

# The Parent Handbook for



## Additional Programs (0-6 years) and OSHC (6-12 years) Services

WITH SPECIFIC REFERENCE TO OUTSIDE OF REGULAR SCHOOL HOURS PROGRAMS:

BEFORE MONTESSORI PROGRAMS (PROGRAMS).

AFTER MONTESSORI PROGRAMS (PROGRAMS).

SCHOOL HOLIDAY PROGRAMS (PROGRAMS).

OUTSIDE SCHOOL CARE (OSHC).

VACATION CARE (OSHC).

NOTE: MONTESSORI INDEPENDENT TODDLER PROGRAM (MITC) AND MONTESSORI PROGRAM, FORM PART OF OUR REGULAR SCHOOL OFFERING, AND ARE ADMINISTERED TROUGH BMS ENROLMENTS AND DELIVERED THROUGH BMS STAFF.





BRISBANE MONTESSORI SCHOOL ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THE LANDS THAT OUR SCHOOL RESIDES ON, AND WE EXTEND THIS TO ALL TRADITIONAL CUSTODIANS ACROSS AUSTRALIA. WE PAY OUR RESPECT TO ELDERS PAST, PRESENT AND FUTURE.

WE ACKNOWLEDGE THEIR CONTINUING CONNECTION TO THE LAND, AIR, AND WATERWAYS, FOR THEY HOLD THE MEMORIES, THE KNOWLEDGE, AND THE DREAMS OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES. MAY WE WALK GENTLY AND RESPECTFULLY TOGETHER.



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At Brisbane Montessori Programs and OSHC Services, we aim to provide a supportive and engaging environment that meets the diverse needs of families within our school and broader community. We focus on building strong, collaborative partnerships to ensure a cohesive and inclusive experience for everyone.

Our mission is to create a safe, enriching, and joyful environment—a home away from home—where your child can thrive. Through play-based learning and nurturing care, we strive to provide experiences that promote a sense of security, connection, and growth.

We align our practices with the National Framework for School Age Care, "My Time, Our Place" and for Early Childhood Care, "Belonging, Being & Becoming" ensuring your child has opportunities to develop key life skills, explore new ideas, and build upon the knowledge gained in school.

At the heart of our program is a commitment to inclusivity and personal development. We encourage every child to embark on a journey of self-discovery and critical thinking, fostering resilience and confidence. Our diverse range of activities is designed to meet the social, intellectual, physical, emotional, and spiritual needs of each child, nurturing well-rounded and capable individuals.

We are delighted to welcome your family to Brisbane Montessori School Programs and OSHC Services, and look forward to supporting your child's growth in our care.

## PHILOSOPHY

### Our Vision

To be a school for families committed to an excellent education in a Montessori environment. Because the world needs curious, creative, compassionate, global thinkers.

### Our Mission

- Maintain a world-class Montessori learning environment;
- Provide an outstanding academic curriculum that exceeds national standards;
- Offer an enriched extracurricular program;
- Promote a culture of peace in all children at every age;
- Inspire & empower children to understand our world & change it if they want to;
- Foster a diverse, inclusive & informed community.

### Our Philosophy

At Brisbane Montessori School Programs and OSHC Services, we value each child's unique qualities and provide a safe, supportive environment where they are encouraged to explore their interests freely. We offer a program that promotes independence, leadership, and teamwork through activities that support physical, emotional, and intellectual growth. This fosters a sense of confidence and helps children build meaningful relationships with those around them. We understand the importance of nurturing meaningful interactions and building strong partnerships with children, their families, and the wider community.

#### In relationship with children, we will:

- Provide a space where children feel safe, secure, and supported at all times.
- Empower children to shape their environment, ensuring they feel a sense of belonging.
- Involve children in planning activities, incorporating their interests and ideas into the before, after, and vacation care programs.
- Encourage confident, creative, and involved learners through varied learning experiences.

