

Out of School Hours Care Family Handbook

Version: June 2022



Woden Community Service



Acknowledgement of Country

Woden Community Service acknowledges the Ngunnawal people as the traditional owners and custodians of this land and their continuing connection to land and community.

We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land.

We pay our respects to their cultures, ancestors and Elders past, present and future.

Table of Contents

| | |
|---|----|
| Welcome from Our Children's Services Director | 5 |
| Child Safe Organisation: | 5 |
| What do we offer at our Out of School Hours Care Programs: | 6 |
| National Quality Framework: | 6 |
| Our Educators: | 6 |
| Inclusion Support:..... | 7 |
| Positive Behaviour Learning | 7 |
| Policies and Procedures: | 7 |
| Unwell Children: | 7 |
| Clothing and Sun Protection:..... | 7 |
| Nutrition:..... | 8 |
| Excursions:..... | 8 |
| Pre-school and Kindergarten Children: | 8 |
| Injuries and Incidents:..... | 8 |
| Central Office Contacts – Enrolments, Accounts and Enquiries: | 15 |
| How to Enrol with us:..... | 16 |
| Eligibility:..... | 16 |
| Booking Types:..... | 19 |
| Permanent Bookings:..... | 19 |
| Increasing Days of Attendance: | 19 |
| Decreasing or Cancelling Days of Attendance:..... | 19 |
| Booking Roll Over:..... | 19 |
| Casual Bookings:..... | 19 |
| Attendance:..... | 20 |
| School Holiday Program: | 20 |
| Medical Conditions:..... | 20 |
| School Holiday Program Excursions:..... | 21 |
| Fees:..... | 21 |
| Accounts and Billing: | 22 |
| Statements:..... | 22 |
| Payments: | 22 |
| Direct Debit Payment..... | 23 |
| Cessation of Care..... | 23 |
| Service Expectations | 24 |
| PARENTS/GUARDIANS RIGHTS | 24 |

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

Woden Community Service (WCS) has been operating since 1969. Originally focussed on supporting the Woden community, WCS now operates throughout the ACT.

WCS provides services across all age groups and throughout the community, from early learning to aged care services, supporting mental health and wellbeing, responding to homelessness, assisting those living with disability, working with families and young people, engaging communities while supporting those who are vulnerable.

WCS OSHC provide educational, inclusive and fun programs that recognise the individual ability and interests of all children. This handbook 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.

Updates and more information about our programs can be found here: www.wcs.org.au/out-of-school-hours-care

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 from Our Children's Services Director

WCS is committed to delivering quality OSHC programs that allow children to develop their interests, make new friends and have fun. We strive to have environments that are safe, comfortable and that invite children to explore, relax and enjoy.

Our programs are guided by the Early Years Learning Frameworks and My Time Our Place and our educators believe in giving children the opportunity to learn through play while developing life long skills. We welcome feedback and suggestions for our programs and look forward to building partnerships with families so that we can achieve great outcomes together. Educators provide stimulating and positive experiences that help foster self-confidence for all children. All our services are assessed under the National Quality Framework.

Vivienne Gould

Director, Children's Services

Child Safe Organisation:

Woden Community Service (WCS) is committed to upholding the national principles for child safe organisations introduced in response to the findings of the Royal Commission on Child Abuse. Consistent with the national principles, a child is defined as every human being below eighteen years of age.

All areas of WCS, will come together to ensure our practices, policies and procedures place the best interests of children and young people first, and that we are able to respond appropriately.

What do we offer at our Out of School Hours Care Programs:

Educational Program

A copy of the educational program will be displayed at the service and available for families on request.

The approved learning frameworks of “Belonging, Being and Becoming” and “My Time, Our Place” guide curriculum decision-making that contributes to each child’s learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.

Programs are child centred using each child’s current knowledge, strengths, ideas, culture, abilities and interests as the foundation of the program. ACECQA Link [Click here](#)

Families can also view and discuss programming, planning and documentation of children’s learning with the service manager, coordinator or educators.

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. The NQF is an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children. The NQF guides the practice at each of our OSHC services through the National Law and Regulations, the National Quality Standards, an assessment and quality rating process, national approved learning frameworks and monitoring and quality assessment of services by a regulatory authority (Children’s Education and Care Assurance – CECA).

