

Outside School Hours Care

HOLIDAY PROGRAM

HANDBOOK

April 2019

Programs:

| Garran (K – Yr.6) | Red Hill (K – Yr.6) | Duffy (P – Yr.6) | Curtin (P – Yr.6) | Margaret Hendry (P – Yr.6) |
|--|--|---|---|---|
| Garran Primary School Gilmore Cres. Garran * Location: School Hall Ph. 6281 1169 0417 202 290 * Coordinators: Emily Hawkshaw Daniel Burden | Red Hill Primary School Astrolabe St. Red Hill * Location: School Hall Ph. 6295 2830 0402 228 292 * Coordinators: Emma Holliday Khin San | Duffy Primary School Burrinjuck Cres. Duffy * Location: Play Space Ph. 6287 4855 0476 849 140 * Coordinators: Jodie Wettstein Vidya Chandra | Curtin Primary School Theodore St. Curtin * Location: Patterson Hall Ph. 6285 4444 0472 820 865 * Coordinators: Tim Palmer Deepti Sharma Tim Yap | Margaret Henry School 100 Sutherland Cres. Taylor * Location: Preschool Building Ph. 0436 816 250 * Coordinators: Sharan Dhindsa Cate Ruth |

Daily Fee: \$83.00 per child (CCS Available)

Central Office Contacts

Enrolments and Enquiries

Enrolments Coordinator: Damien Marais
 Phone: 6147 3318
 Email: enrolments@wcs.org.au
 Fax: 6285 1322

Accounts Enquiries

Childcare Accounts: Maree Walker/Anna Birch
 Phone: 6147 3328/6147 3326
 Email: childcareaccounts@wcs.org.au
 Fax: 6285 1322

Programming Enquiries:

OSHC Managers

Nila Chaleune Phone: 6234 6832
 Krysta Cordina Phone: 6234 6831
 Email: oshc@wcs.org.au

| Holiday Program Dates | Booking/Enrolment Dates |
|---|--|
| Monday 15 th April – Friday 26 th April 2019 (Excluding Public Holidays) | Bookings open: 9am, Monday 18 th March 2019 |

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.

Welcome to Woden Community Service Inc (WCS) Holiday Program at Curtin Primary School, Garran Primary School, Duffy Primary School, Red Hill Primary School and Margaret Hendry 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 programs and activities.

Background:

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. As managers of the OSHC services, 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 service.



Our 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. 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.

The OSHC Program works within the Out of School Hours Care Framework *My Time, Our Place* as well as the *Early Years Learning Framework* and is approved under the National Quality Framework. 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.

Hours of care:

8:00am until **6:00pm** Monday to Friday (public holidays excluded).

7:30am until **6:00pm** Monday to Friday (Margaret Hendry Holiday Program only).

Eligibility:

All children attending Kindergarten to Year 6 are eligible to attend. (Preschool children are eligible to attend at select services). Outside School Hours Care (OSHC) adheres to DEEWR guidelines on Priority of Access. For further information please visit the DEEWR website at www.deewr.gov.au and search for 'priority of access'. All families need to be aware that under these guidelines they may be required to give up their place/s in the Holiday Program for families that have a higher priority.

Enrolment/Bookings:

All families are required to re-enrol and re-apply for positions each school holiday period, with positions being allocated on a first in basis. All bookings are to be made through the My Family Lounge casual booking calendar.

If you require any assistance please contact the Enrolments Coordinator at enrolments@wcs.org.au, or on 6147 3318.

Booked days will be highlighted in purple on the casual booking calendar. It is the responsibility of the parent/guardian to ensure their bookings are correct, and contact the Enrolments Coordinator at enrolments@wcs.org.au or by calling 6147 3318 if there are any concerns.

Bookings cannot be cancelled within 7 days of the booking date, and all absences are charged for including those due to illness. All bookings made through the casual booking calendar will be charged for, unless cancelled prior to the 7 day notice period.

Children must have a booking before attending School Holiday Program and will not be accepted without a booking. You can access the casual booking calendar at any time to view your booked days, which will be highlighted in purple.

Attendance:

It is a legal requirement for a Parent/Guardian/Adult to sign children in/out daily on arrival and departure. This is of key importance in emergency procedures. Only those nominated on the enrolment form will be authorised to deliver and collect your child unless a separate written permission is given. Children leaving the program on their own 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 contact the service on the number listed on the front page of this form.

Excursions:

All excursions during Holiday Program are compulsory. Excursions may be internal or external and run daily throughout the school holidays. Excursion fees are included in the daily fee and will not be refunded regardless of whether children attend. It is the responsibility of the parent/guardian to check departure times as these times are strictly adhered to. Notice of changes will be posted at the service. If an excursion is cancelled due to unforeseen circumstances, care costs will still be charged. **Children should NOT bring extra money on excursions.** A separate permission form must be signed by the parent/guardian prior to each excursion. Children will not be able to attend the service on an excursion day unless this permission form has been completed.

Fees:

\$83.00 per day (CCS available)

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 for all days booked regardless of whether children attend or not. We do not exchange days. Seven (7) days written notice, or cancellation through the online calendar, is required for all cancellations or full fees will be charged. Any extra days of care must be paid for in addition to those previously booked.

Payment Methods:

- Credit Card: Please complete the DDR form attached to enrolment form. Transaction fees will be charged
- Direct Debit: Please complete the DDR Solution form attached to enrolment form. Transaction fees will be charged

Childcare Subsidy

Childcare Subsidy (CCS) is available from the Government to reduce your out of pocket expense for childcare. Most families are eligible to receive this fee assistance. Child Care Subsidy will be paid directly Woden Community Service OSHC to reduce the fees you pay.

