



WODEN  
COMMUNITY  
SERVICE INC.

# **GARRAN COMBINED VACATION CARE**

## **EXISTING Parent Handbook & Enrolment Forms January 2012**

**SCHOOL HALL  
GARRAN Primary School  
Gilmore Cres, GARRAN**

**Bookings and Enquiries:  
6234 6832 or [sac@wcs.org.au](mailto:sac@wcs.org.au)**

**Cost: \$63 per day including excursions  
(CCB available)**

**Bookings open 28<sup>th</sup> November**

## Important Contacts:

- Bookings and enquiries

**Ph: 6234 6832,**

**Email: [sac@wcs.org.au](mailto:sac@wcs.org.au),**

**Fax: 6285 1322,**

**Postal address: PO BOX 35, WODEN, ACT 2606.**

- All account enquiries are through Talha Syed in the Childcare Accounts Team.

**Ph: 6234 6858, email:**

**[sacaccounts@wcs.org.au](mailto:sacaccounts@wcs.org.au)**

- Program is located in the School Hall at Garran Primary School **Ph: 6281 1169**

- CCB Approval ID: 1-6PX-4241

## **Program Coordinators:**

***Brian Pearce***  
***Nina Bennetts***  
***Elise Bailey***  
***Vidya Chandra***

# OUR PHILOSOPHY

*'To provide a recreationally based school age care service which is safe, caring, friendly, fun and meets all statutory requirements'*

## **PHILOSOPHY OBJECTIVES**

### **Objectives**

Staff will work together as a team, participate in appropriate training and learn new skills to achieve the following objectives;

#### **1. Safety**

The staff will implement

- The Occupational Health and Safety Policies of Woden Community Service Inc
- All ACT Childcare Services Standards including
  - a. Health and Hygiene practices
  - b. Supervision of children
  - c. Administering medication
  - d. Maintaining correct staff to child ratios
  - e. Cleanliness and maintenance
  - f. All emergency evacuation procedures
  - g. Any other legislative requirements relating to safety for children

#### **2. Caring**

- Staff will exhibit high professional standards to provide an example to children.
- Staff will treat all children with dignity and respect and encourage all children to show mutual respect for each other.
- Children are encouraged to maximize their cognitive, emotional, social and physical development by exploring and learning
- Staff will encourage behaviour which promotes positive self esteem and resilience amongst all the children. While self expression is important children are also encouraged to respect the personal space and property of all those participating in the programme.
- The programme will offer equal opportunity for all children to be included and to develop additional skills with new experiences and stimulating activities.

#### **3. Friendly**

- The staff will facilitate positive and respectful interactions and effective communication between staff and staff, children and children, staff and children and staff and families.
- The staff will relate to parents and children in a warm and friendly manner.
- The staff will promote the professional standing of the service in the school and wider community. This will be done by facilitating good communication between the service, parents and the community.

#### **4. Fun**

- The staff will encourage a relaxed and happy atmosphere enabling children's spontaneity and creativity.
- There will be many choices of activities available for children.

- Children's ideas will be encouraged and implemented wherever possible.

### **5. Catering for individual needs**

- The service recognises the importance of middle childhood and the value of play and will cater for the unique individual needs of all children attending programmes including differences of gender, ability, interests and cultural and family background.
- All children will be consulted and their ideas implemented in designing programmes and activities.
- Staff will allow for the ever changing needs, interests and abilities of the children when designing activities and facilitating communication at the service.
- Children will be given the opportunity to and be encouraged to participate in any of the activities available – no child will be discriminated against on the grounds of gender, culture or ability.

### **6. Guiding Behaviour**

- Staff will model and teach appropriate behaviour – eg speak to each other and children in a respectful way, encourage children to speak to each other in the same respectful manner.
- Staff will encourage children to resolve conflicts between each other and help children gain skills in problem solving.
- Staff will involve children in making rules for behaviour at the service and in deciding on consequences for not obeying the rules.
- Staff will involve families and appropriate school staff where behavioural management plans need to be implemented.

### **7. Management and Training**

- Staff will be given opportunities to participate in appropriate training to further their professional development.
- New staff will be given induction training and encouraged to undertake professional training via traineeships.
- All staff will be given support where needed and have access to consult with managers to resolve any issues which may arise.

*Developed 2000, revised 2003, revised 2005, revised Nov 2007. (Written in consultation with WSC Management, Staff, Families, ACT School Age Care Conditions for Approvals in Principle and Licences 2000, Children's and Young Peoples' Act 1999 and the National Childcare Accreditation Council 2003). Revised March 2010 in consultation with The ACT Childcare Services Standards 2009, WCS Staff and Parents.*

## Vacation Care Programme

### PARENT'S INFORMATION BOOKLET

Welcome to Woden Community Service's Inc (WCS) Garran Vacation Care Program. Our programs are recreationally based and licensed by the ACT Government. WCS provides an inclusive environment that recognises variation in children's ability, backgrounds, family structure and culture. We aim to provide experiences that value and respect all similarities and differences. Children with additional support needs are encouraged to participate in all our program and activities.