<https://www.acecqa.gov.au/nqf/about>

The principles which guide the NQF are:

- The rights and best interests of the child are paramount
- Children are successful, competent and capable learners
- Equity, inclusion and diversity underpin the framework
- Australia’s Aboriginal and Torres Strait Islander cultures are valued
- The role of parents and families is respected and supported

Best practice is expected in the provision of education and care services. The NQF aims to: Ensure the safety, health and wellbeing of children Improve the educational and developmental outcomes for children Promote continuous improvement in the provision of quality education and care services

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.

Parent Testimonial:

“Hayden is excited to come to afters. Well that says a lot about the quality of the program and staff. You guys rock! Great leadership, great management, great staff and great program. Superb quality.

Hayden said he gets to have healthy food, do arts and crafts, play sports and other activities and you guys are nice to him and he gets to play with his friends”

~Parent at Duffy OSHC

Inclusion Support:

WCS employs an Inclusion Support Officer who liaises with and supports parents, guardians, carers, educators and children with additional needs to gain the most out of their time and experience at a WCS service.

An inclusive approach for your child means:

- All educators will know your child and can respond to their needs, strengths and interests throughout the day.
- Opportunities will be provided for your child to fully engage with their peers and all aspects of the program.
- Children with high support needs are seen by others and themselves as capable and independent, encouraging social inclusion among their peers.

If you have any questions feel free to email our Inclusion Support Officer on Inclusion@wcs.org.au

Parent Testimonial:

A heartfelt THANK YOU for your time to get to know Aaron. I felt so calm and comfortable hearing inclusion in your every word and consideration. The world, especially people living with disability, need more of you. My energy levels are completely depleted and couldn't have handled another rejection for Aaron - and your offer of support couldn't have come at a better time for us. I had tears in my eyes when I hung up on the call - this means a lot to Aaron and I, i.e. Aaron can access a socially inclusive service in the community and I can get back to reasonable work hours. THANK YOU for helping us breathe easier." ~ Gayathri, Parent at Curtin OSHC

Positive Behaviour Learning

WCS works in close partnerships with schools to implement positive behaviour learning (PBL). PBL is framework that encourages everyone to work collaboratively to create a safe and supporting learning environment for all students. The framework includes clear expectations and rules that use positive language to encourage the behaviour that is desired.

Educators will use positive strategies to assist and encourage children to make decisions for themselves and will provide opportunities for independence and self-regulation.

Policies and Procedures:

All Children's' Services policies and procedures are available to parents/ guardians at each service, on our website (see links) and on request from the Managers and/or coordinators.

Children's Services: www.wcs.org.au/services/children-services/childrens-services-policies/

WCS wide policies: www.wcs.org.au/about-us/policies-publications/

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 as soon as practicable.

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 3.00 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.

During the winter months due to the low UV levels, children will not be required to wear hats or sunscreen.

Nutrition:

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

Preschool programs – A nutritious morning and afternoon tea is provided at our preschool programs. Families need to provide a nutritious lunch for their child attending 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.

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.

Pre-school and Kindergarten Children:

Pre-school children are collected from their classrooms by an educator throughout the year. Kindergarten children will be collected 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. An ambulance will be called to transport the child to hospital, where deemed necessary. When a child is transported by ambulance and the parent/guardian is not with the child, they will be accompanied by an educator. 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.

Parent Testimonial:

"I would like to thank you very much for everything as my son Pepi has really enjoyed his time at before school care at Wanniasa, thank you so much for that!

Thanks Damien. We have been very pleased with the services of WCS since 2010 for two of our boys. I thank all the staff who do an amazing job looking after the kids"

~ Paula, Parent at Wanniasa

Providing feedback and making complaints:

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 Service's 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.

Contact details for services are provided further down.

WCS values any feedback or complaints you have about our services. This will help us to keep improving our service to you and the community.

Your rights: Anyone who has a comment, complaint or concern about WCS has the right to have the matter dealt with fairly and promptly, without fear of reprisal.

