

Torrens School Age Care

Torrens Primary School, Beasley St, Torrens

Parent Information Book 2012

Please read all information carefully before enrolling your child.

Bookings Open 9am 12th December 2011.

Program Co-ordinator: Elise Bailey

Program Location: School Hall
Ph: 6286 1212

CCB Approval ID: 1-6PX-3429

Operating Hours: 7:45 – start of school
End of school – 6pm

Fax: 6285 1322

Central Office Contacts:

Enrolments and Enquiries: 6234 6832 or 6234 6831

Administration Director: Nila Chaleune 6234 6832
Program Director: Katie Crawford 6234 6831
Email: sac@wcs.org.au
Fax: 6285 1322

ABSENCE HOTLINE: 6234 6840 (please leave time, date, child's name and program attends)

For casual bookings, cancellations or account enquiries please contact
Talha Syed on 6234 6858, Fax: 6285 1322, email:
sacaccounts@wcs.org.au.

SCHOOL AGE CARE

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 – e.g. 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.



TORRENS SCHOOL AGE CARE (SAC) PARENT'S INFORMATION BOOKLET 2012

Welcome to Woden Community Service's Inc (WCS) School Age Care Program. Our programs are recreationally based and regulated by the Commonwealth Government through the National Quality Framework (NQF). 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. All our programs are approved for Child Care Benefit (CCB).

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 are 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 or part thereof, with a minimum of two staff present at all times.
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. Torrens School Age Care cares for children in Kindergarten to year 6.
6. Please be aware that all staff caring for your child/ren are mandated to report suspected cases of child abuse and neglect.

Enrolment Form and Fee Payment Form:

7. Attached are the 2012 Enrolment Form and Fee Payment Forms. Please complete and return both to the School Age Care Directors, WCS Central Office by, fax: 6285 1322, email: sac@wcs.org.au, mail: P.O. Box 35 WODEN ACT 2606 or in person at 26 Corinna St, WODEN. Please note: Enrolment Form and fee payment form must be **completed in full** and deposit paid before your child can attend. The deposit is a once off payment that is made when you first enrol in the program and is held for the duration of your time with SAC. **If you have paid the deposit in previous years, you will not need to pay the deposit again.**
8. The deposit can be paid in the following ways:
 - (a) Electronic Transfer: Our Bank Details are:
Account Name: Woden Community Services Inc.
BSB: 112-908
Account number: 0436 1270 1
Reference: Program Location, Child's initial and surname and '2012 Deposit'.
 - (b) Cheque made out to Woden Community Services
 - (c) In person at 26 Corinna St Woden via Eftpos, cash or credit card
 - (d) Credit card: fill out the separate deposit form on page 22 of this booklet.
9. The Education and Care Services National Standards require that Enrolment details are kept current. It is essential that the program has up-to-date information about your child, especially contact numbers for parents and emergency contacts. In order to comply with this requirement, all families must re-enrol their children each school year. The Enrolments will open at the end of each year for the following year.

Contacts:

10. The Coordinator of Torrens Before and After School Care is Elise Bailey. Elise can be contacted on 6286 1212 between 7:45am – 9am and 2:30 – 6pm. Outside of these hours messages can be left on the answering machines.
11. The Directors of School Age Care and Vacation Care are Nila Chaleune and Katie Crawford based at WCS Central Office.
12. **For any changes to your booking, casual spaces or if your child is booked for care but will not be attending**, please notify the School Age Care Accounts Team on 6234 6858, fax 6285 1322 or email sacaccounts@wcs.org.au.
13. For all account enquiries, please contact Talha Syed in the Accounts Team on 6234 6858, fax 6285 1322 or email sacaccounts@wcs.org.au.

