation Care) you must notify the service as soon as possible but no later than **8.30am** for BSC and Vacation Care and **2:30pm** for After School Care.

If no prior notification is provided a Non-Notification Fee of \$20 (NNF) will be charged for each child due to the additional resources that are required to either locate the child or contact the parents.

Late Collection

The IOSHC operating hours, as indicated by our license, finish at 6.00pm and late pick-ups are upsetting for the child involved and stressful for staff. If your child is not collected by 6.00 pm for any reason, a late fee of \$20.00 per fifteen minutes per child, or part thereof, will be charged. IOSHC will monitor the times a child has been collected late. Children who have been collected late three times or more in the school year may be permanently excluded from the service.

If you are unable to collect your child on time, you are required to contact the service immediately on 07 3327 2334 or 0417 731 483. If a child is not collected by 6.30pm and emergency contacts, as provided on the Enrolment form, cannot be reached, the Manager will contact the police to collect the child.

Daily Routines

Before School Care (BSC): 6.30am to 8.45am

Breakfast is supplied by the service between 6.45am and 8.15am.

BSC activities consist of children participating in craft, reading, physical activities or playing board games. Weather permitting, the children can choose to participate in outdoor activities.

After School Care (ASC): 3.00pm to 6.00pm

Prep children will be collected from their classrooms by a staff member and escorted to their ASC allocated room for the entire year.

Year 1 children will be collected from their classrooms by a staff member and escorted to their allocated ASC room for the first term of the year.

All other children will walk directly to ASC once their class finishes.

A staff member signs in children after school, this process generally is finalized at 3:20pm and parents will get a notification through their XPLORE app unless they have switched off this function in the app. A variety of sandwiches, fruit, vegetable sticks, crackers, rice cakes, corn chips, pretzels, cheese and yoghurt are served at 3.15pm along with a treat such as biscuits or a small, sweet treat. Our menu is in line with nutritional guidelines.

ASC activities consist of children participating in structured activities including cooking, craft, sport and music which are programmed daily. Unstructured and free choice play is also available to all children including activities such as board games, ball games, reading, Lego and spontaneous craft ideas where possible. Prep children must carry a spare set of clothing at all times throughout the year.

Vacation Care (VC) – 6.30am to 6.00pm

Vacation Care activities consist of a variety of indoor activities including crafts, which are changed for variety throughout the day, as well as outdoor activities. We also offer incursions for the children to participate in as part of the Vacation Care program.

During Vacation Care we ask that children wear comfortable clothing, which enables them to participate in a variety of activities. Clothing may get dirty during sport or craft activities so if you have a child who may possibly need more than one change throughout the day, please pack a change of clothes. Children must wear **enclosed shoes** at all times. **Wide brimmed hats** will be worn for outdoor play by staff and children, **baseball caps are not acceptable – No Hat, No Play**. Shirts and dresses need to cover children’s shoulders.

Children must bring their own lunch when participating in Vacation Care. Where a child does not have their lunch, a \$10 lunch fee will be charged for a sandwich and piece of fruit prepared by IOSHC.

Arrivals and Departures

Signing in and out of children

All children must be signed in and out by an Authorised Person (over the age of 18 years with an active Guest Hub account in the XPLOR) from the school hall with their own unique sign in credentials. The primary and secondary guardian can scan the barcode on the provided tablet to sign the child in and out. Hub Guest users do not have access to the app and will be required to sign the child in or out using their own unique phone number and pin. Guardians, emergency contacts and Hub Guest users are in no circumstances allowed to share their unique explore log in credentials. If a guardian has left their phone behind, they can sign in/out the child manually with their own unique phone number and pin.

Pick-up and Drop off for Non-Primary and Secondary Guardians

All children must be signed in and out by an Authorized Person (over the age of 18 years with an active Guest Hub account in the XPLOR) from the school hall with their own unique sign in credentials. For a hub guest or emergency contact to pick up or drop off a child, the primary guardian **MUST** send an email to IOSHC with the following information. In addition, all hub guests, emergency contacts and other authorized people **MUST** bring photo identification to sign-in/out all children. This **MUST** be shown to staff at the Sign Out desk in the school hall, before dropping off or picking up children.

