

WELLERS HILL STATE SCHOOL

SCHOOL AGE CHILD CARE SERVICE (SACCS)

SACCS FAMILY HANDBOOK

School Age Child Care Service (SACCS)

Wellers Hill State School

Toohy Road

Tarragindi

QLD 4121

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Mobile Number (Excursions only): 0499000758

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Website: wellhillss.eq.edu.au/Facilities/Outofschoolhourscare/Pages/Outofschoolhourscare.aspx

Family Handbook Orientation Check List

Welcome to Wellers Hill School Age Child Care Service. Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. SACCS Director is Kylie Brown (Bachelor of Education, Bachelor of Early Childhood Studies and Cert. IV in Training and Assessment, the Coordinator is Valya Slavov (overseas qualified teacher; Advance Diploma in Community Sector Management) and they are assisted by Assistant Coordinator Kylie McGeough (Studying Diploma in Children Service) and the Educational Leader Shannon Parish (Diploma in Children Services). We also employ a number of casual educators. All staff members photos are located on the wall next the Parent/Guardian sign in area. All educators employed at our service are trained in First Aid. Our educators hold a wide range of qualifications related to the care of children and hold a current Suitability Card for Child Related Employment, issued by the Blue Card Service.

Wellers Hill School Age Child Care Service is an Approved Service under the Education and Care Services National Law Act 2010 and Regulation 2011, and is regulated by the Office for Early Childhood Education and Care. Wellers Hill School Age Child Care Service must comply with this Act and Regulation in regards to the requirements relating to activities, experiences and programs, educator qualifications and educator/child ratios.

We are committed to the National Quality Framework ongoing process and have achieved an Assessment Rating of "Exceeding National Standards"

We hope that you find this information package helpful and informative.

Enclosed you will find a number of forms and a Family Handbook which outlines for you how our service is run. Please use this checklist below to ensure you have received and completed the relevant information.

Families' orientation check list

I have been given the opportunity to meet a SACCS representative:

- To discuss my child's enrolment and attendance at the Service.
- I am satisfied that this meeting, which included the opportunity for my child and I to view the Service allowed me to express any concerns or voice and receive answers to any questions I had.

I have received:

- Wellers Hill School Age Child Care Service Family Handbook
- "Child Care Information for Families" brochures
- Information sourced from 'Dietary Guidelines for children and Adolescents in Australia' and "Get up and Grow" about the importance of the physical activity and the recommended food intake.
- Wellers Hill School Age Child Care Service Child Risk Management Overview

In the Family Handbook there is information about:

- Fees and late fees charges
- NQF (National Quality Framework) and possibilities for parents' participation/contribution/involvement
- Child Risk Management Strategies
- Photos and videos permission
- Arrivals and departure – notification of intended absence, penalty, late departure, holding fee,
- CCB (Child Care Benefit) and CCR (Child Care Rebate)
- Approved and allowable absences
- First and last booked attendances/absences and CCB and CCR eligibility
- Administration of Medication
- Asthma and Anaphylaxis and the related Action Plan
- The service's Immunisation Policy
- Relevant form to be completed when needed
- VC – booking times, dress code, excursions, absences and charges

I _____
(Parent/Guardian name)

- Understand it is my responsibility as parent/guardian to apply for Child Care Benefit, and the Service will not be able to apply CCB or CCR to my fees until this process has been completed and evidences provided.
- Understand that it is my responsibility to provide information about my child/children
- Agree to abide by the Wellers Hill School Age Child Care Service Policy and Procedure Manual.
- Have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information provided on this form has changed.

Signed: _____ Date: _____
(Parent/Guardian signature)

Service Representative: _____ Position: _____

Wellers Hill School Age Care

190 Toohey Rd
Tarragindi
Queensland 4121

Contact Details:

Director: Kylie Brown

Coordinator/Nominated Supervisor: Val Slavov
Tel: 07 3892 6344

E-mails:

Director E-mail: kyliesaccs@gmail.com
Coordinator E-mail: saccswellers@gmail.com
General E-mail: saccs1@bigpond.com

Provider Numbers:

Before School Care	555 008 863 K
After School Care	555 008 704C
Vacation Care	555 008 734B

Hours of operation:

Before School Care	6:50am - 9:00am
After School Care	2:50pm - 6:00pm
Vacation Care	7:00am - 6:00pm
Pupil Free Days	7:00am - 6:00pm
Public Holidays	Closed
Christmas Period	This is a 2 week closure and is annually reviewed and confirmation send to families

Management Committee Contact Details:

Chair Sub Committee:	Lyndsay Walker 0448 950 163
Vice Chair:	Fiona McCormack - 0405 217 457
Minutes taker:	Katie Foote

Wellers Hill School Age Child Care Service

Hours of Operations:

Before school Care	6.50am - 8.50am
After School Care	2.50pm - 6.00pm
Vacation Care and PFD	7.00am - 6.00pm

FEES AND CHARGES

Schedule of Fees for Services from 17 December 2012 and current Before Commonwealth Child Care Benefit or Child Care Rebate reductions

Fee per service per child	Before School Care	After School Care	Vacation Care & Pupil Free Days
Standard Fee	\$12	\$16.50	\$40.00 Plus costs for excursion and additional activities as stated in Vacation Care program \$38 for a second and subsequent children form on family (booked by the closing date)
Holding Fee *	\$6.00	\$8.25	Not applicable
Casual and Emergency Fee	\$15.00	\$19.50	Not applicable
Cancellation Fee	For Casual and Emergency users only \$15.00	For Casual and Emergency users only \$19.50	\$40.00 - Less than 1 week notice PLUS excursion and extra activities costs \$20.00 - More than 1 week notice PLUS excursion and extra activities costs.
<p>Cancellations made whilst the vacation care booking period is still open will not incur a fee. Cancellations for vacation care days and excursions made after the booking period has closed and with at least one week's notice will receive a half fee discount (including the full activity cost) otherwise a fee equal to the fee for that session will be charged and any money paid may be forfeited.</p>			