Operating Hours:

14. Before School Care (BSC) operating hours are: from 7: 45am until the start of school.
15. After School Care (ASC) operating hours are: from the end of school to 6:00pm
16. The Program is closed on Public Holidays, School Holidays and Pupil Free days.
17. A Vacation Care Program is also available. Please contact Directors at central office for further information. Contact numbers are: 6234 6832 or 6234 6831 or email sac@wcs.org.au

Arrival and Departure

18. Please be aware the Program does not take responsibility for the children until they are formally signed in upon arrival at the program.
19. Children attending BSC will be signed in by a family member on arrival at the program. It is a legal requirement that children are signed in by a family member or authorised guardian. This person must be over the age of 18 years. Children will be signed out to go to school by a staff member.
20. Children attending ASC will be signed in by staff on arrival at the program. It is a legal requirement that children are signed out by a family member or authorised guardian. This person must be over the age of 18 years.
21. 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 over 18 years of age and are authorised to collect children in the case of an emergency. Children leaving the Program on their own must have a completed permission form from the parent and must be signed out by a staff member. In the case of an emergency, a parent/guardian is to contact the program and provide details of the changes to arrangements.
22. If your child is required to leave the program for extracurricular activities, please inform the Coordinator prior to the day. An extracurricular sign out form must be completed by parents and returned to the Coordinator before your child will be allowed to leave the program.
23. It is a CCB requirement that all absences are signed for. If your child has recently been absent, please sign the absence sheet next to the sign in/out roll.

Program Closing Time and Late Fees:

24. Please be aware the Program closes at 6:00 pm.
25. 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 next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.
26. 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 and the Police to take responsibility of your child.

Non-attendance at the Program:

27. Non-attendance of children booked into the Program must be notified for the safety and security of children. It is the responsibility of the parent/guardian to notify the program if their child is booked but is not attending on any given day. There is an Absence Hotline where messages can be left about your child not attending. The number is **6234 6840**. Please leave the time, date, your child's name and the program they attend e.g. Garran. Alternatively, Coordinators are at the program from 2:30pm and messages can be left on the answering machine at any time.

Increasing Days of Attendance:

28. A Permanent increase of days requires seven (7) days notice in writing and the approval of the Administration Director. See contact details at paragraph seven (7) above. An increase in days will only be approved when there are spaces available.

Decreasing Days of Attendance:

29. Fourteen (14) days notice in writing is required if withdrawing from the Program or when proposing to decrease days of attendance. Fees are charged during this time. Notice should be given to the Accounts Team, details at paragraph twelve (12). Please be aware that if your child does not attend during the 14 days, then CCB cannot be applied and full fees will be charged.

Extended Absence:

30. If your child will be having an extended break from the program and fourteen (14) days notice in writing has been given, only the first five (5) consecutive days will be free of charge. In order to retain your child's place at the program, all other days must be paid for. If you choose not to retain the spot, then the place will be opened up to children on the waiting list.

Casual Bookings:

31. Enrolment forms must be completed and returned one week before any booking will be accepted. Casual bookings are charged for non-attendance, unless 24 hours notice is given. Casual bookings are to be paid when you receive your statement.
32. Please note: at least 24 hours notice is required for casual bookings. This is to ensure staffing ratios are maintained.
33. Casual bookings will only be taken when there are spaces in the program.
34. Casual bookings can be made by contacting the Accounts Team. See contact details at paragraph twelve (12) above.

Routine:

35. Each afternoon the Program follows a general routine. This includes:

3:15pm	Children arrive and signed in by staff
3:20pm	Sunscreen applied, hand washing and sit down for afternoon tea
3:25pm	Afternoon tea, any announcements made by staff
3:45pm	Structured indoor craft, construction, outdoor activities and free choice
5:15pm	Pack up and indoor games/TV
6pm	Close

Family Communication:

36. We encourage open communication with Families about all aspects of our Program. Our methods of communication are face to face, email, parent handbook, website, parent communication books, suggestion box, telephone, newsletters, letters, signs and notices. All feedback and input is encouraged and appreciated.
37. We have a mailing list where you can receive up to date information about what's happening in the program, newsletters and announcements. Please include your email address on the enrolment form to be signed up to this service.
38. Staff meetings are held on a regular basis and decisions about the Program's objectives, policies and practices are reviewed. Any changes are made in consultation with families and the community. Feedback on policies is sought through notices at the Program and via email. All feedback is encouraged and appreciated. Please contact program staff regarding any suggestions you may have.

