



Immanuel
Outside School
Hours *Care*

Parent Handbook 2026



Immanuel Outside School Hours Care (OSHC) is proudly co-located within the grounds of Immanuel Lutheran College in Buderim. The Service first opened its doors in 1991, providing a safe and nurturing space for school-aged children outside of regular school hours.

Over the years, Immanuel OSHC has continued to grow and evolve alongside the College community. What began as a small after-school program has developed into a thriving 60-place Service that now offers Before School Care, After School Care, and Vacation Care programs.

Our Service has always been guided by the Christian values of care, respect, and community that underpin the College's mission. We are proud to provide a warm and inclusive environment where children can play, learn, and build lifelong friendships in a space that feels like home.

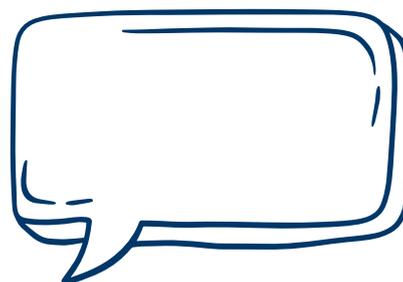
Today, Immanuel OSHC continues to be an integral part of the Immanuel community - supporting families, strengthening connections, and creating joyful childhood memories that last well beyond the school gates.



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Service Snapshot



Operating hours

Before School Care: 6:30am to 8:15am
(Monday to Friday, term time)

After School Care: 3:00pm to 6:00pm
(Monday to Friday, term time)

Vacation Care: 7:30am to 6:00pm
(Monday to Friday in school holidays)

Open: 50 weeks per year

Closed: Public holidays and for two weeks over Christmas and New Year

Public holidays: No fees charged on public holidays



Contact and location

Phone: 5477 3418

Email: oshc@immanuel.qld.edu.au

Sign in and out: iPad at the front sign in table, on your right as you enter OSHC

Age range and ratios

Approved for children from
Prep to Year 6

Minimum ratios

- 1 adult to 15 children at the service
- 1 adult to 8 children on excursions
- 1 adult to 3 children for swimming activities

Bookings and cancellations

- Bookings are made via the OSHC service website using our online booking form. Children must be enrolled with OSHC before a booking can be made
- Vacation Care uses a separate program and booking form issued in advance
- Cancellations must follow the time frames set out in the Fees and Payments section

Welcome to Immanuel OSHC

We know that choosing OSHC is a big decision for families, and it can come with a little tug of guilt. Please know your child is in a safe and happy place where they will be cared for, supported and inspired.

Our team is passionate about making OSHC a time your child looks forward to. They will laugh with friends, explore new activities and feel connected and valued as part of our community. Every child's journey is unique, and we are

excited to get to know your family.

This handbook is your guide to how we do things, from our philosophy to daily routines. Some policies are summarised here, with full details available at the service on request. We always welcome your feedback and input. Our policies and practices are shaped together with families, staff, QLECS and the wider community.

Director, Georgia Lee-Smith
Immanuel Lutheran College OSHC

Our Philosophy

At Immanuel OSHC, we believe childhood should be full of joy, discovery and belonging. Our service is more than care. It is a community where children are welcomed, valued and given space to grow in their own unique way.

We encourage:

- **Belonging:** Every child is welcomed as part of our community and valued for who they are. We celebrate individuality while fostering inclusion and kindness.
- **Exploration:** Play and leisure are powerful tools for growth. Children are encouraged to be curious, creative and adventurous through arts, science, sport, cooking, outdoor play and imaginative activities.
- **Connection:** Relationships matter. We help children build friendships, connect with caring staff and feel part of the broader Immanuel community and the Sunshine Coast.
- **Support:** Families can feel at ease knowing

their children are cared for in a positive and nurturing environment where wellbeing comes first.

- **Growth:** Children develop confidence and independence through choices, problem solving and safe risk taking. These experiences build responsibility and resilience.
- **Care for the world:** We nurture environmental awareness and healthy lifestyle choices. Sustainability is part of everyday life. Children help in the garden, sort recycling, use compost and a worm farm, and learn about reducing waste. We encourage nude lunch boxes. Any packaging that comes in lunch boxes is sent home to minimise waste.

Our staff are dedicated, qualified and reflective. They create safe spaces, design engaging programs and partner with families to ensure every child feels seen, supported and celebrated.

