



# Coomera Rivers OSHC

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## Family Information Handbook 2023

The handbook serves as a go-to guide for families to understand the policies and expectations of Coomera Rivers OSHC – giving a clear understanding of what is required and how parents can engage with the service.

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# Welcome

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Welcome to Coomera Rivers OSHC!

## **About Coomera Rivers OSHC**

We are excited to have your family become part of our vibrant OSHC community.

Coomera Rivers OSHC is operated by the Coomera Rivers State School P&C Association. We have a strong emphasis on being an exceptional OSHC service and work very closely with Coomera Rivers State School to ensure there is an integration between the classroom and OSHC.

Our service is a warm, inviting and play-based environment where children collaborate with educators to maximise their leisure time with lots of learning, making new friends, and most importantly, having fun!

## **Regulatory Context**

Our service is an Approved Service under the Education and Care Services National Law and Regulations. Our Regulatory Authority is a division of the Department of Education, called Early Childhood Education and Care (ECEC).

## **What to Expect**

We offer before school care, after school care and vacation care to meet the needs of the Coomera Rivers school community. Our programs include healthy snacks (breakfast and/or afternoon tea), a wide variety of play experiences that are both planned and spontaneous, and during vacation care, some exciting excursions.

## Service Details

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### Contact Details:

Tel: 07 5596 8306

Mob: 0455 968 377

Email: [crsoshc@coomerariversss.eq.edu.au](mailto:crsoshc@coomerariversss.eq.edu.au)

### Hours of Operation

Before School Care	6:00am – 8:30am	After School Care	2:30pm – 6:30pm
Vacation Care	6:00am – 6:30pm	Pupil Free Days	6:00am – 6:30pm
Christas Holiday Closure Period		Last day of service – Thursday 21 <sup>st</sup> December 2023 First day of service – Wednesday 3 <sup>rd</sup> January 2024	

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# Section 1 – About our Service

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## 1.1 Our Philosophy

Coomera Rivers State School Outside School Hours Care believes that each child has the right to be an active member of the community in which they live, to express their opinions and to have their views considered in decisions that affect them.

We believe the best interests of the children and their right to play, learn and develop in a safe and nurturing environment, is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children.

We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions, we can build a foundation for successful lifelong learning.

We acknowledge that parents and families are the child's primary educators and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support and promote each child's health and wellbeing.

We acknowledge the important role that schools' play in children's education, learning and development and seek to develop complementary and supportive relationships based on collaborative partnerships.

We acknowledge through all aspects of service delivery, the intrinsic worth and strengths of all children and their families, and their right to equitable access and participation in the community.

The 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 seek to embed Aboriginal and Torres Strait Islander perspectives in our day-to-day practice with children and families through our commitment to reconciliation.

We value ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children.

## 1.2 Approved Provider – Persons with Management and Control

Coomera Rivers State School P&C Association is the Approved Provider for Coomera Rivers Outside School Hours Care Service.

As an eligible association, defined by s5A of the Education and Care Services National Law, the members of the P&C's executive committee are the persons with management and control of the OSHC service and discharge the responsibilities of the provider. Their governance role is to establish and monitor the rules, practices and systems of the service to ensure accountability and compliance.

## 1.3 Parent Participation and Engagement

Parents of the service are encouraged to be engaged in the operations and governance of the service. P&C meetings are held on a Tuesday in weeks 4 and 9 each term, from 7.00pm. Items for discussion can be submitted to a member of the P&C Executive Committee up until 5:00pm the day before the meeting.

We have several ways we communicate with our families to ensure they are fully informed. These include daily conversations, emails, OWINA, and including provision of a weekly newsletter. Additional parenting and community service information is available on displayed posters and in brochures at the parents' area.

Your feedback is important to us. We offer surveys throughout the year and provide a suggestion box and confidential feedback and complaints procedure for all service users. We also have an 'open door policy' so please don't hesitate to speak with the Nominated Supervisor or Responsible Person if you have any concerns.

The service has an established quality improvement plan (QIP). Key areas of progress are presented at relevant intervals, with a full review conducted annually. All stakeholders involved in the service are welcome to be involved in the development and review of the strategic planning and quality improvement.

For more information, please refer to ***Policy 6.6 – Community Communication and Participation***.

## 1.4 Day-to-Day Management

The Nominated Supervisor for the service is Rachel Hudson. Generally, they are the best person to speak to about any day-to-day matters and can be contacted via email or phone.