#### Background:

1. This booklet provides information about booking arrangements, fees and payment of accounts, policy and procedures and other relevant details. Please let us know should you require additional information or have any questions.
2. As managers of the SAC Program, WCS aims to deliver high quality care to all children attending the program. We work closely with families, the school and community and encourage suggestions and feedback on all aspects of the program.
3. Our staff have been selected to ensure children attending our programs have the best quality care in a safe and friendly environment. Staff ratios are determined by statutory regulations. Current ratios are one staff to every eleven children at the Program, one staff for every eight children on excursions and one staff for every five children for swimming excursions, with a minimum of two staff present at all times. Please note that as child care professionals we are mandated to report any incidences of suspected child abuse.
4. The SAC Program works within the School Age Care Framework *My Time, Our Place* and is approved under the National Quality Standards. This ensures a quality program is maintained through the process of continual improvement. Family participation in the Continuing Improvement of the Service is encouraged and appreciated greatly.
5. Garran Vacation Care caters for children from Kindergarten – year 6. Children may only attend once they have attended primary school.

#### Excursions

6. All excursions are compulsory and run daily throughout the school holidays. Excursions fees are included in the daily fee and will not be refunded regardless of whether children attend.
7. Please check excursion departure times on the program as these times are strictly adhered to. Any notice of changes to the excursion will be posted at the program. Children who have not arrived prior to excursion departure will be contacted by telephone and alternate arrangements made.
8. **Children should not bring extra money on excursions.**

#### Transport

9. For external excursions, transport will be provided by Kiers Buses. Please be aware that there are no seat restraints on Kiers Buses.
10. For local excursions within the Woden area, children will either walk or catch the Community Bus where available.
11. Our wet weather plan for local excursions is to utilise ACTION buses.

#### Enrolment Form and Fee Payment Form

12. Attached are the January 2012 Enrolment Form and Fee Payment Form. **Please complete and return both** to the School Age Care Directors, WCS Central Office by email on [sac@wcs.org.au](mailto:sac@wcs.org.au), faxed on 6285 1322, posted to P.O. Box 35 WODEN ACT 2606 or in person at 26 Corinna St, WODEN. Ph: 6234 6832. Please note: Enrolment Forms must be **completed in full** before your child can attend.

## Booking Information and Fees

13. WCS's Vacation Care Program runs on a not-for-profit basis and relies on fees to meet expenses. Fees are set at the lowest level possible while ensuring high quality care for your children.
14. Fees are charged at **\$63 a day**, with Child Care Benefit and Childcare Rebate available. Excursions are included in this amount. **Payment is required once an accounts statement is sent out. Account Statements will be sent out in the week after care is used.**
15. All bookings must be completed through WCS Central Office. All bookings will close at 5pm on Wednesday 21<sup>st</sup> December for the January 2012 Vacation Care period. They will re-open again at 9am on Tuesday 3<sup>rd</sup> January 2012.
16. **Once bookings are received all available days marked on the enrolment form will be charged. Spaces are strictly limited. There are no cancellations. All Bookings must be confirmed with the Director the following day, contact details at paragraph 12 above.**
17. Account Statements are sent to email or postal addresses, as indicated by families on the Fee Payment form. Please see the Fee Payment Form for additional information.
18. If you wish to claim Child Care Benefit or a Tax Deduction Lump Sum you must have a correct Customer Reference Number (CRN) and Date of Birth (DOB) for both yourself and your child. Your CRN can be obtained from the Family Assistance Office (FAO).

## Contacts

19. The Directors of School Age Care and the Vacation Care Program are Nila Chaleune and Katie Crawford, based at WCS Central Office.
20. **If your child is booked for care but will not be attending**, please notify the School Age Care Directors by phone on 6234 6832 or 6234 6831, fax 6285 1322 or email sac@wcs.org.au. **Fees will still be charged.**

## Operating Hours

21. The Vacation Care Program Operating Hours are:

**Week One:** Tuesday 3<sup>rd</sup> Jan – Friday 6<sup>th</sup> Jan (Monday public holiday)

**Week Two:** Monday 9<sup>th</sup> Jan – Friday 13<sup>th</sup> Jan

**Week Three:** Monday 16<sup>th</sup> Jan – Friday 20<sup>th</sup> Jan

**Week Four:** Monday 23<sup>rd</sup> Jan – Friday 27<sup>th</sup> Jan (Thursday public holiday)

**Week Five:** Monday 30<sup>th</sup> Jan – Friday 3<sup>rd</sup> February (**Fri will run at Hughes Primary**)

**The Program operates from 8am to 6pm.**

22. The Program is closed on Public Holidays.

## Arrival and Departure

23. It is a legal requirement that children are signed in and out of holiday program by a family member or authorised guardian. This person must be over the age of 18 years.
24. For the safety of children, only those nominated on the enrolment form will be authorised to collect your child. Enrolments will not be accepted without emergency contacts who are authorised to collect children in the case of an emergency. In the case of an emergency, a parent/guardian is to contact the program and provide details of the changes to arrangements.
25. If we are unable to contact either the parent or a person nominated by the parent on the enrolment form, to arrange collection of the child/ren in the case of emergency, then we will contact ACT Care and Protection Services.

### Program Closing Time and Late Fees:

26. Please be aware the Program closes at 6:00 pm. A late fee is incurred for children collected after 6 pm. The fee is \$15 per child for every 15 minutes or part thereof and will be added to your account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.
27. If we are unable to contact either the parent or a person nominated by the parent on the enrolment form, to arrange collection of the child/ren within an hour of the program closing, then we will contact ACT Care and Protection Services or the Police to take responsibility of your child.