Educational Program and Practice

Every child is unique, and we celebrate the interests, strengths and personalities they bring to our community. Learning happens in many ways. We make purposeful decisions to guide children's growth while following their ideas and curiosity.

How we plan and teach

- Play is central to learning. Through play, children explore, create, collaborate and deepen their understanding of the world.
- Educators blend child-led experiences with intentional teaching. Programs are flexible and responsive to children's voices.
- Cultural perspectives are embedded. We include Aboriginal and Torres Strait Islander knowledge to foster understanding and respect for diversity.
- Community connections extend learning beyond OSHC and build a sense of belonging.

Our frameworks

- My Time, Our Place (the School Aged Care Framework)
- National Quality Framework

These guide our focus on being, belonging and becoming, and help us deliver a high standard of care and education.



Children's Learning

Our program is built around the Being, Belonging and Becoming framework from My Time, Our Place and the National Quality Standards. Children learn through play, friendship, enjoyment and freedom, with real opportunities to make choices and take ownership of their time at OSHC.

Five key outcomes

1. A strong sense of identity
2. Connection with and contribution to their world
3. A strong sense of wellbeing
4. Confidence and involvement in learning
5. Effective communication

Holistic areas of development

- Social: Building friendships, cooperation, respect, sharing and turn taking.

- Emotional: Developing self worth and a sense of security and belonging at home, in OSHC and in the community.
- Cognitive: Encouraging curiosity, problem solving, questioning, observing and discovering more about the world.
- Physical: Strengthening fine and gross motor skills and gaining confidence to try new activities.
- Spiritual: Nurturing understanding of faith, values and reflection in everyday life and relationships.

Children are supported to organise their thoughts, express ideas in their own ways and reflect on what they have learned, whether through art, writing, role play or conversation.





Programming and Activities

At OSHC, every day is a new adventure. Our program offers a balance of structured and child-led activities, with opportunities for both active play and quiet time, allowing children to explore, create and connect in meaningful ways.

We build strong community connections through excursions and partnerships, including our ongoing relationship with Auntie Christine, intergenerational experiences with Immanuel Gardens Retirement Village, and links with Immanuel Early Learning Centre to support continuity of learning and a sense of belonging.



Children can enjoy:

Creative arts: painting, crafts, cooking, drama and music

STEM fun: science experiments, building challenges and technology projects

Active play: sports, outdoor games and free play on the oval

Relaxation: reading, mindfulness activities and board games

A typical afternoon includes a healthy snack, a mix of homework, creative or outdoor play, and a staff-led activity, followed by free play and reflection.

Children are encouraged to share ideas and help shape the program, building confidence and pride. Our program follows the My Time, Our Place framework, supporting children's belonging, being and becoming.

Vacation Care

Vacation Care is often the highlight of the school holidays. Parents can feel confident knowing their children are in a safe, happy place with plenty of variety to keep them engaged. Children love it because every day is different, and there is always something new to try.

Each holiday program might include:

- Themed days such as Science Spectacular where children become junior scientists experimenting with slime and fizzing reactions
- Messy fun like The Ultimate Mess Fest with obstacle courses, water slides, coloured powder and foam play
- Animal encounters such as a Wildlife HQ Incursion, bringing native and exotic animals to OSHC for a hands-on experience
- Excursions to exciting places like Sealife Aquarium or the Rollerdrome
- Creative workshops such as Kite Crafters, where children design, decorate and fly their own creations

- Sports and skill-building sessions, like soccer clinics with specialist coaches

A typical Vacation Care day:

Children might begin with a relaxed morning activity and group game, then dive into a themed workshop or excursion. After morning tea, they head outdoors for active play, followed by an afternoon of craft, cooking or free play with friends.

Families receive the program in advance, and bookings open early. Places often fill quickly, so we encourage families to secure their child's spot as soon as possible.

Vacation Care feels like a holiday in itself, filled with laughter, friendships and experiences children remember long after the break is over.





Daily Requirements

To help your child have the best possible day at OSHC, please make sure they bring a labelled bag with:

Before and After School Care

- Labelled water bottle
- School bag, lunch box and school hat ready for the school day

Vacation Care

- Healthy, balanced litter-free morning tea and lunch
- Sun-smart hat (no caps please)
- Labelled change of clothes
- Labelled water bottle

Children should arrive wearing:

- Sun-safe, comfortable clothing
- Enclosed shoes
- Sunscreen already applied before attending

We will always let you know ahead of time if extra items are needed, such as old clothes for messy days or sun-safe swimwear for pool days.