Grievances Procedure:

39. 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 seven (7). 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 Human Rights Commissioner.

Policies:

40. The Program's policies comply with National Quality Framework. Policies and procedures of 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 available at the program at all times. If you are unable to find a copy please inform the Coordinator. Here are a list of policies and procedures:

Philosophy	<u>Transport</u>	Confidentiality	Inclusion	Programming	Nutrition	Hygiene	Health	First Aid
Supervision	<u>Sandpit</u>	Fee Payment	OH&S	Active Play	Nut Free	Asthma	Enrolment	Credit
Grievance Procedure	<u>Injury & Incident</u>	Missing Children	Animals & vegetation	Purchase & Maintenance	Food Handling	Reviewing Policies	Unexpected Children	Medication Procedure
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	Allergies	Bomb Threat	Critical Incidents
Death	Electronics	Feedback	Diversity					

Nutrition

41. A snack is provided daily for all children. In line with our Nutrition Policy the snack will consist mainly of fresh fruit and vegetables and carbohydrates. A sometimes food may also be provided. The program aims to have a variety of food from a variety of cultures. A daily menu is on display at the program. 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.

Behaviour Management

42. The standard of behaviour expected of children is similar to that expected at school. We expect children and staff will be treated with respect and dignity.
43. Each program has standards or 'rules' that 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.
44. Staff in the SAC program are required to act positively, consistently and fairly.
45. 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.**

Immunisation, Infectious Diseases and Exclusion Policy:

46. 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.

Unwell Children:

47. 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.
48. 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 to collect the child.
49. 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 and until the symptoms are no longer evident.

Medication:

50. Panadol or similar will not be administered.
51. If your child is prescribed an antibiotic or homeopathic medication they are required to remain at home for the first 24 hours of treatment.
52. If any medication is to be administered at the Program, please complete the medication form available for this purpose.
53. 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

54. In line with advice from the Cancer Council and our Sun Smart policy, hats and sunscreen are compulsory for outside play, except in the months of June and July. Children without hats will be encouraged to play in covered areas. Sunscreen is provided at the program, please ask your coordinator or see display for the brand used.
55. Wet weather and warm clothing would be appreciated in winter months.
56. Lost property is kept at the program for a week and then added to the school's lost property areas.

Accidents:

57. All First Aid will be carried out by a qualified First Aid Officer. 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.
58. 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:

59. Emergency procedures, including evacuation procedures are posted in the room and are practised twice a term. Please familiarise yourself with these procedures.

Booking Information and Fees Charged

60. The category of After School Care bookings and fees are:

Permanent:	\$20.10 per day
Casual:	\$22.80 per day

61. The category of Before School Care bookings and fees are:

Permanent:	\$16.00 per day
Casual:	\$18.60 per day

62. WCS's School Age Care Programs run 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. Fees are charged during the school term, including public holidays.
63. A one off enrolment deposit of 2 weeks fees in advance per family (\$200) must accompany the enrolment form for permanent bookings. The deposit is refundable when a family leaves the Program after allowances are made for any fees owing. Two weeks' notice of enrolment cancellation is to be given otherwise the deposit will be forfeited.
64. Accounts and receipts are sent to email or postal addresses, as indicated by families on the Fee Payment Form. Payment is to be made when accounts are received. Parents were surveyed and preferred the following payment methods: Direct credit, direct debit, credit card and BPAY. Payments by Cash, EFTPOS and cheque, are still available. Please see the Fee Payment Form for additional information.
65. If a debt is accumulated in any of WCS Children's Programs, **NO VACATION CARE OR OTHER CHILDCARE BOOKINGS WILL BE TAKEN.** Also, please be aware that if any debt is outstanding in Vacation Care that your School Age Care may be cancelled and your place give to a family on the waiting list.

