

## EVATT PRESCHOOL and OSHC

### HANDBOOK 2019

#### Central Office Contacts – Enrolments, Bookings and Enquiries:

<b>Enrolments Coordinator:</b>	<b>Phone:</b>	6147 3318
	<b>Email:</b>	<a href="mailto:enrolments@wcs.org.au">enrolments@wcs.org.au</a>
<b>Accounts Enquiries:</b>	<b>Phone:</b>	6147 3315
	<b>Email:</b>	<a href="mailto:childcareaccounts@wcs.org.au">childcareaccounts@wcs.org.au</a>
<b>OSHC Managers:</b>	<b>Phone:</b>	6234 6832 / 6234 6831
	<b>Email:</b>	<a href="mailto:oshc@wcs.org.au">oshc@wcs.org.au</a>

**Welcome to Woden Community Service (WCS) Preschool and Out of School Hours Care (OSHC) at Evatt School. 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	Preschool	School Holiday Program
7:30am – 9:00am	3:00pm – 6:00pm	9:00am – 3:00pm	7:30am – 6pm

(Public Holidays and school holidays excluded)

#### OUR 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.'

## Eligibility

All children attending pre-school to year 6 are eligible to attend Before and After School Services and School Holiday Program. Children of preschool age are eligible to attend our Preschool Service. Our services adhere 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 should be aware that under these guidelines they may be required to give up their places in the service for families with a higher priority.

## Increasing or Decreasing Permanent Days of Attendance

If you need to increase or decrease the days that your child attends please provide 14 days' notice. Parents or guardians can request changes to permanent bookings through My Family Lounge. Additional days will be approved as long as there is space in the service. If there is no space then your child's name will be placed on a waiting list and you will be notified when a space becomes available. When a position is offered the parent/guardian is to confirm their acceptance via My Family Lounge within 7 days. When decreasing days, cancelling care or dropping a day, you will be charged for the 14 day notice period.

## Casual Bookings

WCS provides casual bookings at all services. Any casual days of care required can also be made by using the My Family Lounge App until 2pm on the day of care. We do require 24 hours' notice if you no longer need the casual day or you will be charged for non-attendance. If you have made an error in your booking or require assistance please contact Enrolments on 6147 3318.

## Roster Bookings

If you require a roster arrangement these can be arranged by the Enrolments Coordinator prior to commencement. Roster days are charged at permanent rates and rosters need to be emailed to [enrolments@wcs.org.au](mailto:enrolments@wcs.org.au) with 14 days' notice if there are any changes. For notice less than 14 days' 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.

## Booking Roll-Over

All bookings will automatically rolled over each year. Families are to provide 14 days written notice if they wish to cancel, reduce or change their booking. Information about new enrolments for the following year will be communicated in a variety of ways, primarily via email. Please refer to our website for new enrolment dates.

## Attendance

It is a requirement of Department of Human Services that children must be signed in and out daily on arrival (BSC and Preschool) and departure (Preschool and ASC), either electronically (QK Kiosk) or on attendance sheets. 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 will 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. The person collecting the child in this circumstance will need to show their photo ID to the service as proof of identity.

If your child/ren is/are unable to attend the service due to illness or other reasons, please notify the service of their absence by:

1. My Family Lounge App

2. Text or phone call to the service
3. Email to Enrolments.

If your child has recently been absent you will need to acknowledge the absence when you next log in to QK Kiosk.

### **Unwell Children**

Government regulations require the service 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. If a child becomes unwell at the service, families will be notified to collect the child.

### **Fees**

WCS services run on a not-for-profit basis and rely on fees to cover our expenses. Fees are set at the lowest level possible while ensuring high quality care for your children.

### **Late Fee**

Our service is licensed to operate and our staff are rostered on until 6pm. Therefore, we encourage you to ensure that your child is collected before this time. If you are late to collect your child, a late fee of \$20.00 per child for every 15 minutes or part thereof will be charged to cover the additional costs WCS incurs after 6pm.