1. Full Name of authorized person picking up/dropping off child
2. Date of Birth
3. Email
4. Phone number

If the primary guardian fails to provide this information to IOSHC, the child will remain in the care of IOSHC until such information is provided.

If the primary guardian requests that the child is picked up or dropped off by an individual NOT listed as a hub guest or emergency contact, the following procedure **MUST** apply. IOSHC requests that primary guardians provide:

1. Full Name of person picking up/dropping off child (MUST be over the age of 18)
2. Emailed copy of PHOTO IDENTIFICATION (passport, driver’s license etc.)
3. Date of Birth
4. Email
5. Phone number

If the primary guardian fails to provide this information to IOSHC, the child will remain in the care of IOSHC until such information is provided.

Sign in:

The parent or caregiver must walk the child into the room and hand them over to an educator. Prep to Year 6 children will be signed in and handed over to a staff member in the hall. Prep children will then be couriered over to their room in F-Block by IOSHC staff. Children are not allowed to walk into the service unaccompanied by a parent or caregiver. Parents and caregivers must be with the child at all times when entering the school grounds until they are able to hand the child over to a staff member of IOSHC. The child will be signed out at 8:45am by an educator.

Sign out:

Parents or caregivers must speak to one of our staff members at the desk so they can assist in signing out your child/ren. After children are signed out, parents or caregivers must remain in close proximity to the collection area (hall entrance/bag racks). Parents or caregivers are responsible for any non-enrolled children that may accompany them during drop off and collection as well as any other persons, they are not to walk freely around the school grounds and/or into IOSHC rooms. Pets must remain outside the school grounds for safety purposes and are not allowed to enter the school grounds in any circumstances as per signage at the fence at the Stop Drop Go Zone on Russel Terrace.

Meals and Nutrition

IOSHC recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending the service. IOSHC encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to provide nutritional foods for their children.

IOSHC Provides

BSC – Breakfast

ASC – Afternoon Tea

Vacation Care – Breakfast, Morning Tea and Afternoon Tea

For all foods provided by IOSHC to the children a menu for the term, which accurately describes the foods to be provided, will be displayed in the kitchen, each area notice board, on the IOSHC website, and is available on request.

Families, children and educators are encouraged to contribute ideas for the menu.

Food provided to the children will take into consideration health and dietary guidelines and may include feedback from families, children and service stakeholders.

Daily Program

Using an approved learning framework, My Time, Our Place: Framework for School Age Care in Australia, the Lead Educator, in consultation and collaboration with the Educational Leader /IOSHC educators, children and families; plans, designs and provides programs catering to the children's age, developmental needs, skills, interests and abilities through a variety of challenging and recreational activities. In providing opportunities for children, IOSHC recognises the importance of play, relationships, collaborative decision making and respect for diversity.

IOSHC Lead Educators critically reflect on and evaluate activities, both planned and spontaneous, by using various methods including (but not limited to) observations, activity evaluations and reflections, to ensure experiences provided meet the identified learning outcomes for the children involved. Critical reflection involves closely examining all aspects of events and experiences from different perspectives.

Children's learning experiences and activities are documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. The weekly program is displayed at the hall.

Children's participation and Decision Making

IOSHC has a commitment to ensuring that children are able to develop a sense of agency through making and influencing decisions that may affect their world. This will be undertaken through children's meetings, surveys, ideas notebooks, noticeboard or general conversations.

We believe that children's views should be given due weight in accordance with their age and maturity, and that children have the right to freedom of expression through media of their choice.

Involving children in the decision-making process of the service contributes to the learning outcomes for children as articulated in the 'My Time, Our Place': Learning Framework for School Age Care in Australia.

Creative Arts

IOSHC recognises that by providing access to creative and expressive arts opportunities for children it encourages them to have fun, enjoyment, mastery and success. Children are encouraged to work collaboratively with educators and other children, to initiate and contribute to experiences from their own ideas.

Physical Activity

IOSHC aims to provide all children with appropriate, frequent and varied physical activity opportunities, focusing on enjoyment and participation, thereby encouraging positive physical active habits for all children.