Please note: There is an Administration Fee (Annual levy due on enrolment) - \$10 per family

Daily routine in Before School Care

Time AM	Routine
6:50	Centre opens. Child/Children are signed in by their parents on their arrival and directed to go and play in the hall.
6:50-7:30	Children play inside in the hall - variety of games, craft, skipping, etc.
7.30– 8.20	Children participate in supervised play activities in varieties of play areas
7.30– 8.20	Breakfast is served
8.20-8.30	Children grade 1 and above are signed to go outside under the supervision of a school representative unless otherwise indicated by parents/guardians
8.30-8.40	Prep children are inside the room for a quiet or reading time
8:40	Prep children are signed out and taken to their respective classrooms by designated educators. Please note: Children should not to leave the Centre unaccompanied.
8:40-9:00	The Centre is to be cleaned by the Educators on cleaning duty
9:00	SACCS closed

Daily routine in After School Care

Time PM	Routine
2:50	Prep children collected from classrooms by an educator.
3:00	Grade One students are picked up from their classrooms by an educator (Term one only) Children arrive at SACCS: They are required too: <ul style="list-style-type: none">• Place school bags on port racks (designated for each grade) outside the room• Be signed in by a qualified educator. Roll is marked in the hall near SACCS kitchen• Wash and dry their hands outside the kitchen while supervised by an educator
13:05	Afternoon tea is served in the hall and in undercover area. It is comprising of elected sandwiches, protein. Wraps, salads, fresh fruits, vegetables, savoury biscuits, wedges, fish fingers etc.
3.30	Educators convey messages, discussed children experience, yarnning circles, show and tell time.
3.40	
3.45	Children read the afternoon activities board Children make their choice of activities by joining the educator displaying the sign for their chosen activity
3:45 -	Group Activities: activities include but is not limited to pre-organised and spontaneous activities such as : Craft; Cooking; Sport; Dancing; Adventure playground; Loose Parts; Building constructions, Garden activities, Homework; Games; Children initiated activities There are alternated age group activities in the room.
4:50 – 5.30	Groups finished their activities
5:30 - 6:00	Free activities - the bottom oval, hall, in front of the room or in the room (depends of the weather)
6:00	SACCS closed

Daily routine in Vacation Care and Pupil Free days (none excursion days)

Time	Routine
7:00	SACCS open with educators on the premises ready to greet children and parents on their arrival.
7:00 - 8:00	Indoor and outdoor free activities: quiet games, board games, physical activities, painting, colouring, etc
8:00 - 10:00	Varieties of activities
10:00 - 10:30	Morning tea is scheduled to fit around our daily activities and will vary slightly between Excursion/Visitors days and other days.
10:30 - 12:30	Special guests, organized or spontaneous activities, etc
12:30 - 1:00	Lunch –during lunchtime children are encouraged to sit quietly and eat their lunch that should be provided from home. This time may vary slightly on excursion days to accommodate the planned activities.
1:00 - 3:00	Organised activities (see below)
3:00 - 3:30	Afternoon tea is served (depending of the weather or unforeseen circumstances) at the front covered area, fake grass area or in the hall. Children are encouraged to sit quietly and eat the afternoon provided by Wellers Hill SACCS.
3:30 – 5:00	Organised activities (see below)
5:00 – 6:00	Free time/group games/computer games, etc
6:00	SACCS closed

Organized and spontaneous Activities include but are not limited to the following:

- Craft; Sport;
- Cooking
- Dress up; Drama;
- Organized sports
- Team building games; Imaginative play; Life skills
- Children initiated activities; Creative play;
- Adventure playground; Games; Dance;

A variety of supervised activities will be planned for each day of Before, After School and Vacation Care (e.g. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, parent and children are regularly invited to convey parent's and children's thoughts and input into the program. The weekly program plan is prominently displayed on the Parent and Employees Notice Boards.

These procedures vary on excursion days. Parents **must** read each vacation care program for notification of the excursion destination, duration of the excursion, departure and arrival times and if there are any special requests for children to bring with them

WARNING TO PARENTS – Dangerous plants

As you well know some of our native plants can be poisonous to people. The risk is greater with children. Some of these plants are grown in home gardens, some grow wild in the forest and some are common weeds. They all pose some risk if consumed or, in some cases, if handled by people, however the risk varies from species to species. Knowing which plants or fungi are poisonous or irritating is important. However it is difficult for young children to know or to recognize these plants.

Under the Education and Care Services National Law Act 2010 and Regulation 2011, children are to be prevented of playing with or consuming dangerous or poisonous plants.

We endeavour to identify the dangerous plants grown on Wellers Hill School grounds (if any) and educate children attending Wellers Hill Child Care Service of the potential danger that these plants can cause. A Risk assessment will be immediately implemented.

The warning will be incorporated as one of our centre's rules and children will be regularly reminded about the danger. To achieve our goal and successfully educate our children we will appreciate it if you as parents give us a hand and warn the children about the danger as well. In meantime, advise your children not to eat the berries of any plants, cut flowers or branches or play in the bushes.