#### In relationship with families, we will:

- Recognise and respect the role of each child's family as primary carers and partners in their development.
- Encourage parents to be active participants in their child's learning journey.
- Create an open and welcoming space where educators work in partnership with families to support each child's growth.

#### In relationship with educators, we will:

- Support each other as a collaborative team, fostering a culture of respect and encouragement.
- Value the ideas and contributions of team members as we work together to enhance our OSHC program.
- Reflect and grow together through shared practices, guided by the principles of the "My Time, Our Place" and "Belonging, Being & Becoming" EYLF framework.

#### In relationship with the wider community, we will:

- Foster children's sense of belonging by creating connections to the broader community.
- Build and strengthen relationships with local groups and organisations, enriching children's understanding of the world around them.
- Acknowledge and respect the diverse cultures within our community, including the rich heritage of Indigenous Australians, as an integral part of the world we live in.

## OPERATING HOURS AND FEES

### Before Montessori Program (Programs)

For Children's House (3-6 yrs)

Operating Hours: 7:30AM – 9:00 AM

### After Montessori Program (Programs)

For Children's House (3-6 yrs)

Operating Hours: 3:00 – 6:00 PM

### School Holiday Program (Programs)

For Children's House (3-6 yrs)

Operating Hours: 7:30 – 6:00 PM

### Outside School Hours Care (OSHC)

For Lower Primary & Upper Primary

Operating Hours: 3:00 – 6:00 PM

### Vacation Care (OSHC)

For Lower Primary & Upper Primary

Operating Hours: 7:30 AM – 6:00 PM

Please refer to the fee schedule available on the school's website under Enrolments > Fees.

*\*There may be additional fees in the event of an incursion/excursion or activity. This, however, will be clearly outlined within each School Holiday Program or Vacation Care program brochure.*

*\*\*Please be advised that our prices may be subject to occasional adjustments as circumstances require. We will make every effort to provide advance notice of any price increases whenever possible.*

## HOW TO ENROL IN PROGRAM/ OSHC SERVICES

All children attending any BMS Programs or OSHC service **MUST** be enrolled before they attend any of outside of regular school hours programs.

Children can be enrolled either on a regular or casual basis through the online enrolment via the Smart Central portal, or click on "Apply" via the QR codes below:

Click [HERE](#) for link of scan the QR code below for bookings (3 – 6 year olds):



Click [HERE](#) for link of scan the QR code below for bookings (6 – 12 year olds):



Below you will find step by step instructions for enrolling into Programs or OSHC service from the website:

1. Go to Smart Central.
2. Press 'Apply' then complete all the details of the application. Press save and continue. Note: All fields that do not say 'optional' must be filled-out to complete the application. Once you receive your booking, click 'Approve'.
3. You will receive an email from Smart Central confirming we have approved your application. The email will allow you to proceed with requesting a booking.
4. Make sure all information slots are filled-out in correctly (a yellow question mark will appear if information is missing).

## FEE TERMS AND CONDITIONS

Accounts are issued fortnightly and must be paid fortnightly via Direct Debit. A Direct Debit Account request will be emailed to you upon completion of enrolment. This account is accessible only by the Parent (or holder of the account).

Requests to update direct debit details can be made to the Finance Office, who will email a link to Childcare Easy Pay.

Parents/carers are required to ensure their account is finalised at the end of each term to confirm their bookings for the following term.

Parents/carers are required to ensure their account is finalised, and update their enrolment details, BEFORE they can make a booking for the following year.

If there are any issues relating to the payment of fees, this must be discussed with the Finance Office before bookings and enrolment forms can be accepted.

### **Arrears**

If parents/carers are having difficulty paying fees, please discuss this issue with the Finance Office as soon as possible so that a suitable arrangement can be made.

If accounts are in arrears at the start of the upcoming term, children will be excluded from the service until the account has been settled, unless alternate arrangements have been made with the Finance Office.

