

Woden Community Service

OUT OF SCHOOL HOURS CARE

HANDBOOK FOR 2018



Services:

Curtin OSHC			
Curtin Primary School, Theodore St Curtin			
Before School Care	Location Patterson Hall	Coordinator Tim Palmer	6285 4444 0472 820 865
Senior After School Care			
Junior After School Care	Location School Hall	Coordinator Damien Marias	6260 4655 0476 846 570
Duffy OSHC			
Duffy Primary School, Burrinjuck Cres. Duffy			
Before School Care	Location Play Space	Coordinator Jodie Wettstein	6287 4855 0476 849 140
After School Care			
Garran OSHC			
Garran Primary School, Gilmore Cres. Garran			
Before School Care	Location School Hall	Coordinator Brian Pearce	6281 1169 0417 202 290
Senior After School Care			
Junior After School Care	Location Garran Pre-School	Coordinator Ashleigh Blunt	0475 981 777
Hughes OSHC			
Hughes Primary School, Groom St. Hughes			
Before School Care	Location Community Kitchen	Coordinator Vidya Chandra	6281 1192 0472 820 867
After School Care	Location School Hall		
Red Hill			
Red Hill Primary School, Astrolabe St. Red Hill			
Before School Care	Location School Hall	Coordinator Michael Aisbitt	6295 2830 0472 820 868
Senior After School Care			
Junior After School Care	Location Lower Craft Room	Coordinator Emma Holliday	6239 5691 0472 815 236
Mini After School Care	Location Pre-School Room	Coordinator Khin San	0436672064
Torrens OSHC			
Torrens Primary School, Ritchie St. Torrens			
Before School Care	Location School Hall	Coordinator Elise Bailey	6286 1212 0402 228 292
After School Care			

Central Office Contacts – Enrolments, Bookings and Enquiries:

Enrolments Coordinator: Courtney Tanner 6147 3318
Anna Birch 6147 3326
Email: enrolments@wcs.org.au

Account Enquiries: Maree Walker 6147 3328 (Mon-Wed)
Anna Birch 6147 3326 (Thur-Fri)
Email: childcareaccounts@wcs.org.au

Out of School Hours Care Managers:
Nila Chaleune 6234 6832
Krysta Cordina 6234 6831
Email: oshc@wcs.org.au

Welcome to Woden Community Service Inc (WCS) Out of School Hours Care (OSHC). Our programs are recreationally based and regulated under 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. Children with additional support needs are encouraged to participate in all our program and activities.

This booklet provides information about booking arrangements, fees and payment of accounts, policies and procedures and other relevant details. Please let us know should you require additional information or have any questions.

Hours of care:

Before School Care	After School Care
Monday to Friday 7:15am -9:00am Curtin, Duffy, Garran, Hughes 7:30am – 9:15am Red Hill, Torrens	Monday to Friday 3:00pm – 6:00pm Curtin, Duffy, Garran, Hughes 3:15pm – 6:00pm Red Hill, Torrens

*(public holidays and school holidays excluded)

Eligibility:

All children attending pre-school to year 6 (kindergarten to year 6 at Torrens) are eligible to attend. We offer before school care to all children attending kindergarten to year 6, and pre-school to year 6 at Red Hill and Duffy. Out of School Hours Care (OSHC) adheres to Department of Social Services guidelines on Priority of Access. More information can be found at <https://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/instruction-sheet-10-priority-of-access-guidelines-for-child-care-services>. All families need to be aware that under these guidelines they may be required to give up their place/s in the OSHC program for families that have a higher priority.

Increasing Days of Attendance:

An increase in days will only be approved when there are spaces available. 14 days' notice is required for any booking changes. Additional places must be requested by the

parent/guardian through My Family Lounge. When a position is offered the parent/guardian must confirm their acceptance via My Family Lounge within 7 days.

Decreasing or Cancelling Days of Attendance:

Decreasing a booking is also done through My Family Lounge. This must be done at least 14 days prior to your intended last day. If insufficient notice is given you will still be charged for the remaining days within the notice period.

Casual Bookings:

Bookings will only be taken when there are spaces available in the program. Casual bookings can be made by using My Family Lounge. Casual bookings are charged for non-attendance, unless 24 hours' notice is given. If you have made an error in your booking, or require assistance please contact Enrolments on 6147 3318.