Excursions:

66. Please be aware that there are a number of School Age Care Excursions throughout the year. These excursions may be internal or external and will occur additional costs when required.
67. Once a year, in Children's Week, the School Age Care programs will take part in Fun Day where all children who attend on the day will be required to participate. Additional fees are charged on this day. The day may take place at a different primary school where children will be transported by bus. Details will be distributed through the SAC Programs closer to the date.
68. The program also participates in the Australian Sports Commissions Active After School Communities Program. This includes children doing 2-3 afternoons of structured sports and games as part of the after school program. These sessions are run by external and internal staff and provide an excellent opportunity for children to experience sports they may not have experienced before.

Account Enquiries:

69. 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

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

70. Childcare Benefit and Child Care Tax Rebate is available to all eligible families accessing School Age Care.
71. As part of the Child Care Management System (CCMS), all families will receive weekly statements. Please retain these for your records.
72. 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
73. The Approval ID number for Torrens School Age Care is **1-6PX-3429**.
74. 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. The Child Care Tax Rebate will not be available until we have received your CRN's
75. 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.
76. 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

77. All information that you provide remains confidential to this organisation. You should be aware that the following organisations may have access on demand: Australian Children's Education and Care Quality Authority (ACECQA), Commonwealth Department of Education, Employee and Workplace Relations (DEEWR) and our Debt Collection Agency.

Enrolment for 2013

78. **Please be aware that your child/ren's enrolment and booking will end on the 21st December 2012. All families are required to re-enrol and reapply for positions for 2013. Positions for 2013 will be offered on a first in basis. Once program numbers are reached, children will be placed on a waiting list until space becomes available.**
79. If your child will not be returning to the program, please advise the Childcare Accounts team on 6234 6857 so that a refund of the remaining portion of your bond can be organised.
80. Re-enrolment for 2013 will start on 10th December 2012. Details will be distributed through your program, website and school newsletter.

PLEASE RETAIN THIS BOOKLET FOR YOUR REFERENCE

TORRENS SCHOOL AGE CARE ENROLMENT FORM 2012

1. 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 or CCR. The School Age 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. This enrolment form must be accompanied by the Fee Payment Forms and a one off deposit of \$200 for permanent bookings.

CHILDREN TO BE CARED FOR:

Full Name of Child (CCB requirement)	Residential Address	Child's CRN* (CCB requirement)	Sex M or F	DOB (CCB requirement)	School Year

* Customer Reference Number from the Family Assistance Office (CRN)

PARENTS/GUARDIANS:

Details:

	Parent 1 Male <input type="checkbox"/> Female <input type="checkbox"/>	Parent 2 Male <input type="checkbox"/> Female <input type="checkbox"/>
Family Name: (CCB requirement)		
Given Names: (CCB requirement)		
Parent's CRN *: (CCB requirement)		
Date of Birth: (CCB requirement)		
Home Address:		
Home Phone Number:		
Mobile Phone Number:		
Email Address: (when you provide your email address we will send you newsletters, surveys etc from School Age Care)		
Occupation:		
Place of Employment/Occupation:		
Work Phone Number:		

* Customer Reference Number from the Family Assistance Office (CRN).

Office Use Only:

Received: / / 11	Deposit to be paid by Direct transfer/ Credit card form/In person/Cheque	Advised of CCB requirements Yes/No	Given to program: / /11	Entered: / / 11
Staff Initial:	Staff Initial:	Staff initial:	Staff initial:	Staff Initial:

ATTENDANCE IN THE AFTERNOONS:

Please tick the **afternoons** that your child /children will be attending the Program each week.