In their absence, the service will appoint a Responsible Person to be in charge of each session of care. The educator who is the Responsible Person will have their name displayed in the parents' area. Please feel free to speak to this person around any pressing matters.

## 1.5 Policies and Procedures

Coomera Rivers OSHC has an extensive Policy and Procedure Manual which sets out all the key rules and practices of the service. This manual is available for parents to read at any stage. A copy of the policies and procedures are available at the OSHC Office.

Policies and procedures are subject to change and are routinely updated. Parents will be notified of any relevant changes, with a notice period before changes come into effect.

## 1.6 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child attends OSHC. This process is critical in ensuring the service has all the information it needs to care for children. Parents are welcome to meet with service leaders before a child's first day and it can be a fantastic opportunity to discuss any particular needs and preferences.

The service cannot accept any enrolment until all necessary information has been supplied.

For more information, please refer to ***Policy 6.2 - Enrolment and Orientation***.

## 1.7 Inclusion Support

Coomera Rivers OSHC is committed to being an inclusive education and care service. Where an enrolment form indicates a child may require additional support, we will discuss with the family the opportunity to liaise with The Inclusion Support Agency to assist with any relevant resources or information.

To ensure the best possible outcomes for the child, possible additional information sought from parents for enrolment could include—

- Nature and intensity of support required.
- Identification of any necessary skills or training for educators.
- Any relevant information to inform a risk assessment.

For more information, please refer to ***Policy 5.4 - Supporting Additional Needs with Inclusive Practices***.

## 1.8 Respect for Children

The best interests, safety and wellbeing of children are our paramount concern. As a quality OSHC service we seek to provide care that respects the child's dignity and privacy at all times, and one that considers children as unique and valued individuals.

Children are 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. Your child should feel welcome to share their thoughts and perspectives on the service's activities, resources and learning environment.

We recognise that children's behaviour does not always meet the service's expectations. In responding to behaviour, our educators will seek to positively guide children towards the expected behaviour. We want all children to feel safe and supported at OSHC, where positive guidance fails to address a child's behaviour, we'll seek to speak directly with a parent to formulate more intensive support plans.

For more information, please refer to ***Policy 5.1 - Interactions and Relationships with Children***.

## 1.9 Child Protection

There are several elements that come together to support the safety of children at the service. We have comprehensive protocols for the supervision of children and have established routines to ensure the OSHC environment is suitable.

Alongside our duty to ensure children are safe while in attendance, is an obligation around mandatory reporting. Where an educator responsibly believes a child is at risk of harm and they might not have a parent willing and able to protect them, they have a duty to report this suspicion to Child Safety (see Child Protection Act 1999).



Should parents have concerns about the safety of children, they should raise their concerns with the Nominated Supervisor at their earliest convenience. We take the responsibility of children safety very seriously and would seek to address concerns in a timely manner.

For more information, please refer to ***Policy 2.1 - Providing a Safe Environment, Policy 2.14 – Handling Disclosures and Reporting Suspicions of Harm (Including Mandatory Reporting)*** and ***Policy 5.5 - Promoting Protective Behaviours***.

## 1.10 Use of Photos

On occasion your child may be photographed participating in service's program - the activities and experiences. We use these photos to communicate children's play and learning **within** the service's community (i.e. on walls or social media posts etc.). We find children take great pride in having their day-to-day experiences documented this way.

If we ever intend to use these photos for use in any other project (such as service marketing material and/or showcasing our service), parents will be consulted and will provide written permission.

For more information, please refer to ***Policy 6.4 - Acceptance and Refusals of Authorisation***.

## 1.11 Priority of Access

This 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. Priority for places at the service is given to primary school age children between Prep and Grade 6 currently attending Coomera Rivers State School. We are able to provide care for early high school age children if places are available. Prep children are able to commence care from the first day of the year in which they will attend school.

As vacancies in a service arise, providers are asked to consider prioritising children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

For more information, please refer to ***Policy 6.1 - Access***.

## 1.12 Confidentiality

All personal records will be stored securely and kept confidential. The information we collect is only used to care for your child and will only be released where there is lawful basis to do so.

As set out in the enrolment form and service policy, OSHC does routinely share information with the school to support their learning and development, especially around behaviour expectations.

You may access your child's personal records at any time if you are the parent (or a relevant authorised nominee). If you would like to access the service's information about your child, please see the Nominated Supervisor (or Responsible Person).

For more information, please refer to **Policy 7.6 - Information Handling (Privacy and Confidentiality)**.