### **Preschool and Kindergarten Children**

Preschool and Kindergarten children are taken to and collected from their classroom by an educator throughout the year. Kindergarten children are transitioned to coming to After School Care on their own during Term 4. Please speak to the Coordinator about any concerns regarding your child and the transition to and from school.

### **Medical Conditions**

Action plans are essential for all children with severe allergies, asthma, anaphylaxis, diabetes or any severe medical conditions to ensure we can care for your child. If your child has a medical action plan please provide it at the time of enrolment. We also request that these plans are updated annually to ensure they are current.

Medication (i.e. Epipen, inhaler) is to be provided to the service. The service does not have access to medication stored at the school.

Please discuss any medical conditions with the service coordinator. A medical risk minimisation plan is to be completed together by the parent/guardian and coordinator to ensure that the service is well prepared to manage any medical conditions.

### **Injuries and Incidents**

All first aid will be carried out by a qualified First Aid Officer. The parent/guardian will be asked to sign an injury/incident form when collecting the child. In the event of a serious injury, an ambulance will be called to transport the child to hospital. In non-urgent cases all efforts to contact the parent/guardian will be made to offer them the option to transport the child themselves. Children will not be transported in an educator's vehicle.

### **Food**

A daily menu is on display at the service:

**BSC:** a light breakfast

**ASC:** a nutritious afternoon tea and late snack

**Preschool:** morning tea and lunch

Consideration is given to any children who have special dietary needs and the menu will be adjusted accordingly. Please ensure you note any allergies or special requirements on your enrolment form. Please do not bring any nuts to the service as all our services are allergy aware.

### **Excursions**

Excursions may be internal or external and may incur an additional cost. Parents are notified in advance of excursions.

### **Lost Property**

Lost property is kept at the service 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 required 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. Please provide your own if your child has a sensitivity to the brand provided.

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

## **Behaviour Guidance**

The standard of behaviour expected of children is similar to that expected at school. All children and educators are to be treated with respect and dignity. Each service has standards or rules that will be formulated by children and educators together. The basis for these include that no-one is to be hurt by others and property is to be treated with respect.

All educators will work with families and the school to consistently and positively guide children's behaviour at the service. Please refer to our policy and procedures if you require further information. We do, however, reserve the right to cease a child's enrolment when the behaviour continually threatens the safety of other children or educators of the service, or the environment. This would be in circumstances where every course of action has been taken and done in consultation with the family and the school.

## **Grievance Procedure**

Families are encouraged to communicate any concerns to the service coordinator as early as is practical. If the situation is not able to be resolved within the service, families can approach the OSHC Managers. If the outcome is not satisfactory, the family may contact the Children's Services Manager. If the complaint still cannot be resolved the Director, Service Development and the Chief Executive Officer will be contacted.

Concerns will be addressed in accordance with WCS' Grievance Policy. 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.

## **Policies and Procedures**

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

The log in details for the website are:

Username: policies

Password: integrity

## **National Quality Framework:**

All WCS Children's Services work within the My Time, Our Place and the Early Years Learning Frameworks and are approved under the National Quality Standards (NQS). This ensures a quality program is maintained through the process of continual improvement. All services have been assessed against the National Quality Standards (NQS) 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 NQS, and the 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 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.

### **Accounts and Billing for Children's Services**

WCS used Debit Success (Direct Debit) payment service. All accounts are processed one week in arrears.

**Statements:** you will receive your statement via email on Wednesdays (pending delay from CCSS). The statements are sent one week in arrears, due to CCS 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.

**Payment:** If a direct debit transaction has declined, you will receive an SMS before your

next transaction. If your subsequent transaction declines you will receive another SMS and email requesting you contact an accounts officer to make full payment or complete a signed payment agreement.

**Please note:** Please contact the accounts team to discuss outstanding debt and establish a signed payment agreement as care will be cancelled if no arrangements are made.