We provide a wide range of resources; please do not send toys from home, as they may be lost or broken.



Children's Clothing

The right clothing helps children stay safe and comfortable during their time at OSHC. Please keep in mind:

- **Labelling:** All clothing should be clearly labelled with your child's name so items can be easily returned.
- **Practical clothing:** Children should wear clothes that are easy to manage independently, suitable for active play, and able to handle mess from art or outdoor activities.
- **Covered shoulders:** T-shirts or tops with sleeves are required for sun safety. Tank tops or singlets are not suitable.
- **Sun protection:** A wide-brimmed hat is essential during outdoor play. This aligns with our Sun Smart Policy.
- **Shoes:** Enclosed shoes are required for safety during play and activities.

By following these guidelines, families help us create a safe, fun and worry-free environment.

Meals, Nutrition and Allergies

Food at OSHC is about more than just filling tummies. We want children to enjoy healthy, delicious meals and snacks that fuel their play, learning and growth.

What we provide

- **Before School Care:** A light breakfast is available for children who arrive before 8.00am.
- **After School Care:** Afternoon tea is provided, with a rotating menu that includes fruit, sandwiches and other healthy options.
- **Vacation Care:** Afternoon tea is provided each day. Families supply morning tea and lunch.

Nut-free policy

Immanuel OSHC is a nut-free centre. Products containing nuts, such as peanut butter, Nutella and some muesli bars, must be kept at home.

This policy ensures the safety of children with allergies and helps prevent serious reactions. If a child has a severe or anaphylactic allergy, we may request that certain foods be excluded from all lunchboxes to ensure safety.

Special dietary needs

- Please let us know of any dietary requirements on enrolment.
- A Risk Minimisation Plan will be developed with families if needed.
- Special events and celebrations often involve food experiences that reflect different cultures. Cooking activities are also included in our program to broaden children's knowledge and enjoyment of food.

Together, we create an environment where food is safe, inclusive and enjoyable for all.



Routines



Children feel secure when they know what to expect. Each OSHC session follows a consistent daily pattern that balances active play, creative experiences, relaxation and social connection.

Within these routines, staff also plan experiences that challenge and inspire children across social, emotional, physical, creative and intellectual areas. Our aim is to offer opportunities for growth that are research-informed, play-based and always fun.

Illness and Injury



Your child's health and wellbeing are our highest priority.

Qualified staff

- All Lead Educators maintain current First Aid, CPR, Anaphylaxis and Asthma qualifications.
- Play spaces and resources are set up to meet safety guidelines and minimise risk of injury.

When children are unwell

- Children who are unwell should not attend OSHC.
- Our exclusion policy is based on the principle that children must be fully recovered before returning.
- In some cases, a doctor's letter may be required.
- Children with contagious conditions cannot attend. Non-immunised children may be excluded during outbreaks (in line with the Illness in Care Policy).
- Families must notify the service if their child has a contagious illness.

If a child is injured or becomes unwell at OSHC

- Staff provide appropriate first aid immediately.
- Families are notified as soon as possible (and always within 24 hours, as required by Regulations 85–87).
- An Incident, Injury, Trauma and Illness form will be completed, and families will be asked to sign it.

Injury on Intake

- If your child arrives with an existing injury, please tell staff. An Injury on Intake form will be completed and signed.
- If staff notice an unexplained injury during the day, the same form will be used and parents contacted.

Infectious disease notifications

- Families will be informed promptly if there is an occurrence at the service (Reg 88).

Sun Protection

Queensland has some of the highest rates of skin cancer in Australia, so sun safety is essential. The UV rating is checked and recorded prior to all outdoor activities.

Sunscreen is applied regularly during Vacation Care. OSHC provides sunscreen; however, if your child requires a specific brand, please

supply it clearly labelled. Families are asked to apply sunscreen to their child before arrival each day.

Sun-safe clothing is required, including tops with sleeves that cover the shoulders. A broad-brimmed hat is compulsory for all children and staff; caps are not permitted.

Medication and Management of Medical Conditions

Our Service has the following policies in relation to medication and the management of medical conditions:

- **CHS Medication and Natural Remedies policy.**
- **CHS Managing Medical Conditions policy.**

These outline our processes and practices if a child enrolled has a specific health care need, allergy or relevant medical condition.