### Non-attendance at the Program:

28. If your child is booked in for a day, but will not be attending, please contact Nila Chaleune or Katie Crawford on 6234 6832. The Program can also be contacted directly on 6281 1169.
29. **There are no refunds or credits for cancellation of days. There can be no exchange of days. Any extra days of care must be paid for in addition to those previously booked.**

### Family Communication:

30. Staff meetings are held on a regular basis and decisions about the Program's objectives, policies and practices are made in consultation with families and the community. Feedback and input is encouraged and appreciated. Feedback and suggestions can be made through suggestion box, verbal, parent comment books, emails, telephone and letters. Please contact program staff regarding any suggestions you have.

### Grievances Procedure:

31. Families are encouraged to communicate to the Program Coordinator any concerns as early as practical. It is Woden Community Services Policy that grievances be resolved within the Program as much as practically possible. If the outcome is not satisfactory then families may approach the SAC Directors based at WCS central office (contact details at paragraph 12 above). If the complaint still cannot be resolved then the Children's Services Manager and the WCS Director will become involved. Concerns will be addressed in accordance with Woden Community Service's Grievance Resolution Policy and Grievance Resolution Guide for Clients. The aim is for a consultative process and a positive resolution for all involved. If the concern cannot be resolved then families have the option to report the matter to the ACT Children's Policy and Regulation Unit or the Children and Young People Commissioner.

### Policies:

32. The Program's policies comply with National Quality Framework. These include the policies and procedures of the Woden Community Service and are reviewed on a regular basis with input sort from staff, families and the community. A full list of policies is included below and policies are available at the program at all times. If you unable to find a copy please inform the Coordinator. Here are a list of policies and procedures:

Philosophy	Transport	Confidentiality	Inclusion	Programming	Nutrition	Hygiene	Health	First Aid
Supervision	Sandpit	Fee Payment	OH&S	Active Play	Nut Free	Asthma	Enrolment	Credit
Grievance Procedure	Injury & Incident	Missing Children	Animals & vegetation	Purchase & Maintenance	Food Handling	Reviewing Policies	Unexpected Children	Medication
Philosophy Objectives	Ambulance Procedure	Child Protection	Medical Emergency	Hazardous Material	Sun Smart	Staffing Policy	Staff Recruitment	Record of Attendance
Bodily Fluids Procedure	Behaviour Management	Threats by Unknown Persons	Staff Meetings Policy	Children Requiring Additional Support	Risk Mitigation	Bomb Threat	Critical Incidents	Death
Electronics	Excursion	Feedback	Allergies	Diversity and Inclusiveness				

## Nutrition

33. Children must bring morning tea, lunch and drinks. WCS recommends that lunches be sent in insulated lunch packs.
34. A light snack for afternoon tea is provided. This will usually consist of children's cooking.
35. Consideration is given to any children who have special dietary needs and the menu will be adjusted accordingly. Please ensure that you note any allergies or special requirements on your enrolment form. Please note that all of our programs are NUT FREE at all times, please refer to our nut free policy.

## Behaviour Management

36. The standard of behaviour expected of children is similar to what is expected at other care settings and school. We expect children and staff will be treated with respect and dignity.
37. The program has standards or 'rules' are formulated by children and staff. The basis for these rules are:
  - (i) No-one is to be hurt by others.
  - (ii) Property is to be treated with respect.
38. All staff working in Vacation Care are required to act positively, consistently and fairly.
39. Effective behaviour management begins with the prevention of inappropriate behaviour by offering a flexible, age appropriate program in a safe and caring environment.

### **Steps that may be taken to guide children's behaviour: (Please note that depending on the incident these methods may not be used in sequential order)**

- **QUIET TIME-** Children are to be warned if their behaviour is inappropriate. If the behaviour continues then a five-minute cooling down time (or longer if child chooses) will be implemented. Children should not be isolated or left unsupervised. Staff are to debrief with the child over incident.
- **INFORM PARENTS-** When appropriate, parents to be informed when behaviour management procedures are implemented. At the discretion of the Coordinator, an incident report will be completed, signed and sent to the office.
- **DEVELOPING & IMPLEMENTING STRATEGIES-** If inappropriate behaviours persist, the program will work closely with parents/carers to develop and implement behaviour management strategies that cater to individual needs. The continual necessity for the first 2 steps indicates that there is a requirement for documentation (WCS Incident Form). Parents need to read and sign these forms before they are handed to the office. In extreme cases these reports may also be sent to the Children's Policy and Regulation Unit.
- **WITHDRAWAL OF PRIVILEGES-** If unacceptable behaviours continues and the desired outcomes have not been achieved then advice will be sought from SAC directors as well as other external organisations such as the PSC and the BCS Behaviour Support Team. In these cases children may be withdrawn from privileges such as excursions or special activities.
- **PERSONAL CONTRACTS & EXCLUSION FROM THE PROGRAM-** This step is taken when the procedures listed above have not resulted in a positive outcome. Parents/Carers, the child(ren) and representatives from WCS (SAC Director & Coordinator) will meet and discuss options and strategies for the child. With consensus from all parties, a Personal Contract will be drafted and then implemented. Any breach of this contract will result in parents being asked to withdraw their child from the program.

**PLEASE NOTE: that in extreme cases (and at the discretion of the coordinators )where children are putting themselves, staff and/or other children at risk of harm, parents will be called to collect a child from the programme (within 30 minutes of contact).**

WCS is committed to the principles of access and equity and can assist with extra support for children. WCS has a social worker/counsellor who is available to speak with parents. **Parents are reminded to refer to the grievance procedures mechanism as outlined in the Parent Handbook at paragraph 31.**

## **Immunisation, Infectious Diseases and Exclusion Policy:**

40. Parents are encouraged to have their children immunised according to the recommended schedule. Children not immunised will be excluded during outbreaks of infectious diseases as per Programs Exclusion Policy.
41. At all times children will be asked to be vigilant with their own hygiene practices.