Sustainability

IOSHC is committed to ensuring policies and procedures developed as part of the program, minimize environmental impact and provide children with experiences of the natural world, helping them to understand their place in it and to take responsible action to preserve it. The service is also committed to establishing sound environmental practices relating to all operational aspects of the service.

Valuing Diversity, Culture and Reconciliation

Management and educators shall be committed to providing a service which embraces children and their families holistically. They will be active, focused and reflective in embracing these principles of social justice and demonstrate sensitivity and respect for cultural differences.

Nominated Supervisor/Management and educators support children's cultural experiences through:

- Talking about culture with children;
- Responding to children's curiosity about culture with thoughtful and appropriate experiences;
- Encouraging children to value the multiple ways of seeing, being and belonging;
- Actively challenge bias through conversations;
- Demonstrate principles of equity and anti-bias through their own behaviour and interactions with others.

Homework

To maintain supervision and duty of care requirements and ensure the needs of all children are met, our educators cannot provide one on one homework time with children. A quiet area will be made available for children to access in the event they choose to complete homework whilst at IOSHC, however Educators are not responsible for monitoring and signing off on homework.

Staffing

The current minimum staff/child ratio is:

- One Responsible Person in Charge at all times
- 1 Educator to every 15 children
- For every 30 children there is one Qualified Educator rostered (ie two or more years related tertiary study or equivalent)
- One Educator/staff member to hold a current First Aid qualifications
- One Educator/staff member to hold a current Asthma and Anaphylaxis qualification

Communication with Families

Indooroopilly OSHC recognises and acknowledges the importance of effective communication with families and strives to encourage their participation to enhance Indooroopilly OSHC. We encourage families to voice any concerns in a way that will assist us to provide a better service.

Where families would like to have a more in-depth meeting with our Educators or Management team an appropriate time will be arranged with the family.

IOSHC has a number of ways to communicate with families, these include phone, newsletters, via emails, push notification through the Xplor app, via our website (www.ioshc.org.au) or in person.

Please keep in contact with us regarding any concerns you may have or any additional information we may need to provide a safe and secure environment for your child to attend IOSHC.

Photos and/or Videos

On occasion your child may be photographed participating within the day-to-day activities at IOSHC. In the enrolment form, Parents/Careers are required to refuse or give permission for their child/ren's photos to be used. Photos will only be used in line with the permissions given in the enrolment form for each child. If photos are taken for any marketing material for the service, or if we have a student who wants to conduct a child profile as part of their university studies, parents/guardians will be consulted and be required to give written permission prior to this occurring.

Parents/families are not allowed to take pictures or videos of any children or staff within the service or take a photo of printed activity evaluation sheets. If you wish to obtain a copy, please see the Manager.

Confidentiality

IOSHC takes all reasonable steps to protect the security of information that we hold from misuse, loss, unauthorised access, modification, or disclosure:

- Records of IOSHC will only be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfill IOSHC's Duty of Care and responsibilities to the children.
- Confidentiality will also be considered with the verbal sharing of information between the Approved Provider, IOSHC managers and employees of the service. Sensitive information will be on a need-to-know basis considering the service's Duty of Care.
- Enrolment forms containing personal information are stored in a secure and confidential storage facility within IOSHC and online in the service's childcare subsidy software. The IOSHC Manager/Approved Provider or responsible person in charge or their nominated representative shall have access to confidential information.

IOSHC recognizes the need to make information available to parents regarding children's enrolment, participation, and attendance at IOSHC. Information shall be made available to families upon request so long as the request is reasonable, equitable and lawful.

Request for information must be in writing to the IOSHC Manager.

Family Law Orders

Parents/Guardians that have parenting orders that prevent the other Parent/Guardian from having contact with their child/ren must provide a current copy of their court orders. It is the Parent/Guardian's responsibility to ensure that parenting/court orders are provided to IOSHC and any changes to these orders are communicated in writing to IOSHC.

Whilst every care will be taken to prevent a child being taken physically from IOSHC by an unauthorised person (known or unknown to them) there may be instances in which we cannot, due to the safety of our staff and other children in our care, prevent this from happening. If a child is taken the police will be called immediately.

Parent/Guardian Code of Conduct

Parents/Guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted, to and from the service.