Parents/guardians will be required to provide the Service with a medical management plan for their child for any specific health care need, allergy or relevant medical condition. The Service will develop a risk minimisation and communication plan in conjunction with parents/guardians, to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised (**as per Reg 90**).

A copy of the CHS Management of Medical Conditions policy will be supplied to families who indicate that their child has a medical condition or allergy (**Reg 91**).

If medication of any type is required during your child's attendance, then the following is required:

- **CHS Medication Authorisation form completed by the parent/guardian or person nominated on the enrolment form.**
- **Medication from its original container that is in date and has the original pharmacy label with the name of the child to whom it is prescribed.**
- **Compliance with all aspects of the CHS Management of Medical**
- **Conditions policy**

Staff will only be able to administer medication after the form is completed correctly and signed; staff will complete and sign their section when the medication is administered.

In the case of complex medication administration, such as insulin, discussions will be held with families prior to or during enrolment, to ascertain whether the Service is able to accommodate the specific health needs of the child.



In an anaphylaxis or asthma emergency, staff may administer medication without authorisation. Parent/guardians and emergency services will be contacted as soon as practicable (**Reg 94**).

The medication administered will be from its original container before the expiry or use-by date, in accordance with any instructions

attached to the medication or provided by a registered medical practitioner. Prescribed medication will be administered by a Responsible Person (PIDTDC) with a second person checking the dosage of the medication and witnessing its administration. Details of the administration must be recorded on the **CHS Medication Authorisation Form. (Regs 92-95)**

Immunisation

Immunisation protects children and the wider community from preventable illnesses.

- Families must provide a copy of their child's **Immunisation History Statement** on enrolment and keep this updated.
- Children who are not immunised (except for medical exemptions) are not eligible for government subsidies. See No Jab, No Pay.
- During an outbreak of a vaccine-preventable disease (such as measles or whooping cough), children who are not fully immunised will be excluded from care for the duration of the outbreak.
- For information about fees during exclusion, please see our Immunisation – Children Policy.

The National Immunisation Program (NIP)

Schedule includes vaccines from birth through adolescence, such as hepatitis B, diphtheria, tetanus, whooping cough, polio, measles, mumps, rubella, chickenpox, meningococcal, pneumococcal and HPV. Additional vaccines are recommended for Aboriginal and Torres Strait Islander children and those with specific health risks.

The most up-to-date schedule is available from your GP or the Australian Immunisation Handbook.



Emergency and Evacuation Procedures

At Immanuel OSHC, your child's safety is our top priority.

- Procedures are prominently displayed in all rooms and include contact numbers, evacuation routes and local meeting points.
- New staff and volunteers are given a copy of the Emergency Procedures on their first day.
- Families, staff, contractors, tradespeople, volunteers and visitors are expected to follow these procedures in the event of an evacuation or lockdown.
- If you arrive during such a time, please follow the directions of staff.
- Children practise evacuation and lockdown drills regularly so they know what to do if a real emergency occurs.



Hygiene and Safety



To maintain a healthy and safe environment, we:

- Clean the service thoroughly at the end of each day, with additional cleaning as needed.
- Teach and support children to follow good hand hygiene practices, especially after toileting and before meals.
- Conduct daily risk assessments of equipment and outdoor areas to ensure safety.
- Address maintenance issues promptly.
- Follow all public health directives.

Pandemic preparedness

In the event of a pandemic, families will receive clear guidelines outlining the steps being taken and any requirements for attendance.

Child Protection

Children have the right to feel safe, respected and protected from harm.

- All OSHC staff are mandatory reporters. If staff have concerns about a child's safety or wellbeing, they are legally required to report them.
- Staff are trained in child protection and complete regular updates to ensure they understand their

obligations under current Queensland law (Reg 84).

- We are committed to promoting each child's dignity, wellbeing and safety, in line with the QLECS Statement of Commitment (Appendix 1).

Families can request a copy of our Child Protection Policy at any time.



Behaviour Guidance

At Immanuel OSHC, every child has the right to feel safe, respected and supported. Our approach to behaviour guidance is about helping children learn positive ways to manage their feelings, actions and relationships.

- We set clear expectations for respectful and safe behaviour.
- Staff model positive communication, problem-solving and empathy.
- Children are encouraged to make good choices, practise self-regulation and take responsibility for their actions.
- Our play-based program helps children build social skills, practise age-appropriate rules and develop resilience.
- When challenges arise, staff consider the reasons behind the behaviour and respond with thoughtful, restorative strategies.