## **Unwell Children:**

42. Government regulations require the Program refuse admission to any child suffering from an infectious disease, illness or condition that may prejudice the health of other children attending the program.
43. Staff reserve the right to refuse admission to a child they believe is unwell. If a child becomes unwell at the Program, families will be notified immediately to collect the child.
44. Symptoms such as vomiting, high temperature and diarrhoea are considered serious and families will be advised to keep their child at home for a 24 hour period or until the symptoms are no longer evident.

## **Medication**

45. Panadol or similar will not be administered.
46. If your child is prescribed an antibiotic or homeopathic medication they are required to remain at home for the first 24 hours of treatment.
47. If any medication is to be administered at the Program, please complete the medication form available for this purpose.
48. The First Aid Officer will administer medications. Medication will only be accepted in its original container. Please note that medication can only be administered as per the instructions on the label. Medication will not be administered if the requested dosage is higher than recommended on the container or if the child's name is not on the container. Medication will only be given at the prescribed intervals.

## **Clothing**

49. Please ensure that children are wearing appropriate clothing and footwear for the days planned activities and excursion. WCS recommends wearing shirts that cover shoulders.
50. In line with our Sun Smart policy, hats and sunscreen are compulsory for outside play, except in the months of June and July. Children who do not have hats will only be able to play in shaded/undercover areas. Sunscreen is provided at the program, please ask your coordinator or see display for the brand used. WCS encourages covered shoulders at all times.
51. Wet weather and warm clothing would be appreciated in the cooler months.
52. Lost property is kept at the program until the end of the holidays. It is kept near the sign out area. Any lost property after this period will be donated to local charities.

## **Accidents**

53. If your child has an accident or sustains an injury while at the Program, an Accident/Incident Form will be completed which you will need to sign when you collect your child. In the event of any accident or illness, which requires hospital attendance, an ambulance will be called to transport the child to hospital. The parent must meet this cost. In non-urgent cases, all efforts to contact the parent beforehand will be made to offer them the option to transport the child themselves.

54. At no time will a child requiring hospital attention be transported in a staff member's vehicle. In case of serious accident or injury, a Parent/Guardian will be contacted immediately and an ambulance may be called.

### Emergency Procedures

55. Emergency procedures, including evacuation procedures are posted in the room. Please familiarise yourself with these procedures.
56. Emergency Evacuations procedures are practised at least once a week during Vacation Care period.

### Account Enquiries

57. If you have any queries regarding accounts, please contact Talha Syed in our Childcare Accounts Team based at Woden Community Service's Central Office on 6234 6858 or via email at [sacaccounts@wcs.org.au](mailto:sacaccounts@wcs.org.au)

### Childcare Benefit (CCB)

58. Childcare Benefit and Child Care Tax Rebate is available to all eligible families accessing School Age Care.
59. As part of the Child Care Management System (CCMS), all families will receive weekly statements. Please retain these for your records.
60. Families are required to register with the Family Assistance Office (FAO) and apply for a Customer Reference Number (CRN) for yourself and your child and a CCB assessment. Please contact the FAO on 136 150 for more information, or you can access their web site [www.familyassist.gov.au](http://www.familyassist.gov.au)
61. The Approval ID number for WCS Vacation Care is **1-6PX-4241**.
62. Once you have registered with the FAO, families are then required to complete the CRN numbers on their enrolment form prior to enrolment. If you do not know your CRN at time of enrolment, full fees will be charged until it is supplied to the Accounts Team on 6234 6858 or [sacaccounts@wcs.org.au](mailto:sacaccounts@wcs.org.au). The Child Care Tax Rebate will not be available until we have received your CRN's
63. Once we have your CRN we will link up with the FAO and fees will be reduced accordingly. Families will need to pay the remainder. Please note that in order for us to reduce your fees we need to receive a fully completed enrolment form. All the information on the enrolment form is required by us to communicate with FAO.
64. If you have another child using child care at a different centre, please write them on your enrolment form so your CCB will be applied correctly.
65. Families can now opt to have the Child Care Tax Rebate paid directly to their Child care provider to reduce their weekly child care fees. Please contact the FAO on 13 61 50 to change the way you receive your Child Care Tax Rebate for the next financial year and choose **Option 1: Weekly/Fortnightly paid "directly" to your child care service provider(s)**.

### Confidentiality

66. All information that you provide remains confidential to this organisation. You should be aware that the following organisations may have access on demand: ACT Government Children's Policy and Regulation unit, Commonwealth Department of Education, Employment and Workplace Relations, FAO and our Debt Collection Agency.

**PLEASE RETAIN THIS BOOKLET FOR YOUR REFERENCE**

# EXISTING FAMILY

## GARRAN VACATION CARE ENROLMENT FORM JAN 2012

**THIS FORM IS FOR FAMILIES WHO HAVE USED WCS VACATION CARE PREVIOUSLY. IF YOU HAVEN'T USED THE WCS VACATION CARE PROGRAM BEFORE PLEASE CONTACT CENTRAL OFFICE ON 6234 6832 OR SAC@WCS.ORG.AU FOR A NEW FAMILY FORM.**

The information sought in this document is required by the Commonwealth Government. If you choose to omit information you will not be able to receive CCB. The Vacation Care staff will advise you where you have not complied. Please note: Full and legally recognised names must be used when completing this enrolment form.