If a placement is cancelled and payment of debt is not resolved, the debt will be referred to a debt collection agency. All costs associated with the collection of debt will be charged to the account holder. Anyone with an outstanding debt will not be able to access any other WCS Children's Service.

Please contact the Children's Services Accounts team with any questions or concerns:

Ph. 6247 3315

Email: [childcareaccounts@wcs.org.au](mailto:childcareaccounts@wcs.org.au)

## Notes:

### 1. Childcare Subsidy (CCS)

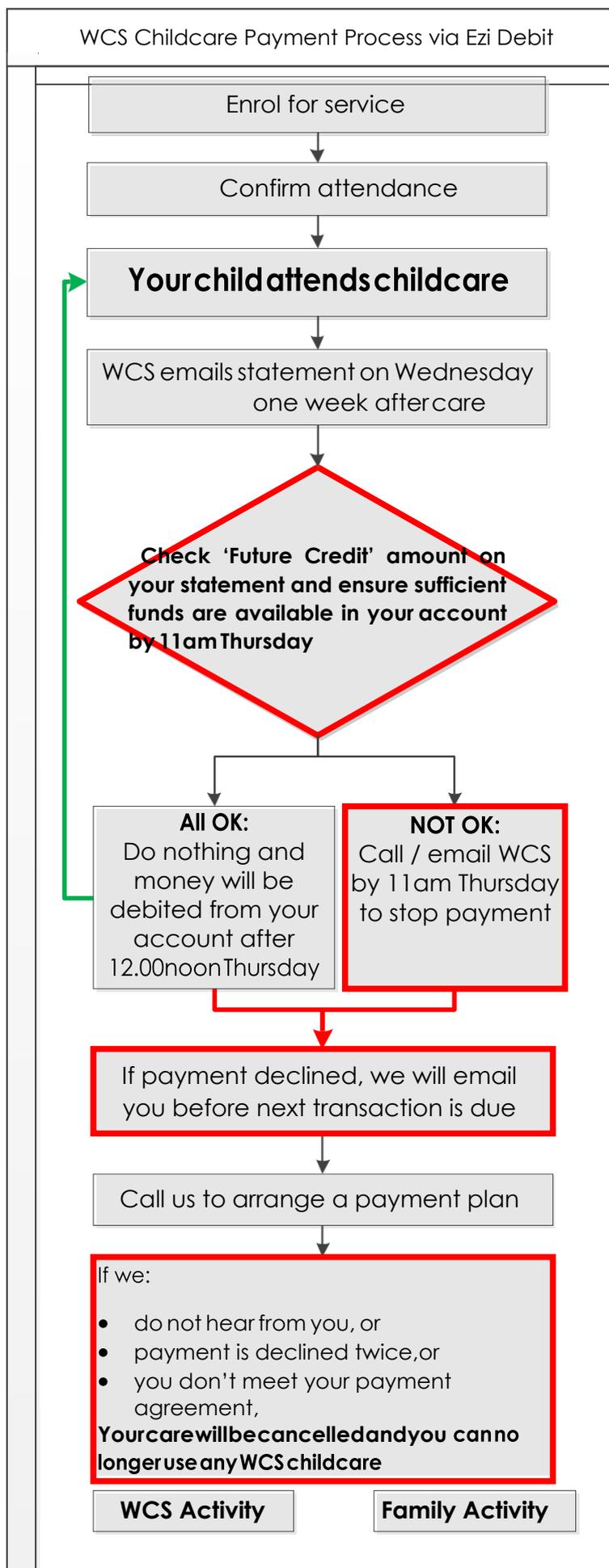
- CCS is a means-tested payment provided to eligible families by the Commonwealth Government.
- CCS is paid directly to providers to reduce your fees.
- A CCS enrolment will need to be confirmed by the claiming parent for each service they utilise. These enrolments are automatically ceased after non-attendance periods of 8 weeks.
- CCS 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 CCSS 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 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 CCS payment

- The government's Childcare Subsidy System (CCSS) has very strict regulations regarding how it pays subsidy for absences. For full details, see the CCSS website <https://www.education.gov.au/child-care-provider-handbook-0>
- CCS 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.
- CCS enrolments will be automatically ceased after a non-attendance period of 8 weeks. Any absences within that period will have the subsidy removed by Centrelink



## 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](mailto: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](http://www.oaic.gov.au) or call 1300 363992.



