

# Woden Community Service

## Out of School Hours Care



### HANDBOOK

#### Tuggeranong:

<b>Wanniassa OSHC</b> Junior Campus, Sternberg Cres, Wanniassa School		
Before School Care	<b>Location</b> School Hall	0431 899 948
After School Care		
School Holiday Program		

#### Molonglo Valley:

<b>Evelyn Scott OSHC</b> Evelyn Scott School, Bielski Street, Denman Prospect		
Before School Care	<b>Location</b> School Hall	0431 820 289
After School Care		
School Holiday Program		

#### Weston Creek:

<b>Duffy OSHC</b> Duffy Primary School, Burrinjuck Cres, Duffy		
Senior After School Care	<b>Location</b> Play Space	6287 4855
School Holiday Program		0476 849 140
Before School Care	<b>Location</b> Preschool	0434 746 230
Junior After School Care		

#### Woden Valley:

<b>Curtin OSHC</b> Curtin Primary School, Theodore St Curtin		
Before School Care	<b>Location</b> Patterson Hall	6285 4444 0472 820 865
Senior After School Care		
School Holiday Program		
Junior After School Care	<b>Location</b> School Hall	6260 4655 0476 846 570

<b>Garran OSHC</b> Garran Primary School, Gilmore Cres. Garran		
Before School Care	<b>Location</b> School Hall	6281 1169 0417 202 290
Senior After School Care		
School Holiday Program		
Junior After School Care	<b>Location</b> Garran Pre-School	0475 981 777

## Out of School Hours Care

<b>Hughes OSHC</b> Hughes Primary School, Groom St. Hughes		
Senior After School Care	<b>Location</b> School Hall	6281 1192
Before School Care		0472 820 867
Junior After School Care	<b>Location</b> Community Kitchen	0476 817 749
<b>Torrens OSHC</b> Torrens Primary School, Ritchie St. Torrens		
Before School Care	<b>Location</b> Old School Hall	6286 1212
Senior After School Care		0402 228 292
Junior After School Care	<b>Location</b> New School Hall	

## South Canberra:

<b>Red Hill</b> Red Hill Primary School, Astrolabe St. Red Hill		
Before School Care	<b>Location</b> School Hall	6295 2830
Senior After School Care		0472 820 868
School Holiday Program		
Junior After School Care	<b>Location</b> Lower Craft Room	6239 5691 0472 815 236
Minis After School Care	<b>Location</b> Pre-School Room	0436672064
<b>Griffith Preschool OSHC</b> Griffith Bannister Gardens Preschool, Griffith ACT 2603		
Preschool After School Care	<b>Location:</b> Griffith Preschool	0434 692 656

## Gungahlin:

<b>Margaret Hendry OSHC</b> Margaret Hendry School, Sutherland Cres. Taylor		
Before School Care	<b>Location</b> School Hall	0436 816 250
After School Care		
School Holiday Program		

## Belconnen:

<b>Evatt Preschool and OSHC</b> Evatt School, Heydon Crescent, Evatt		
K-6 Before School Care	<b>Location</b> School Hall	0478 837 741
K-6 After School Care		
School Holiday Program		
Preschool	<b>Location</b> WCS Preschool	0434 497 787
Preschool After School Care		
Preschool Before School Care		

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

Enrolment Team	<b>Phone:</b> 02 6147 3318 <b>Email:</b> <a href="mailto:enrolments@wcs.org.au">enrolments@wcs.org.au</a>
Accounts Team	<b>Phone:</b> 02 6147 3315 <b>Email:</b> <a href="mailto:childcareaccounts@wcs.org.au">childcareaccounts@wcs.org.au</a>
Out of School Hours Care Manager	Lisa Healy <b>Phone:</b> 02 6234 6832 <b>Email:</b> <a href="mailto:oshc@wcs.org.au">oshc@wcs.org.au</a>

## Welcome to Woden Community Service (WCS) Out of School Hours Care (OSHC).

We provide educational, inclusive and fun programs that recognise the individual ability and interests of all children.