**Staff Name:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

### CHILDREN TO BE CARED FOR:

Full Name of Child	Residential Address	Sex M or F	DOB	Age

### PARENTS:

	(1) Responsible for account	(2)
Family Name:		
Given Names:		
Date Of Birth:		
Best Contact Number:		

### EMERGENCY/OTHER PEOPLE AUTHORISED TO COLLECT MY CHILD:

For children's care and safety reasons we require the names of both parents and emergency contacts. I authorise the following people as emergency contacts for my child and give authorisation to collect:

	First Person	Second Person
Name:		
Relationship to Child:		
Best Contact Number:		
Parent authorises the above & signs here:		Date:...../...../ 20.....

### EXCURSIONS:

- I have familiarised myself with all the relevant information, and give permission for my child/ren to attend the nominated excursions (Refer to page 12).

Parent to sign here:		Date:    /    / 20
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### HEALTH/MEDICAL INFORMATION:

- Are there any medical or physical conditions that have changed since previous enrolment. For example, special dietary needs, allergies, disabilities, additional needs: \_\_\_\_\_

**ATTENDANCE:**

- Please tick the days that your child will be attending. By ticking the boxes you are giving permission for your child to attend that excursion and for the daily cost to be invoiced to you. All excursions are compulsory. Once bookings are made, fees will be charged regardless of whether children attend. There are no refunds or credits given.

**\$63 per child per day (CCB Available)**

**WEEK ONE (K – year 6)**

Mon 2<sup>nd</sup> Jan      Public Holiday

Tues 3<sup>rd</sup> Jan     Water Balloon Challenge

Wed 4<sup>th</sup> Jan     Questacon

Thurs 5<sup>th</sup> Jan    Swimming – Tuggeranong Pool

Fri 6<sup>th</sup> Jan      Cooking day & Stall

**WEEK TWO (K – year 6)**

Mon 9<sup>th</sup> Jan     Jewellery Workshop

Tues 10<sup>th</sup> Jan    Reptiles Inc.

Wed 11<sup>th</sup> Jan    Swimming – Tuggeranong Pool

Thurs 12<sup>th</sup> Jan  Movies – Limelight Tuggeranong

Fri 13<sup>th</sup> Jan     Pirate Dress Up & Scavenger Hunt

**WEEK ONE (K – year 6)**

Mon 16<sup>th</sup> Jan    Jumping Water Castle

Tues 17<sup>th</sup> Jan    Chalk Chase around Garran

Wed 18<sup>th</sup> Jan    Swimming Tuggeranong Pool

Thurs 19<sup>th</sup> Jan  Walk to Garran Shops

Fri 20<sup>th</sup> Jan     Eddison Park Sports Day & BBQ

**WEEK TWO (K – year 6)**

Mon 23<sup>rd</sup> Jan    In house Movie day & hot dog lunch

Tues 24<sup>th</sup> Jan    Lake Burley Griffith Fishing

Wed 25<sup>th</sup> Jan    Aboriginal Cultural Visit

Thurs 26<sup>th</sup> Jan   Public Holiday

Fri 27<sup>th</sup> Jan     Swimming – Tuggeranong Pool

**WEEK ONE (K – year 6)**

Mon 30<sup>th</sup> Jan    Stir Fry Lunch

Tues 31<sup>st</sup> Jan    Bike and Scooter Day

Wed 1<sup>st</sup> Feb     Big Splash

Thurs 2<sup>nd</sup> Feb    Mad Hat Party Day

Fri 3<sup>rd</sup> Feb      **AT HUGHES PRIMARY - Fish & Chips**

Please Note:

1. The Program is combined ages - Kindergarten (already attending school) to year 6.
2. Where ever possible children will walk to the excursion (only excursions within the Woden Area). On rainy days we will be catching a public bus. On external excursion we will be catching a Kiars bus. Please be aware that these buses do not have seat restraints. Wet Weather Plan: Outdoor excursions will be cancelled. In the event that an excursion is cancelled, an alternative will be provided on the day.
3. Please do not send extra money with children on excursions

**Child Care Benefit (CCB) and Childcare Tax Rebate:**

The Child Care Benefit and Childcare Tax Rebate are available to all eligible families accessing Child Care. Families are required to register with the Family Assistance Office to apply for a CCB assessment. Please contact the Family Assistance Office on Ph: 136 150 for more information or you can access their web site at [www.familyassist.gov.au](http://www.familyassist.gov.au).

- **Full fees will be charged if you have not provided us with both a correct CRN and DOB for yourself and your child/ren.**

**Provision of Information, Confidentiality and Overall Parental Agreement:**

- The information you provide in this enrolment form remains confidential to Woden Community Service Inc. However, the following organisations may by law have access on demand: The ACT Government’s Children’s Policy and Regulation Unit, Commonwealth Department of Education, Employment and Workplace Relations, and our Debt Collection Agency.
- While every care will be taken with your child’s belongings, Woden Community Services does not take responsibility for these items.
- WCS retains the right to alter this agreement with 4 weeks written notice.