Your privacy: We will protect the confidentiality of all information around your complaint, only sharing as needed to be able to respond to you.

You can make a complaint without giving your name, although this means we will not be able to respond to you.

What to do: If you have any feedback or complaints, please contact the Service Coordinator in the first instance, if you feel comfortable to do so.

If you do not feel comfortable contacting the area, or are not happy with their response, you can contact WCS directly.

You can provide feedback or make a complaint in the way you prefer:

- in writing (PO Box 35, Woden, ACT, 2606)
- via email to the Privacy and Complaints Officer (privacy@wcs.org.au)
- via telephone (6282 2644).

<https://www.wcs.org.au/contact-us/provide-feedback/>

Partner with us: We have opportunities for service users to engage with us to design and improve our services. If you would like to get involved, email engage@wcs.org.au.

Children's Education and Care Assurance (CECA)

Scope: concerns about education and care services operating in the ACT, including outside school hours care and early learning centres.

Contact: telephone (6207 7581 or 6207 1114) or email (complaintsCECA@act.gov.au).

Woden Community Service (WCS) privacy and confidentiality statement

WCS collects personal information about you and the children in your care so we can provide services. We do this under the Privacy Act 1988 and other relevant legislation.

We will ensure the personal information you provide to us remains secure and is used only for the purposes for which we collect it. We will not share information without your consent unless required under law, or to prevent a serious threat to life, health or safety.

You can request to see the personal information we hold about you and ask for it to be corrected if you think it is not accurate. You can also make a complaint if you think we have breached your privacy. To do this, you can raise this with any WCS staff member or contact the WCS Privacy and Complaints Officer (privacy@wcs.org.au).

Further information is available in our full Privacy Policy, available on our website (www.wcs.org.au/privacy-policy), or on request from a WCS staff member.

WCS may disclose personal information or information relating to children in my care as listed in family enrolment forms to Services Australia/Department of Education, Skills and Employment (DESE) for analysis and management of Australian Government programs.

Personal information or information relating to children as listed in the enrolment form may be disclosed to ACECQA (National Childcare Regulatory Authority) and Children Education and Care Authority (CECA, ACT regulatory authority) for analysis and management of Australian Government and ACT Education Directorate programs.

Consent for disclosure of personal information is collected upon formal enrolment with WCS Out of School Hour Care Services.

Parent Testimonial:

"I am writing this email to appreciate and thanks for your and your teams efforts to look after wellbeing of children/students in your after-school hours care program. You and your whole team are brilliant and very dedicated towards care as well as towards the education of children in after-school care.

I personally feel very safe in sending my children to your after-school hour care."

~ Jaswinder, Parent at Evelyn Scott

Where do we offer Out of School Hours Care (OSHC) Programs?

Woden Valley:

| Curtin OSHC | | | | |
|---|--------------------|----------------|------------------|---------------------------|
| Curtin Primary School, Theodore St Curtin | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Preschool – Year 6 | Patterson Hall | 7:00 am – 9:00am | 6285 4444 0472 820 865 |
| Senior After School Care | Year 3 – Year 6 | | 3:00 pm – 6:00pm | |
| School Holiday Program | Preschool – Year 6 | | 8:00 am – 6:00pm | |
| Junior After School Care | Preschool – Year 2 | School Hall | 3:00 pm – 6:00pm | 0476 846 570 |

| Garran OSHC | | | | |
|---|--------------------------|-------------------|------------------|---------------------------|
| Garran Primary School, Gilmore Cres. Garran | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Kindergarten – Year 6 | School Hall | 7:15 am – 9:00am | 6281 1169 0417 202 290 |
| Senior After School Care | Year 1 – Year 6 | | 3:00 pm – 6:00pm | |
| School Holiday Program | Kindergarten – Year 6 | | 8:00 am – 6:00pm | |
| Junior After School Care | Preschool – Kindergarten | Garran Pre-School | 3:00 pm – 6:00pm | 0475 981 777 |