Roster Bookings:

Roster arrangements must be approved by the Enrolments Coordinator prior to commencement. Roster days are charged at permanent rates, and rosters must be emailed no less than two (2) weeks prior to each block. If less than 2 weeks' notice is given, fees will be charged for all regular booking days. If you wish to request a Roster booking please put through your request as normal using My Family Lounge and indicate your intentions in the note section of your request.

Holding Deposit

The QK Enrol system will take an online payment for your bond. This is a once off \$240 payment per family and is fully refundable when a family leaves the program after fees are paid and cessation of care is processed. Deposits will be retained for a period of 3 months after the last child has left our Out of School Hours Care service. During this time you will be contacted by phone, email and letter. If we receive no response from you, we will retain your deposit.

Re-Enrolments

All bookings will automatically finish at the end of each school year. Families are required to re-enrol each year as bookings do not automatically roll over. Information about re-enrolments will be communicated in a variety of ways, primarily via email. Please refer to our website for re-enrolment dates.

Attendance:

Families are required by law to sign daily on arrival (BSC) and departure (ASC), either electronically (QK Kiosk) or on attendance sheets. Attendance records are of key importance in emergency procedures. Only contacts nominated on the enrolment form will be authorised to collect your child. If you wish to add extra authorised people please do so on your My Family Lounge account. Children leaving the service on their own, or with a person under the age of 18, must have a completed permission form from the parent/guardian and must be signed out by a staff member. In the case of an emergency, a parent/guardian is to contact the service and provide details of changes to arrangements.

If your child/ren is/are unable to attend the service due to illness or other reasons, a parent/guardian must mark their child as absent using the My Family Lounge app or contact the service or the central office on the number listed on the front page of this form. If your child has recently been absent, you will need to acknowledge the absence when you next log in to QK Kiosk.

Excursions:

Excursions may be internal or external and may incur an additional cost. Parents are notified in advance of excursions. Once a year, all children who attend on a Friday will take part in the **Fun Day**. On this day no other care will be provided. Additional fees are charged to your account. Fun Day may take place at a different primary school to which children will be transported by bus. Parent/guardian must collect children from this location. Details will be distributed through the OSHC service closer to the date.

Medical Conditions

Action plans must be provided for all children with severe allergies, asthma, anaphylaxis, diabetes or severe medical conditions at the beginning of each school year or beginning of the booking. Action plans must be reviewed every 12 months.

WCS OSHC reserves the right to refuse care to children without an action plan and accompanying medication. OSHC services do not have access to medication stored at the school.

Please discuss any medical conditions with the Service Coordinator. Parents/Guardians must also complete a medical risk minimisation plan with the Coordinator.

Unwell Children:

Government regulations require the program to refuse admission to any child suffering from an infectious disease, illness or condition that may prejudice the health of other children attending the service. Educators 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.

Lost Property:

Lost property is kept at the program for a week and then added to the school's lost property.

Sun Protection:

In line with advice from the Cancer Council and our Sun Protection policy, wide brimmed hats and sunscreen are needed for outside play when the UV level is at 2.5 or above. Children without wide brimmed hats will play in covered areas. Sunscreen is provided at the service. Parents/guardians must provide their own sunscreen if their child has sensitivity to the provided brand.

In the months of June and July children will not be required to wear hats or sunscreen.

Food:

Our services provide a light breakfast at before school care and a nutritious snack for children attending after school care. A daily menu is on display at the service. 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 services are **NUT FREE** at all times

Pre-school and Kindergarten Children:

Pre-school children are picked up from their classrooms by an educator throughout the year. Kindergarten children will be picked up during Term 1, or until the children are familiar with the routine of coming to after school care on their own. Please speak to the Coordinator about any concerns.

Injuries and Incidents:

All First Aid will be carried out by a qualified First Aid Officer. An Injury/Incident form will need to be signed when you collect your child. In the event of a serious injury, an ambulance will be called to transport the child to hospital. The parent/guardian must meet this cost. In non-urgent cases, all efforts to contact the parent/guardian will be made to offer them the option to transport the child themselves. At no time will a child requiring hospital attention be transported in an educator's vehicle.

Policies and Procedures:

All Children's' Services policies and procedures are available to parents/guardians at each service, on our website (with log in details) and on request from the Managers.

Behaviour Guidance:

The standard of behaviour expected of children is similar to that expected at school. We expect that all children and educators will be treated with respect and dignity. Each service has standards or 'rules' that have been formulated by children and educators. The basis for these rules include that no-one is to be hurt by others and property is to be treated with respect. Out of School Hours Care educators will work with families to positively guide children's behaviour at the program. Please refer to our Relationships with Children Policy and Behaviour Guidance Procedures. We do, however, reserve the right to cease a child's enrolment when the behaviour continually threatens the safe environment of the service and children and educators in attendance.