Families are always partners in this process. If ongoing concerns arise, we will talk with you so we can work together on consistent approaches between home and OSHC. If needed, an individual behaviour plan may be developed with input from educators, families and professional agencies.

This collaborative approach ensures children feel supported and understood while learning how to navigate their social world with respect and responsibility.





Collaborative Partnerships with Families

We believe families and educators work best together as partners. Open and respectful communication ensures children feel supported and helps us provide the highest quality care.

Everyday communication

- Parents and guardians are welcome to visit the service at any time while their child is present (unless restricted by a court order or safety concern as per Regulation 157).
- Please keep your contact details and authorised nominee list up to date so we can reach you quickly in case of illness or emergency.
- Families can stay connected through Xplor, the screen above the sign-in table, and our weekly communications from the service. These updates make it easy to share in your child's day and talk with them about what they have experienced.



When you need to discuss something

- If you would like to talk in more detail about your child's needs, interests or wellbeing, please arrange a time with the Service Director.
- We can also schedule a phone call or meeting outside program hours.
- A private space is always available for confidential conversations.

Family involvement and connectedness

- We value the knowledge and experiences that families bring, and we welcome your involvement in our program. Parent participation enriches children's learning and helps them reach their full potential.
- Educators may invite parents to share their expertise with children, such as cooking, baking, dental hygiene or talking about different professions.
- Families are warmly invited to take part in the Immanuel OSHC Advisory Committee in whatever way suits their availability. The Service Director provides committee dates at the beginning of each year.
- We also ask that everyone communicates and behaves in a child-friendly and respectful way when interacting at the service.

Feedback, concerns and complaints

We want families to feel comfortable sharing feedback or raising concerns. Open communication helps us improve and ensures children receive the very best care.

- If you have a concern, please speak first with the OSHC Director.
- If the matter cannot be resolved, it will be referred to the Principal or Queensland Lutheran Early Childhood Services (QLECS) for further support.
- All concerns are taken seriously, handled respectfully and followed up promptly.
- Families can also access our Grievance Policy at the service or request a copy at any time.



Your voice and your involvement matter. Working together, we create a service where children are safe, happy and inspired to learn and play.

Department of Education
Early Childhood Education and
Care Maroochydore Office
07 5477 3418



At Immanuel OSHC, children are cared for by a dedicated team of qualified and experienced professionals. Each staff member brings their own strengths, interests and expertise, creating a rich environment where children feel safe, valued and inspired.

Meet our leadership team

- **Service Director – Georgia Lee-Smith**
Georgia oversees the overall running of the service, from administration to educational programming. She works closely with families, educators and the College to ensure the highest standards of care and safety. Georgia is passionate about creating a welcoming and supportive environment where every child can thrive.
- **Educational Leader – Jackie Shroff**
Jackie leads the development of our educational program. She supports educators with planning, reflection and documentation, ensuring every child has opportunities to explore and achieve their goals. Jackie is also available to families who would like to discuss their child's development and learning journey.

Our educators

Our team includes both long-standing staff and new educators who bring fresh ideas and energy. Many have backgrounds in teaching, early childhood, sport, the arts and community work. Together, they create a program that is engaging, creative and inclusive.

Students and volunteers

We welcome students and volunteers who are carefully screened and inducted before spending time in our service.

- They must hold an up to date Blue Card, sign confidentiality and policy agreements, and complete an induction.
- Families will be notified when a student or volunteer is present.
- Volunteers are accepted only after careful screening and consideration of children's needs.

Staying up to date

- Families receive text notifications if there are staffing changes.
- A current staff list, with names and photos, is displayed in the foyer above the sign-in register.

Professional growth

Our educators are lifelong learners. Staff attend training, conferences and workshops throughout the year, bringing back new skills and ideas to enrich our program. We also hold regular staff meetings to share knowledge, reflect on practice and collaborate.



Leadership and Governance

Immanuel OSHC is supported by strong leadership and a clear governance structure to ensure the service runs smoothly and safely. Families can feel confident knowing there is a team — both onsite and behind the scenes — who care deeply about the quality of your child's experience.

Immanuel OSHC Advisory Committee

The Advisory Committee provides guidance and oversight for the service. This elected group oversees administration, staffing and finance, and meets at least four times per year.

