

Lollipop Early Learning Centre Family Handbook

Version: July 2023



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.

Woden Community Service

Lollipop Early Learning Centre

HANDBOOK

26 Corinna Street Woden ACT 2606

Lollipop Centre Manager, Nishi Chatley	6234 6817 0438 219 649 lollipop@wcs.org.au
-------------------------------------------	---------------------------------------------------------------------------------------------

Lollipop Assistant Manager, Shaveta Kapoor	6234 6817 0438 401 329 lollipop@wcs.org.au
-----------------------------------------------	---------------------------------------------------------------------------------------------

Early Childhood Manager, Amie Arthur	0403 090 156 amie.arthur@wcs.org.au
-----------------------------------------	------------------------------------------------------------------------------------

Chen Xi (Nursery Room)	02 6234 6806
------------------------	--------------

Amarco (Toddler Room)	02 6234 6807
-----------------------	--------------

Tamariki (Preschool Room)	02 6234 6808
---------------------------	--------------

Enrolment Team:	6147 3318 enrolments@wcs.org.au
-----------------	-------------------------------------------------------------------------------

Occasional Care bookings	occasionalcarebookings@wcs.org.au
--------------------------	------------------------------------------------------------------------------------------

Accounts Team:	6147 3315 csaccounts@wcs.org.au
----------------	-------------------------------------------------------------------------------

Lollipop Early Learning Centre receives funding from the Community Service Directorate through Office of Children, Youth and Family Support.

TABLE OF CONTENTS

WELCOME.....	6
WELCOME TO WODEN COMMUNITY SERVICE (WCS)	6
WELCOME FROM OUR EXECUTIVE MANAGER, CHILD YOUTH AND FAMILY	7
CHILD SAFE ORGANISATION	7
LOLLIPOP EARLY LEARNING CENTRE PHILOSOPHY	7
AIMS	8
OUR SERVICE	8
SERVICE OUTLINE	8
PROGRAM AND TEACHING PRACTICES	8
GETTING STARTED AT LOLLIPOP	9
ORIENTATIONS AND SETTLING IN.....	9
RITUALS AND SEPERATION ANXIETY	9
WHAT TO BRING	9
Food	Error! Bookmark not defined.
Childrens belongings.....	10
Clothing and Footwear	10
NAPPIES	10
OPERATIONS.....	10
CAPACITY AND RATIOS	10
OPENING HOURS	11
ARIVAL AT THE CENTRE AND SIGNING IN AND OUT	11
EARLY ARIVAL	11
COLLECTION OF CHILDREN BY FAMILY AND FRIENDS	11
ENROLMENT.....	12
Priority of Enrolment:.....	12
Long day care bookings	12
Permanent Bookings:	12
Occasional care bookings.....	13
Booking Roll Over:	14
ABSENCES	14
HOW TO ENROL VIA MY FAMILY LOUNGE	15
FEES AND CHARGES	16
Fees.....	16
Late fees	16
Childcare Subsidy.....	16
Cessation of Care – effect on CCS payment	16
ACCOUNT BILLING	17
Statements:.....	17
Payments:	17
BOOKING PROCEDURE AND FEE AGREEMENT.....	18
Changes to bookings.....	18
Fee payment.....	18
summary of Child care subsidy and direct debit:	18
EVERYDAY BEST PRACTICE.....	19

RECORD KEEPING	19
CHILD PROTECTION	19
INCIDENTS.....	19
EMERGENCY DRILLS - EVACUATIONS AND LOCK DOWNS	20
NATIONAL QUALITY FRAMEWORK.....	20
SUNSMART	20
HEALTH	21
IMMUNISATIONS	21
ILLNESS AND INFECTIOUS DISEASES.....	21
MEDICATION	22
ASTHMA AND ANAPHYLAXIS.....	22
HYGIENE.....	23
SAFE SLEEPING	23
ENCOURAGING POSITIVE BEHAVIOURS	24
EXCURSIONS AND EVENTS	24
PRIVACY AND CONFIDENTIALITY STATEMENT	25
COMMUNITY AND COMMUNICATIONS	26
FAMILY AND EDUCATOR COMMUNICATIONS	26
FAMILY PARTICIPATION	26
BIRTHDY CAKES AND CELEBRATIONS	26
INCLUSIVE PRACTICES AND SUPPORT	26
WCS RESPONSIBILITIES	27
PARENTS AND GUARDIANS RIGHTS	27
PARENTS AND GUARDIANS PRESRESPONSIBILITIES.....	27
PARENTS AND GUARDIANS CONSENT	27
SHARING YOUR EXPERIENCE	28
Feedback	28
Complaints	28
TRANSLATION INFORMATION	29

Parent Testimonial:

"[Our daughter] said she was always made to feel welcome. We appreciated everyone's efforts at creating fun learning opportunities for her. We know lots of people have struggled with this pandemic but all the Lollipop staff have been business as usual and they have reduced the stress and impact this has had on our family," ~Parent at Lollipop ELC

WELCOME

WELCOME TO WODEN COMMUNITY SERVICE (WCS)

Woden Community Service (WCS) has been operating since 1969. Originally focused 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 Lollipop Early Learning Centre 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:

<https://www.wcs.org.au/early-learning-centres>



WELCOME FROM OUR EXECUTIVE MANAGER, CHILD YOUTH AND FAMILY

WCS is committed to delivering quality Early Learning 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 our educators believe in giving children the opportunity to learn through play while developing lifelong 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

Executive Manager, Child, Youth and Family

CHILD SAFE ORGANISATION

Woden Community Service 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.