| Hughes OSHC | | | | |
|---|-----------------------|-------------------|------------------|---------------------------|
| Hughes Primary School, Groom St. Hughes | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Kindergarten – Year 6 | School Hall | 7:15 am – 9:00am | 6281 1192 0472 820 867 |
| Senior After School Care | Year 2 – Year 6 | | 3:00 pm – 6:00pm | |
| Junior After School Care | Preschool – Year 1 | Community Kitchen | 3:00 pm – 6:00pm | 0476 817 749 |

| Lyons OSHC Lyons Early Childhood School, 38 Tarraleah Cres, Lyons | | | | |
|--|--------------------|-------------|------------------|----------------|
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Preschool – Year 2 | School Hall | 7:30 am – 9:00am | 0437 112 788 |
| After School Care | Preschool - Year 2 | | 3:00 pm – 6:00pm | |
| School Holiday Program | Preschool – Year 2 | | 3:00 pm – 6:00pm | |

| Torrens OSHC Torrens Primary School, Ritchie St. Torrens | | | | |
|--|-----------------------|-----------------|------------------|----------------|
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Senior After School Care | Year 3 – Year 6 | Old School Hall | 3:15 pm – 6:00pm | 0402 228 292 |
| Before School Care | Kindergarten – Year 6 | New School Hall | 7:30 am – 9:15am | |
| Junior After School Care | Kindergarten – Year 2 | | 3:15 pm – 6:00pm | |
| School Holiday Program | Kindergarten – Year 6 | | 8:00 am – 6:00pm | |

Weston Creek:

| Duffy OSHC Duffy Primary School, Burrinjuck Cres, Duffy | | | | |
|---|--------------------------|------------|------------------|----------------|
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Preschool – Year 6 | Preschool | 7:15 am – 9:00am | 0434 746 230 |
| Junior After School Care | Preschool – Kindergarten | | 3:00 pm – 6:00pm | |
| Senior After School Care | Year 1 – Year 6 | Play Space | 3:00 pm – 6:00pm | 6287 4855 |
| School Holiday Program | Preschool – Year 6 | | 8:00 am – 6:00pm | 0476 849 140 |

Molonglo Valley:

| Evelyn Scott OSHC | | | | |
|--|--------------------|------------|------------------|----------------|
| Evelyn Scott School, Bielski Street, Denman Prospect | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Preschool – Year 6 | School Gym | 7:00 am – 9:00am | 0431 820 289 |
| After School Care | Preschool – Year 6 | | 3:00 pm – 6:00pm | |
| School Holiday Program | Preschool – Year 6 | | 7:00 am – 6:00pm | |

Belconnen:

| Evatt Preschool and OSHC | | | | |
|--------------------------------------|----------------------------|------------------------|------------------|----------------|
| Evatt School, Heydon Crescent, Evatt | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Kindergarten – Year 6 | School Hall | 7:00 am – 9:00am | 0478 837 741 |
| After School Care | Kindergarten – Year 6 | | 3:00 pm – 6:00pm | |
| Preschool Before School Care | Preschool | WCS Preschool Building | 7:00 am – 9:00am | 0434 497 787 |
| Preschool After School Care | Preschool | | 3:00 pm – 6:00pm | |
| Preschool | 3year olds – Preschool Age | | 7:00 am – 6:00pm | |
| School Holiday Program | Preschool – Year 6 | School Hall | 7:30 am – 6:00pm | 0478 837 741 |

South Canberra:

| Griffith Preschool OSHC | | | | |
|--|-------------|--------------------|------------------|----------------|
| Griffith Bannister Gardens Preschool, Griffith | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| After School Care | Preschool | Griffith Preschool | 3:00 pm – 6:00pm | 0434 692 656 |

| Red Hill OSHC | | | | |
|---|--------------------------|------------------|------------------|---------------------------|
| Red Hill Primary School, Astrolabe St. Red Hill | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Preschool – Year 6 | School Hall | 7:30 am – 9:15am | 6295 2830 0472 820 868 |
| Senior After School Care | Year 1 – Year 6 | | 3:15 pm – 6:00pm | |
| School Holiday Program | Preschool – Year 6 | | 8:00 am – 6:00pm | |
| Junior After School Care | Kindergarten – Year 1 | Lower Craft Room | 3:15 pm – 6:00pm | 0472 815 236 |
| Minis After School Care | Preschool - Kindergarten | Pre-School Room | 3:00 pm – 6:00pm | 0436 672 064 |