**ALL PARENTS SIGN BELOW:**

**I have received and read the ‘Vacation Care Parent Information Handbook’ and agree to WCS and SAC policies and procedures. I/we, the Parent/s agree to the arrangements outlined in this document:**

<b>Name/s:</b>	<b>Signature/s:</b>	<b>Date: / / 20</b>
Parent’s Information Book, Vs 9, March 2010, updated June 2010, updated August 2010, updated November 2010, updated March 2011, updated June2011.		

## GARRAN Combined Vacation Care FEE PAYMENT FORM



### Accounts Contact:

- Please notify Talha Syed in the Accounts Team on 6234 6858, fax: 6285 1322 or Email: [saccounts@wcs.org.au](mailto:saccounts@wcs.org.au) as soon as you are aware of any changes to the details which you provide.

### Instructions for completion:

- Please complete this form in full and provide all details as requested below.
- If applicable, complete the Direct Debit Authorisation or Credit Card Payment Authorisation on the Ezi debit form on page 17.
- If you require assistance to complete this form, contact the Accounts Team as above.

### Enrolled Children/s Names:

1.	1 <sup>st</sup> Child	2 <sup>nd</sup> Child	3 <sup>rd</sup> Child
Family Name:			
Given Names:			

### Parent and Payee Details:

- Full legal names must be used when completing this form.

<b>Parent/person responsible for the account</b> (for CCB the CRN must belong to the person responsible for the account and must be linked to the child)	
Family Name:	
Given Names:	
Parent's Customer Reference Number (CRN):	
Date of Birth:	/ /
Home Address:	
Email Address:	
Home Phone Number:	
Mobile Phone Number:	
Work Phone Number:	
Parent Signature:	

### Mailing/Sending of Accounts:

3. Accounts will be emailed to the email address you provide on the Fee Payment Form unless your tick this box to have your account posted to your home address .

### Fee payment and methods:

4. Payments are to be made to Woden Community Service Inc (WCS).
5. Fees are payable in the week following the Vacation Care period. A statement will be emailed or posted to you at this time.
6. The primary contact on the enrolment form must be the person organising the booking, responsible for the fees **and have a CRN if CCB is to be claimed.**

### 7. Please select a payment method below, by ticking the box next to your choice:

- a)  **Electronic Funds Transfer (direct credit):** You or the Payer can pay your account by arranging an Electronic Funds Transfer. You can use Internet Banking or go into your Bank to arrange a transfer of funds to pay your account. When making the funds transfer you must include the following reference information to accompany the payment: Payment is to be directed to:
- **The Woden Community Service Inc.,**
  - **Bank:** St. George
  - **BSB No:** 112-908
  - **Bank Account No:** 043612701
  - **Payment Reference:** comprising the Program location and Child's Initial and Surname. For example for Matthew Jones attending the Red Hill Program, the Payment Reference would appear as: **Red Hill M. Jones**
- b)  **Credit Card:** If you wish WCS to debit your credit card please complete the Credit Card Payment Authorisation on page 15.  
\*\*Please note that **Ezi debit Solution** is our new financial provider and credit card fees will be applied to your account.
- c)  **Direct Debit:** WCS can arrange deductions from your account. If you wish to use the Direct Debit method please read beforehand, the 'DDR Service Agreement' provided on page 16. Then, please complete the Ezi Debit Form on page 15.
- d)  **BPAY:** Your **account will show the Biller Code and Customer Reference Number** to enable you to make a BPAY payment. The minimum payment accepted by WCS via BPAY is **\$50**. WCS may accumulate statements to meet the minimum amount of \$50. **Please do not use your codes from School Age Care as they are different for each program.**
- e)  **Payments in person** can be made if you choose to pay cash, debit via EFTPOS, or Credit Card. Submit the amount owed and a copy of your account to Reception at our Central Office, (see physical address at paragraph 8 below). Reception is open for account processing from 8 am to 5 pm on week days. For assistance you may call 6234 6858. Cheques can be made out to Woden Community Services and posted to the address below.

### 8. WCS Addresses:

Postal Address:	Physical Address:
Attention: Child Care Accounts Woden Community Service Inc. PO Box 35 Woden ACT 2606	Woden Community Service Inc. Central Office 26 Corinna Street Phillip ACT 2606.



ACN 096 902 813 | AFSL 315388

# DIRECT DEBIT REQUEST

Vacation Care Program

# NEW CUSTOMER FORM

**YOUR DETAILS** | Please complete this form using a BLACK PEN, \* Indicates a MANDATORY FIELD

Business: WODEN COMMUNITY SERVICE INC ABN/ACN: 80 527 241 761 WDC VAC 20289

Customer Reference:

\*Surname:  \*Given Name:

\*Mobile #:

\* Email:

\*Address:

\*Suburb:  \*State:  \*Postcode:

**DEBIT ARRANGEMENT** | Including payment details and associated fees/charges detailed below and/or the total amount billed for the specified period for this and any other subsequent agreements or amendments between me/us and the Business and/or Ezidebit

I/we authorise and request Ezidebit Pty Ltd ACN 096 902 813 (User ID 165969) ("Ezidebit") to debit payments from my/our account, as specified below, at intervals and amounts as directed by Woden Community Service Inc - Vacation Care Program ("The Business") as per the Terms and Conditions of my agreement with the Business and in accordance with this Direct Debit Request and the Ezidebit DDR Service Agreement (Ver 1.2).