By enrolling a child at IOSHC the Parent/Guardian is agreeing to the Parent Code of Conduct. The Code states:

- Parents/Guardians will treat staff, visitors, children and other parents/guardians with respect;
- Staff members have the right to ask a person to leave the premises if the staff member is feeling intimidated in any way;
- If required, staff may request the assistance of the police.

The staff are available and happy to speak to parents **briefly** at all times during IOSHC's operating hours so long as they are not taken away from their supervisory activities.

Confidential matters can be discussed by making an appointment with the Manager.

Appropriate communication shall include, but not be limited to:

- Appropriate language; and
- Calm and considerate tone.

Parents/Guardians are not permitted to verbally or in any other way discipline the children of other families. Should a Parent/Guardian have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Staff members have a right to ask a verbally abusive or aggressive person on the phone to speak civilly otherwise the phone call will be terminated. Any staff member experiencing verbal abuse will record the incident on an Incident Report and refer it to the Manager for action as appropriate.

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 IOSHC. The police may be notified if Parent/Guardian's conduct within the service is threatening or violent.

IOSHC Children's Code of Conduct

As part of our commitment to quality care for the children at our service we have basic rules for the children to follow. These rules have been developed with input from the children themselves to give them a sense of ownership over what happens within "their" space. These rules are displayed prominently throughout the service and are communicated regularly. Learning Outcome 2.1: Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation.

- We will walk inside**
- We will respect ourselves and others**
- We keep our hands and feet to ourselves**
- We will speak to others the way we want to be spoken to with respect and dignity**
- We will open our eyes to new things and give them a go!**
- We will stay where we can see staff (and where they can see us) at all times**
- We have the right to feel safe**

- **We say “NO” to bullying**

Child Protection

The service considers its role in the protection of children of paramount importance and therefore is committed in taking a proactive approach in supporting families, employees, and children through promoting protective behaviours to support and develop children’s ongoing safety, wellbeing and protection.

- We are committed to providing safe and secure environments for children free from any prejudice.
- We are committed to supporting and building collaborative relationships with families.
- Indooroopilly OSHC is committed to being positive role models within our community.

Concerns, Complaints or Suggestions

IOSHC recognises feedback and complaints can be essential to ensuring a high standard of education and care is provided to children accessing the service as well as the broader community. These mechanisms inform quality improvement practices, promote inclusive access to services required to meet the needs of individuals and uphold the rights of children and families.

Parent feedback is welcomed and encouraged. Parents are welcome to communicate their feedback constructively at any point. Where concerns cannot be immediately addressed, the OSHC Manager will follow up with the parents for discussion and steps to resolution. The person taking the feedback (Manager/ Deputy Manager/Assistant Coordinator and/or Educator) should clarify if the person is indeed expressing feedback or if they would like to raise a concern for further management and/or resolution.

If you have a complaint or grievance and wish to speak to someone other than the Manager, please contact the President of Indooroopilly P&C Association. This process will ensure you have the opportunity to express any concerns in an appropriate manner.

Authorised Person

An Authorised Person is classified as someone nominated on the child’s enrolment form, or subsequently in writing by the parent/guardian. Prior arrangements must be made with the Manager for any person other than those stated on the enrolment form to collect children from IOSHC. Alternatively enrolled guardians are able to update their authorised person to collect as a Hub Guest using the XPLOR App. If the authorised persons to collect are changing, please e-mail admin@ioshc.org.au.

Parents/guardians must advise persons collecting children that they will be required to provide proof of identification. In emergencies an email can be sent to IOSHC stating the person’s full name, date of birth and phone number. Authorisation for children to be collected by any person must be stated in writing for IOSHC’s referral. All authorised persons must be 18 years or older. IOSHC must receive an email each time someone other than a primary or secondary guardian collects the child, including people on the emergency list and in the Guest Hub.

Children Leaving Without Permission

If a child leaves IOSHC in any other circumstance and for any reason without permission, the IOSHC Manager/Deputy or in their absence the responsible person will assess the situation immediately and will call the parent/guardian as quickly as reasonably possible.

Children Arriving Late to After-School Care

If a child, who is booked in for care, has not arrived within 15 minutes of expected arrival time, the parent/guardian is contacted by phone. If the child should be with IOSHC the school office is called and a call over the school's loudspeaker system will be requested. If the parent/ guardian is unable to be contacted, then the emergency numbers on the child's enrolment form will be called. If the child is not located after 15 further minutes or by 3.30pm, the police will be contacted, and the child is reported missing.