Its aims are to:

- Plan and set goals for OSHC.
- Explore and coordinate fundraising ventures and family events.
- Review policies and assist with service approval and quality standards.
- Provide a support network for staff.

Committee membership includes

representation from the College leadership team and the OSHC community. Current members are displayed in the service foyer.

Queensland Lutheran Early Childhood Services (QLECS)

QLECS provides advice and support to Immanuel OSHC on all matters relating to the National Law, National Quality Standards and departmental compliance.

- QLECS acts as the Approved Provider's representative for Lutheran OSHC services in Queensland, and also supports services in Victoria and New South Wales.
- Its Board meets monthly and works to represent the needs of children, families, staff and the community, oversee business and financial decisions, and plan strategic growth.
- The Children's Services Manager (CSM) works closely with our service to provide practical support, from programming to staffing advice, grant applications and quality improvement.

Service approval

Immanuel OSHC's Approved Provider is the Lutheran Church of Australia, Queensland District.

Under the National Quality Framework (NQF), services like ours must undergo regular quality assessment and rating. The NQF sets national benchmarks across seven quality areas:

1. Environment, program and practice
2. Children's health and safety
3. Workplace health and safety
4. Human resources and staffing
5. Relationships and interactions with children
6. Partnerships with families and communities
7. Governance and service management

This framework ensures children receive consistent, high-quality care in every aspect of their OSHC experience.

Fees and Payments



Immanuel OSHC is a not-for-profit service, and fees are carefully set to cover operating costs while staying affordable for families. Any surplus is reinvested into improving resources, equipment and facilities for the children. Fees are reviewed annually by QLECS in consultation with the Service Director.

2026 Fees

- **Before School Care:** \$20.00
- **After School Care:** \$40.00
- **Vacation Care (Full Day):** \$75.00
- **Vacation Care (Half Day):** \$37.50
- **Vacation Care Excursions/Incursions:**
Daily fee plus an additional activity cost (clearly outlined on the Vacation Care program and enrolment form).

Accounts and Payments

- Fee accounts are issued weekly and show: two weeks in arrears, the current week, and one week in advance.
- Full fees are payable until enrolment meets Child Care Subsidy (CCS) requirements. Adjustments are made once CCS is applied.
- Fees are payable in advance on the first day of attendance each week. Casual bookings (when available) are added to your account.

Payment methods:

- Direct debit (Westpac PayWay or Xplor XPay)
- Bank transfer
- EFTPOS or phone payments

Bank details:

- **Account Name:** Immanuel Outside School Hours Care
- **BSB:** 034 198
- **Account Number:** 214 658
- **Bank:** Westpac

If your family is experiencing financial difficulty or exceptional circumstances, please speak with the Service Director. A payment plan may be arranged.

Child Care Subsidy (CCS)

Immanuel OSHC is an Approved Care Provider. Eligible families can access CCS, which reduces your out-of-pocket fees.



To claim CCS, families must:

- Apply for a Customer Reference Number (CRN) through Centrelink.
- Submit a CCS claim through your MyGov account.
- Provide the CRN and date of birth for both parent and child to OSHC administration.

The service uploads attendance weekly to the government CCS system, which calculates your entitlement. Incorrect CRN details or changes to the primary carer cannot be backdated beyond 14 days.

Absences and Cancellations

- Please notify OSHC if your child will not attend a booked session. This avoids unnecessary calls and helps us manage staffing ratios.
- Sick days and absences are charged as normal absent days (CCS applies if eligible).
- Less than 24 hours' notice: an absent fee will be charged, as staff are already rostered.
- Vacation Care and Pupil-Free Days require separate booking forms. Cancellations need 48 hours' notice. Excursion/incursion costs will still be charged, as providers require confirmed numbers.

Late Pick-Up Fees

The service closes at 6.00pm. Please collect your child on time to avoid disruption and extra staffing costs.

- \$5.00 is charged at 6.05pm, then \$2.00 per minute thereafter.
- If no contact is made within five minutes, staff will attempt to call parents/guardians, then authorised contacts on the enrolment form.
- If no one can be reached within 30 minutes, police will be called, and their recommendations followed.

Outstanding Fees

- Accounts overdue by more than 28 days may result in refusal of future bookings.
- Overdue accounts may be referred to a debt collection agency.
- Enrolment may be cancelled if fees remain unpaid across terms or Vacation Care periods.
- Accounts with more than \$20 outstanding attract a \$20 penalty every 14 days until paid.