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 operation:

Preschool *	After School Care*
Monday to Friday 9:00am – 3:00pm Evatt	Monday to Friday 3:00pm – 6:00pm Curtin, Duffy, Evatt, Evelyn Scott, Garran, Griffith, Hughes, Margaret Hendry, Wanniasa Schools
Before School Care*	3:15pm – 6:00pm Red Hill and Torrens Schools
Monday to Friday 7am – 9am at Evelyn Scott, Wanniasa Schools 7:15am – 9:00am at Curtin, Duffy, Garran, Hughes Margaret Hendry Schools 7:30am – 9:00am Evatt School 7:30am – 9:15am Red Hill, Torrens Schools	
School Holiday Program (SHP)**	
8:00am – 6:00pm - Curtin, Duffy, Garran, Red Hill SHP 7:30am – 6:00pm - Margaret Hendry and Evatt SHP 7:00am – 6:00pm – Evelyn Scott, Wanniasa SHP	

\*all services operate on school days only, public holidays and school holidays excluded

\*\* School Holiday programs run throughout ACT school holidays. Please note: a holiday program will be held only at select services during December when the school term ends before 24th December.

# 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.'

### Enrolment:

At Woden Community Service Children's Services, we manage our enrolments and bookings process online through My Family Lounge.

My Family Lounge gives families ownership of their information. This program gives you access to manage your own account information, where you have the ability to make booking requests and complete and submit an online enrolment form for your child. You can add another child to your family account and a desired start date for them, request a change to your child's permanent booking and update any changes to your personal information (i.e.: if you move house, a new phone number).

Once you have set up an account you will put in a booking request for the service, and days required. Our enrolment team will process this request and you will receive an offer for care\* (*\*subject to availability*) *It is important that you do not register if you have previously used any childcare service provided by Woden Community Service. Registering again will create a separate account and will affect your bond, automatic payments, childcare benefits and childcare rebates. Please login through our website widget, this will link your existing account to our Database.*



### Eligibility:

All children attending pre-school to year 6 (kindergarten to year 6 at Torrens) are eligible to attend. 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.

### Bond Payments

The QK Enrol system will take an online payment for your bond. This is a once off 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. For the most up to date bond fee information, please visit our website ([www.wcs.org.au](http://www.wcs.org.au)).

\*Exclusive of third party payment processing fees

## Out of School Hours Care

### Increasing Days of Attendance:

An increase in days can only be approved when there are spaces available. 14 days' notice is required for any booking changes. These requests need to be put through My Family Lounge by editing the booking you are increasing. Additional places must be requested by the 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. These requests need to be put through My Family Lounge by editing the booking you are decreasing. If insufficient notice is given you will still be charged for the remaining days within the notice period.

Cancellations of bookings need to be in writing to [enrolments@wcs.org.au](mailto:enrolments@wcs.org.au) and no other forms of communication for cancellations are accepted. We require 14 days' notice to cancel care.

### Casual Bookings:

Bookings will only be offered when there are spaces available in the service within our licenced capacity. Casual bookings can be made by using My Family Lounge. Casual bookings are charged for non-attendance, unless 24 hours' notice **prior** to the session day is given. If you have made an error in your booking, or require assistance please contact Enrolments on 6147 3318 or email [enrolments@wcs.org.au](mailto:enrolments@wcs.org.au).

### Attendance:

Families are required by law to sign daily on arrival (BSC) and departure (ASC), electronically using our QK Kiosk. 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 and let our enrolments team know.

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.

## Out of School Hours Care

### School Holiday Program:

All children attending Kindergarten to Year 6 are eligible to attend. (Preschool children are eligible to attend at select services). 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 Enrolment Team at [enrolments@wcs.org.au](mailto: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](mailto: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.

WCS School Holiday Programs are 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 prior to a session written notice, or cancellation through the online calendar by 5pm 7 days' prior, 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.**

### Medical Conditions:

Action plans must be provided for all children with allergies, asthma, anaphylaxis, diabetes or severe medical conditions at the beginning of each school year or beginning of the booking. Action plans must remain current throughout their booking with WCS. **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 and review these plans every twelve months.