Table of Contents

1. About Our Service:

- 1.1 Service Philosophy
- 1.2 Service Goals
- 1.3 Approved Provider
- 1.4 Policy and Procedures
- 1.5 Enrolment and Orientation
- 1.6 How we communicate with Families
- 1.7 Respects for Children
- 1.8 Child Protection
- 1.9 Use of Digital Images
- 1.10 Priority of Access and Non-Discriminatory Access
- 1.11 Confidentiality
- 1.12 Parent Code of Conduct
- 1.13 Educators, staff members and volunteers
- 1.14 Concerns, Complaints and Suggestions

2. Caring for Your Child:

- 2.1 Arrivals and Departures
- 2.2 Late Collection
- 2.3 Children leaving without permission
- 2.4 Children behaviour expectations
- 2.5 Custody
- 2.6 Safety
- 2.7 Health and Hygiene
- 2.8 Illness and Injury
- 2.9 Medication
- 2.10 Daily Routines
- 2.11 Homework
- 2.12 Morning and Afternoon tea
- 2.13 Behaviour Management
- 2.14 Damage to Equipment of Facilities
- 2.15 Students, Visitors and Volunteers
- 2.16 Excursions
- 2.17 Transport
- 2.18 Clothing
- 2.19 Babysitting
- 2.20 Programming
- 2.21 Personal effects

3. Payment for Care:

- 3.1 Payment of Fees and Outstanding Fees
- 3.2 Childcare Benefit (CCB) and Child Care Rebate (CCR)
- 3.3 Bookings
- 3.4 Attendance
- 3.5 Allowable Absences
- 3.6 Approved Absences

4. Important Contact Numbers

Family Enquiries (FAO)	13 61 50
Child Care Access Hotline	1800 670 305
FAO Multilingual Hotline	13 12 02
Australian Tax Office	13 28 61

Section

1

About our Service

1.1 Our Philosophy

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

A STATEMENT OF PHILOSOPHY

WELLERS HILL PRIMARY SCHOOL AGE CHILD CARE SERVICE

Wellers Hill SACCS believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children, including their right to play, learn and develop in a safe and nurturing environment, is the primary consideration in all decision-making at the Wellers Hill SACCS. It is visible in SACCS actions, interactions and daily work with the children. We believe that all children are active learners from birth. Through rich, engaging and stimulating environments and meaningful interactions we can build a foundation for successful life-long learning. We support educational activities that help children to become socially, environmentally and sustainably responsible citizens of this land and the world.

We acknowledge that parents and families are the child's primary nurturers. Respectful, collaborative relationships between Wellers Hill SACCS, families and local communities strengthen our joint capacity to support children and promote their health and wellbeing. We believe that these principles - the fundamental worth of all children and their families, their strengths, and their rights to equitable access to and participation in our diverse community - are clearly visible in all aspects of Wellers Hill SACCS delivery.

The Wellers Hill SACCS team believes that through continuous improvement of our professional knowledge and skills, an ongoing culture of professional inquiry and critical reflection, and a positive working environment, we will excel in achieving the best outcomes for the children in our care.

Our School Age Child Care Service believes that children have the right to have their individual and cultural identity recognised and respected. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. We acknowledge Jagera and Turrbal people as the traditional owners of the land where our SACCS is located. We also recognise the long history of the land and the care they gave the land before us.

Children need and want to take risks when they play. Wellers Hill SACCS aims to respond to this by offering children stimulating, challenging environments where they can explore and develop their abilities. In doing this, Wellers Hill SACCS aims to manage risks so that children gain benefits from the experiences but are not exposed to unacceptable risk.

1.2 Service Goals

Our main Goal is:

“To provide an outstanding quality of Care”

Wellers Hill School Age Child Care Service has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the ‘My Time, Our Place’ Framework for School Age Care.

OUR GOALS

Our goals are to encourage and support children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives. The service support children to become socially and environmentally responsible citizens of this land and of the world by implementing ongoing sustainability practices, diverse cultural awareness and connection to the land
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories. Educators collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Our goals for families are:

- **To provide** affordable care for the children of Wellers Hill School Age Child Care Service and children from the local schools community, including school vacations and pupil free days.
- **To assure** families that their children will be in a safe and healthy environment, where their intellectual, emotional, social, and physical needs will be met by developmentally appropriate suggested and spontaneous activities and experiences, including expressive art, construction, active and imaginative play, sports, music,

cooking, craft stories creating and reading that help children develop further their knowledge and skills.

- **To provide** two-way communication between families, School Age Child Care Service employees, Management Committee and Approved Provider.
- **To ensure** that families are always well informed about the program and their children's individual experiences and learning progress by offering them an access to their children files and by displaying on the parents' notice board: the weekly activities planning, vacation program, regular display of children craft, photos, list of the new Play and Learning stories, Theme of the weeks and children participation as well as through formal and informal meetings and discussions.
- **We keep** up to date information to ensure that our employees are well informed about the children's home experiences and family values. This information enables families and our employees to work as partners in meeting the diverse needs of the children in our diverse community.