Extracurricular Activities Within School Grounds

IOSHC no longer facilitates the courier service to extra curriculum activities from third part providers such as but not limited to Swimming, Soccer, Tennis, AFL, Band, Strings etc. Children will not be allowed to leave the service to participate in any activities not facilitated by IOSHC. Please note children who attend extended or additional learning support activities such as spelling, and literacy are not impacted by this decision and these activities will continue to be supported by IOSHC in 2026.

Children attending additional learning support within the school must provide a **"Consent For Child To Leave IOSHC Premises Early"** form available from our website www.ioshc.org.au. This form must be completed 2 business days prior to the commencement of activities. Children must be in the service 15 minutes prior to the activities taking place.

Staff will not courier children to extended or additional learning activities unless a "Consent For Child To Leave IOSHC Premises Early" form has been provided in the allocated time frame.

Permission forms are only valid for **each school Term**. Parents/Guardian are also required to inform IOSHC when the activities change by submitting an up-to-date form. IOSHC is a separate entity from ISS and therefore is not responsible for the communication between activity organisers and/or events and families.

Extra-Curricular Activities Conditions

1. Families must have completed the permission form for **"Consent For Child To Leave IOSHC Premises Early"** located on our website 2 working business days prior to the event taking place. This allows sufficient time for our administration staff to update the Courier List and communicate changes to couriers.
2. Children are to be escorted to the activity by a designated IOSHC staff member or an ISS teacher.
3. Children will be walked to and from activities in the school grounds only at 1 Russell Terrace, Indooroopilly, QLD, 4068. The estimated travel time is 5 minutes.
4. All children need to be signed in Before and/or to After School Care before they attend their activities.
5. If the activity is at Before School/Vacation Care the **child needs to arrive 15 minutes before the start time** of the activity otherwise we will be unable to take the child to the activity under any circumstances.
6. Parents are not able to drop their child at an activity and then sign their child in to BSC under any circumstances.
7. Parents are not to collect the child from an activity before the child has been signed out under any circumstances.
8. There is a limit of 8 children that we can take per session.

Children who are required to leave the service early (e.g. Mini Lit, ICAS, school excursions) and not returning to our care, will require a **"Consent for child to leave IOSHC Premises Early Form"** to be completed. Children can only be released to an activity that is supervised. This form must be completed and returned to the office 2 days

prior to the child/children needing to be released. This fillable form can be found on our website and emailed through to our office.

Children will be couriered to the relevant classroom or meeting point and will not be left unattended.

Intoxicated Persons

Under no circumstances would Indooroopilly OSHC recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

Should the OSHC Manager or other senior employee reasonably suspect that the relevant parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drugs or other substance, they shall:

- Make an attempt to discuss concerns with the parent, guardian or authorised person.
- If not a parent, then make attempt to contact a parent to discuss concerns.
- Indooroopilly OSHC has a duty of care to release the child if management deems the authorised person fit for care.
- Call the police if an immediate threat to the welfare and wellbeing of children and/or family exists.

Emergency Evacuation and Lockdown Procedures

Fire, evacuation and lockdown drills are practiced as required by legislation (generally quarterly). Should you be present during a drill, please participate fully. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/lockdown procedure. All service fire-fighting equipment is serviced every six months, coordinated by the school.

Health and Hygiene

Our Service implements procedures as stated in the Staying Healthy: Preventing infectious Diseases in Early Childhood Education and Care Services (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service. All children who are identified as having an infectious disease will be excluded from the service to prevent others being introduced to the infection. IOSHC does not have any facilities to care for sick children.

Re-inclusion of your child once the infectious disease has ceased will be considered once a doctor's clearance has been provided in addition to IOSHC's consultation with appropriate health agencies such as the Queensland Department of Health (e.g. reference to "Time Out" which is a schedule of illnesses and exclusion periods from Department of Health QLD). Children who have vomited or had diarrhea need to be excluded from the service for 24 hours after the last bowel movement or vomiting episode. Exclusion periods also apply but are not limited to conjunctivitis, measles, influenza, Covid-19, hepatitis A, worms, hand foot and mouth, whooping cough and school sores. Children who present with any signs of contagious diseases or present with a temperature must be collected by the parents/guardians immediately. Failure to do so may result in the call of an ambulance. IOSHC does not hold, nor will we administer common painkillers such as Paracetamol or Ibuprofen.