Gungahlin:

| Margaret Hendry OSHC | | | | |
|---|--------------------|---------------------------------|------------------|----------------|
| Margaret Hendry School, Sutherland Cres. Taylor | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Junior Before School Care | Preschool – Year 1 | Preschool Demountable Classroom | 7:00 am – 9:00am | 0436 816 250 |
| Junior After School Care | Preschool – Year 1 | | 3:00 pm – 6:00pm | |
| Senior Before School Care | Year 2 – Year 6 | Community Hub | 7:00 am – 9:00am | |
| Senior After School | Year 2 – Year 6 | | 3:00 pm – 6:00pm | |
| School Holiday Program | Preschool – Year 6 | | 7:30 am – 6:00pm | |

Tuggeranong:

| Wanniassa OSHC | | | | |
|---|--------------------|-------------|------------------|----------------|
| Wanniassa School Junior Campus, Sternberg Cres, Wanniassa | | | | |
| Program | Year Levels | Location | Operation Hours | Contact Number |
| Before School Care | Preschool – Year 6 | School Hall | 7:00 am – 9:00am | 0431 899 948 |
| After School Care | Preschool – Year 6 | | 3:00 pm – 6:00pm | |
| School Holiday Program | Preschool – Year 6 | | 7:00 am – 6:00pm | |

*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.

Central Office Contacts – Enrolments, Accounts and Enquiries:

Enrolment Team

Phone: 02 6147 3318

Email: enrolments@wcs.org.au

Accounts Team

Phone: 02 6147 3315

Email: childcareaccounts@wcs.org.au

Out of School Hours Care Managers

Damien Marais

Phone: 02 6147 3327

Samantha Reeves

Phone: 02 6234 6831

Amie Arthur

Phone: 02 6221 9502

Email: oshc@wcs.org.au



How to Enrol with us:

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) Our services are managed through waitlists, once you apply for days through my family lounge you will be placed on the waitlist. These waitlists are regularly reviewed and families are contacted once a place becomes available. If you wish to no longer be on a particular centre's waitlist then you can remove yourself by logging in to My Family Lounge and deleting the booking/waitlist request.

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, automatic payments and childcare subsidy payments. 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.

Some services do not accept pre-schoolers to Before School Care

Community Partner Testimonial:

I'm writing to you to acknowledge the outstanding customer service of two Woden Community Service staff members. The evidence is very clear that childcare is a protective factor for many of our vulnerable families. Damien, Enrolment Supervisor and Vivian, Enrolment Coordinator, work very hard to remove any barriers to accessing education and care for our families with complex needs. They are both solutions focussed, approachable, non-judgemental, flexible, show respect and empathy and have the best interest of the child at the centre of everything they do. I would like to take this opportunity to thank Damien and Vivian for the outstanding job they do. They are making a real difference in the lives of many children who may otherwise be unable to attend education and care."

~Donna, Community Referral Organisation

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 Child Care Subsidy.

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 Direct Debit information for each centre enrolled into for payment, which can be found at the end of your enrolment form.

| 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 | X | 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

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 | 14/06/2016 | Edit |

Step 4 – Accept an offer

You will be sent an offer via email from [do not reply@qikkids.com.au](mailto:do_not_reply@qikkids.com.au) 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 | |
|---|--|
| Step 1 – Activate My Family Lounge account and update enrolment form as outlined above | Your child must have a completed enrolment form, Direct Debit information and the 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. |
|  | |
| Step 3 – Select the child, service and room | 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. |
| Step 4 – Select the day required | The casual booking calendar will show the availability of all days for the next two weeks.  |
| 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. | |

Booking Types:

We currently offer permanent and casual bookings for our before and after school care programs. Permanent bookings are guaranteed places that are in place week to week each term and roll over to each school year. Casual bookings are ad hoc bookings as needed, however are not guaranteed to be available. Our School Holiday programs are offered on a casual bookings basis only which families will book into during each term.

Permanent Bookings:

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.