Our Goals for Wellers Hill School Age Child Care Service employees are:

WE support and encourage Wellers Hill School Age Child Care Service employees to:

- **Continue** improving their professional knowledge and skill,
- **Fulfil** their professional development plans
- **Continue** with the ongoing culture of professional inquiry
- **Continue** with the critical reflection on their practices
- **Continue** providing a positive working environment by adhering to the team's communication agreement
- Continue adhering to the service Children Risk Management
-

1.3 Approved Provider

Wellers Hill Primary State School P&C Association is the Approved Provider for Wellers Hill School Age Child Care Service

Parent participation is encouraged throughout all aspects of the service. A parent sub-committee supports the staff and Approved Provider with the day to day running of the service. Members of the sub-committee must be financial members of the Wellers Hill P&C Association. The election of sub-committee executives is held at the AGM in February. Monthly meetings are held on the second Tuesday of each month on site, 6:00m until 7.30pm (approx). The meetings have an agenda so that they can be kept short and structured. Items for discussion can be submitted to the Coordinator or member of the executives of the sub-committee up until 5 pm the day before the meeting.

Policies and management issues should be directed to the Coordinator, Management Committee or P&C via the grievance policy outlined in this manual.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

A Strategic Plan has been developed for our Service. It is briefly reviewed at each monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the Service are involved in the Strategic Plan.

1.4 Policies and Procedures

Wellers Hill School Age Child Care Service has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept at the Sign in area.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Details in this manual are correct at the time of printing.

Policies and procedures are subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to electronically complete an enrolment form before any child is to attend the service. We strongly advise you to contact the service to organise your first meeting with the service representative. This meeting will take place on presenting a printed and signed copy of your child/children enrolment form. This is a fantastic opportunity for you to discuss with us your children interest, what will help make their time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a Family enrolment package along with a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Information will be required to be provided from the parent/guardian. Refer **Enrolment Policy** for details.

Re-enrolment as well as the allocation of permanent bookings for BSC and ASC is organized towards the end of each year via our online booking program, QK Enrol. Any request for changes to permanent bookings is also to be made online.

Bookings for children attending on a casual basis should be made at least 2 days in advance. A booking can only be accepted if places are available in accordance with our educators/child ratio and our Service approval requirement. Advance bookings are encouraged to ensure a place. Any availability for casual places is shown online through the casual booking calendar as they become available. Online booking requests must be submitted by the parents.

Please note: Due to a delay in the information appearing on our booking' register any request for a casual booking occurring after 10am on any day needs to be communicated to SACCS in person- over the phone or by e-mail

If your child has additional needs, a meeting will take place between relevant parties (e.g. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences. Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of educators and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

You are encouraged to ask the Coordinator and/or educators for information relating to

- your child's enrolment at this service including the activities and experiences provided by the service;
- the service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved; and
- the goals about knowledge and skills to be developed through activities and experiences.

See *Enrolment Policy & Communication with Families Policy*.

1.6 How we communicate with Families

We have a number of ways we communicate with you as a family. These include a once a term newsletter delivered by hand or emailed to families who have the facilities. Weekly messages are included in the WHSS newsletter as well as posted at the bottom of the Family weekly statements. Posters and brochures are available throughout the service and at the parent area, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups. We provide these in a number of languages and can help with further contacts if you need them.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We also have an open door policy so please don't hesitate to speak with the Co-ordinator if you have any concerns.

We are an Approved Service with the Office for Early Childhood Education and Care.

We have previously been accredited under the OSHCQA process and achieved a high rating of Exceeding National Standards under the new NQF assessment.

Information on the National Quality Standards is available at the Parents/Guardians sign in area and updated regularly.

See *Communication with Families Policy*.

1.7 Respect for Children

The best interests of the child are our paramount concern at for Wellers Hill School Age Child Care Service and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be

considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

See Respect For Children Policy.

1.8 Child Protection

Our service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures. We have extensive Child Risk Management Strategies in our service as required by the Blue Card Services. These strategies are reviewed annually or when the need arises.

For more information please peruse our Child Risk Management Strategy. The folder is located at the Parents sign in area.

See Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy and Child Protection Risk Management.

1.9 Use of Digital Images

On occasion your child may be photographed or video recorded while participating in the day to day activities provided at Wellers Hill School Age Child Care Service. These photos and videos may be used **within** the service as poster on wall, scrapbooks, to be placed with educators' documentation on ChildCarers for parents' perusal, TV etc., as part of our programming process. The children take great pride in having their day to day lives documented this way. Parents are requested to indicate their agreement/disagreement with this practice on their Enrolment form

If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and will be required to give written permission.

1.10 Priority of Access and Non-Discriminatory Access

Wellers Hill School Age Child Care Service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 6. Prep children are able to commence care from the first day of the year in which they will attend School.

- The service will follow the priority of access guidelines set down by Australian Government Department of Education Children's Services Handbook, a copy of which is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion as well as Wellers Hill School Age Child Care Service policies and procedure.

Priority 1

A child at risk of serious abuse or neglect

Priority 2

A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*.

Please note: The service has a long established and followed procedure to provide priority access to the siblings of the children already attending the service.

Priority 3

Any other child

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016, or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

See Access Policy.

1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Information Handling (Privacy and Confidentiality) Policy**. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the Coordinator about accessing these records.

1.12 Parent Code of Conduct

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- There will be no swearing or raised voices
- Staff members have the right to ask a person to leave the premises if they feel intimidated in any way
- Police will be called if the person does not respond to requests to leave the premises

1.13 Educators, Staff members and Volunteers

All educator qualifications and child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

The required staff/educators ratio is 1 educator for every 15 children at the service

The Management of the Service supports in-service professional development for all employees and believes that it should continue throughout each employee's career. All educators have First Aid qualifications and have a wide variety of experience in, recreational, sporting and childcare settings. Employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by the Blue Card Service. Two educators are present at the service at all times.

Photos of the currently employed educators are displayed at the Parent Information area so that you are aware of who is watching your children.