Fee Refunds

Refunds are only issued once CCS is finalised and all transactions are reconciled, including final absences and cessation of enrolment.

Pandemic or Government-Directed Closures

In the event of a declared pandemic, fees will continue to be charged unless the service is directed to close by a government authority, in line with Family Assistance Law.

Policies and Procedures

When you enrol your child at Immanuel OSHC, you agree to follow our service policies. These ensure we meet all legal and regulatory requirements, while keeping children safe and supported. Policies also reflect the Early Childhood Australia Code of Ethics.

Our policies cover areas such as:

- Enrolment and orientation
- Delivery and collection of children
- Excursions and authorisations for children to leave the service
- Infectious diseases and medical conditions
- Emergency evacuation and lockdown procedures
- Nutrition, food and dietary requirements
- Sun protection and water safety
- First aid and incident reporting
- Child protection and safe environments
- Staffing arrangements, including code of conduct and responsible persons
- Participation of volunteers and students
- Interactions and relationships with children

- Governance and service management, including confidentiality of records
- Payment of fees
- Dealing with complaints

Policy review

- Policies are reviewed regularly by OSHC staff, families, Immanuel College and QLECS.
- Families are encouraged to share feedback at any time.
- Updated policies are always available at the service and can be provided on request.

If you would like to raise an issue about a policy, please put your request in writing and address it to the Service Leader or Children's Services Manager (CSM).

Our policies are available online via the QR code posters located at the parent sign-in desk at the centre. Feedback regarding service policies can also be submitted using the QR code on these posters.

Insurance

The service is fully covered by Public and Products Liability Insurance through the LCA Insurance Fund (Reg 180). A copy of the current certificate of insurance is kept on file and available for review.

Photos, Media and Social Media



At OSHC, we love capturing the joy and learning that happens each day. Photos and videos are used to document children's experiences, celebrate achievements, and share daily learning stories with families.

Photos and Learning Documentation

- Photos are shared through Xplor and displayed in our hardcopy journal at the sign-in table.
- These photos form part of your child's learning record and provide a window into their day.
- If you prefer your child not to be photographed, please indicate this on the enrolment form or speak with the Service Leader.



Media Involvement

- Permission for photographs or video is included in the Enrolment Agreement.
- If permission is not given, we will ensure your child is not included in media activities.
- If photos are published in local newspapers, only first names are used unless otherwise agreed.
- For advertising or promotional use, specific parental permission will always be sought.

Social Media

- Immanuel OSHC shares updates through our Facebook page, Instagram and the College website.
- To maintain professional boundaries, we ask families not to "friend" or accept friend requests from staff members.
- If you have any concerns about social media posts or comments, please follow our Service Grievance Procedure.

These practices allow us to celebrate children's experiences while respecting privacy and family preferences.

Collection Procedures

Your child's safety is our priority, and we have clear procedures to make sure arrivals and departures are safe and well-documented.

Collection

- Children can only be collected by parents/guardians or by adults listed on the Authority to Collect form.
- If someone else is collecting your child, please notify OSHC in advance by email, including the person's name and relationship to your child. They must be

18 years or older and show photo ID on arrival.

- If the person is unknown to staff, they will be asked to show ID, and an educator may call you to confirm the arrangement.

Late Pick-Up

- The service closes at 6.00pm. If you are running late, please contact us as soon as possible. Late collection fees and procedures are outlined in Section 22: Fees and Payments.

Tobacco, Drug and Alcohol-Free Environment



To keep OSHC safe, healthy and welcoming for everyone:

- Our service is 100% smoke-free, vape-free, drug-free and alcohol-free (Reg 82).
- Smoking or vaping is not permitted within 5 metres of the property boundary, in line with Queensland legislation.

- Parents, guardians and visitors are expected to follow these requirements at all times.

By working together, we maintain a clean and safe environment where children can learn, play and grow.



Together in Care and Community

Thank you for taking the time to read through our OSHC Family Handbook. We hope it gives you confidence that your child will be safe, supported and inspired while they are with us. Immanuel OSHC is more than care. It is a place where children make friends, try new things, and feel part of a community that values them for who they are.

We look forward to sharing this journey with your family. Please know that our team is always here to listen, answer questions, and work alongside you to make OSHC a positive part of your child's week.

Together, we can create an environment where every child feels happy, connected and excited for what's ahead.



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