Administration Fee (once only):	Paid by Business	Bank Account Transaction Fee: \$0.72	Credit Card Transaction Fee:	VISA/MasterCard: 1.87% (Min \$0.72)	ANEX/Diners: N/A	Optional SMS Payment Reminder: N/A
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**CHOOSE YOUR PAYMENT METHOD**

Debit from Credit Card

VISA  MasterCard

Card Number:  /  Expiry Date:  /

Name of Cardholder:

By signing this form, I/we authorise Ezidebit, acting on behalf of the Business, to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement. Furthermore, I/we agree to reimburse and indemnify Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

Debit from Bank, Building Society or Credit Union Account

Financial Institution:  Branch:

BSB Number:  -  Account Number:

Account Holder Name:

I/we authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement (Ver 1.2) provided.

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided Ezidebit DDR Service Agreement (Ver 1.2) and I/we have read and understand same.

Signature(s) of Nominated Account:  Date:  /  /

DDR Service Agreement (Ver 1.2)



ACN 096 902 813 | AFSL 315388

## DDR SERVICE AGREEMENT (Ver 1.2)

### DDR Service Agreement (Ver 1.2)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
- (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
- (3) a payment request is received after normal Ezidebit cut off times, being 4:00pm Queensland time, Monday to Friday.

Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

#### Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business. I/We acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to Ezidebit's Privacy Policy can be found at [www.ezidebit.com.au](http://www.ezidebit.com.au)

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We authorise:

- a) Ezidebit to verify details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing Ezidebit to verify my/our account details

PO Box 35, Woden, ACT 2606  
Ph: (02): 6234 6858  
Fax: (02) 6285 1322  
Email: [sacaccounts@wcs.org.au](mailto:sacaccounts@wcs.org.au)

DDR Service Agreement (Ver 1.2)

## Debt Policy and Procedure

**Accounts are payable as soon as you receive your statement. Your account is overdue if you do not pay in the week you receive your statement. We use a debt collection agency for unpaid accounts.**

### STATEMENT 1

Your statement will be sent in the second week of care. Statements are sent in arrears due to CCB calculations. Payment is due when you receive your statement. Payment can be made via Bpay, Direct Debit, Direct Credit, electronic funds transfer, Cheque, or in person at Woden Community Service reception 26 Corinna Street Woden between 8:00am – 5:00pm.

### STATEMENT 2

This is the third week of care. If payment has not been received for all outstanding amounts, then a final notice will be sent with your second statement. You need to pay your account immediately to ensure continuation of care.

### STATEMENT 3

This is week 4 of care. If payment has not been received by the end of this week, your booking will be **cancelled**. You will be contacted by Accounts prior to cancellation. Once a placement is cancelled, it becomes free for families on the waiting lists. For the childcare place to be reinstated there must be space in the program and full payment of outstanding amounts.

**Alternative payment system:** If you are having difficulties with your account payment, please ring the Accounts Team. Your Accounts Officer will discuss alternative, automatic payments which avoid overdue accounts. This is Direct Debit or credit card payment through Ezidebit.