The service structure includes a Coordinator, Assistant Coordinators, BSC Responsible person, bookkeeper, office support person and educators.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, the director of the centre will handle the complaints. Should further investigation is needed the Grievance Policy will be followed up. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular (P&C; SACCS Management Committee meetings), parent information sessions or via surveys conducted throughout the year. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

Refer Complaints Handling Policy.

Section

2

Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised nominee. Prior arrangement must be made with the Coordinator/Assistant coordinators for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies faxed letters of authorisation can be sent to the service. If you require your child to attend activities within the school grounds, written authority must be given. Educators will not always be available to escort children to these activities due to children/educator ratio. Parents should consider this when enrolling children in these activities. The Service needs to obtain permission for children in care to attend after school lessons for swimming, music, tennis, etc. A nominated educator will deliver children to the swimming pool and collect them again afterwards. The normal fee for children in care will be payable whilst attending these lessons. For legal purposes, Parent must complete an Extra Enrichment Activity Permission Form giving permission to SACCS to sign out for their children to attend these activities and to be places in care of the activity's representative. The Coordinator will then make the necessary arrangements.

Our educators will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure is provided indicating that parents release SACCS of Duty of Care after the departure of the children.

Any alternative arrangements for children collection have to be made in writing and provided to SACCS at least a day prior or at least prior to 2pm on the day the arrangement is to take place.

A child/children being sign in or out by an authorized person under the age of eighteen years will be co-signed by a staff member at all times. The children should then leave the premises.

Please note: children are not to be collected by a person under the age of 18 years.

Parents/carers should avoid notifying their children about departure arrangement that have not been confirmed with SACCS staff

A message displayed above the 'Sign in/out' register reminds the parents/carers that they must notify the staff member in charge when collecting children from SACCS.

If a child is unexpectedly absent from the school on a SACCS nominated day, the parents should call the service phone number or leave a message on the answering machine. As an alternative option a parent should contact the school office and advise the administration staff of the child's intended absence from after school care. The message will then be passed on to SACCS staff. If the absence from the service on a nominated day is pre-planned, please ensure that the Coordinator/SACCS staff is advised in advance.

If SACCS staff is not advised about the child's absence before 3pm, they must assume that the child is missing and become responsible for establishing their whereabouts

If children who are booked in for After School Care have not arrived within 15/20 minutes of expected arrival time, the staff will ensure that the child is not on the school grounds and then the parent contact numbers and if necessary emergency contacts will be used to locate the child..

Once SACCS staff have been required to make phone calls to ascertain the whereabouts of a child, the primary account holder will be charged an administration fee of \$6.00.

In the event that a child has not been located or his/her whereabouts have not been verified and SACCS staff have not been able to contact the parent or emergency contact person, the police will be informed of the missing child. (Please refer to Section Emergency Procedure from Policy and Procedures Book).

If a child is absent for whatever reason from SACCS it is parents responsibility to confirm the absences on the Digital Kiosk or to sign the hard copy missing signatures register at their earliest convenience.

Please note: After being signed by an authorised person the child remains under the service duty of care till he/she physically departs from the service. Please make sure that your child/children follow SACCS rules while on our premises. A message in that regards is displayed on the Family Notice board.

Refer Arrivals and Departures of Children Policy.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of \$10.00 per child will be charged immediately in the first 10 minutes after 6.00pm, with a further \$1 per family payable every minute thereafter. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will alert the SACCS Management Committee and will contact the police for further advice. ***Refer Arrivals and Departures of Children Policy.***

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. ***Refer Arrivals and Departures of Children Policy.***

2.4 Expectations of Children

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These have been developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service.

- We will walk inside and outside
- We will always use nice word and are polite
- We will respect ourselves and others
- We will wear hats and sunscreen when outside
- We will place our bags on the designated place
- We will keep our hand and feet to ourselves
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see educators (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying
- We are active members of our community
- We care for each other
- We share with others
- We only use friendly gestures
- This is not a putdown zone – be encouraging
- Creative and gentle hand used
- We tidy up after ourselves

These expectations are our children interpretation and extensions of Wellers Hill State School students’ rules:

- Be Safe
- Be responsible
- Be respectful

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. SACCS educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police and the current custodian will be contacted immediately.

See Court Orders and the Release of Children in Care Policy.

2.6 Safety

Evacuation and lockdown plans are situated at the entrance to each area. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced regularly. Should you be present during a drill, please participate. Regular drills of these procedures give the children an opportunity to become familiar with the routine thus making it easier and less stressful when/if a real situation arises. All service fire-fighting equipment is serviced every six months by WHSS.

Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment and Lockdown Policy.

2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infections, please keep your child at home until he/she is fully recovered from an illness. All children must be immunized as per the Federal Government requirement. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Educators and other staff members observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations. An exemption will be made for Outside day where children without hats will apply adequate sunscreen and play in the shade or under cover.

Our menu and physical activities follow the recommendations for healthy eating and physical activity as stated in the: '*Dietary guidelines for children in Adolescents*' and '*Get up and Grow*' Information about the food recommendation and the importance of the physical activity sourced from the above mentioned manuals has been added to the Family Information Package. Our menu has been assessed and approved by Nutrition Australia Dietician – 18.07.2012 and on 15 October 2014.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals and/or food preparation activities. Hand sanitizer may be used where soap and water are not accessible.

Wellers Hill School Age Child Care Service is a smoke free environment. ***Refer Health and Wellbeing Policies.***

2.8 Illness and Injury

Wellers Hill School Age Child Care Service actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as Department of Health.