[Time Out poster - keeping your child and other kids healthy](#)

Sun Safety

The purpose of the Sun Safety policy is to ensure that all children attending IOSHC are protected from the harmful effects of the sun throughout the year. IOSHC will provide environments that support Sun Safe practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices.

Parents/guardians will be asked to provide a broad brimmed Sun Smart hat for their child and encourage them to wear it. **A baseball cap or similar is not deemed Sun Smart and will be treated as no hat, which will result in 'No hat, no play'.** Parents/guardians will be asked to provide appropriate Sun Smart clothing when IOSHC participates in water related activities (e.g. rashie/swim shirt and a second hat and second pair of shoes). Children who attend without a broad brimmed hat will be required to attend inside activities only.

Injury, Illness and/or Trauma

In the case of a minor injury or illness, a staff member will attend to the incident and an Incident Report will be completed advising you on the details of the incident and first aid provided. You will be provided with the Incident Report to review, and we ask that you sign the form to confirm you have been advised of the incident. A copy of the Incident Report will be provided on request.

In the case of more significant injury, illness or trauma, the Manager/Deputy Manager will promptly telephone a parent/guardian. IOSHC staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention, an ambulance will be called, and the child may be taken to hospital. Please ensure **two emergency contacts** are updated on enrolment forms regularly.

Medication Policy

Educators will only be permitted to administer medication to a child if it is:

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date (having not expired); and
- Accompanied by an Administration of Medication Authority form completed by the parent/guardian. The form can be obtained from the Manager or downloaded from our webpage www.ioshc.org.au

These procedures include any non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication it will not be administered.

All medication will be stored in a locked cupboard/fridge in office or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines e.g. some may require refrigeration. Parents must provide the syringe or measuring spoon that was supplied with the medication. All unused medication will be returned to the parent/guardian on collection of the child.

Severe Pre-Existing Conditions

If a child has a severe reaction (Anaphylaxis, Allergies) or other illness (Asthma) in which timing is vital, a **Risk Minimisation and Communication Plan** form is required whilst your child is enrolled in IOSHC and is available from our website www.ioshc.org.au

The parent/guardian is responsible to ensure they notify IOSHC of any severe pre-existing medical condition and complete the following:

- 1. A copy of the Medical Action (asthma/anaphylaxis/allergy etc) Plan, including a photo of the child/children, from your child's general practitioner or specialist. Medical Action Plans are required to be updated annually by a medical professional;*
- 2. Have completed the IOSHC Risk minimisation and Communication Plan form;*
- 3. Have completed the IOSHC Medication Authority and Administering form;*
- 4. To inform IOSHC in writing of any changes to Medical Management Plans or new diagnosed conditions;*
- 5. Where a child/children requires short-term medication the medication is provided to IOSHC at each day or session of attendance;*
- 6. Ensure medication provided to the service office in the hall is in original packaging;*
- 7. Medication has a chemist label that lists the child's name and dosage requirements;*
- 8. Medication is not past expiry and to ensure new medication is provided if past expiry.*

In all instances of children self-administering medication, the relevant Authority Form must be completed by the parent/guardian, prior to the child administering the medication.

All medication must be handed to management staff at the hall office and is not to be stored in children's bags.

Behaviour Management

IOSHC has a Duty of Care to all children who attend and staff who work within IOSHC. If:

- A child exhibits inappropriate behaviour, or behaviour which threatens the safety or wellbeing of any child or other person in IOSHC;
- If in the Manager/Deputy Manager's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in IOSHC; and
- The Behaviour Support and Management Procedures (see policy 2.6) have been properly applied first but without success, or the behaviour presents such an immediate potential threat that is not reasonably possible to apply those procedures,

IOSHC will provide positive guidance to the children in our care that at all times reinforces the rights of individuals and demonstrates the value of understanding, dignity and empathy.

Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- Focusing on supporting children to develop skills to self-regulate.
- Preserving and promoting children's self-esteem, social skills and independence
- Building trusting and caring relationships with children and their families

IOSHC staff endeavor to manage behavior through a supportive and safe learning environment, encouraging partnerships with families, developing an on-site behaviour code, identifying developmentally appropriate expectations and engaging in professional development.

A child, whose behaviour is inappropriate or has caused the threat to safety or wellbeing, may be excluded from IOSHC temporarily or, in some cases permanently.

Damage to Equipment or Facilities

Whilst IOSHC recognises that fair wear and tear will occur as a part of everyday experiences involving children, damage that is attributed to a malicious or intentional act on the part of a child will become an expense to the parent/guardian.

Personal Effects

IOSHC does not allow personal possessions to be used in the service; this is due to conflicts that personal items can cause in the service. Personal items need to be left inside the child's bag or given to the office to be looked after until the child is picked up.

Exceptions to the rule may be given by the Manager only under special circumstances. These exemptions may include but are not limited to noise cancelling headphones for children with noise sensitivity and comfort toys for children new to the service.

Whilst every care is exercised, IOSHC assumes no responsibility for damage or loss to any item belonging to any person. IOSHC will not take responsibility for belongings left in the classroom.

Educator Interactions and Professional Boundaries

Educator Interactions

IOSHC encourages all educators to build positive relationships with children that make them feel safe and supported. IOSHC encourages interactions with children to be authentic and responsive and be based on fairness, equity, acceptance, empathy and respect for the child's culture, rights and community. The rights of the child will be paramount when interacting and building relationships. Educators will encourage positive relationships and interactions between children and their peers as well as with educators, volunteers and other staff at IOSHC.

A positive atmosphere and the wellbeing of children attending IOSHC is promoted through attentive and nurturing care and quality interactions between educators and children.

Children's emotional development and social relationships are supported and enhanced by educators through conversation, discussion and promotion of children's language and effective communication.

Professional Boundaries

IOSHC acknowledges that throughout the course of providing education and care to children, educators develop trusting and supportive relationships with families. These relationships have been known to extend beyond the professional boundaries of the service. IOSHC outlines the procedure for managing the connection between professional boundaries and personal relationships to ensure the safety and wellbeing of all stakeholders.

Educators who are personally friendly or are in existing relationships with family members of children who attend IOSHC (such as brother, sister, aunt, uncle etc) shall declare such relationships to the Manager so that professional boundaries and expectations can be clarified.

IOSHC employees are strongly discouraged from attending family events/functions and or babysitting.

No Smoking

Smoking is banned at all Queensland state and non-state schools, and for 5 meters beyond their boundaries. The law applies at all times-during and after school hours, on weekends and during school holidays. It includes the use of all smoking products, including electronic cigarettes.

Media

Indooroopilly OSHC will ensure that children’s media viewing is incorporated as part of a varied and balanced program designed to enhance children’s learning and experiences while at IOSHC.

Programs must be carefully selected with suitable content. Programs depicting violence e.g. graphic news reports should not be shown. Children are to view **'G' and approved "PG" rated** programs only.

Educators will sit with the children to monitor and discuss any aspects of the video, television, or website content/program they are viewing.

Indooroopilly OSHC will collaborate with families and children in setting guidelines for media viewing within the program. Strategies implemented may include designated times for media and/or technology viewing.

IOSHC will as part of the program show movies, especially during severe weather such as rain or heat waves and during Vacation Care. The movies shown can be PG or G rated movies in all age groups.

Mobile phones are prohibited from use in IOSHC. Children with mobile phones will be asked to place them in their bags and on silent and only use outside school grounds in conjunction with the Indooroopilly State School Student Code of conduct.

Smart watches will not be used for anything other than telling the time. Where children use smart watches for making phone calls, taking photos, sending messages etc., IOSHC have the right to retain the smart watch until the child departs care.

Fees

The below fees are effective from February 2025.