### Excursions:

Excursions may be internal or external and may incur an additional cost. Parents are notified in advance of excursions. Risk assessments and permission forms will be provided on these occasions.

### School Holiday Program Excursions:

All excursions during Holiday Program are compulsory. Excursions may be internal or external. 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 food/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.

### 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. 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.

## Out of School Hours Care

### Clothing and 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.

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

### Food:

Our services provide a light breakfast at before school care and a nutritious snack for children attending after school care.

Preschool programs – A nutritious lunch is provided at our preschool programs.

School Holiday Program - 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.



Please make sure your child has a water bottle labelled with their name with them each day. These can be filled at the service as needed.

Woden Community Service encourage healthy eating at the service, the guidelines of Feed Australia is used as part of our Nutrition Policy which is embedded in our daily practices

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 **ALLERGY AWARE** 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 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.

## Out of School Hours Care

### 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 service. Please refer to our Interactions 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.

### 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.

Log in: policies

Password: integrity

### 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 service as much as is practically possible. If the outcome is not satisfactory, families may approach the OSHC Manager. If the complaint still cannot be resolved, the Director – Children, Youth and Family and the WCS Chief Executive Officer can be contacted. Concerns will be addressed in accordance with WCS' Grievance Resolution Policy 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.

### 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 services 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 or from our website

<https://www.wcs.org.au/childcare/out-of-school-hours-care>. 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 early childhood professionals we are mandated to report any incidences of suspected child abuse.



## Out of School Hours Care

### 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. For the most up to date fee information, please visit our website ([www.wcs.org.au](http://www.wcs.org.au)).

### Late Fee:

A late fee is charged per child for every 15 minutes or part thereof will be charged for children not signed out by 6:00pm. For updated fees please refer to our [website](#). This charge will be added to your bill and will not attract CCS. 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.

### Search Fee:

It's important that we know your child is safe, so please let us know prior to the session starting if your child is unable to attend for any reason. You can do this via My Family Lounge, or by contacting the Program's Coordinator. When a child fails to turn up to after school care and we have not received notification that a child will be absent, it is the responsibility of the educators to locate the child. This may mean that educators have to search the school grounds, speak with school staff and contact parents to ascertain the child's whereabouts and safety. In this instance, a Search Fee child will apply. Unattended sessions will be charged for and recorded as an absence. Please refer to the website for this charge.

Please note, the school does not inform Out of School Hours Care (OSHC) of a child's non-attendance.

### Accounts and Billing:

Woden Community Services only uses a third party payment provider payment service. All accounts are processed one week in arrears. The flow chart on the following page illustrates the regular payment cycle using the third party payment provider. The notes below provide additional guidance.

### Statements:

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 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.

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 team on 6147 3315, or email [childcareaccounts@wcs.org.au](mailto:childcareaccounts@wcs.org.au).

### NOTES:

#### 1. Child Care Subsidy (CCS)

- CCS is a means-tested payment provided to eligible families.
- 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 14 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://www.education.gov.au/fact-sheet-kit-families-using-child-care-0>

#### 2. Direct Debit Payment

- Transaction fees are charged by the third party payment provider for all transactions using direct debit.
- If your transaction is declined you will be charged a dishonour fee by the third party payment provider, 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

#### 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 14 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: [info@wcs.org.au](mailto:info@wcs.org.au) or write to PO Box 35 Woden ACT 2606 or phone 02 6282 2644.