LOLLIPOP EARLY LEARNING CENTRE PHILOSOPHY

We aim to provide environment to the children which is safe, secure and loved, as they deserve respect regardless of their differences. We promote a welcoming and sustainable spaces, and strive to build respectful and caring relationships between our educators, children, families, the community, and the environment. We purposefully providing an inclusive environment that allows children to have a say in matters and decisions that affect them. We believe in celebrating everyone's differences, thoughts and beliefs. We also acknowledge the traditional owners of the land we live and work on, the Ngunnawal people. We aim to respectfully incorporate components of Indigenous culture into our curriculum and learning environments. We rely on critical reflection and investigation to embrace quality improvement as an everyday practice.



Reviewed - Dec 2022

AIMS

To provide a child care service which adheres to the National Quality Framework including the [National Law and Regulations](#).

- To provide a program that encourages every child to feel they belong, and encourage them to work towards who they may become.
- To recognise, respect and respond to the feelings and needs of each child and parents/guardians within the context of the program.
- To provide a program which includes all children, and which develops children's additional skills through new experiences and stimulating activities.
- To provide a supportive and caring environment for all within the centre.
- To maintain a safe and healthy physical environment.

OUR SERVICE

SERVICE OUTLINE

Lollipop Early Learning Centre (Lollipop) is a community based, not-for-profit centre providing care for children from birth to five years. We strive to provide a service that meets the needs of families through offering long day care, preschool and wrap around care and flexible occasional care places. Lollipop is licensed for 60 places per day and operates 51 weeks of the year with a one week shut down between Christmas and New Year. We are not open on public holidays.

PROGRAM AND TEACHING PRACTICES

A program based on the Early Years Learning Framework (EYLF) 'Belonging, Being and Becoming' is organized to encompass the needs, interests, and developmental stage of each child. Lollipop implements the principles of the Resources for Infant Educators (RIE) and Pikler approach, not only within the infant and toddler spaces, but throughout the whole centre. We recognise routines as "care moments", and see these as rich learning opportunities for children. We not only respect children, we demonstrate our respect every time we interact with them. Respecting a child, to us means treating even the youngest infant as a unique human being.

The preschool program provides a play-based literacy and numeracy program in order to prepare the children for formal school. We also run Early Learning Language Australia (ELLA) program, which covers 13 languages to learn, and Lollipop's 3 – 5-year-olds are learning Chinese, Hindi and French.

Our programs are supported through child led inquiry-based activities. Documentation is recorded to support all Children's progress in our program through written, photographic and verbal observations of your child. These are evaluated and included in programs displayed on the learning space wall. regular reflections on your child will be sent through the programming app so you can be involved in their learning journey while with us. This app also will be used to send a monthly individual learning journey for your child.

Parents/guardians are invited to contribute to the planning process. Parents/guardians are encouraged to read and sign acknowledgement of planned experiences for your child, either by commenting through the programming app or speaking to your educators.

GETTING STARTED AT LOLLIPOP

ORIENTATIONS AND SETTLING IN

All families are required to complete orientation before commencing care. Orientations are an important part of a successful transition for your child. When your child is involved with both Educators and Family members working together during critical times of their life they are more likely to feel safe and secure in their new environment.

Parents/guardians are encouraged to visit Lollipop Early Learning Centre with your children before an offer is finalised. Once you have accepted your place, please contact our Centre Manager on 02 6234 6817 or 02 6234 6886 to arrange orientation times.

We offer up to three orientations for new families. Once your orientation is complete, please arrange/confirm your start date with the centre. You will set up a 4 digit security pin code to enter the main doors and into the centre for pick up and drop off.

RITUALS AND SEPERATION ANXIETY

We all know new experiences can be overwhelming for young children. The transition to childcare, or changing to a new centre, can be emotional for both children and their families. Lollipop Early Learning offers orientations for all families and understands that each child's transition into the service may be different. This process allows each child time to become familiar with the environment and for your family to build secure and trusting relationships with our educators. Our educators want your child to look forward to coming in each day.

To ease transitions for your child, Educators endeavour to comfort all children through co-regulation strategies, and will keep you updated on how your child is settling in.

We recommend you plan extra time to settle your child on their first day. You're welcome to sit with your child as they become comfortable, joining them in the first activity of the day. Communicate with staff and your child about what time you will return – this way, your child can begin to connect your regular pick-up time to their daily routine. Please don't hesitate to call to see how your child has settled.

If you feel your child is not settling well, please discuss with your room leader or the manager for different techniques or strategies to support your family needs. The Educators will assist you in planning a thoughtful and considerate transition to care.

Being consistent and in a routine is vital to assist children with separation anxiety. It is important that Children have attachment with the Carers and Educators before they feel "Safe" with us to be left. Some Anxiety is normal during early childhood. It reflects the child's attempts to hold on tight to what feels safe and will settle as the child gains confidence. It's important you always return when you say you will or – if you are running late – you let the centre know so that educators can reassure your child and always say goodbye.

WHAT TO BRING

Food:

Parents/Guardians are required to supply nutritious food for your children as per our nutrition policy. Lollipop Early Learning Centre is an allergy aware service. **Please speak with our Centre manager in regards to prohibited food.**

Please do not bring fish to be re-heated. This is in line with an ACT Health Department guideline.

Children are required to bring a piece of fruit or vegetable each day for the group to share. The centre provides morning tea and afternoon tea to all children.

Children are offered water to drink at meal and snack times and throughout the day.

PLEASE NOTE: Fizzy drinks, sweets and lollies, cakes and fast foods, such as McDonald's, are not acceptable in the centre and will be returned.

Children will be seated at all times while eating and drinking for health and safety reasons.

Educators are encouraged to sit and eat with the children to model healthy eating habits.

Please discuss with educators any special dietary needs your child might have, e.g. allergies. Parents/Guardians are responsible for the food you provide for your child. All food that requires re-heating must be supplied in a microwave safe container, and the contents must be written on the container, along with your child's name and the date.

CHILDRENS BELONGINGS

Please label all your children's belongings. The centre is not responsible for lost belongings. Named security toys and blankets can be brought to the centre as they are important for your child's sense of belonging and comfort. Please leave **non-security** toys at home. These may be lost, or broken, or cause upset if children expect the owner to share. The Centre will provide a range of age appropriate toys for children to play with that will be familiar to children which will provide a sense of belonging and comfort.

We understand that some children may need 'comfort' items. If your child has a comfort item, please ensure it is clearly labelled with your child's name and that their educator is aware of it. Our service and educators will not accept responsibility for the care of any personal items.

CLOTHING AND FOOTWEAR

Clothing for outdoors must be appropriate to the weather conditions and Sun Safety procedures, such as jackets for winter and shirts with sleeves for summer.

Appropriate footwear is necessary for the protection of feet. Thongs, flip flops or shoes without backs are not suitable or stable for children's play. To assist in the healthy development of the musculature of the children's feet, we encourage shoe-free times during the day. Some activities may also require NO footwear. Children must have appropriate footwear available at all times.

NAPPIES

Lollipop Early Learning Centre provides nappies for all children that use our service. If you choose to not to use provided nappies, then we ask that you provide at least 5 nappies per day. Please note that your fees will not be reduced if you provide your own nappies.

Cloth nappies may be used; we have separate procedures for supporting families to use Cloth nappies. if you wish to use cloth nappies please ensure you discuss this with the Lollipop manager before commencing care.

OPERATIONS

CAPACITY AND RATIOS

Lollipop Early Learning Centre is a part of Woden Community Service, is licensed by the ACT Education Directorate, and receives operational funding from the ACT Community Services Directorate, in order to provide assistance for children or families presenting in crisis or with high needs.

Lollipop Early Learning Centre has been rated and assessed under the National Quality Framework (NQF), and is an approved provider for the Australian Governments Child Care Subsidy (CCS).

Lollipop Early Learning Centre is licensed to care for 60 children at any time, each room has its own capacity, Identified in the table below

Room	Number of Places	Age Group
Nursery	16	0-2 years
Toddler	15	24 months – 3 years
Pre-School	29	3 years – school age

* Allocations and numbers are subject to change with consideration of children's needs.

OPENING HOURS

Lollipop is open Monday to Friday 7.30am till 6pm

The Centre operates Monday to Friday for 51 weeks of the year.

Lollipop Early Learning Centre is closed between Christmas Day and New Year's Day. The Centre re opens on 2nd January, if this falls on a work day. No fees are charged during this time.

ARIVAL AT THE CENTRE AND SIGNING IN AND OUT

- To ensure CCS payments are processed correctly, parents/guardians must confirm on the tablet when your child has been dropped off/collected by an authorised agent, as stated on the enrolment form.
- Sign in and out by using the tablets located in the reception area at Lollipop or inside the main Lollipop door. The tablets use the system called QikKids Kiosk. Please do not share your personal PIN with anyone else. Every person nominated or authorised on your child's enrolment to collect your child will have their own PIN automatically linked to their personal phone number.
- When entering each room please assist your children to wash and dry their hands.
- On arrival please assist your children to apply sunscreen so that we can work together in meeting SunSmart guidelines in Australia.
- Please talk with educators about any particular needs your child may have for each day
- Saying goodbye to your child supports their understating of their routine, you can also let them know what time you will return to build their awareness that you will be returning.
- We encourage mothers who are breastfeeding to come at any time to breastfeed their child, please discuss your individual needs with the Educators Whenever possible, a quiet place will be made available for you to feed your child

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.

EARLY ARRIVAL

Due to insurance and staff to child ratio requirements, parents and children are not to enter the Centre before 7.30am, Please understand this when Educators do not allow entry before this time.

COLLECTION OF CHILDREN BY FAMILY AND FRIENDS

It is important that Lollipop know who will be collecting your children to ensure they are going home with an authorised and safe person. If someone not on the enrolment form will be collecting your children you are required to notify Educators in Writing including their full name and a contact number for the day. They will need to bring photo ID to be able to collect your child,

The authorised person will also have to show a photographic identification, e.g. driver's license, to be able to collect your child.

Authorised contacts can also be added through your child's enrolment form on My Family Lounge. Please also email any changes to contact details to enrolments@wcs.org.au to ensure new contact details are linked to QK Kiosk to enable a smooth pick up.

ENROLMENT

To enrol your child/ren at Lollipop, we ask you to visit our website at www.wcs.org.au and follow the links to "My Family Lounge". Families are required to register and complete the Request for Care. Positions will be offered via email from do_not_reply@qikkids.com.au.

Please be aware that if you would like to remain on our waitlist after you have been offered child care on certain days, you will need to re-apply on "My Family Lounge". Vacancies may occur throughout the year when children move up groups/rooms.

PRIORITY OF ENROLMENT:

Our enrolments follow a priority of enrolment and we prioritise children and families who are;

- At risk of abuse or neglect.
- A child of a single parent, or parents who both satisfy the work/ training/ study test under section 14 of the Family Assistance Act.
- Children already using the centre and their siblings.
- Children of families living or working in the Woden area.

It is the parent's/guardians responsibility to advise Enrolments of any changes to their details. You can update your child's enrolment form at any time through My Family Lounge. Please contact our Enrolment Team for all waitlist and enrolment enquiries.

Phone: 02 6147 3318

Email: enrolments@wcs.org.au

You will also be required to provide current and up to date immunization records.

LONG DAY CARE BOOKINGS

Once you have enrolled your child through My Family Lounge you will receive an offer of a place for your child to attend Lollipop via email from do_not_reply@qikkids.com.au. The offer will need to be accepted through My Family Lounge which will complete the enrolment process.

If you require access to a computer to complete this process, please speak to Lollipop management.

All changes and cancellations require 2 weeks' written notice to enrolments@wcs.org.au.

Fees are charged during the notice period, including fees for all absences.

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.

Increase in days and hours within the notice period will be charged as additional hours at occasional care rates.

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.

Cancellations require 2 weeks' written notice to enrolments@wcs.org.au.

OCCASIONAL CARE BOOKINGS

Occasional care bookings are made by WCS Enrolment Team up to 7 days in advance. As availability is limited, bookings are taken on a first-in basis.

Please note: Occasional care availability is not guaranteed.

Occasional care is charged weekly to the account stated on your Direct Debit form.

All cancellations must be made by 24 hours prior to the booked session, **or full fees for this day will be charged.**

All bookings can be requested between 8.30am and 4:30pm, Monday-Friday (excluding Public Holidays) by calling WCS Enrolments on 02 6147 3318 or email occasionalcarebookings@wcs.org.au (preferred method). Bookings, extensions and other changes will depend on availability. Bookings are only taken with whole hours, 30mins with a minimum booking of 3 hours required.

Extension of care may be made if space is available, and WCS Enrolments and the rooms are advised. Extension of time must be in "whole hour" bookings. Late fees apply for any child who remains in the centre over their booked-in time.

All previous information about Lollipop Early Learning Centre also applies to families using occasional care. Occasional care has different requirements under the National Quality Framework, especially regarding access to places and documentation for those attending occasional care. We have a separate policy with further information, please ask if you require a copy.

Lollipop Early Learning Centre is licensed for 60 children per day and is predominantly a long day care service, therefore occasional care spaces are limited. There are spaces for occasional care in each room. requests for occasional care have a priority of access.

Priority of Access

Priority is given as follows:

1. High support needs children (as decided by WCS management and ACT Office for Children, Youth and Family Support, or other community organisation or government department)
2. Family emergency (as decided by WCS management)
3. Single parent working family
4. Working families
5. Full day bookings
6. Part-time bookings
7. Occasional Care bookings only

As availability is limited, bookings are taken on a first-in basis.
Please note: Occasional care availability is not guaranteed.

BOOKING ROLL OVER:

WCS manages an automatic booking roll over each year where family bookings continue throughout. 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 year. The same notice period and cancellation terms will apply. Children attending Early Childhood Schools 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 leave Lyons. Our enrolments team will confirm these dates and CCS information in writing to your email with important dates.

ABSENCES

A child's first 42 absences in each **financial year** will receive Child Care Subsidy.

After 42 absences, full fees will be charged for any absences, unless you provide additional documentation for reasons listed in the [CCSS handbook](#). For further details, please contact our enrolment team. **Please note: absences follow a child from centre to centre.**

The number of absences to date can be found on your statement.

Please advise the centre if your child is going to be absent for either an extended period of time or more than two consecutive days.

If your child does not attend on the first or last day of their enrolment, full fees will be charged for all absences before/after their first physical attendance. Please read [Cessation of Care – effect on CCS payment](#) for further information and refer to this on page 26 of this booklet.

It was lovely to see you Nishi today with Natasha and little Evie at Lollipop and have a look around the centre.

I just want to also additionally thank you very much for the extremely warm and comprehensive meet and greet you set the time aside today to be able to provide to Natasha and Evie. Given the circumstances of this family, I think it has really helped with some of Natasha's worries and she is feeling more confident about the process of placing Evie in childcare, which I hope will ultimately really benefit both of them.

Really appreciate the time and care you give to the families attending your service.

Kui Worthington – Community Partner

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
[REDACTED]	Active	01-01-09	-	8Y 1M	Edit	-	View Enrolment Print
[REDACTED]	Active	01-01-14	-	3Y 1M	Edit	-	View Enrolment Print
[REDACTED]	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.

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	[REDACTED]	16/02/2017		Edit
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	[REDACTED]	17/10/2016	16/12/2016	Edit
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	[REDACTED]	15/06/2016	16/10/2016	Edit
Red Hill Before/After School Age Care	K-1 Junior After School Care	ASC	Placed	[REDACTED]	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 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.

FEES AND CHARGES

Fees for permanent bookings are **due for all booked days**. Fees apply whether or not your child attends the centre. Fees are charged for days absent, for personal holidays, illness or other absences. **Fees are also charged for all declared public holidays**, if these fall on the day of your child's permanent booking.

FEES

WCS Early Learning Centres 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 51 weeks of the year, including all absences and public holidays. For the most up to date fee information, please visit our [Lollipop ELC page](#) on our website.

LATE FEES

A late fee is charged per child for every 15 minutes or part thereof for children not collected and 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.

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 to Lollipop Early Learning Centre 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 parents/guardians activity level. For more information please see <https://www.education.gov.au/child-care-package>. If a family accesses Child Care Subsidy, it is the responsibility of the family to inform Services Australia/Centrelink if and when their financial circumstances change. This can be done online through MyGov.

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

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.

CESSATION OF CARE – EFFECT ON CCS PAYMENT

CCS cannot be paid, including ACCS (Additional Child Care Subsidy), for absences 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. Services Australia automatically adjusts cessation of care every 14 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. <https://www.education.gov.au/child-care-package/resources/child-care-provider-handbook>

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 four-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 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, 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

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

CHANGES TO BOOKINGS

- 14 days written notice is required for all changes to contracted hours or days.
- 14 days written notice must be given for cancellation of a booking. Fees are charged during this period, including for all absences. Please note, CCS cannot be applied to any absences during the cancellation period if your child is absent on the last day of his/her booking. In this case, full fees will be charged.
- **Two weeks written notice to enrolments@wcs.org.au must be given for cancellation of a booking.**

FEE PAYMENT

- Fees are charged 2 weeks in advance. All families are eligible to apply for Child Care Subsidy.
- Fees are payable in full, 51 weeks per year, including for all absences such as holidays, sick days and public holidays.
- If a family accesses Child Care Subsidy (CCS), it is the responsibility of the family to inform Services Australia (Centrelink), if and when your financial circumstances change.
- Parents/guardians must advise the Centre or WCS Childcare Accounts (childcareaccounts@wcs.org.au) when their entitlements or fee structure changes.
- **Two weeks written notice to enrolments@wcs.org.au must be given for cancellation of a booking.** Children MUST attend the last day of care or CCS will not apply for absences within the notice period, as per CCSS policy.

SUMMARY OF CHILD CARE SUBSIDY AND DIRECT DEBIT:

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>

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 dishonor 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

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.

EVERYDAY BEST PRACTICE

RECORD KEEPING

Lollipop Early Learning Centre is bound by the National Law and Regulations to keep a record of all children's enrolment details, medication, accidents, incidents and developmental progress or portfolios. The Centre Manager is responsible to ensure this information is recorded and remains confidential. Children's portfolios remain confidential; however these will be located in each room to encourage child and family contribution, so are available for your family.

Parents/guardians have the right to access their child's file. Information on the child is confidential and cannot be given without the written consent of the parents/guardians (with exception of the ACT Office for Children, Youth and Family Support, and ACT Child, Youth Protection Services the ACT Children's Education and Care Assurance and ACECQA).

When legal matters arise, the request for information can be subpoenaed through the WCS Chief Executive Officer.

A daily record of each child's attendance is kept.

CHILD PROTECTION

All educators are mandated to report any case of suspected child abuse or to report children at risk of serious harm or neglect.

Failure to notify suspected physical and/or sexual abuse of children is a criminal offence for mandatory reporters.

INCIDENTS

The Centre has a commitment to minimise accidents and injuries to children, educators and visitors.

- A playground safety check is carried out daily and documented.
- Educators will remove indoor and outdoor equipment or material from the environment which is hazardous and/or needing repair.
- In the event of a hypodermic needle being found on the grounds, children will be taken inside and kept indoors until the school's Building Services Officer or the Sharps Disposal Team has removed the hazard.
- Educator ratios are governed by the NQF and are higher the younger the child, this reflects the need for younger children to have greater supervision as they are moving through rapid changes in physical and social development.

Where an accident or incident has occurred, the following procedures will take place:

- The educator who holds a current First Aid Certificate will carry out immediate First Aid and document the incident.
- The Manager or team leader will be informed.
- In an extreme emergency, dial 000 for an ambulance.
- Parent/Guardian or contact person will be notified by the manager or room leader either at the time of the incident or at pick up for the child, depending on the severity of the incident.
- An educator will accompany the child to hospital and stay until the parent/guardian arrives.

EMERGENCY DRILLS - EVACUATIONS AND LOCK DOWNS

The centre practises evacuations and lockdowns, as required by regulations. A record of evacuations is kept.

In line with our regulatory requirements Lollipop Early Learning Centre carries out emergency drills every 3 months. **ALL** educators and children participate.

NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) and the Early Years Learning Framework (EYLF) guide our practices at Lollipop Early Learning. The Centre was assessed and rated in May 2018 and is Meeting the National Quality Standard.

Educators regularly meet to discuss the provision of high quality care and education. Parents/Guardians are encouraged to participate through parent/guardian meetings, participating in email discussions, by responding to surveys and through discussions with educators.

If you would like to participate, please talk to your child's room leader. Policies reviewed by educators and stakeholders are available via email or from the centre management for parent/guardian comment and feedback.

SUNSMART

Lollipop Early Learning Centre will provide sunscreen to all children, however if your child has a sunscreen allergy please provide appropriate sunscreen clearly labelled for your child. Parents/ guardians are asked to apply sunscreen to your children on arrival at the centre, and educators will re-apply every 2 hours, or before going out in the afternoon.

Children will remain indoors or in shaded areas where possible between 10.00am – 2pm and during daylight saving time between 11.00am and 3pm, or in accordance with the UV index advice released daily by the Bureau of Meteorology. This Index is checked daily for UV levels.

Activities may be planned for outdoors in these times using shaded areas. Hats must be worn outside when the UV index is 3 or above. Hats must be Sun Smart approved. No caps or cords under the chin on hats are permitted. If a child has no hat, the child will play in the shade.

Parents/Guardians please ensure that your child is dressed appropriately including all tops to have sleeves to reduce skin exposure to the sun.

The full SunSmart policy is located on the WCS website or in the centre.

HEALTH

Families of children with ongoing health concerns must notify the manager about the health concerns, and when required, an Action Plan must be given to the centre.

Children who have been sent home with fever, diarrhoea, vomiting, and conjunctivitis will be asked to remain absent from the centre for at least 24 hours. If a severe infectious disease outbreak occurs, 48 hours exclusion may apply.

Exclusion periods for all other illness are determined according to the ACT Health Department guidelines.

Children on antibiotics for less than 24 hours for an acute illness will not be accepted in the centre. Not only may they still be contagious, but their own immunity is low and therefore they are at risk of a secondary infection.

Room leaders or qualified educators will call or discuss with the parents/ guardians to collect their child if any of the above is evident.

Fees are still charged if you are asked to collect your child.

Parents/ guardians will be asked to collect sick children immediately.

First Aid Procedures are followed when required, based on the first aid handbook located within the service, and based on First Aid training. An ambulance will be called when required. The family will be notified first, then emergency contacts. Every effort will be made to keep family members informed.

If your child is well enough to attend the centre, we expect them to participate in outdoor play with the other children and participate in activities.

To ensure that contamination of bodily fluids is minimised please cover all scratches and cuts with an appropriate covering.

For a copy of our [health policies](#) they are located on the WCS website or in the centre.

IMMUNISATIONS

Parents/guardians are requested to supply to the centre one (1) copy of their child's immunisation records.

Please provide us with an update each time your child receives a new immunisation. (Australian Standards copy) It is not compulsory for children to be immunised. However children who are not immunised will be excluded from the centre for the period of any infection outbreaks, as required by the ACT Department of Health regulations.

Children who are not immunised will also not receive any government CCS entitlements.

ILLNESS AND INFECTIOUS DISEASES

Children who are unwell are encouraged to stay at home or remain away from care.

We encourage parents/guardians to respect children who are unwell and give them time away from care to recover. The centre follows the WCS/Children's Services policy and procedure for Illness and Infection, which is available on the WCS website or in the centre. The policy has been developed reflecting the ACT Health Department guidelines for illness and infection control.

MEDICATION

Only prescription medications in its original container will be administered to a child and only with the completion and signing of the medication form by the parents/guardians.

All medication must be in the original packaging with a pharmacy label that states the following:

- Date
- Name of the child to receive the medication
- Date and time last dosage was administered
- Name of medication
- Dosage to be given and date of administration
- Time to be given

Where parents are contacted in an emergency situation to seek permission to administer medication, two educators must verify the authorisation and the dosages. The details are recorded and the parents/guardians must sign the form immediately on their return to the centre.

If medication is not given, an educator will inform parents/guardians and state the reason for not giving medication. For ongoing treatments, medication authorisation must be given in writing and signed each day as required. Side effects can occur from any medications, educators will not take the responsibility for administering the initial dose of any prescribed medication.

We only administer paracetamol (e.g. Panadol) in the event of a high temperature above 38 degrees, in accordance with our medication policy. Paracetamol will not be administered without written consent. Parents/guardians are asked to complete a permission to administer paracetamol form which is kept at the service. In the event a child has a fever or temperature over 38 degrees, the centre will attempt to contact parents/guardians prior to administering paracetamol, and the child must be collected as soon as possible, within an hour.

The Poisons Information Centre (PH 13 11 26) at Canberra Hospital can be contacted, if in doubt or where there are concerns.

NON-PRESCRIPTION MEDICATIONS WILL NOT BE ADMINISTERED, INCLUDING THOSE FROM A NATUROPATH.

ASTHMA AND ANAPHYLAXIS

All children with medical conditions such as asthma, severe allergies (including risk of anaphylaxis) and diabetes must provide the service with a current action plan from a medical practitioner and complete a medical risk minimisation plan which is reviewed each year.

NB If a child has severe difficulty breathing whilst in the centre, an asthma reliever will be given, in accordance with our First Aid for Asthma procedure. Please ask an educator for detail. Parents/guardians will be contacted as quickly as possible.

Children who are at risk anaphylaxis and have been diagnosed by a doctor, must carry/have an Epipen with them at all times.

The child's Epipen, which may be needed quickly in an emergency, will be stored in a named container with a photo of the child on a high shelf in the child's room with the child's action plan.

An action plan must be signed off by a doctor and reviewed each calendar year. In the absence of an action plan, an ambulance would be called and first aid administered (please note: If advised by a medical professional an Epipen may be administered without parental consent).

HYGIENE

Hand washing:

Educators, students and volunteers must adhere to the hand washing procedures, as displayed throughout the centre.

All children are encouraged or assisted to wash their hands: -

- On arrival
- Before and after eating or touching food
- After toileting and nappy change
- After blowing their nose and wiping tears and dribbles.
- When leaving the centre

SAFE SLEEPING

Lollipop Early Learning Centre educators will abide by the Red Nose recommendations, as outlined in the WCS Safe Sleeping policy and procedures below. Any alteration to this policy and procedure will only be made under the guidance of a medical professional, such as a signed letter from your doctor. The policy will be reviewed, on a regular basis by educators and families.

Sleep and rest times may be offered inside (see below) or outside with appropriate resources.

Safe Sleeping Procedures

Nursery/Chen Xi

- Children will be placed on their back in their cots.
- Children will be placed so their feet are near to the end of their cots.
- Children will be covered with a sheet or light blanket or sleeping suit, with no other items placed in the cot.
- Cot rooms will be kept at a comfortable temperature.
- Cots will be sanitized after each child and made up with clean linen.
- Rooms will be well ventilated.
- Educators will place the baby's name on the cot room door when placing a baby in a cot. Cot rooms will be checked each fifteen minutes and the check recorded and initialled.
- Babies will be patted or soothed if needed.
- Clothing with ties and dummies on strings will not be worn for sleeping.

Toddler Room/Amarco

- Children will sleep on a mattress with a sheet, and blanket if required.
- Linen will be changed for each child and washed regularly.

Preschool Room/Tamariki

- Children will sleep on a mattress with a sheet, cushion and blanket if required. Children who rest will be able to choose how they rest with a mattress and/or cushion.
- Those needing to sleep will be encouraged to do so. Other children will be encouraged to respect that some children need to sleep and that they will rest for a short time, then be offered quiet activities.

ENCOURAGING POSITIVE BEHAVIOURS

Building positive behaviours in children we believe starts with relationships.

Please read our [Interactions with Children Policy](#) (on WCS website or in the Lollipop Early Learning Centre office)

This policy sets out WCS Children Services expectations for educators around relationships with children and to facilitate children's friendships with each other. This policy also covers how to support children in forming their relationships with others and how to ensure that safety, dignity and rights of all children are respected at all times.

- Educators consistently model positive social skills in their everyday interactions with other adults and children.
- Educators collaborate with the children to construct simple rules (expressed in a positive way). Setting limits is based on the safety and rights of all children at the service.
- Educators encourage children's efforts, rather than praise the child.
- Maintain written records of dates, times, circumstances and possible causes of the incidents.
- Discuss with the family any concerns about their child's behaviour. Collaborate with them in constructing a behaviour guidance plan to help the child acquire the social skills necessary to play and learn happily with others. When practicable, have the child contribute to the plan.
- Woden Community Service has access to family support agencies for referral. We work collaboratively with that agency to ensure a consistent approach. These organisations are able to support families with behaviour management strategies. Family permission and co-operation are required for referral to these organisations.
- We are not able to keep any child apart from other children. All children are expected to learn to play together and respect each other.

Responsibilities of parents/guardians

- To inform the service of any changes in their child's education and care needs.
- To contribute to the program.
- To provide the service with up-to-date information on their child and on any external circumstances affecting the child.
- To collaborate with educators in establishing any behavior guidance plan required.
- To seek professional help for their child when recommended by the Centre.

EXCURSIONS AND EVENTS

Excursions and additional planned experiences for children are vital to help children feel part of their community and world. It allows a child to feel they belong by taking part in events that promote different ideas, values, beliefs and customs.

During the year families will be emailed, or there will be information displayed in the service, about upcoming events. All excursions are planned to allow sufficient notice to parents/guardians. All activities provided within the centre that are a part of our program are included in your child's fees and will come at no additional cost to families. However, there may be times when a special event may be planned which requires additional payment. All external excursions will require signed permission from parents/guardians and an action plan is developed to minimise any risk to the children and educators attending.

The activities we endeavour to provide each year will be library visits and excursions to our other WCS Early Learning Centre located in Woden.

Internally we will endeavour to provide additional music, dance and Aboriginal cultural awareness programs to all children and visits by "Kenny Koala" representing the police, and who talks about child safety matters. Other guest speakers are also invited to the centre and we encourage participation from parents/guardians who have knowledge, skills or talents, e.g. play music, dance or read, and are happy to come and share their own customs, ideas and beliefs with us.

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 Children's Services.

COMMUNITY AND COMMUNICATIONS

FAMILY AND EDUCATOR COMMUNICATIONS

Lollipop educators recognise the importance of positive Family/Educator relationships.

- We encourage sharing knowledge to enhance the growth and development of each child.
- We aim to establish positive relationships with families that are based on mutual trust and open communication.
- We recognise the importance of a sense of belonging to the centre for all Children, Parents/Guardians and Educators.
- Photos and comments are also provided to families via our Playground app on your own device.
- Important notices are placed on the notice board in the foyer, emailed or placed on the door of each room.

FAMILY PARTICIPATION

Families are encouraged to visit the centre and participate in the daily activities.

- Parents/Guardians are encouraged to share your special skills, interests and diverse family cultures with the centre.
- Parents/Guardians are encouraged to participate in the services quality improvement plans and processes. Parents are kept informed of what is happening in the centre and invited to assist in the planning of future activities, including fundraisers.
- Families are encouraged to participate in social activities to enable parents/guardians to meet each other and form a sense of belonging to the centre.
- Regular emails are sent to families regarding illness and new and important information.
- Parents/Guardians are encouraged to attend excursions whenever possible.

BIRTHDAY CAKES AND CELEBRATIONS

Families are encouraged to celebrate your child's birthday at the centre. Families are welcome to join us for all celebrations. Games may be used or played providing they are safe and age appropriate and party bags given out, if this is communicated to the room team leaders beforehand. Please respect individual children's allergies and food restrictions.

All cakes must be shop-bought, with the contents or ingredients written on the container. If you wish your child to blow out a candle, then a cup cake or a slice of cake must be cut for your child to blow onto, to prevent germs spreading.

Lollipop Early Learning Centre will respect each family's beliefs, values and culture in relation to food and celebrations, where possible.

INCLUSIVE PRACTICES AND 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

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 AND GUARDIANS RIGHTS

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

PARENTS AND GUARDIANS RESPONSIBILITIES

- Treat educators, students, volunteers and other families with respect and courtesy.
- Maintain confidentiality.
- Maintain open communication with the educators for the benefit of their children.
- Ensure details of their children are current.
- Provide appropriate clothing for their children, including sun protection and safe footwear.
- Pay childcare fees when due.
- Ensure children arrive and depart during operating hours.
- Ensure children arrive in clean dry nappies and clothing.
- Provide comment and feedback with regard to the service.

PARENTS AND GUARDIANS CONSENT

Parents/guardians must give written consent for the following:

- Emergency treatment (where possible).
- Before confidential information is given to other services, or referrals to other services are made (with the exception of a child who we feel may be at risk of serious harm).
- Administration of medication.
- Photographing or videoing of their children, other than the consent granted on the enrolment form.
- Persons authorized to collect the child.
- Excursions.
- Photography and social media.

Permission will be required on the day for excursions, or ongoing permission for regular off-site visits such as walks around Woden and to the library.

SHARING YOUR EXPERIENCE

WCS is committed to listening to participants when designing, delivering and improving our services.

WCS recognises everyone has a right to participate in decision-making processes that directly impact upon them. We see you as an active partner in our work. We also value the important role your family members, kin, friends, carers and significant others play in supporting you and engage with them whenever possible.

Your experiences are the most important source of information about the quality and safety of our services.

FEEDBACK

Lollipop Early Learning Centre Manager:	6234 6817 or 0438 219 649
Manager, Early Learning:	0403 090 156
Executive Manager, Child, Youth and Family:	6234 6837
WCS Chief Executive Officer:	6282 2644

COMPLAINTS

In addition to avenues for feedback, WCS provides a complaints process to ensure we respond to any concerns you identify.

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.

You can involve the help of a friend and/or advocate if you wish.

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 an anonymous complaint, although this means we will not be able to respond to you.

Providing feedback or making a complaint to WCS

If you have any feedback or complaints, please contact the Lollipop Early Learning Manager 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 writing (PO Box 35, Woden, ACT, 2606), through our website (www.wcs.org.au), via email (privacy@wcs.org.au) or via telephone (6282 2644). You can direct your feedback or complaint to: the line area manager, the Complaints and Privacy Officer, the Director of Corporate Services, the Chief Executive Officer of WCS, or the Chair of the WCS Board. Please let us know if you have any other questions or would like a copy of our full Complaints Policy.

Other options for complaints

For some WCS services or types of complaints, you may be able to make a complaint to an external body, if you are not happy with the response from WCS.

Children's Education and Care Assurance (CECA)

The ACT Regulatory Authority, Children's Education and Care Assurance (CECA), can receive complaints about education and care services operating in the ACT, including outside school hours care and early learning centres. You can contact CECA by telephone (6207 7581 or 6207 1114) or email (complaintsCECA@act.gov.au).

Office of the Australian Information Commissioner

If you think that we have mishandled your personal information, you can lodge a written complaint with the Office of the Australian Information Commissioner. Details are on their website: www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us/

ACT Human Rights Commission

The Commission includes the **Public Advocate & Children and Young People Commissioner** and the **Discrimination, Health Services, Disability and Community Services Commissioner**. You can contact the Commission by telephone (6205 2222), email (human.rights@act.gov.au) or through their website (www.hrc.act.gov.au).

We encourage parents/guardians to email their team leaders (email addresses available from the team leaders) or the manager at lollipop@wcs.org.au.

Lollipop Early Learning Centre and Woden Community Service Policy and Procedures folders are available in the centre office for parent information and WCS Privacy Policies are on the website, www.wcs.org.au.

TRANSLATION INFORMATION

If you require this information booklet to be translated into your home language, please discuss this with the manager and this will be arranged for you.



Discover more



enrolments@wcs.org.au



02 6147 3318



wcs.org.au