### **Late Pickup Fees**

If children are not collected by 6PM, late fees will apply. These fees are charged at a rate of \$15 per 10 minutes or part thereof. It's important to note that if this fee is applied, it's at the discretion of Centrelink whether Child Care Subsidy will be received for this portion of the daily charge.

We understand that unforeseen delays can occur. If you anticipate being late in collecting your children, please inform our OSHC educators before 6 PM. You can reach us at (07) 3327 0600 or on the mobile line at (+61) 0483 879 682.

Your timely communication helps us ensure the safety and well-being of your child and is greatly appreciated.

### **Not Picked Up After School + No Booking**

If your child is not picked up at 3:15PM and they do not have an OSHC booking, they will be taken to the administration building and parents/carers will be called to collect the child. If primary parent/carer cannot be reached, the administration team will contact secondary parent/carer then proceed to call the nominated emergency contacts.

### **Not Picked Up at the Conclusion of an After-School Club**

If your child is not picked up at the conclusion of an after-school club, they will be taken to OSHC and a casual fee will be applied to your account.

### **Cancellation Fees**

If you need to cancel a booking, it's important to let us know in advance. Full fees will apply unless we receive prior notification. For cancellations in Before/After Montessori Programs, we require a 72 business hours notice. When it comes to School Holiday Program/Vacation Care, we ask for 72 business hours notice.

These timeframes are important to ensure our staffing and catering arrangements are well-organised. For day-of cancellations, please call BMS main reception at (07) 3327 0600. To cancel a booking with the required notice, please do so via the Smart Central booking app or email us at [oshccoordinator@bms.qld.edu.au](mailto:oshccoordinator@bms.qld.edu.au). If you are cancelling after the required 72 business hours notice this MUST be done through via email only as these cancellations must be in writing.

### **Childcare Subsidy**

To access the Child Care Subsidy (CCS), we kindly request that you initiate contact with Services Australia ([www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)) the Family Assistance Office (Centrelink) to assess your eligibility. This subsidy system is designed to offer most families a reduction in childcare fees. To facilitate the application process, we require specific details from you. These include your child's Customer Reference Number (CRN) and date of birth, as well as the Customer Reference Number (CRN) of the parent receiving the subsidy.

For new enrolments, it is critical that the setup process is initiated through the parent who is registered for Child Care Subsidy. If this initial setup is carried out under the incorrect parent, Centrelink will not be able to provide the subsidy. Once your enrolment with the BMS Programs or OSHC service is initiated and submitted, please ensure that you confirm these details on MyGov to ensure the smooth processing of subsidies.

### Absences and Cancellations

#### Cancellation Notice Periods

For all term time Programs and OSHC services, we kindly request a minimum of 72 business hours notice for cancellations. For School Holiday Program or Vacation Care, we ask that families provide a written notice at least 7 days in advance for cancellations.

#### Absent – Day of Booking

We prioritise the safety and well-being of every child in our care, and your cooperation is essential. If your child is unable to attend any Programs or OSHC service programs on a booked day, we kindly ask that you notify us as soon as possible. When a child does not arrive as expected for their booking, it raises concerns for our team. Your timely call or message helps us ensure your child's safety and address any unforeseen situations promptly.

#### Cancellations – Prior to the Day of Booking

We understand that plans can change, and sometimes your child may not be able to attend as scheduled. To assist in the smooth operation of the services, we ask that you notify us in advance by sending an email to the OSHC team. By advising us of your child's planned absence, we can update our records accordingly and avoid any confusion on the day. This proactive step helps ensure a seamless experience for your child and simplifies the process for you. Please contact the OSHC team at [oshccoordinator@bms.qld.edu.au](mailto:oshccoordinator@bms.qld.edu.au). Your cooperation is greatly appreciated and helps us provide the best possible care for your child.

#### BMS Educator Responsibilities

As BMS educators, the safety and well-being of your child are our top priorities. We have established clear procedures to handle situations where a child does not arrive to the service as expected. If your child does not arrive and we have not received prior notification, we will immediately contact you to confirm their whereabouts and ensure their safety. If we are unable to reach you after exhausting all available options including your emergency contacts, our next course of action will be to contact emergency services (000). This measure is a precaution taken to ensure the ongoing safety and security of your child. Your prompt communication and responsiveness are key to maintaining a secure environment for all children in our care.