### 1.13 Expectation for Parents

We expect parents and other stakeholders to interact with the service with respect and courtesy. We cannot accept any parent displaying aggressive or otherwise harassing behaviour. Any instances of parents engaged in unreasonable behaviour will be treated very seriously and may result in unenrolment from the service.

Any genuine concerns can be openly shared with the service's leadership team. We ask parents to remain professional when raising circumstances they would like addressed.

### 1.14 Educators, Staff members and Volunteers

We seek to recruit suitable qualified and able staff to support children's learning and wellbeing. Educators are well-managed by the service's leadership team and are supported to develop as OSHC professionals. We are regulated to employ sufficient educators to children (1:15) but will often roster above the minimum requirements.

A code of conduct sets out the general standards of behaviour for our employees and volunteers. Our educators hold suitable qualifications, including blue cards, first aid and emergency asthma and anaphylaxis training.

To help connect faces with names, we display photos of educators in the parent area. Feel welcome to have conversations with our educators while you're at the service. We believe our children benefit from stronger connection and partnerships with families and our educators.

For more information, please refer to **Policy 4.1 – Recruitment and Employment of Educators**, **Policy 4.2 – Working With Children Check Management**, and **Policy 4.3 - Volunteers and Students Policies and Educator to Child Ratios**.

### 1.15 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Nominated Supervisor. If this is not satisfactory, the Approved Provider of the service may be contacted directly to handle complaints. Contacts for the Approved Provider representatives are at the front of this handbook.

The well-being of your child is really important and we are continually building upon the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' in the foyer, via OWNA, at regular P&C /Management meetings, parent information sessions or via regular surveys.

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.

For more information, please refer to ***Policy 6.7 – Feedback and Complaints Handling***.

### **1.16 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.

## Section 2 - Caring for Your Child

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### 2.1 Arrivals and Departures

Children must be signed in and out each day by:

- a parent; or
- an authorised nominee; or
- with prior written instruction from the parent.

Prior arrangement must be made with the Nominated Supervisor for a child to leave the service other than by a parent or authorised nominee (person stated on the enrolment form to collect children from the centre).

If we do not recognise the person collecting your children, we will ask for identification. Please advise persons collecting your children that they will be need to provide identification. If there is an emergency, letters of authorisation can be emailed to the service.

If you require your child to attend extra-curricular activities within the school grounds, written authority must be given and arrangements for delivery and collection of your child to and from these activities negotiated with the service. Educators may not be available to escort children to these activities. Parents should consult with the Nominated Supervisor before enrolling children in these activities.

The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of duty of care is provided. If children who are booked into the service for care have not arrived within 15-20 minutes of expected arrival, parent/guardian will be contacted.

For more information, please refer to ***Policy 2.3 - Arrivals and Departures of Children.***

### 2.2 Late Collection and Fee Payable

We ask for parent cooperation by collecting your child by 6.30pm. If there are unforeseen circumstance 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. is payable. If a child is not collected by 6.30pm, and parents and emergency contacts cannot be reached, the Nominated Supervisor will contact the police for further advice.

For more information, please refer to ***Policy 2.3 - Arrivals and Departures of Children.***

### 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. Should this behaviour present as a future risk to the health and safety of the child and the staff, the service will refer to the service policies with respect to behaviour management.

For more information, please refer to ***Policy 2.3 - Arrivals and Departures of Children.***

## 2.4 Behavioural Expectations of Children

Coomera Rivers OSHC is committed to guiding children's behaviour through effective and evidence-based practices that are integrated with CRSS robust and embedded initiatives. In designing our policy for behaviour support, our expectations and practices for behaviour at OSHC are mirrored from those carried out during school hours.

The service acknowledges the importance of parents and families as a child's primary educator. Parents are kept informed of significant events and incidents occurring in the OSHC setting, and are encouraged to help the service choose the individual plans and strategies for their children.

Educators are equipped with practices and skills to positively guide and encourage children towards acceptable behaviours. Through our framework, we seek to understand challenging behaviours, considering children's individual needs, developmental stages, and family context in order to provide effective support.

***See Policy 5.2 – Positive Behaviour Support Framework and Practices and Policy 5.3 – Supporting Complex Behaviours.***

## 2.5 Shared Care and Custody

Any parenting plans and relevant court orders must be submitted to the service along with a child's enrolment forms. The service must comply with these arrangements. Should family arrangements change within the course of a child enrolment, these details can be updated at any point.

To remove any doubt, where parenting arrangements are informal or relevant plans/orders are silent, both parents will have an entitlement to information and collection of children. Separate accounts will need to be created for shared care arrangements so relevant CCS entitlements are applied. If you have any questions regarding these issues, please see the Nominated Supervisor.