Type of Fee:	Fees:	Inclusions:	Note:
Enrolment Fee (annual payment)	\$35.00 per account		
Permanent Before School Care	\$22.50	Includes breakfast	Cancellation requires 10 business days’ notice.
Permanent After School Care	\$31.00	Includes afternoon tea	Cancellation requires 10 business days’ notice.
Vacation Care (incl. Pupil Free Days)	\$69.00	Includes breakfast, morning and afternoon tea. Lunch is provided by the Parents/Guardians.	Cancellation requires 10 business days’ notice before the start of the first Vacation Care day.

Vacation Care Incursions (Go-karts, jumping castle, rock climbing etc)	\$88.00	Includes breakfast, morning and afternoon tea and special activity. Lunch is provided by the Parents/Guardians	Full cost of special activity will be subject to CCS discounts. Cancellation requires 10 business days' notice before the start of the first Vacation Care day.
Late pick up fee Minimum fee charge after 6pm	\$20.00 per child per 15 minutes or part thereof	Pickups after 6.00pm	\$20 for first 15 minutes \$40 for 15 to 30 minutes \$60 for 30 to 45 minutes
Non-Notification Fee Extra charge on top of normal fees.	\$20 per child per booking	BSC and Vacation Care e-mail IOSHC by 8.30am ASC e-mail IOSHC by 2.30pm or mark absent in through Xplor app	When Parents/Guardians do not notify service of child/ren absent for the day. Families must e-mail IOSHC.
Overdue Account Fee	\$30 per month after 30 days outstanding		Continuous unpaid fees may result in permanent bookings being cancelled.
Declined or return payment for insufficient funds Direct Debit Fee	Please see the terms and conditions of your direct debit agreement as outlined in your Xplor Home App for fees and charges.		This will show as reversed on your statement. A fee is automatically charged via Xplor.
No Lunch Fee	\$10 per child per booking		Charged when a child does not provide lunch during Vacation Care.

NOTE: The above fees are the maximum fee payable BEFORE Child Care Subsidy (CCS) reductions. No fees will be charged for gazetted public holidays.

Fees for families with CCS are subject of the parents/guardian's working hours per fortnight and annual income. Please refer to <https://www.education.gov.au/child-care-subsidy-0> for more information.

Allowance Absence Days

If you receive CCS, you may be entitled to receive 42 allowable absence days per child per year, unless otherwise notified from Centrelink. Where a child is absent beyond the allocated 42 per financial year, the absence will be charged at full fee. Additional absences may be granted. Information can be sourced from the following link.

[Absences from child care - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](https://www.dese.gov.au/absences-from-child-care)

Payment of Fees

Accounts are available to the primary care giver in the Xplor app under Account/Finances. Each weekly account will show the amount incurred for the current week (Monday to Friday). **Fees are charged through the Direct Debit system.**

Amounts outstanding after 30 days may incur a \$30 administration fee each month per 30 days that the amount remains outstanding. IOSHC may appoint a debt collection agency to recover payments that are outstanding over 30 days. If you are having difficulties making payment, contact the Manager as soon as possible to discuss. Confidentiality is assured. Fees will be charged by Direct Debit for insufficient funds, it is the responsibility of the parents to ensure sufficient funds are available on the day their direct debit is scheduled. IOSHC will not take any responsibility for additional charges due to insufficient funds in the parent's accounts or lost or expired cards.

Important Contact Numbers

SERVICE	PHONE	DETAILS
Indooroopilly Outside School Hours Care Office	3327 2334 0417 731 483	Lucy Gilbert – Manager
Indooroopilly State Primary School	3327 2333	Deb Spanner – Principal
EMERGENCY NUMBERS Police (Indooroopilly) Ambulance/Fire Station	3377 9444 000	
GOVERNMENT DEPARTMENTS Centrelink Office for Early Childhood Education & Care Dept Education, Training & Employment Family Assistance Office Brisbane City Council	13 61 50 3028 8064 3034 5016 13 61 50 3403 8888	
INCLUSION SUPPORT	1300855508	
COUNSELLING & SUPPORT Lifeline Poisons Information Centre Women’s Infolink Women’s Domestic & Family Violence Relationships Australia Parent line Counselling Service Kids Help Line Child Protection Service Lone Fathers’ Association Qld	13 11 14 13 11 26 1800 177 577 1800 811 811 1300 364 277 1300 301 300 1800 551 800 3235 9999 3831 0893	