#### Signing Your Child In/Out

##### Signing Out

Please note: The following details and reference to **parent**, does not include a parent who is prohibited by a court order from having contact with the child.

When your child is picked up from the services, they **must** be signed out by an approved parent/carer or an authorised nominee via the Smart Central platform that can be accessed through the QR code. Please do not give your children your log in details or allow your children to sign themselves in or out - Children **must not** sign themselves out at any time.

Only an approved parent/carer/authorised nominee on the enrolment form may collect and sign out children. A parent/carer/authorised nominee will need to provide permission, in writing via email to the OSHC Coordinator if a non-authorised person is to collect their child. This should be done in advance, to ensure the OSHC Coordinator is aware of the collection details for your child that day.

Where a non-authorised person arrives to collect children and no advance notification is given, the parent/carer/authorised contact will be called for approval and will be required to immediately provide written authorisation in the form of an email before the child will be released into the non-authorised person's care. Identification will need to be presented for the non-authorised person, and the relevant Programs or OSHC service will record the details of the identification.

Our service uses the Smart Central 'Contactless Sign In/ Out' for parents. To sign in/out you will need a mobile phone or device.

#### Step-by-step:

- Scan QR code
- Log in
- Select the child to sign in/out
- Select 'sign in/out' option

## Health and Safety

### Accident/Illness:

The procedure for managing accidents and illnesses is in accordance with a number of Brisbane Montessori School Policies. All educators hold current First Aid certifications. Records will be maintained for all incidents, injuries, trauma, and illnesses. Parents or carers will be notified if an incident occurs.

If a child becomes unwell while at the service, the OSHC Coordinator or educators will promptly contact the parent, carer, or authorised emergency contact to arrange for the collection of the child.

### Medication:

The administration of medication follows Brisbane Montessori School Medical Management Manual. No medication will be administered to a child without written consent from their parent, carer, or authorised contact, except in the case of an asthma or anaphylaxis emergency. If medication is administered in an emergency, the OSHC Coordinator will ensure that both the parent and emergency services are notified as soon as possible.

### Sun Protection Policy:

The Brisbane Montessori School Sun Protection Policy is always followed. Children must wear hats for outdoor activities, as per our SunSmart guidelines. Sun protection measures will be implemented for all outdoor activities.

## CONTACT INFORMATION

### Get in Touch with Us

#### For Programs or OSHC Service Queries or Concerns

If you have any questions or queries related to our Before Montessori Program, After Montessori Program, School Holiday Program, Outside School Hours Care (OSHC) or Vacation Care (OSHC), please feel free to reach out to our dedicated OSHC Coordinator via email or phone during our service hours (11:30AM – 6:00PM term time and 7:30 – 6:00PM during non-term time).

Email: [oshccoordinator@bms.qld.edu.au](mailto:oshccoordinator@bms.qld.edu.au). Phone: (07) 3327 0600

Mobile: (+61) 459648558.

#### For Fee-Related Questions or Queries

If you have questions or concerns regarding fees, payments, or Child Care Subsidy matters, our Finance Team on [finance@bms.qld.edu.au](mailto:finance@bms.qld.edu.au).

#### Regulatory Authority - Department of Education

For matters related to regulatory oversight, you can contact the Department of Education's Early Childhood Education Office at the following:

Phone: 13 QGOV (13 7468)

Postal address: PO Box 15033, CITY EAST QLD 4002

#### Feedback or Complaints

We value your feedback and concerns. Please direct any complaints or issues to the principal via email at: Email: [principal@bms.qld.edu.au](mailto:principal@bms.qld.edu.au)

We are here to ensure your experience with our service is positive and that any questions or concerns are addressed professionally and promptly.