Grievances Procedure:

Families are encouraged to communicate any concerns to the Service Coordinator as early as is practical. It is WCS' policy that grievances be resolved within the program as much as is practically possible. If the outcome is not satisfactory, families may approach the OSHC Managers. If the complaint still cannot be resolved, the Children's Services Manager, the Director – Child, Youth and Family Services and the WCS Executive Director will be contacted. Concerns will be addressed in accordance with WCS' Grievance Resolution Policy available at each program. The aim is for a consultative process and a positive resolution for all involved. If the concern cannot be resolved, families have the option to report the matter to the ACT Children's Education and Care Assurance or the Human Rights Commissioner.

National Quality Framework:

WCS OSHC Services work within the National Frameworks; *My Time, Our Place* and the *Early Years Learning Framework* and are approved under the National Quality Standards. This ensures a quality program is maintained through the process of continual improvement. All our programs have been assessed against the National Quality Standards and the overall rating is displayed at each service. Family participation in the continuing improvement of the Service is encouraged and appreciated.

Parents and Guardians can access the National Quality Standards, National Education and Care Services Laws and Regulations at the service. Families can also view and discuss programming, planning and documentation of children's learning with the educators.

Our Educators:

WCS aims to deliver high quality care to all children attending our OSHC services. We work closely with families, the school and community and encourage suggestions and feedback on all aspects of the service.

Appropriately qualified educators have been selected to ensure children attending our services have the best quality care in a safe and friendly environment. Ratios are determined by statutory regulations and all our educators hold current Working With Vulnerable People registration cards. Current ratios are one educator to every eleven children at the service, with a minimum of two educators present at all times.

Please note that as child care professionals we are mandated to report any incidences of suspected child abuse.

Fees:

WCS Out of School Hours Care services run on a not-for-profit basis and rely 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 all absences and public holidays.

Before School Care	After School Care
Permanent Booking: \$20.20 per day	Permanent Booking: \$25.20 per day
Casual Booking: \$23.50 per day	Casual Booking: \$28.70 per day

Late Fee:

A late fee of \$20.00 per family for every 15 minutes or part thereof will be charged for children not signed out by 6:00pm. If we are unable to contact either the parent/guardian or a person nominated by the parent/guardian on the enrolment form, we will then contact ACT Child and Youth Protection Services and the police to take responsibility for your child.

Accounts Billing For Children's Services

Woden Community Services only uses Debit Success (Direct Debit) payment service. All accounts are processed one week in arrears. The flow chart on the following page illustrates the regular payment cycle using Debit Success. The notes below provide additional guidance.

Statements:

Your statement will be sent on Wednesday (pending delay from CCMS). The statements are sent one week in arrears, due to CCB and CCR adjustments. Payments are collected weekly through direct debit. It is the responsibility of the parent/ guardian to ensure that sufficient funds are available on the day of payment. Payments are uploaded by 12pm Thursday afternoon.

Please contact an Accounts officer by 11am on Thursday if you know that payment will not be successful for any reason, or if your bank account or credit card details have changed.

Payments:

If a direct debit transaction has declined, you will receive a phone call and email before your next transaction. You will have until 5pm (Close of Business) on that day to contact an Accounts Officer to make full payment or complete a signed payment agreement.

Please Note: Care will be cancelled if no arrangements are made. Please call the Accounts Team to discuss the outstanding debt and establish a signed payment agreement.

Once a placement is cancelled, the debt will be adjusted with the bond amount and referred to a debt collection agency for a further recovery action. All costs associated with the collection of debt will be charged to the account holder. All accounts that proceed to legal action will have interest charge applied.

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

If you have any further queries please contact the Children's Services Accounts officer on 6147 3328, or email childcareaccounts@wcs.org.au

NOTES:

1. Childcare Benefit (CCB) & Childcare Rebate (CCR)

- CCB is a means-tested payment provided to eligible families.
- CCR is for all working families to offset out of pocket childcare costs. Choosing to have your CCR / CCB paid directly to WCS will reduce your weekly fees.
- CCB/CCR is paid for up to 42 absence days for each child per financial year. After using the initial 42 absence day you may use Additional Absences for reasons listed in the CCMS handbook.