WCS make NO provision for "make up" or replacement days, As outlined in the Enrolment terms and conditions, all fees must be paid for days between Monday and Friday including public holidays and any absenteeism. Substitute days are not provided if your child misses attending on a scheduled day for any reason.

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 and **no** other forms of communication for cancellations are accepted. We require 14 days' notice to cancel care.

Booking Roll Over:

WCS manages an automatic booking roll over each year where family bookings with Before School Care and After School Care continue each term and into the new school year. From August, each year WCS commences the "Roll over period" which will be emailed out to families with information on the process and dates for each service. During the roll over period, existing families will have the opportunity to increase, decrease, enrol into services and cancel their bookings as needed for the following school year. The same notice period and cancellation terms will apply. Children attending Early Childhood Schools and finishing year 6 will have their bookings automatically cancelled at the end of the school year and their School Holiday Program access from the end of January of the year they will attend high school. Our enrolments team will confirm these dates and CCS information in writing to your email with important dates.

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 notice is given by 2pm the **day prior** to the Before and After School Care booking. If you have made an error in your booking, or require assistance please contact Enrolments on 6147 3318 or email 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.

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, 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.

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.

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.

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).

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 is 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 uses a third-party payment provider payment service. All payments are processed two weeks in advance, with any eligible CCS being estimated by a CCSS approved software system. The notes below provide additional guidance.

Statements:

Your statement will be sent fortnightly on Wednesdays. The statements cover a five-week period, with the prior two weeks being included for CCS payment transparency purposes. Payments are collected fortnightly on Thursdays 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 see attached example statement (included in your welcome pack) for more details in understanding your fortnightly statements.

Please contact an Accounts officer by 11:00am 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, payment will be reattempted the following week. You will receive a text message and email prior to the second attempt. If the subsequent attempt also declines, you will be contacted again and have until 5pm (Close of Business) on the Friday of that week to contact an Accounts Officer to make full payment or complete a signed payment agreement

Parent Testimonial:

"Thanks for taking the time to explain that part of CCS policy, it can be so confusing!" ~ Parent at Lyons ELC

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.

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.
- Payments in advance will have an estimated CCS figure applied via an approved software system which links directly to the governments CCS system.
- 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. (Previously 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://www.servicesaustralia.gov.au/child-care-subsidy>
- <https://www.dese.gov.au/early-childhood/help-paying-child-care>

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.dese.gov.au/early-childhood/resources/child-care-provider-handbook>
- 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.

Service Expectations

WCS responsibilities

What you can expect from WCS – we will:

- treat you in a non-judgmental manner, with dignity and respect
- provide flexible and responsive services based on your needs, strengths and perspectives
- provide you with up-to-date information on supports in the community
- deliver services safely and minimise risks around spread of infectious disease, using infection control practices and vaccination for staff, where appropriate
- keep your personal information confidential, only sharing it with your consent – and you can withdraw consent at any time.
- give you access to your personal information on request
- involve you in planning the services you receive
- provide access to our policies and procedures
- encourage you to provide feedback – positive or negative – on our services.

PARENTS/GUARDIANS RIGHTS

- Courteous and respectful service.
- A safe, secure, stimulating environment for their children.
- To be provided with adequate information in order to make a decision about service delivery.
- To have an avenue to provide feedback on the service and have their complaints managed in a positive and non-judgmental manner. (See Page)
- To provide input into the Service.
- To participate in the Services activities i.e. social events, fundraising, parents/guardians information meetings.

PARENTS/GUARDIANS RESPONSIBILITIES

- Treat WCS staff, children, students, volunteers and other families with respect and courtesy.
- Maintain confidentiality.
- Maintain open communication with educators for the benefit of their children.
- Ensure details of their children are current.
- Pay childcare fees when due.
- Ensure children arrive and depart during operating hours.
- Provide comment and feedback with regard to the service.

PARENTS/GUARDIANS CONSENT

WCS will seek written consent during the enrolment process or as needed for the following:

- emergency treatment (see section on Injuries and Incidents)
- administration of medication
- persons authorised to collect the child
- any regulated excursion undertaken at the service.
- photography and social media.

 **Woden Community Service**

Discover more



enrolments@wcs.org.au



02 6147 3318



wcs.org.au