#### Where can I learn more about privacy?

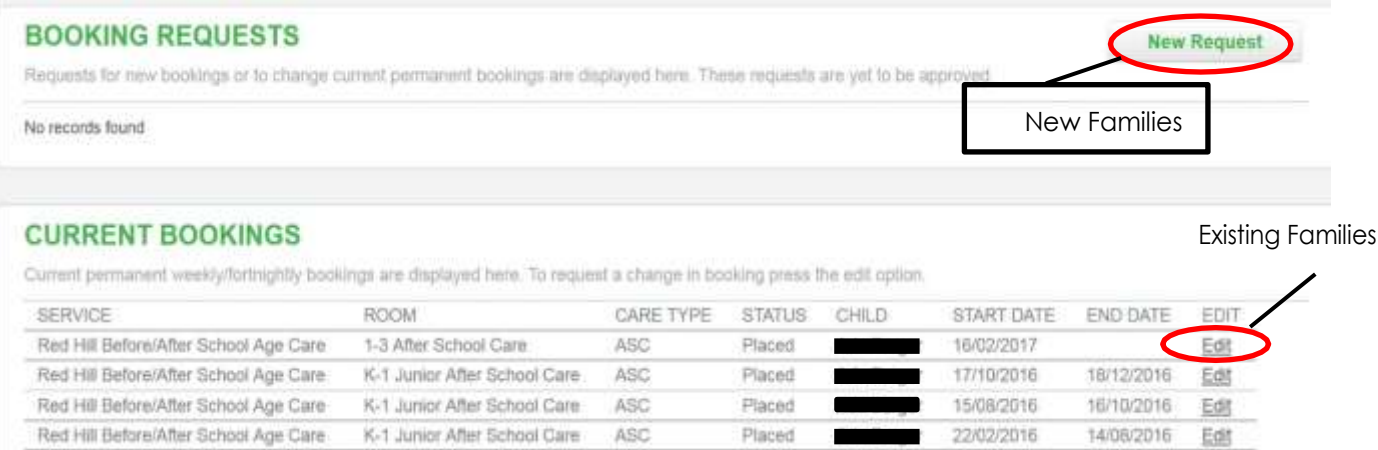
- You can ask your WCS worker.
- Read the WCS Privacy Policy on our website or ask for a copy.
- The Office of the Australian Information Commissioner can also explain your rights to privacy in more detail. Visit [www.oaic.gov.au](http://www.oaic.gov.au) or call 1300 363 992.

### Enrolling via My Family Lounge



<b>Step 1 – Activate or register for My Family Lounge account</b>	<p>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 Child Care Subsidy.</p> <p>New families: register for a My Family Lounge account via the WCS website.</p>
<b>Step 2 – Update enrolment form</b>	<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 (Please note all phone numbers must be 10 digits long with no spaces, please include area codes for landline numbers).</p> <p>Use the "submit" button to submit the enrolment form to the service.</p> <p>This form needs to be completed before your child can be offered a position in the program. We will also require Direct Debit information for each centre enrolled into for payment, which can be found at the end of your enrolment form.</p>



<b>Step 3 – Create a booking request</b>	<p>Existing families: create a booking request by clicking "edit" next to your child's current or previous booking.</p> <p>New families: create a booking request by clicking the "new request" button.</p> <p>This request will then be added to our waitlist so that we may contact you to offer any available positions.</p>
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<b>Step 4 – Accept an offer</b>	<p>You will be sent an offer via email from <a href="mailto:do_not_reply@gikkids.com.au">do not reply@gikkids.com.au</a> 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.</p> <p>If you have not previously used our services, you will be required to pay a bond at this stage.</p> <p>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.</p>
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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 information 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.
	
<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.
<b>Step 4 – Select the day required</b>	The casual booking calendar will show the availability of all days for the next two weeks.  
<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.
<b>Cancelling a casual booking</b>	Select the date of the casual booking. Click “cancel booking”. Save the changes.
<b>Marking an absence</b>	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.	

## Out of School Hours Care

### Current version

<b>Service line   Service area</b>	Child, Youth and Family   Out of School Hours Care	<b>Version</b>	1.4
<b>Owner</b>	Out of School Hours Care Manager	<b>Date of issue</b>	November 2020
<b>Approved by</b>	Lisa Healy	<b>Scheduled review date</b>	Feb 2022

### Modification history (including current version)

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Approved by</b>	<b>Description of changes</b>
1.4	April 2020	Damien Marais, Krysta Cordina	Kate West	Content reviewed, transferred to new format