Families will need to complete an assessment through their online MyGov account to claim CCS. Assessments are based on income and parent/guardian activity level. Families will need to confirm **each** enrolment for **each** service they have booked into on MyGov.

If a family accesses Child Care Subsidy, it is the responsibility of the family to inform the Department of Human Services/Centrelink if and when their financial circumstances change. This can be done online through MyGov.

Customer Reference Numbers (CRNs) are required for each child and parents if claiming CCS. Families will also need to confirm the enrolment through their MyGov account before any CCS can be paid. Families are responsible for providing **both** their child's and the **linked** parents' CRN and dates of birth. CCS cannot be applied to accounts until a successful formal CCSS enrolment is made with DHS.

CCS will be paid for up to 42 absences per year, per child. After using the initial 42 absence days you may use Additional Absences for reasons listed in the CCSS handbook.

Cessation of Care – effect on CCS payment

CCS cannot be paid, including ACCS (Additional Child Care Subsidy) 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. The Department of Human Services automatically adjusts cessation of care every 8 weeks. Your account will be adjusted when there is a cessation of care charge from CCSS. If you have ceased care, the extra will be taken from your bond.

This means if your child is absent on their final booked day of holiday program, full fees will be charged.



Payment:

Accounts are sent to email addresses one week in arrears. All payments are made via Direct Debit/Credit via Debit Success. Fees are payable for every day of your child's enrolment including absences. If your account remains outstanding, enrolment will be cancelled and your account forwarded to a debt recovery agency unless approved alternate arrangements have been made with the child care accounts officer. If a debt is accumulated in any of WCS Children's Services, NO CHILDCARE BOOKINGS WILL BE TAKEN.

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, to arrange collection of the child/ren within an hour of the service closing, we will then contact ACT Care and Protection Services and the Police to take responsibility of your child.

Clothing and Sun Protection:

Children must wear clothing and footwear appropriate for planned excursions and activities.

In line with advice from the Cancer Council and our Sun Smart policy, hats and sunscreen are needed for outside play when the UV level is at or above 2.5. Children without hats will play in covered areas. Sunscreen is provided at the service, please ask the coordinator or see display for the brand used. In the months of June and July children will not be required to wear hats or sunscreen.

Lost property is kept at the service for a week and then taken to a charity.

Food:

It is the responsibility of the parent/guardian to provide a nutritious morning tea and lunch for children attending Holiday Program. Our services provide a nutritious afternoon snack. A daily afternoon tea & special lunch day menus are 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.

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 program. Educators reserve the right to refuse admission to a child they believe is unwell. If a child becomes unwell at the service, families will be notified to collect the child.

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.

Behaviour Guidance:

The standard of behaviour expected of children is similar to that expected at school. We expect 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 service. Please refer to our Behaviour Guidance Policy. 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 in attendance.

Grievances Procedure:

Families are encouraged to communicate any concerns to the program Coordinator as early as is practical. It is WCS's Policy that grievances be resolved within the service 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 Manager, Children's Services and the WCS Executive Director will be contacted. Concerns will be addressed in accordance with WCS's Grievance Resolution Policy and Grievance Resolution Guide for Clients, available at each service. 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 Out of School Hours Care policies and procedures are available to parents/guardians at each service, on the WCS website and on request from the Managers.

Payment Method:

All payments for fees at our services are collected through Debit Success (Direct Debit) only. You will receive regular weekly statements from our Accounts team. Please contact them for queries.

Please Note:

1. Transaction fees are charged for all payments
2. You will be charged by Debit Success a dishonour fee for each declined transaction for insufficient funds.
3. We use a debt collection agency for unpaid accounts.

Debt Collection Procedure

STATEMENT: Your statement will be sent on Wednesday (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 Note: 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 / credit card details have changed.

PAYMENTS. If a direct debit transaction has declined, you will receive an 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 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.

Please note: 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

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 support from a WCS service. 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 will be needed to complete an assessment for a WCS service. You will be asked to take part in an assessment after you sign this form. The assessment will be used to help us find out if WCS is the right service for you or someone you care for.

The assessment will cover things like where you live and any special needs you have.

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 housing or employment agencies. 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.

Using the Casual Booking Calendar

| | |
|---|---|
| Step 1 – Activate or register for My Family Lounge account | <p><i>Existing families:</i> 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.</p> <p><i>New families:</i> register for a My Family Lounge account via the WCS website.</p> |
| Step 2 – Update enrolment form | <p>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 (<i>Please note all phone numbers must be 10 digits long with no spaces, please include area codes for landline numbers</i>).</p> <p>Use the "submit" button to submit the enrolment form to the required service. This form needs to be completed before your child can be booked into the program.</p> <p>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.</p> |
| Step 3 – Open the casual booking calendar | <p>On the desktop site click "add casual booking".</p> <p>On the app select the casual booking calendar.</p> |

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="float: right;"> <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> |
|--|---|

The casual booking calendar will show the availability of all days for the next two weeks.

◀ MARCH 2017 ▶

| 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 | | |

■ Available days

■ Full

■ No program day

■ Casual Book days

■ Scheduled days

■ Absent

Day info for 8/3/2017

Available : 2

Total Room Capacity : 44

Display note :

Book Selected Day

| | |
|--------------------------------|---|
| Making a casual booking | <p>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.</p> |
|--------------------------------|---|

| | |
|---------------------------|--|
| Marking an absence | <p>Select the date of the absence. Click "absent". Save the changes.</p> |
|---------------------------|--|

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