**Please note: If you have an outstanding debt you will no longer be able to access any other WCS Children's Service.**

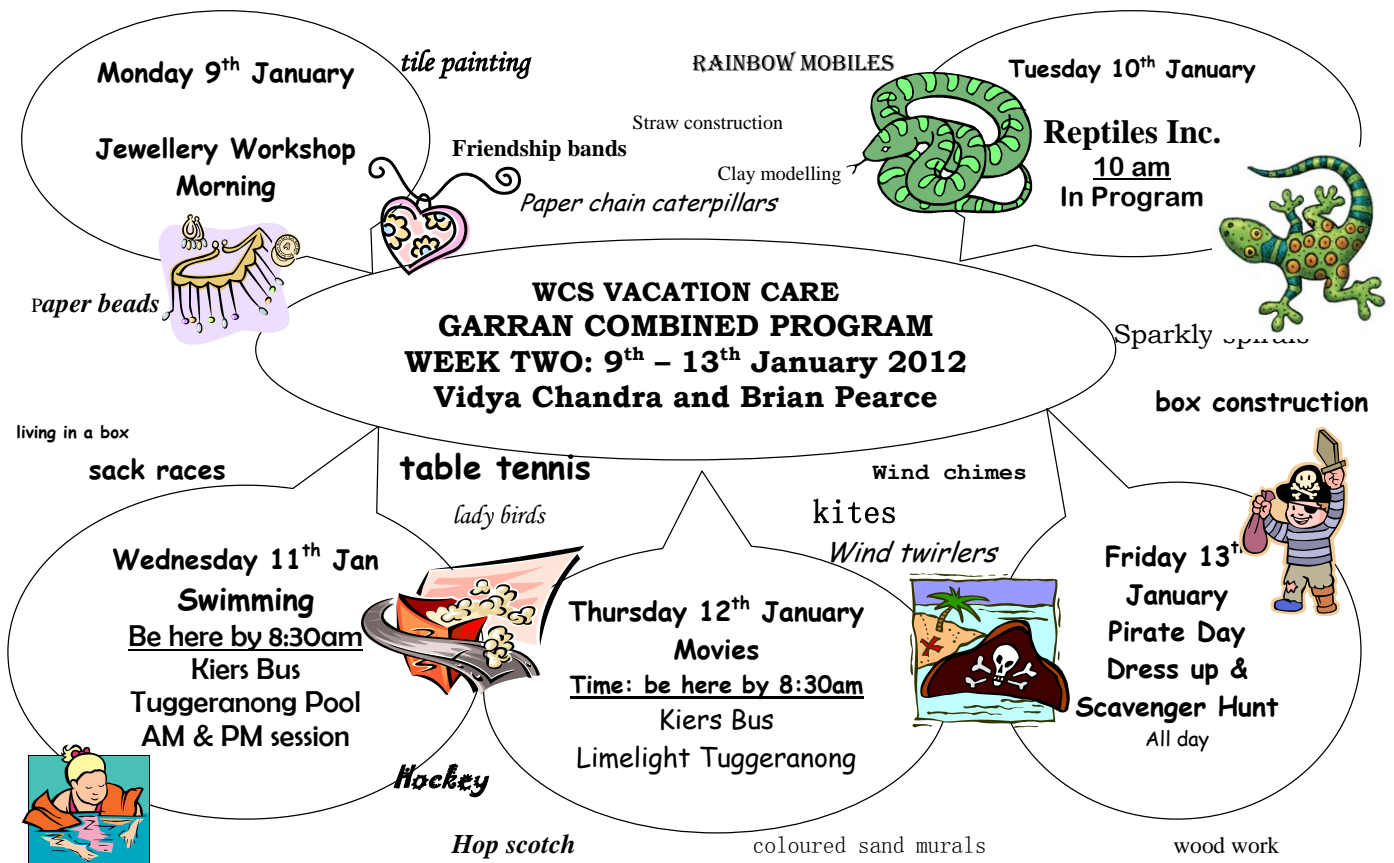
### Direct Credit Processing

Please contact Accounts if your credit card has expired, so you will not incur a bank charge for a declined transaction.

***If paying by cheque please send to Woden Community Service PO Box 35 Woden ACT 2606.***

***If you have any further queries please telephone the Childcare Accounts Office:***

***For Torrens SAC, Hughes SAC, Red Hill SAC, Vacation Care and Curtin SAC contact Talha Syed on 6234 6858.***



Monday 16<sup>th</sup> January  
**Jumping Water Castle**  
**Morning**



Foil wax decorations

Paper mats

blue tongue lizard visit

TIE DYE

Gumnut bookmarks

Texture rubbings

Paper houses

Pom poms



Tuesday 17<sup>th</sup> January  
**Chalk Chase Around Garran Area**  
**Morning**

**WCS VACATION CARE  
 GARRAN COMBINED PROGRAM  
 WEEK THREE: 16<sup>th</sup> – 20<sup>th</sup> January 2012  
 Brian Pearce and Nina Bennetts**

Puzzle pictures  
 Crayon etching  
 slime

Squishy faces



Wednesday 18<sup>th</sup> January  
**Swimming**  
Be here by 8:30am  
 Kiers Bus  
 Tuggeranong Pool  
 AM & PM session

tin lanterns



Thursday 19<sup>th</sup> January  
**Walk to Garran Shops**  
**Morning**

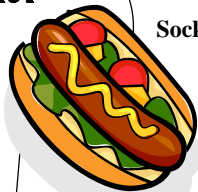


Friday 20<sup>th</sup> January  
**Frisbee Golf, Sports day and BBQ at Eddison Park**  
Be here at 8:30am  
 walking

quilling



Monday 23<sup>rd</sup> Jan  
**MOVIE DAY & HOT DOG LUNCH**  
 In Program  
 Lunch Time



Under water collage

3D Art

FINGER PRINTS

Australian Tattoos

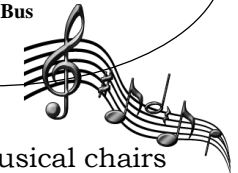
Sock puppets

Treasure chests

Balloon sticker



Tuesday 24<sup>th</sup> January  
**Lake Burley Playground & Fishing**  
Be here by 8:30am  
 Kiers Bus



Musical chairs

**WCS VACATION CARE  
 GARRAN COMBINED PROGRAM  
 WEEK FOUR: 23<sup>rd</sup> – 27<sup>th</sup> January 2012  
 Elise Bailey and Nina Bennetts**

Balloon bouncy balls

Wood work



Wednesday 25<sup>th</sup> Jan  
**Aboriginal Cultural Experience**  
 10am  
 In Program

making flags

Thursday 26<sup>th</sup> January  
**PUBLIC HOLIDAY**

Block prints

String Art



Friday 27<sup>th</sup> January  
**Swimming**  
Be here by 8:30am  
 Kiers Bus  
 Tuggeranong Pool  
 AM & PM session

Blow painting



cubbies

finger prints

block printing

Monday 30<sup>th</sup> January

Stir Fry Lunch



Chinese fans

pot pourri

Stained glass windows

BATH CRYSTALS

Fabric painting

Tissue paper prints

Bath bombs

Tuesday 31<sup>st</sup> January  
Bike & Scooter Day

All day

Bring a Bike or Scooter & Safety Gear!



Money boxes



**WCS VACATION CARE  
GARRAN COMBINED PROGRAM  
WEEK FIVE: 30<sup>th</sup> Jan – 3<sup>rd</sup> Feb 2012  
Brian Pearce and Elise Bailey**

Tile painting  
Crazy hats

spray tattoos

Soap carving



Wednesday 1<sup>st</sup> February

**BIG SPLASH**

Be here by 8:30am  
Kiers Bus to Mitchell  
Return at 3pm

Paper chain dolls



Thursday 2<sup>nd</sup> February  
**Mad Hat Party Day  
& Spray Tattoos**  
Please bring a plate of food to share.

Friday 3<sup>rd</sup> February

**HUGHES PRIMARY  
SCHOOL**  
Fish & Chip Lunch & Waterplay