## 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 CCS.

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 Direct Debit form for payment, which can be found on our website and emailed to [enrolments@wcs.org.au](mailto:enrolments@wcs.org.au).

**CHILD** [Add Child](#)

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
██████████	Active	01-01-09	-	8Y 1M	<a href="#">Edit</a>	-	<a href="#">View Enrolment</a> <a href="#">Print</a>
██████████	Active	01-01-14	-	3Y 1M	<a href="#">Edit</a>	-	<a href="#">View Enrolment</a> <a href="#">Print</a>
██████████	Active	01-01-17	-	1M	<a href="#">Edit</a>	✗	<a href="#">Start Enrolment</a>

### 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** [New Request](#)

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

No records found

New Families

**CURRENT BOOKINGS** Existing Families

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		<a href="#">Edit</a>
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	██████████	17/10/2016	18/12/2016	<a href="#">Edit</a>
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	██████████	15/08/2016	16/10/2016	<a href="#">Edit</a>
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	██████████	22/02/2016	14/08/2016	<a href="#">Edit</a>

### 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 service. 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 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

<b>Step 1 – Activate My Family Lounge account and update enrolment form as outlined above</b>	Your child must have a completed enrolment form, Direct Debit form and the bond must be paid before you can make a casual booking.
<b>Step 2 – Contact WCS to activate the casual booking calendar</b>	Families with current bookings: the casual booking calendar should already be activated for you. If not, please contact us at <a href="mailto:enrolments@wcs.org.au">enrolments@wcs.org.au</a> . Families with no current bookings: please contact us at <a href="mailto:enrolments@wcs.org.au">enrolments@wcs.org.au</a> so that we can activate the calendar for you.
<b>Step 3 – Open the casual booking calendar</b>	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)

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No records found

<b>Step 3 – Select the child, service and room</b>	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.
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<b>Step 4 – Select the day required</b>	<p>The casual booking calendar will show the availability of all days for the next two weeks.</p> <div style="text-align: center;"> <span>◀</span> <b>MARCH 2017</b> <span>▶</span> </div> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <table style="width: 100%; font-size: small;"> <tr> <td style="width: 50%;"> <span style="color: green;">■</span> Available days                 </td> <td style="width: 50%;"> <span style="color: purple;">■</span> Casual Book days                 </td> </tr> <tr> <td> <span style="color: red;">■</span> Full                 </td> <td> <span style="color: darkblue;">■</span> Scheduled days                 </td> </tr> <tr> <td> <span style="color: gray;">■</span> No program day                 </td> <td> <span style="color: orange;">■</span> Absent                 </td> </tr> </table> </div> <div style="margin-top: 10px; border: 1px solid #ccc; padding: 5px;"> <p><b>Day info for 8/3/2017</b></p> <p>Available : 2</p> <p>Total Room Capacity : 44</p> <p>Display note :</p> <div style="border: 1px solid #ccc; height: 30px; margin: 5px 0;"></div> <p style="text-align: center; margin-top: 5px;"><input type="button" value="Book Selected Day"/></p> </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			<span style="color: green;">■</span> Available days	<span style="color: purple;">■</span> Casual Book days	<span style="color: red;">■</span> Full	<span style="color: darkblue;">■</span> Scheduled days	<span style="color: gray;">■</span> No program day	<span style="color: orange;">■</span> Absent
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<b>Making a casual booking</b>	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.
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<b>Cancelling a casual booking</b>	Select the date of the casual booking. Click "cancel booking". Save the changes.
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<b>Marking an absence</b>	Select the date of the absence. Click "absent". Save the changes.
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The casual booking calendar can be accessed at any time to view booked days.