<https://docs.education.gov.au/node/29700>

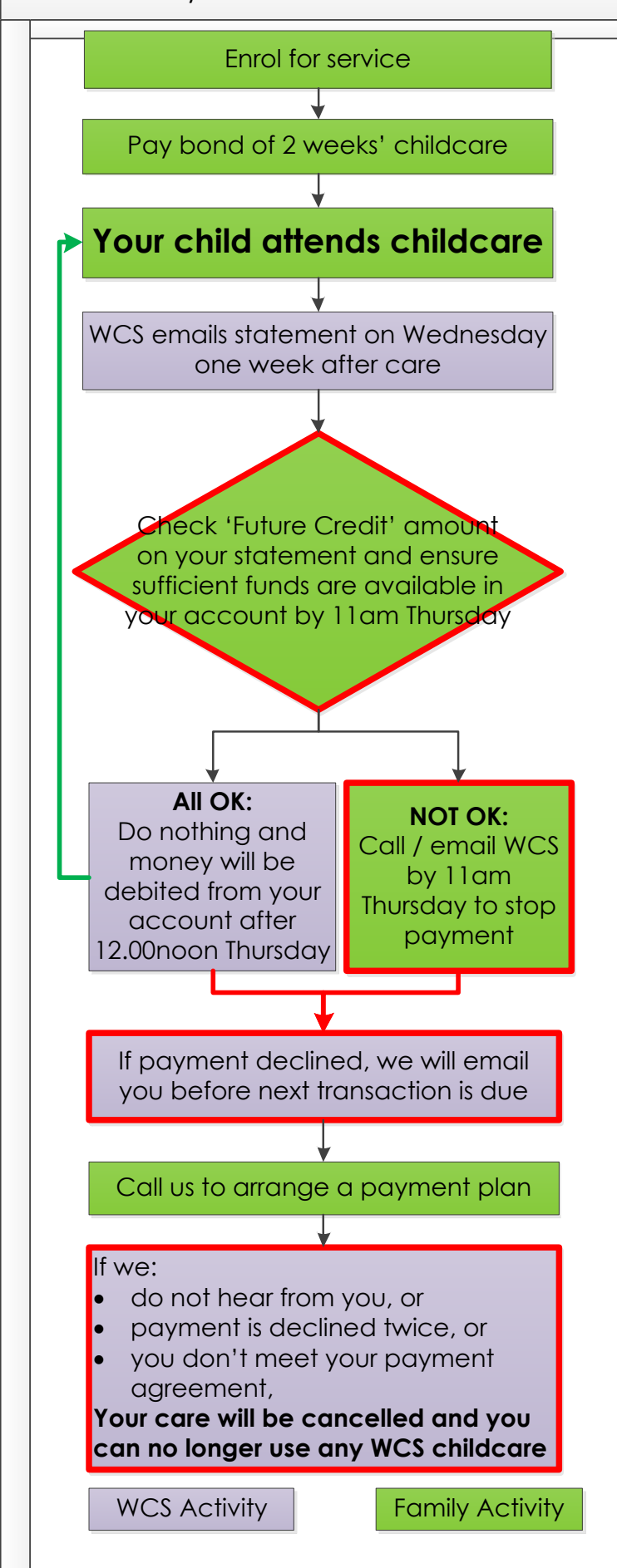
2. Direct Debit Payment

- Transaction fees are charged by Debit Success for all transactions using direct debit.
- If your transaction is declined you will be charged a \$14.80 dishonour fee by Debit Success, along with any fees applied by your bank.
- It is the responsibility of the parent/carer to ensure sufficient funds are available. Please email/call the accounts team in time if you need your debit stopped, or to arrange a payment plan if you have had a payment declined.
- We use a debt collection agency for all unpaid accounts. All costs associated with the debt collection service will be charged to the account holder.

3. Cessation of Care – effect on your CCB / CCR payment

- The government's Childcare Management System (CCMS) has very strict regulations regarding how it pays benefits for absences. For full details, see the CCMS website <https://docs.education.gov.au/node/29700>
- CCB/CCR cannot be paid before a child has physically attended care or after the last session the child was physically in care unless the child has previously used all of their 42 absence days and there is evidence for an Additional Absence.
- WCS adjusts cessation of care monthly. Where we find a cessation of care charge from CCMS, your account will then be adjusted to include the charge, or if you have ceased care, the extra will be taken from your bond

WCS Childcare Payment Process via Ezi Debit



WODEN COMMUNITY SERVICE CONSENT FORM INFORMATION SHEET

You have been given a consent form to sign. The form asks for approval for Woden Community Service (WCS) to collect, use and share your personal information. This information sheet explains why we need your approval, and how your information might be used.