The Coordinator/Responsible person will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic First Aid or administer lifesaving medication (e.g. Epipen or Ventolin). If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.

MINIMUM PERIODS OF EXCLUSION-INFECTIOUS DISEASES

Condition	Child with the infection - Exclusion of cases
Chickenpox and shingles	Exclude until fully recovered or for at least 5 days after and until all blister have dried
Conjunctivitis	Exclude until discharge from eyes has ceased unless not infectious case
Cytomegalovirus	Exclusion not necessary
Diarrhea	Exclude until diarrhoea ceases for 24 hours. In case of a staff member involved in a food handling – exclude till there is not diarrhea for 48 hours
Glandular fever	Exclusion is not necessary
Hand, Foot and Mouth disease	Exclude until all blisters have dried
Herpes (Cold Sores)	Young children unable to comply with good hygiene practices should be excluded while sores are weeping. Sores should be covered with dressing, where possible.
Measles	Written medical clearance from a doctor is required to return to child care confirming the child is not infectious
Mumps	Exclude for nine days after the onset of swelling
Ringworm, scabies, head lice	Readmit the day after appropriate treatment has commenced
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset rash
Whooping cough	Exclude the child for five days or for 21 days from onset of coughing. Written medical clearance form doctor is required to return to child care confirming child not infectious
Worms (intestinal)	Exclude if diarrhea present
Hepatitis A	Exclude for 7 days after the illness or the jaundice first occurs. Written certificate is required from a doctor or from a Population Health Unit prior returning to child care
Hepatitis B and C	Exclusion not necessary

For more information on infectious diseases and the required exclusion period see Queensland Population Health Unit **'Time Out'** poster located near the from door. The current poster was obtained in October 2015. Contact phone number is 3000 9148

2.9 Medication

In the case of your child/children requiring medication whilst in our care we will need you to:

- A letter from the prescribing Medical Practitioner
- Complete a Medication Authority Form for giving medication.
- All medication must be supplied in its original container with, a pharmacist's label, which clearly states the child's name, dosage, and frequency of administration, date of dispensing and expiry date.

- In order to prevent any unwanted allergic reaction the first administration of the prescribed medication should be done by the parent outside the service.
- Service staff will not administer non-prescribed medication (this does not include administration of life saving medication (e.g. Epipen or Ventolin)
- Requests for medication and its administration will be entered in the Service medication Register and filed in the Medication folder, signed by the staff member administering the medication and by another witness.
- Medication will be kept in a secure place and unused medication will be returned to the parent.
- The principal, teachers or office staff cannot pass on medications to Service staff and have no responsibility for these after 3.00pm. Therefore, separate arrangements must be made with both the school staff and the Service staff, if a child requires medication in these different time periods.

All medication will be administered by the Coordinator or educator nominated by the Coordinator and will be recorded in a Medication Register, which will be signed off by another witness.

Children who become ill at the service will be directed to a quiet area where they can rest comfortably while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. (E.g. **Anaphylaxis Action Plan, Asthma Management Plan, Diabetes Action Plan etc.**) Please ensure service is aware of this by detailing on enrolment form. **Refer Health and Wellbeing Policies.**

Families are advised that children arriving in the service without their medication pose a great risk for the children's health and therefore parents/guardians will be contacted immediately to bring the medication to the service or to collect the child from the service.

2.10 Daily Routines

BSC -Children are signed on the Digital Kiosk by parents each morning. If your children have not yet had breakfast they may have some supplied by the service. Morning routine can consist of children completing homework, reading, playing board games doing craft activities or watching appropriate TV (Friday only). All children grade 2 and above are allowed to leave the premises and go to school at 8.30am or early if they have written permission from their parents. (Please note: there might be exemptions for when children need to attend pre-booked extra curriculum activity where there would have adult supervision). Prep children are walked up to their respective class rooms room at 8.40 am by educators. Grade One children are walked up to their respective class rooms in term one only.

ASC -Children are signed in on the Digital Kiosk by an educator immediately after school. A light, nutritious snack will be served around 3.00pm, followed by quiet time for homework (optional) and a variety of activities such as cooking, craft, sports and music. These activities are offered daily with opportunities for unstructured play also available to all children.

2.11 Homework

The Service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. A homework book is kept at the sign in desk if you require your child to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on their work.

Refer Homework Policy.

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh fruit. Through these meals and cooking sessions, we endeavor to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Our weekly menu is displayed above the parents sign in area. Detailed information about our **Food and Nutrition Policy** is available in our Policies and Procedures Manual located at the sign in area. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

Please note: Wellers Hill SACCS is a Nut free zone. This is to prevent a life threatening reactions to children in our care allergic to various types of nuts.

2.13 Behaviour Management

The aim of Wellers Hill School Age Child Care Service is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behaviour through a supportive model. This includes: efficient supervision; provision of effective role models; directing or re-directing children to other activities; working with children to set rules; follow the rules; understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. If unacceptable behaviour continues, the child will be redirected to another activity. If unacceptable behaviour continues parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and whenever possible - Management Committee. A written report will be available to parent during the consultation. A child may be suspended from the program if unsatisfactory behaviour continues or threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with the children and educators

Refer Behaviour Support and Management Policy.

2.14 Damage to equipment or Facilities

As part of every-day experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear, but can be

attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent/guardian.

2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit SACCS from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

Refer Volunteers Policy.

2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The educator/child ratio

All excursions outside the usual premises are listed and detailed in the Vacation Care Program and parents/guardian written permission is required for child/children to attend. SACCS does not provide an onsite childcare program when excursions have been booked. Families need to seek alternative childcare arrangements if they deem excursion unsuitable for their child/children.