- Casual attendance; or
 Permanent attendance; please fill below:

First Name of Child	Commencement Date	Monday	Tuesday	Wednesday	Thursday	Friday
	/ /12					
	/ /12					
	/ /12					

ATTENDANCE IN THE MORNINGS:

2. Please tick the **mornings** that your child /children will be attending the Program each week.

- Casual attendance; or
 Permanent attendance; please fill below:

First Name of Child	Commencement Date	Monday	Tuesday	Wednesday	Thursday	Friday
	/ /12					
	/ /12					
	/ /12					

EMERGENCY CONTACTS AND PERSONS AUTHORISED TO COLLECT:

3. For Children's Care and Safety we require the names of parents and emergency contacts. Please note: emergency contacts are separate from the parents. If we cannot get into contact with either parents or emergency contacts, Care and Protection may be called.
4. The person/s shown below, (who are 18yrs or over) have my authorisation to collect my child from the program unless prior notification in writing has been given to the coordinator. If any of the person(s) below are deemed, in the opinion of the program coordinator to be intoxicated or acting in potentially harmful ways, they will be unable to collect my child from the program. The other persons who can collect my child are:

	First Person	Second Person
Name:		
Relationship to Child:		
Home Address:		
Home Phone Number:		
Work Phone Number:		
Mobile Phone Number:		
Parent authorises the above & signs here:		Date:...../...../ 20.....

HEALTH/MEDICAL INFORMATION:

5. Is there any **medical or physical condition** which your child has, of which you need to inform the coordinator? For example, special dietary needs, allergies, disabilities, additional needs. If your child suffers from a severe medical condition, anaphylaxis or Asthma an additional Treatment Plan must be completed and signed off by a doctor. The completed action plan **MUST BE PROVIDED BEFORE YOUR CHILD ATTENDS THE PROGRAM.** Please be aware that if your child requires an Epipen, then SAC staff requires access to the Epipen. Epipens kept at school **cannot be accessed by SAC.** Please discuss where your child's Epipen will be at time of enrolment.

Details:	Action Required

6. Family Doctor and Medicare Number:

Family Doctor's Name and Address:		Phone:	
Medicare Number: (for urgent medical attention)			

7. **Immunisation** (If your child is immunised, a copy must be attached to this form unless it has already been provided)

Is your child fully immunised as per the recommended ACT Government schedule?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Immunisation Records: Copy to be supplied by parent/s:	
Staff's Name:	Signature: _____ Date obtained: / / 20

MEDICAL AUTHORISATIONS:

8. Prescription medications will only be administered by the First Aid Officer under written authorisation from the parent. This may entail the provision of a medication plan by the parent.
9. I give permission for the First Aid Officer to provide First Aid if my child is injured at the Program. Should my child require urgent medical attention, I give permission for an ambulance to be called and agree to meet any related expenses.

Parent to sign here:		Date: / / 20
----------------------	--	----------------------

SUNSCREEN:

10. I agree that my child may use the Program's sunscreen, in accordance with ACT Cancer Councils recommendations. Please refer to the School Age Care Parent Information Book about sun protection policy.

Parent to sign here:		Date: / / 20
----------------------	--	----------------------

PHOTOGRAPHS:

11. I give permission for my child to be photographed within the program when the opportunity arises and for the photographs to be displayed in the Centre.

Parent to sign here:		Date: / / 20
----------------------	--	----------------------

PROGRAM ACTIVITIES

- 12. I am willing for my child/children to participate in all activities offered in the School Age Care Program. Yes No
- 13. I agree it is my responsibility to familiarise myself with the program and to advise the staff in writing if I do not wish my child/children to participate in a particular activity. Yes No

Parent to sign here:		Date: / / 20
----------------------	--	----------------------

FAMILY INFORMATION:

- 14. Are there any Court Orders, parenting orders or parenting plans affecting the care, contact or residence of the child/ren?
Yes No

If yes, please attach a copy of the documentation and give brief details here:

- 15. Cultural background of child/ren and parents?

- 16. Language/s spoken at home:

- 17. Does child or parent have Aboriginal or Torres Strait Islander background?

- 18. Are there any cultural or religious requirements to be observed or not observed?