Why do I need to provide information?

You or someone you care for would like to access a Children's Service, provided by WCS. You need to provide information to us so that we can provide services to you. We may need to share your information with other services or the Australian or ACT government to ensure the right services are getting to people who need them.

When handling your personal information, we follow strict privacy rules. These are part of a national law called the *Privacy Act 1988*. Under this law, we must tell you why we need your information and what we will do with it.

If you do not consent to providing the information needed by us you may not be able to receive assistance from WCS.

How will the information be used?

Information you provide is required to enrol or access a WCS Children's Service. The information we collect from you is required for licensing and administrative purposes to ensure we can operate the highest quality of service.

The information you provide may also be used by a government agency. They will use it for research, analysis and evaluation of services provided by agencies like WCS. This data helps government agencies know about the amount and type of assistance needed in different areas. It will also help to make services better for people in the future.

Is information about me given to anyone else?

It is usually only given to others **with** your consent. For example, we may need to share your information with other organisations that can help you, such as financial assistance or parenting information and support. Your WCS worker will talk to you about this first.

Under the Privacy Act there are some situations where your information may need to be given **without** your consent. For example, if:

- Your health or safety is involved
- The health or safety of others is involved
- There are serious criminal matters
- There is a court direction.

Can I see the personal information held by us?

Yes, we will give you information about how you can see your personal information and make sure it is right. We will also give you information about our privacy policy. You can contact the Privacy Officer, Woden Community Service, by email at: email: wcsadmin@wcs.org.au or write to PO Box 35 Woden ACT 2606 or phone 6282 2644.

Where can I learn more about privacy?

- You can ask your WCS worker.
- Read the WCS Privacy Policy on our website or ask for a copy.
- The Office of the Australian Information Commissioner can also explain your rights to privacy in more detail. Visit www.oaic.gov.au or call 1300 363 992.

Out of School Hours Care PHILOSOPHY

'We aim to provide safe and caring Out of School Hours Care programs that are recreationally based and allow for choice, spontaneity and flexibility. Central to achieving this is the respectful relationships that we will build between children, families, the community and the environment. We celebrate differences and promote healthy, active and resilient children. We will achieve this through Reflective Practice and Ongoing Learning and recognise that fun and humour is vital to Out of School Hours Care.'



Enrolling via My Family Lounge

Step 1 – Activate or register for My Family Lounge account

Existing families: if your child has previously attended any WCS child care programs contact WCS to obtain a link for your My Family Lounge account. Do not register for a new account as this can affect your CCB and CCR.

New families: register for a My Family Lounge account via the WCS website.

Step 2 – Update enrolment form

View your child's enrolment form by clicking either "view enrolment" or "start enrolment" next to your child's name. Ensure this form is complete and the details are up to date (Please note all phone numbers must be 10 digits long with no spaces, please include area codes for landline numbers).

Use the "submit" button to submit the enrolment form to the service.

This form needs to be completed before your child can be offered a position in the program. We will also require a completed Ezi debit form for payment, which can be found on our website and emailed to enrolments@wcs.org.au.

CHILD

[Add Child](#)

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
████████	Active	01-01-09	-	8Y 1M	Edit	-	View Enrolment Print
████████	Active	01-01-14	-	3Y 1M	Edit	-	View Enrolment Print
████████	Active	01-01-17	-	1M	Edit	✗	Start Enrolment

Step 3 – Create a booking request

Existing families: create a booking request by clicking "edit" next to your child's current or previous booking.

New families: create a booking request by clicking the "new request" button.

This request will then be added to our waitlist so that we may contact you to offer any available positions.

BOOKING REQUESTS

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

No records found

[New Request](#)

New Families

CURRENT BOOKINGS

Current permanent weekly/fortnightly bookings are displayed here. To request a change in booking press the edit option.

SERVICE	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	EDIT
Red Hill Before/After School Age Care	1-3 After School Care	ASC	Placed	████████	16/02/2017		Edit
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	████████	17/10/2016	18/12/2016	Edit
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	████████	15/08/2016	16/10/2016	Edit
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	████████	22/02/2016	14/08/2016	Edit

Existing Families

Step 4 – Accept an offer

You will be sent an offer via email when we are able to offer your child a position in the program. You will need to log in to My Family Lounge to accept and confirm your offer. Please note that all offers have an expiry date. You must respond by the expiry date or the position may be offered to the next family on the waitlist.