Children are required to have footwear for ALL excursions. Children MUST wear a broad brimmed hat and sun screen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Refer Excursion Policy.

2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

Refer Transport for Excursion Policy and Vehicle Restraint Policy

2.18 Clothing

During Before and After school care children will usually be dressed in school uniform.

During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Enclosed shoes will be worn at all times when playing outside. Broad-brimmed hats will be worn during the relevant times of the day (according to the daily UV rating). Appropriate clothing with sleeves should be worn during the days and SACCS provides VC t-shirts for excursions.

Inappropriate clothing are:

- Likely to disrupt, or negatively influence the normal operation of the service
- Unsafe for the staff, children or others
- Likely to result in a risk to the health of that staff or child

Refer Preventative Health and Well Being Policy.

2.19 Babysitting

The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

2.20 Program planning

Our program based and guided by the National Framework for School Age Care in Australia - My Time our Place and its Standards includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occurs on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of activities and experiences are planned for each day of Before, After School and Vacation Care (e.g. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community.

The Coordinator/Assistant coordinators will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the year can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted on the Parent Notice Board.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Refer Educational Program Planning Policy.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, video games, hand held computer games, mobile phones etc. The Coordinator/educators must be made aware that children have these items and they should be clearly named with permanent identification.

Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

Please note: all personal electronic devices (e.g. Mobile phone) must be reported and left in the office till the child departs the centre

Section

3

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the Family Handbook Check Sheet at the front of this package. The Management Committee will set fees based on the annual budget (*see Budgeting and Planning Policy*) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent Notice board, school newsletter, statements' messages etc. Wellers Hill School Age Child Care charges an Administration Fee to all families, at the completion of the reenrolment process each year.

- Fees for children booked in on a regular basis for Before School and/or After School, and/or Vacation Care are payable **one week in advance**. Please note that for Vacation Care, this includes any activity costs for those days.
- Fees for children attending occasionally are required to be paid on the **day of attendance**.
- Accounts will be issued on Mondays. You can choose to have a hard copy or electronic copy of your account by ticking the appropriate box on your Enrolment Form.
- Acceptable methods of payment are:
 - Direct Deposit: Commonwealth Bank, BSB Code 064101 Account Number 1001 8879 (preferred option). Please put your name or your child's name as the reference;
 - Cheque – made payable to Wellers Hill SACCS; or
 - Cash (small amount of cash – preferably \$20 or less). All cheques and/or cash should be deposited in the fees box in an envelope with the child's name and the amount contained and dated.
- In the event that a child who is booked in on a regular basis is to be absent from the Service for After School or Before School Care, the full fee will be charged, unless a week's notice is given. When a week's notice is given, a holding fee will be charged. (Refer to section Fee and Charges) Please see the Co-coordinator if your circumstances need special consideration.
- In case of anticipated absences of more than a week, the holding fee(s) for the anticipated absences should be paid in advance.

- The Co-coordinator is to be advised in advance of any absences. (Refer to sections on Absence and Late arrival.)
- Parents who are returning after previously using the service are required to have paid any outstanding previous account in full, before care can be confirmed.
- Administration Fee - Re-enrolment \$10. This is a non-refundable fee payable at the time of enrolment and at the re-enrolment time every year thereafter. Families using SACCS on an occasional/emergency basis and not previously registered are required to pay the administration fee at the first occasion.
- Administration Fee – Overdue Fees \$10. An administration charge will be levied on the accounts of parents/carers where there are overdue fees and we are required to send a **reminder to pay** or a **final letter** as detailed in the following section on Overdue Fees.

Overdue fees

All fees are due a week in advance, and invoiced on each Monday. All current fees are due by 9am on Monday morning for the current week.

If there are outstanding fees:

- A written notification on behalf of the Management Committee will be sent by the bookkeeper of the Service. This will be in the form of a reminder note on your statement. A **\$10 administration charge** will be levied on your account;
- If, after a further 7 days (Day 7), no arrangements have been made for payment, the parent/guardian will be contacted in writing by SACCS bookkeeper on behalf of the Management Committee. In this **final letter**, the terms of payment will be discussed and you will be informed that continued enrolment is dependent on the payment of outstanding fees and charges. A further **\$10 Overdue Fee** will be levied on your account.
- If, after a further 7 days (Day 14), payment has not been received, the Management Committee may, at its discretion, exclude the child from attending the service. A **cancellation letter** will be sent.
- If, after a further 7 days (Day 21), payment has not been received, the overdue account will be referred to a debt collection agency, which involves releasing private information.
- The Management Committee reserves the right to indefinitely suspend the care provided for families issued with more than **three final letters** in one calendar year

A payment is incorporated in your statement detailing all the requirements according to the Department of Education, Employment and Workplace Relations (DEEWR) Child Care Service Handbook. (A copy of which is held in the Service for access by parents and other genuinely interested persons).

Accepted payment methods include cash (small amounts only are encouraged), direct debit or internet transfer.

All monies will be banked weekly on behalf of the Service

Other SACCS Fees

Non-arrival

Failure to advise the Coordinator of your child's absence before 3.00pm will incur \$6 administration charge.

Missing signatures

It is parents' responsibility to confirm any absences on the Digital kiosk. If your child has been absent and the system hasn't asked you to confirm, please see the SACCS office.

Postage and handling

Families are encouraged to receive their statement by email or collect them whilst collecting their children. Where statements are not collected or need to be posted to families to prompt payment letters are posted at the cost to the centre. Postage and handling fee is designed to recoup the postage and encourage timely collection of statements and prompt payment on any outstanding fees.

Provision of food – vacation care and student free day

An extra charge of \$5.00 will be applicable when the centre provides children with food outside the normal food provided for all children attending.

An extra charge of \$2 will be applicable when the centre provides children with bottled water for excursion day. There is only a limited supply of water bottles. Parents are encouraged to provide their children with drink bottles.

Holding Fees

- Parents/carers have an option to place their child/children on HOLD for situations when the child/children will be absent from school and SACCS, for example: going on holiday, attending school camp, suspension from school or SACCS in accordance with the *Australian Government Department of Education Children's Services Handbook*.

The holding period cannot be longer than 2 consecutive weeks and the centre needs to be advised at least one week in advance (not applicable in case of suspension from school or SACCS). Full fees are required if cancelling with less than a week notice.

Please note: the holding Fee on the first or last absences would not attract CCB/CCR

In exceptional circumstances when a family needs to take a prolonged absence from the service (e.g. long family holiday) the family will be charged a holding fee for up to 6 weeks. The family needs to reiterate their commitment to return and continue to use the service after the end of their holiday. After 6 weeks the children will be removed from the roll and following absences will be not reported to Centrelink and will be not eligible for CCB or CCR. The family will be charged holding fee as a debit on their account. Upon return the family will resume their normal usage of the service as booked

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

3.2 Childcare Benefit (CCB) and child Care Rebate (CCR)

Childcare Benefit is a payment made to eligible families to assist with the cost of work or study related childcare expenses. The Childcare Rebate (CCR) is an additional payment to eligible families to cover 50% of their out of pocket child care expenses.

It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCB and CCR. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

On a weekly basis, our service submits online attendance records for each child. Childcare Benefit calculations are made based on family eligibility details and attendance information as reported by the service. Childcare Benefit and Childcare Rebate Fee reductions are paid directly to services and are itemised on the family account.

Please note: CCB is not payable on the first/last booked and not attended days.

3.3 Bookings and cancellation

At Wellers Hill School Age Child Care Service we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit and approved places there may be some days we will have to refuse care to casual bookings.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will not be attending on a particular day.

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes:

- One week notice for Before and After school care and casual care;
- One week notice for Vacation Care. Cancellations made whilst the vacation care booking period is still open will not incur a fee. Cancellations for vacation care days and excursions made after the booking period has closed and with at least one week's notice will receive a half fee discount (including the full activity cost) otherwise a fee equal to the fee for that session will be charged and any money paid may be forfeited.

Allowable or Approved Absences will be used for all other instances, including absences due to illness.

3.5 Allowable Absences from Child Care

Families receiving Childcare Benefit are entitled to an initial 42 absence days per financial year, per child. Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).

Absence days cannot be recorded for a child before the child has begun care or after a child has left care. Parents are not eligible for CCB/CCR on those absences.

3.6 Additional Absences

Once all the first 42 absence days have been used CCB will also be payable for absences taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation (with written evidence)
- rostered days off/rotating shift work (with written evidence)
- temporary closure of a school or pupil-free days
- periods of local emergency
- shared care arrangements due to a court order, parenting plan or parenting order (With copy of documentation)
- attendance at preschool (specific conditions apply)
- exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days'. There is no limit on the number of these days for which CCB may be paid as long as:

- they are taken for the reasons specified above, and
- supporting documentation (where required) is provided, and
- they are days on which care would otherwise have been provided.

Section

4

Important Contact Numbers

Centre Contacts

Wellers Hill School Age Child Care Service – 07 3892 6344

Wellers Hill State School

<https://wellhillss.eq.edu.au/Pages/default.aspx>

Emergency Numbers

Police Holland Park Police Station 07 3847 8633

Ambulance:

000 from a landline or
112 from a mobile phone

Fire Station Annerley 07 3247 5210

General Departments

Centrelink:

Online Services support 132 307

Centrelink Multilingual Call 131 202

Office for Early Childhood Education and Care 1800 637 711

Family Assistance Office (FAO) 13 61 50

Family Assist Office

<http://www.familyassist.gov.au/>

Local Council Contacts (07) 3403 8888

DEEWR 1-DEEWR (133 397)

Health

Community Health Service Centre Alderly **1300 366 039**

Child Health Care: **13 HEALTH (13 43 25 84)**
343 2584 (After Hours)

Department of Health **07 3234 0111**
National Health and Medical Research Council (NHRMC)
<https://www.nhmrc.gov.au/>

Counselling and Support

Lifeline **13 11 14** **www.lifeline.org.au**

Poisons Information Centre **13 11 26**

Women's Info link **1800 177 577**
<https://www.qld.gov.au/community/women/womens-infolink/>

Domestic Violence Telephone Service:

Kids Helpline (for ages 5-25)

Phone: 1800 55 1800 (free call from landlines and any Optus or Virgin mobile)

Website: <http://www.kidshelp.com.au/>

Lifeline (for all ages)

Phone: 13 11 14 (cost of local call from landline or free from mobile phone)

Website: <http://www.lifeline.org.au/>

Mensline (for relationship issues)

Phone: 1300 78 99 78 (cost of a local call)

Website: <https://www.mensline.org.au/>

Suicide Call back Service

Phone: 1300 65 94 67 (Cost of a local call)

Website: <https://www.suicidecallbackservice.org.au/>

Relationships Australia **1300 364 277**

Juvenile Aid Bureau 07 3364 3150

PPP Parenting Program 07 3365 7290
Email: cfpc@psy.uq.edu.au