- 19. Are there any other special considerations that will affect the care of your child?

Child Care Benefit (CCB) AND CHILD CARE TAX REBATE (CCR):

- 81. The Child Care Benefit and Child Care Tax Rebate are available to all eligible families accessing Child Care. Families are required to register with the Family Assistance Office to apply for CRN's and CCB assessment. Please contact the Family Assistance Office on Ph: 136 150 for more information, or you can access their web site: <http://www.familyassist.gov.au>. The Approval ID number for Torrens School Age Care is **1-6PX-3429**.
- 20. Once we receive your CRN's, fees will be reduced if eligible. Families are required to pay the remaining balance. All families are eligible for the 50% Child Care tax Rebate.
- 21. **I/we, the Parent/s will be seeking the Child Care Benefit (CCB) or the Child Care Tax Rebate (CCR) from the Family Assistance Office. Yes No .** If yes all aspects of this form must be completed in full and CRN's provided.

Provision of Information, Confidentiality and Overall Parental Agreement:

- 22. 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.
- 23. While every care will be taken with your child's belongings, Woden Community Services does not take responsibility for these items.
- 24. WCS retains the right to alter this agreement with 4 weeks written notice.
- 25. **I have received and read the 'School Age 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:**

26. Name/s:	Signature/s:	Date: / / 20
--------------------	---------------------	-----------------------------

Torrens School Age Care FEE PAYMENT FORM



Accounts Contact:

- Please notify Talha Syed in the Accounts Team on 6234 6858, fax: 6285 1322 or Email: sacaccounts@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.
- If you require assistance to complete this form, contact the Accounts Team as above.

Enrolled Children/s Names:

1.	1 st Child	2 nd Child	3 rd Child
Family Name:			
Given Names:			

Parent and Payee Details:

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

Parent/person responsible for the account (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 the Woden Community Service Inc (WCS).
5. Fees are due when you receive your statement.
6. **Please select an ongoing payment method below for your childcare fees, by ticking the box next to your choice:**

- a) **Electronic Funds Transfer (direct credit):** You or the Payee 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 Garran Program, the Payment Reference would appear as: **Garran M. Jones**
- b) **Credit Card:** If you wish WCS to debit your credit card please complete the Direct Debit Payment Authorisation on page 19.
****Please note that Ezi debit Solution is our financial provider and credit card fees will be applied to your account. Please read the DDR Service Agreement carefully. If you need to update your details with EziDebit please contact Gabriel Singh in accounts. A change of details form needs to be updated.**
- c) **Direct Debit:** WCS can arrange deductions from your bank account. If you wish to use the Direct Debit method please complete the Direct Debit Payment Authorisation on page 19.
**** Please note that Ezi debit Solution is our financial provider and fees apply for anything processed through this system. Please read the DDR Service Agreement carefully. If you need to update your details with EziDebit please contact Gabriel Singh in accounts. A change of details form needs to be updated.**
- 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.
- 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 6282 2644. Cheques can be made out to Woden Community Services and posted to the address below.

7. 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

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

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

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 and Curtin SAC contact Talha Syed on 6234 6858.

For Garran SAC, Farrer SAC and Lollipop & Lyons Children's Centres contact Gabriel Singh on 6234 6857.

can we HELP YOU? can YOU HELP US?



DEPOSIT CREDIT CARD PAYMENT FORM:

This form must be completed if you wish to pay your deposit by credit card. A one off deposit of \$200 is required per family. If you have paid the deposit in previous years, you will not have to pay it again.
Please note deposits cannot be processed through Ezidebit.

PROGRAMME: TORRENS SCHOOL AGE CARE 2012 Deposit

CHILD/REN'S NAME:

MASTERCARD / VISA (please circle)

CARDHOLDER'S NAME:

.....
CARD NUMBER:

.....
CARD EXPIRY DATE:

AMOUNT: \$200.00

CARDHOLDER'S SIGNATURE:

.....

DATE: