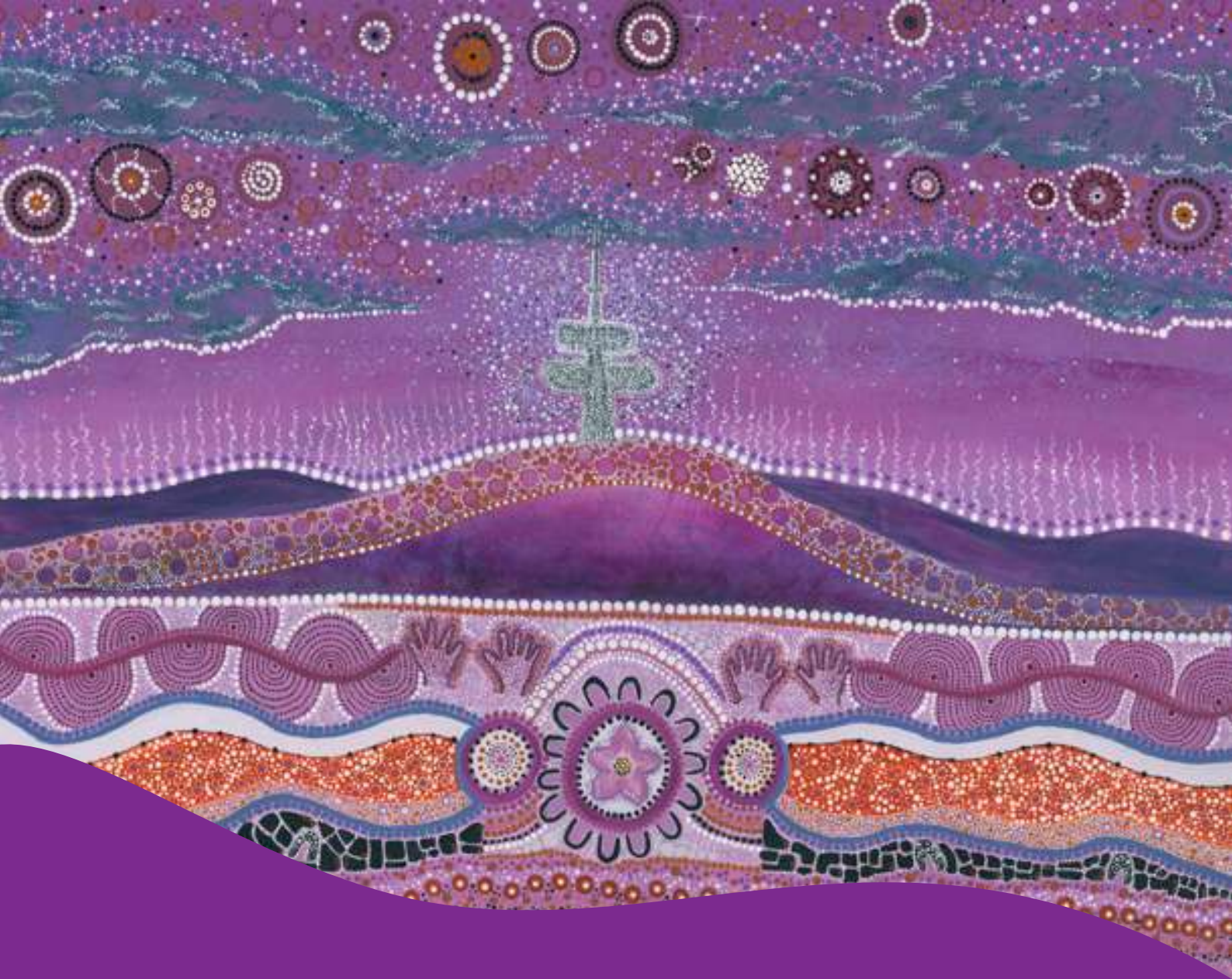




Parents Handbook

 Woden Community Service



Acknowledgement of Country

Woden Community Service recognises the Ngunnawal people as traditional custodians of the ACT and surrounding region and acknowledges that other people and families also have a traditional connection to the lands of the ACT and region. We pay our respects to their cultures, ancestors and Elders, past and present.

Welcome to WCS!

Caring for children, supporting families Yesterday, Today, Tomorrow

For over 50 years, Woden Community Service (WCS) has been an integral part of Canberra's community. We began in the late 1960s with simple acts of support, such as neighbours helping with babysitting and advice, and have grown into a trusted organisation supporting families across the ACT. Throughout the 1970s and 1990s, this care developed into family day care, offering safe and nurturing environments for children.

Today, WCS provides Out of School Hours Care (OSHC) at 12 primary schools across Canberra, creating spaces where children feel included, supported, and inspired.

At every stage, our focus has remained the same: to stand alongside families and provide children with opportunities to grow, learn, and thrive. We take pride in our history and remain equally committed to the future, continually enhancing our programs to meet the evolving needs of children today and into the future.

This handbook will guide you through the practical details of our OSHC services. More importantly, it represents our ongoing commitment to families, a commitment that began in 1969 and continues to shape everything we do.



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Our programs are designed to provide safe, engaging and supportive environments where children can develop their interests, build friendships and have fun. We believe children learn best through play, and our educators create opportunities for them to explore, relax, and grow into confident, capable individuals.

WCS is a proud **Child Safe Organisation**. We are committed to upholding the National Principles for Child Safe Organisations. This means that across all areas of WCS, the safety and wellbeing of children and young people is our highest priority. Our policies, practices and procedures are designed to ensure children's voices are heard, their rights are upheld, and their best interests come first.

I look forward to working with you and your family, and to supporting your child's journey with us at WCS.

Ashleigh Bellingham
Executive Manager, Children's Services

Our Services



Cancer Council

Woden Community Service
working together, enriching lives

Woden Community Service
The Little Pantry
Emergency Food Bank
Please donate groceries from a full shopping list to help a
low income household in need.

Care
Financial Counselling
Community Loans

Our programs

School Holiday Programs

Our School Holiday Program is packed with activities, excursions, and fun for children across Canberra. Designed for children of all ages across Canberra, our program offers a dynamic mix of indoor and outdoor activities, hands-on workshops, and exciting excursions that spark curiosity and build confidence.

WCS School Holiday Programs run every school holiday season, with schedules and times varying by site. New program schedules are released mid-term (week 5).

Children should bring a hat, water bottle, morning tea and a packed lunch. All materials for activities are provided (unless explicitly stated otherwise), and special excursion details will be shared in advance.

Spaces fill quickly, so we encourage enrolling as soon as signups open.

Early Learning

We operate the Lyons Early Learning Centre and the Preschool Program at Evatt, delivering high-quality education and care for children aged six weeks to school age. Our services are designed to support children's development within environments that are safe, secure, and engaging.

Our centres are staffed by committed and qualified educators, guided by the principles of the Early Years Learning Framework. Our approach supports each child's sense of identity, wellbeing, and belonging.

Out of School Hours Care (OSHC)

At WCS, we provide quality before and after Out of School Hours Care (OSHC) for families of pre-school (excluding Torrens) and primary school age children.

Our OSHC services provide children with recreation-based activities that emphasise social interaction and a sense of fun in a safe and secure environment. We offer a range of activities including crafts, sports, games, dramatic play, cooking and excursions.

People Everywhere Enjoying Play and Socialising (PEEPS)

We facilitate several playgroups across Canberra through our PEEPS program to foster a nurturing, inclusive environment where children and families can engage in meaningful play and build social connections.

Families are warmly welcomed to attend with their children and take part in a variety of activities. Each session is supported by a staff member who provides guidance and assistance with activities such as painting, puzzles, playdough, and exploration.

Our locations

Key:

BSC
Before School Care

ASC
After School Care

SHP
School Holiday Program

Central office contacts

Enrolments Team

Phone
02 6147 3318

Email
enrolments@wcs.org.au

Accounts Team

Phone
02 6147 3315

Email
csaccounts@wcs.org.au

Out of School Hours Care Operations Manager

Email
Childrens.Services@wcs.org.au

Curtin OSHC

Curtin Primary School, Theodore St, Curtin

BSC: Preschool to Year 6, Patterson Hall, 7:00am - 9:00am, 0472 820 865

Seniors ASC: Year 3 to Year 6, Patterson Hall, 3:00pm - 6:00pm, 0472 820 865

Juniors ASC: Preschool to Year 2, School Hall, 3:00pm - 6:00pm, 0476 846 570

SHP: Preschool to Year 6, Patterson Hall, 8:00am - 6:00pm, 0472 820 865

Garran OSHC

Garran Primary School, Gilmore Cres. Garran

BSC: Preschool to Year 6, The Nest, 7:15am - 9:00am, 0417 202 290

The Nest ASC: Year 3 to Year 6, The Nest, 3:00pm - 6:00pm, 0417 202 290

Wattle ASC: Preschool to Year 2, Wattle Space, 3:00pm - 6:00pm, 0475 981 777

SHP: Preschool to Year 6, The Nest, 8:00am - 6:00pm, 0417 202 290

Hughes OSHC

Hughes Primary School, Groom St. Hughes

BSC: Preschool to Year 6, School Hall, 7:15am - 9:00am, 0472 820 867

Seniors ASC: Year 2 to Year 6, School Hall, 3:00pm - 6:00pm, 0472 820 867

Juniors ASC: Preschool to Year 1, Community Kitchen and shared classroom,
3:00pm - 6:00pm, 0476 817 749

Torrens OSHC

Torrens Primary School, Ritchie St. Torrens

BSC: Kindergarten to Year 6, Old School Hall, 7:30am - 9:15am, 0402 228 292

Seniors ASC: Year 3 to Year 6, Old School Hall, 3:00pm - 6:00pm, 0402 228 292

Juniors ASC: Kindergarten to Year 2, New School Hall, 3:15pm - 6:00pm, 0402 228 292

SHP: Kindergarten to Year 6, New School Hall, 8:00am - 6:00pm, 0402 228 292

Duffy OSHC

Duffy Primary School, Burrinjuck Cres, Duffy

BSC: Preschool to Year 6, Play Space, 7:15am - 9:00am, 0434 746 230

Seniors ASC: Year 1 to Year 6, Play Space & School Hall, 3:00pm - 6:00pm, 0476 849 140

Juniors ASC: Preschool to Kindergarten, Preschool Space, 3:00pm - 6:00pm, 0434 746 230

SHP: Preschool to Year 6, Play Space & School Hall, 8:00am - 6:00pm, 0476 849 140

Evelyn Scott OSHC

Evelyn Scott School, Bielski Street, Denman Prospect

BSC: Preschool to Year 6, School Gym, 7:00am - 9:00am, 0431 820 289

ASC: Preschool to Year 6, School Gym, 3:00pm - 6:00pm, 0431 820 289

SHP: Preschool to Year 6, School Gym, 7:00am - 6:00pm, 0431 820 289

Evatt Preschool and OSHC

Evatt School, Heydon Crescent, Evatt

BSC: Preschool to Year 6, School Hall, 7:00am - 9:00am, 0436 855 845

ASC: Preschool to Year 6, School Hall, 3:00pm - 6:00pm, 0436 855 845

Preschool: 3 Year Olds to Preschool, WCS Preschool Building, 7:15am - 6:00pm, 0434 497 787

SHP: Preschool to Year 6, School Hall, 7:30am - 6:00pm, 0436 855 845

Margaret Hendry OSHC

Margaret Hendry School, Sutherland Cres. Taylor

BSC: Preschool to Year 6, Ash Barty Multipurpose Building, 7:00am - 9:00am, 0436 816 250

Seniors ASC: Year 1 to Year 6, Ash Barty Multipurpose Building, 3:00pm - 6:00pm, 0436 816 250

Juniors ASC: Preschool to Kindergarten, Bindi Irwin Preschool Space,
3pm - 6pm, 0466 159 803

SHP: Preschool to Year 6, Ash Barty Multipurpose Building, 7:00am - 6:00pm, 0436 816 250

Griffith Preschool OSHC

Griffith Bannister Gardens Preschool, Griffith

Wrap Around Program: Preschool, 7:30am - 9:00am and 3:00pm - 5:30pm, 0434 692 656

Red Hill OSHC

Red Hill Primary School, Astrolabe St. Red Hill

BSC: Preschool to Year 6, School Hall, 7:30am - 9:15am, 0472 820 868

Seniors ASC: Year 1 to Year 6, School Hall, 3:15pm - 6:00pm, 0472 820 868

Juniors ASC: Kindergarten to Year 1, Lower Craft Room, 3:15pm - 6:00pm, 0476 846 570

Minis ASC: Preschool to Kindergarten, Preschool Room, 3:00pm - 6:00pm, 0436 672 064

SHP: Preschool to Year 6, School Hall, 8:00am - 6:00pm, 0472 820 868

Wanniassa OSHC

Wanniassa School Junior Campus, Sternberg Cres, Wanniassa

BSC: Preschool to Year 6, Purple Unit Building, 7:30am - 9:00am, 0431 899 948

ASC: Preschool to Year 6, Purple Unit Building, 3:00pm - 6:00pm, 0431 899 948

SHP: Preschool to Year 6, Purple Unit Building, 7:30am - 6:00pm, 0431 899 948

**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.

Enrolment Information

How to Enrol

At WCS, all enrolments and bookings are managed online via MyFamilyLounge (MFL) or KangarooTime (KT) depending on service. They are secure platforms that provide families with direct access to their account information and booking preferences.

MFL/KT empowers families to take ownership of their enrolment details. Through this system, you can:

- Submit a new enrolment form for your child
- Add additional children to your family account
- Nominate a preferred start date
- Request changes to your child's permanent booking
- Update personal details such as address, phone number, or emergency contacts

Once your account is set up, you may submit a booking request for the service and specify the days required. Our enrolment team will review your request and, subject to availability, issue an offer of care.

All services operate under a waitlist system. When a booking request is submitted, your child will be placed on the waitlist for the selected centre and days. Waitlists are reviewed regularly, and families are contacted as places become available.

If you no longer wish to remain on a particular centre's waitlist, you may log in to My Family Lounge and remove your booking or waitlist request at any time.

For further assistance with My Family Lounge or the enrolment process, please contact our Enrolments team.

Eligibility

Children attending Preschool to Yr 6 are eligible to enrol in our Out of School Hours Care (OSHC) programs.

Our OSHC services operate in accordance with the Department of Social Services' Priority of Access guidelines. These guidelines are designed to ensure that families with the greatest need for care are given appropriate access to available places.

All families should be aware that under these guidelines, they may be asked to relinquish their place(s) in the OSHC program if another family with a higher priority requires care.

Scan this QR code for Enrolments information





Managing your enrolment

Please use 'My Family Lounge' to enrol or manage your current enrolments in the following services:

- Curtin OSHC
- Duffy OSHC
- Evatt OSHC & Preschool
- Evelyn Scott OSHC
- Garran OSHC
- Lyons OSHC
- Lyons ELC
- Margaret Hendry OSHC
- Red Hill OSHC
- Griffith OSHC

Please use 'Kangarootime' if your child is enrolled in or you are enrolling your child in:

- Torrens OSHC
- Hughes OSHC
- Wanniasa OSHC

For more information about using either of these platforms, please visit the Enrolments page on our website.

Booking Types

We offer both permanent and casual bookings for our programs, providing flexibility to meet the varying needs of families.

Permanent Bookings

Permanent bookings secure a guaranteed place for your child on designated days each week. These bookings are maintained throughout the school term and automatically roll over into the following school year unless changes are requested. Permanent bookings are recommended for families requiring consistent care arrangements.

Casual Bookings

Casual bookings are available on an ad-hoc basis and are subject to availability. These bookings are ideal for families who require occasional care or have variable schedules. Please note that casual bookings do not guarantee placement and should be requested in advance (up to 14 days).

School Holiday Programs

Our School Holiday Programs operate exclusively on a casual booking basis. Schedules are released mid-term and we encourage parents to book as soon as possible to avoid disappointment.



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 "Rollover 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 finishing year 6 (or year 2 at Lyons Early Learning Centre) 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.

Cancelling Days of Attendance

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, If insufficient notice is given you will still be charged for the remaining days within the notice period. Non-attendance on final days will affect your CCS eligibility.

Altering 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, increasing or decreasing. These requests need to be put through My Family Lounge by editing the latest booking you are intending to increase or decrease.

Additional places must be requested by the guardian through My Family Lounge. When a position is offered/change in days, the parent or guardian must accept and confirm the changes via My Family Lounge by the expiry date.

WCS have NO provision for "make up"/ replacement days or temporary pausing of permanent bookings for family holidays etc. As is 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.

In-service Information

Summary

- You must sign your child in and out through our Kiosk.
- You can use the MyFamilyLounge/KangarooTime app to manage absences, authorise contacts and manage your service.
- If your child has a medical condition and/or allergies, you need to provide an action plan and complete a risk minimisation plan
- Your child must bring a labelled water bottle and a wide brimmed hat for outdoor play.
- Some programs include snacks or food, while others are self-supplied by parents.
- For full information, please read the details in this section carefully

Signing in and out

Families are legally required to sign their child in on arrival and out on departure using our electronic QK Kiosk system. Accurate attendance records are essential for emergency procedures and compliance.

Only individuals listed as authorised contacts on your child's enrolment form may collect them from the service. If you need to add someone new, please update your My Family Lounge account and notify our enrolments team.

Children may leave the service on their own or with someone under the age of 18 only if:

- A signed permission form is completed by a parent or guardian
- A staff member signs the child out

In the event of an emergency or last-minute change to collection arrangements, parents or guardians must contact the service directly and provide updated details.

Medical Conditions

If your child has a medical condition, please speak with the Service Coordinator to ensure all documentation and procedures are in place.

Families must provide an up-to-date action plan for any child diagnosed with allergies, asthma, anaphylaxis, diabetes, or other serious medical conditions. These plans must be submitted at the start of each school year or when a new booking begins and must remain current for the duration of the child's enrolment.

Parents and guardians are also required to complete a medical risk minimisation plan with the Service Coordinator. These plans must be reviewed and updated every 12 months.

WCS OSHC reserves the right to refuse care if a child does not have a valid action plan and the required medication. Please note that OSHC services do not have access to medication stored at the school.

Clothing and Sun Protection

In accordance with our Sun Protection Policy and Cancer Council guidelines, children must wear wide-brimmed hats and apply sunscreen when the UV level is 3 and above. Children without appropriate hats will be restricted to shaded or covered areas during outdoor play.

Sunscreen is provided at the service. If your child has sensitivity to the supplied brand, please provide an alternative sunscreen clearly labelled with their name and inform the service.

During the winter months, when UV levels are consistently low, hats and sunscreen are not required.

Nutrition

Our services support healthy eating and provide nutritious food options across all programs.

- Before School Care: A light breakfast is provided.
- After School Care: A nutritious afternoon snack is offered.
- Preschool Programs: Afternoon tea is provided. Families must supply a nutritious lunch and morning tea.
- School Holiday Program: Families are responsible for providing morning tea and lunch. A nutritious afternoon snack is provided by the service.

Children must bring a labelled water bottle each day. Bottles can be refilled at the service as needed.

WCS follows the Feed Australia guidelines as part of our Nutrition Policy, which is embedded in daily practice. A daily menu is displayed at each service. All services are Allergy Aware at all times.

We accommodate children with special dietary needs. Please ensure any allergies or dietary requirements are clearly noted and documented (as per Medical Conditions section).

Absences

If your child is unable to attend due to illness or other reasons, please mark them as absent using the My Family Lounge app, or contact the service or central office using the number provided on the front page of this handbook.

After any absence, you will be prompted to acknowledge it the next time you log into the QK Kiosk.

A Search Fee will apply if a child fails to attend care and we have not received notification that a child will be absent.

Accounts and Billing

Fees Information

We operate on a not-for-profit basis, with fees structured to cover operational costs while maintaining a commitment to high-quality care. We aim to keep fees as low as possible, ensuring accessibility for families without compromising the standard of service.

Fees are charged during the school term and apply to all booked sessions including absences and public holidays. We use 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.

Payments

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. If you believe your payment may not be successful for any reason, if your bank account or credit card details have changed, or if you have any questions regarding your statement, please contact an Accounts Officer by the cut off time shown on the statement message so we can assist you prior to processing.

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.

Failed Payments

If a direct debit transaction is declined, you will be notified that the direct debit attempt was unsuccessful. Please then contact the Finance team to arrange payment. If you are experiencing financial difficulty and wish to discuss a payment plan, please contact our Finance team as soon as possible.

If two consecutive direct debit attempts are declined over two fortnights, and no communication is received or no payment is made to cover the full outstanding amounts, the account will be suspended. During a suspension, children will be unable to attend the service until the outstanding balance is paid in full.

Families will be notified by email prior to any suspension being applied.

Scan this QR code for latest fees



Child Care Subsidy (CCS)

WCS is approved to administer Child Care Subsidy payments. CCS is a means-tested payment provided to eligible families to help reduce the cost of early education and care. The subsidy is paid directly to providers, lowering the fees families need to pay out of pocket.

For families making payments in advance, an estimated CCS amount is applied through an approved software system that links directly to the government's CCS platform. To receive the subsidy, the claiming parent must confirm a CCS enrolment for each service they use.

Please note that enrolments automatically cease after 14 weeks of non-attendance (previously 8 weeks). CCS covers up to 42 absence days per child each financial year, with the option to access Additional Absences under specific circumstances outlined in the CCSS handbook.

When CCS has not yet been approved, or has been removed by Service Australia, families are required to pay the portion of fees not covered by CCS. Your gap fee is automatically calculated based on your current CCS entitlement.

It is a families' responsibility to regularly check both their statement and their myGov messages, as Woden Community Services (WCS) is not notified when a family's CCS status changes.

We also recommend using **StartingBlocks.gov.au** to find services near you and calculate your Child Care Subsidy.



CCS Information
[servicesaustralia.gov.au/
child-care-subsidy](https://servicesaustralia.gov.au/child-care-subsidy)

Additional Child Care Subsidy (ACCS)

The Additional Child Care Subsidy (ACCS) provides extra financial help with the cost of approved childcare for families who are already eligible for the Child Care Subsidy (CCS).

You must be approved for CCS first before you can apply for ACCS.

You may be eligible for ACCS if you are:

- An eligible grandparent receiving an income support payment
- Transitioning from certain income support payments into work
- Experiencing temporary financial hardship
- Caring for a child who is vulnerable or at risk of harm, abuse, or neglect

How to apply for ACCS:

- Families must meet the eligibility requirements and be approved for CCS
- Once CCS is approved, families can apply for ACCS through their myGov account

ACCS – Child Wellbeing

The ACCS Child Wellbeing subsidy is designed to help families who need practical support to keep their child safe and support their wellbeing.

- Families cannot apply directly
- Child care providers apply on behalf of families
- This subsidy helps ensure children can continue to access care during difficult times.



Child Wellbeing information

[education.gov.au/early-childhood/
providers/additional-child-care-subsidy/
child-wellbeing](https://education.gov.au/early-childhood/providers/additional-child-care-subsidy/child-wellbeing)



ACCS Information
[servicesaustralia.gov.au/
additional-child-care-subsidy](https://servicesaustralia.gov.au/additional-child-care-subsidy)



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.

Families are required to maintain a valid direct debit payment method at all times. It is the parent's responsibility to notify the Finance team if their direct debit details need to be updated.

Families with an outstanding balance and an invalid or missing direct debit payment method will not be able to make future bookings until the account is brought up to date and valid payment details are provided.

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:

[education.gov.au/early-childhood/resources/child-care-provider-handbook](https://www.education.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.



Unnotified Absence 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 our family app, or by contacting the Program's Service mobile.

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, an Unnotified Absence Fee 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.

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.

Our Commitments to you



Commitments to Quality

National Quality Framework

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).

WCS OSHC services work within the NQF. My Time, Our Place and the Early Years Learning Framework and are approved under the National Quality Standards.

Learning

WCS works in close partnerships with schools to implement positive behaviour learning (PBL). PBL is a 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.

Inclusion

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.

Our Educators

WCS aims to deliver high quality care to all children attending our OSHC services.

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.

Commitments to Safety

Illnesses

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.

Injuries

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.

Incident Reporting Obligations

As a provider of an early childhood education and care service, we are obligated to report:

- serious incidents
- complaints about non-compliance with the law
- any risks to the health, safety or wellbeing of children
- any incident or allegation of physical or sexual abuse.

We report incidents in-line with the WCS Incident Reporting Policy and Procedure.

Service expectations

Our Responsibilities

When you receive service from WCS, you can expect that WCS 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.

Feedback and Complaints

We work closely with families, the school and community and encourage suggestions and feedback on all aspects of the service.

We work closely with families, the school and the community, and we encourage suggestions and feedback on all aspects of the service.

We welcome informal feedback at any time, whether it's a quick comment, suggestion or conversation with our staff. Your day-to-day insights help us improve how we support children and families.

You can also register to provide ongoing formal feedback through our Service User Engagement feedback register. This option allows families to share structured feedback, track responses and stay involved in continuous improvement. For more details, please visit the Service User Engagement page on our website.

Policies

WCS has established Corporate Policies (including corporate governance statement and child safety policy) and specific Children's Services Policies to guide our operations and ensure compliance with regulations and laws.

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

Parent/Guardian Rights

As a WCS service user, you are entitled to:

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

We expect you to uphold these 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.

As necessary, we will seek written consent for:

- 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.

Privacy Update

WCS and Northside Community Service (NCS) now operate in an integrated way.

This means some staff work across both organisations. Those staff may access children's information to deliver services, oversee quality and meet regulatory requirements.

Personal information is only accessed when needed and is protected in line with Privacy Law.

Our full Privacy Policy explains how personal information is handled and is available on the WCS website at [please insert the link here].

If you have any questions or concerns, please contact us.



Woden Community Service