If you have not previously used our services you will be required to pay a bond of \$240 at this stage.

If you accept an offer of less days you will need to put through a new booking request to stay on the waitlist for days not offered. The system does not do this automatically. This request should be for all days required, including days already accepted.

My Family Lounge Casual Booking Calendar

Step 1 – Activate My Family Lounge account and update enrolment form as outlined above	Your child must have a completed enrolment form, Ezi debit form and the \$240 bond must be paid before you can make a casual booking.
Step 2 – Contact WCS to activate the casual booking calendar	Families with current bookings: the casual booking calendar should already be activated for you. If not, please contact us at enrolments@wcs.org.au . Families with no current bookings: please contact us at enrolments@wcs.org.au so that we can activate the calendar for you.
Step 3 – Open the casual booking calendar	On the desktop site click “add casual booking”. On the app select the casual booking calendar.

CASUAL BOOKINGS Add Casual Booking

Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

No records found

Step 3 – Select the child, service and room	<p>This selection can be done through the drop down menus on the top left of the calendar. This will then display the calendar for the specified service and room. Please ensure these selections are made correctly.</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <p>Child <input type="text" value="██████████ (Enrolled)"/></p> <p>Service <input type="text" value="- Select -"/></p> <p>Room <input type="text" value="- Select -"/></p> </div> <div style="width: 35%;"> <p>Child <input type="text" value="(Enrolled)"/></p> <p>Service <input type="text" value="- Select -"/></p> <p>Room <input type="text" value="- Select -"/></p> </div> </div>
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Step 4 – Select the day required	<p>The casual booking calendar will show the availability of all days for the next two weeks.</p> <div style="text-align: center;"> <p>◀ MARCH 2017 ▶</p> <table border="1" style="margin: auto;"> <thead> <tr> <th>MO</th> <th>TU</th> <th>WE</th> <th>TH</th> <th>FR</th> <th>SA</th> <th>SU</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td style="background-color: #d9ead3;">1</td> <td style="background-color: #d9ead3;">2</td> <td style="background-color: #d9ead3;">3</td> <td style="background-color: #f2f2f2;">4</td> <td style="background-color: #f2f2f2;">5</td> </tr> <tr> <td style="background-color: #d9ead3;">6</td> <td style="background-color: #9933cc;">7</td> <td style="background-color: #d9ead3;">8</td> <td style="background-color: #d9ead3;">9</td> <td style="background-color: #d9ead3;">10</td> <td style="background-color: #f2f2f2;">11</td> <td style="background-color: #f2f2f2;">12</td> </tr> <tr> <td style="background-color: #d9ead3;">13</td> <td style="background-color: #f2f2f2;">14</td> <td style="background-color: #f2f2f2;">15</td> <td style="background-color: #f2f2f2;">16</td> <td style="background-color: #f2f2f2;">17</td> <td style="background-color: #f2f2f2;">18</td> <td style="background-color: #f2f2f2;">19</td> </tr> <tr> <td style="background-color: #f2f2f2;">20</td> <td style="background-color: #f2f2f2;">21</td> <td style="background-color: #f2f2f2;">22</td> <td style="background-color: #f2f2f2;">23</td> <td style="background-color: #f2f2f2;">24</td> <td style="background-color: #f2f2f2;">25</td> <td style="background-color: #f2f2f2;">26</td> </tr> <tr> <td style="background-color: #f2f2f2;">27</td> <td style="background-color: #f2f2f2;">28</td> <td style="background-color: #f2f2f2;">29</td> <td style="background-color: #f2f2f2;">30</td> <td style="background-color: #f2f2f2;">31</td> <td></td> <td></td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: left;"> <p>■ Available days</p> <p>■ Full</p> <p>■ No program day</p> </div> <div style="text-align: left;"> <p>■ Casual Book days</p> <p>■ Scheduled days</p> <p>■ Absent</p> </div> </div> <div style="margin-top: 20px;"> <p>Day info for 8/3/2017</p> <p>Available : 2</p> <p>Total Room Capacity : 44</p> <p>Display note :</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Book Selected Day"/></p> </div> </div>	MO	TU	WE	TH	FR	SA	SU			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
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Making a casual booking	Click on the day required, then click the “book selected day” button. The selected day will turn purple to confirm that the day has now been booked. Save the changes.
Cancelling a casual booking	Select the date of the casual booking. Click “cancel booking”. Save the changes.
Marking an absence	Select the date of the absence. Click “absent”. Save the changes.

The casual booking calendar can be accessed at any time to view booked days.