***See Policy 2.3 - Arrivals and Departures and Enrolments.***

## 2.6 Emergency Procedures

The service has established evacuation and lockdown procedures for emergency situations. The evacuation plans and instructions are displayed prominently near each exit of the service premises. To ensure children are familiar with procedures (and to maintain compliance), evacuation and lockdown drills are practiced each term.

Emergency and first aid equipment is routinely inspected to ensure everything is in working order.

For more information, please refer to ***Policy 2.13 - Emergency Evacuation, Lockdown and Drills.***

## 2.7 Health and Hygiene

The health of all children who attend the service is critical. To safeguard the health of all children and to prevent the spread of infection, please keep your child at home until they are fully recovered from their illness.

All children who are suffering from an infectious condition will be excluded from the service to prevent others being introduced to the infection. Please refer to the *Time Out (Queensland Health) poster* displayed at the service to identify the isolation/exclusion periods. For children who fall sick while in care at the service, the parents will be notified and will be requested to collect their child immediately.

Likewise, we encourage children to establish healthy practices like hand hygiene. Before eating and/or after toileting or any messy activity, children will wash hands with soap and running water. Sanitisers are less preferable but may be used where soap and water are not accessible (i.e. on an excursion).

We ensure our OSHC environment is clean and sanitary. Educators conduct daily inspections and ensure the service is thoroughly cleaned each day.

For more information, please refer to ***Policy 2.8 - Hygiene, Health and Wellbeing Practices.***

## 2.8 Illness and Injury

We recognise our duty to protect children from harm and hazards through mechanisms such as sound risk assessment and supervision. Despite our best efforts, the nature of children's play means, from time-to-time child will experience illness and injury.

The number of educators with first aid qualifications well-exceed the minimum requirements. Our incident management plans all include applying first aid in the first instance. Once the circumstances are managed, parents will be called and notified.

Likewise, as soon as a child is unwell, they will be comforted and cared for in the office until they can be collected by a parent (or other suitable adult).

A written report is created any time a child is injured, ill or otherwise experience trauma at OSHC. Depending on the circumstance, parents are sometimes verbally notified of incidents and then we document the details of this conversation. Where possible, the written reports are also provided to parents via OWNA to initial their acknowledgement.

For more information, please refer to ***Policy 2.4 - Incident, Illness, Injury and Trauma.***

## 2.9 Medication

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required.

All medication must be supplied in its original container with relevant instruction attached. Where medication is prescribed, a pharmaceutical label showing the child's name and dosage information clearly printed on medication. The service cannot administer medication outside of the instructions on the medication or otherwise provided by a medical practitioner.

All medication will be administered by two suitable educators and will be recorded in a Medication Administration form.

Children who become ill at the service will be provided a quiet area to 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.

For more information, please refer to **Policy 2.10 - Medication Administration**.

## 2.10 Children's Health and Medical Needs

When enrolling your child with the service, you are asked about relevant health and medical needs. Some children attending to OSHC have potentially highly sensitive and serious medical conditions. To ensure children's safety (and to comply with regulations), any child with a relevant medical or health need will need:

- A management plan (supplied by parents)
- A risk-minimisation plan (developed in consultation with the service)
- A communication plan (how staff are notified, and parents provide updates/changes to the service)

All of these steps and documents are set out in our policy – which relevant parents will receive a copy. We cannot accept a child's enrolment unless the plans are in place. If you're unsure of your child needs medical/health plans, please see the Nominated Supervisor.

The service strives to be an inclusive setting. Should any parent be seeking support for additional needs, please contact the Nominated Supervision to discuss arrangement, including relevant funding avenues.

For more information, please refer to **Policy 2.9 - Children with Medical Conditions** and **5.4 – Supporting Additional Needs with Inclusive Practices**.

## 2.11 Homework

The service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. Whilst we support the children to have space for homework, we do not take responsibility for tutoring or signing off on work.

## 2.12 Food and Menu

Nutritious and well-balanced food will be provided for breakfast and afternoon tea. A weekly menu is displayed in the parents area, which sets out the planned meals for the week. Parents are welcome to pack alternatives for their children, should they wish.

Water is always available to children.

Please remember to inform the service if your child has any food allergies or has a special dietary requirements.

For more information, please refer to **Policy 1.5 - Food and Nutrition**.

## 2.13 Excursions

Excursions are a valuable part of our overall program. Typically, excursions are restricted to vacation care sessions.

A comprehensive risk assessment must be completed prior to collecting permissions and attendances. Parents are welcome to view the risk assessment. See the Nominated Supervisor to access.

Authorisation for excursions are included in the booking forms for vacation care. When seeking permission for excursion we must include specific information that must be included in the permission, such as:

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

Children are required to wear covered footwear and tops with sleeves for all excursions. Children must follow the sun safety policy and wear a broad brimmed hat and sunscreen during outdoor activities. Please check the vacation care program for other daily requirements.

**Refer to Policy 1.3 - Excursions.**

## 2.14 Sun Safety

The service's sun safety policy is to ensure that all children attending the service are protected from the harmful effect of the sun (UV radiation).

The service will monitor daily UV rating times via the Sunsmart Global UV app. For periods of the day at or above UV level 3, sun-safe practices will be strictly followed.

Families are required to meet their responsibilities, including their child be equipped with the appropriate sun safe items for the activities (hats, sleeved shirts etc). Hats are to be brought to every session of care.

**Refer to Policy 2.11 – Sun Safety.**

## 2.11 Immunisations

Through the service's enrolment process, parents/caregivers will be requested to provide a copy of their child's immunisation history statement.



If the parent/caregiver does not provide the child's immunisation history statement, the child's enrolment may be:

- Refused or cancelled;
- Accepted with conditions, such as attendance refused until an Immunisation History Statement or other documentation from a recognised immunisation provider demonstrates full immunisation status; or
- Accepted, with specific conditions in place. Specific conditions may include restricting care during an outbreak of infectious disease at the service.

Families of vulnerable children (i.e. those children whose immunisation status is deemed 'not up to date') whose enrolments have been accepted (with or without conditions) will not be eligible for Child Care Subsidy (CCS).

***Refer to Policy 6.9 - Childhood Immunisation and Policy 2.7 - Infectious Diseases – Prevention and Response***

## **2.14 Daily Routines**

**Before School Care:** Children are signed in by parents each morning. Breakfast is supplied by the service until 7:50am. A morning routine and program is offered which provides opportunity for children to engage in a variety of indoor and outdoor activities, such as completion of homework, reading, playing board games, arts and craft, sport and games. Children are signed out from the service by an educator at 8.15am. Prep children are walked up to their room at 8.15 am by educators and handed over to their class teacher.

**After School Care:** Children are signed in by an educator immediately after school. A light, nutritious snack will be served following arrival. A variety of indoor and outdoor activities are offered daily from which children may choose such as cooking, craft, sports and music with opportunities for unstructured play available to all children. A quiet time and space is provided for homework. Families must sign their children out from the service.

**Vacation Care:** Children are signed in and out from the service by the parent /authorised nominee. A menu and program of activities is developed and made available a minimum of 3 weeks prior to the holiday period. A variety of indoor and outdoor experiences are planned from which children may choose and including opportunities to participate in excursions and incursions.

## **2.20 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 a spare set.

Covered shoes and broad-brimmed hats will be worn at all times when playing outside. Appropriate clothing will entail the wearing of shirts/tops with sleeves.

## 2.22 Damage to Equipment or Facilities

As part of every-day experiences involving children, we recognise that fair wear and tear will occur to resources and facilities. 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, a cost to the parent may be incurred.

## 2.23 Children's Property and Belongings

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones etc. The Director/educators must be made aware that children have these items and they should be clearly named with permanent identification. Limits will be placed on children's access to electronic devices. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

***Refer to Policy 6.10 - Children's Property and Belongings.***

## Section 3 – Payments and Coordination of Care

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### 3.1 Payment of Fees (and Aged Debt)

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed at the front of this handbook. Fees are set based on the annual budget **(see *Budgeting, Procurement and Financial 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 2 weeks in advance of any changes to fees. A \$100.00 bond is charged per child upon enrolment.

Accounts are raised weekly and payment is due **no later than 3:00pm Friday**. Payment is to be made using direct debit **only**. The service uses a third party for direct debits; Fat Zebra.

Fees outstanding after 3pm Friday, may result in enrolment being suspended and/or cancelled until fees are cleared. If cancelled, your child will then go onto the waiting list, re-attending the service when a place becomes available.

The service may reprocess failed direct debits for outstanding accounts. This may also be requested by the family and will incur a \$5 administration fee.

A debt collection agency may be appointed to recover outstanding money. Contact the Finance Manager to discuss payment of outstanding fees. Confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Subsidy. Please contact Centrelink for your family's CCS entitlement.

**Refer to *Policy 7.10 – Setting, Reviewing and Managing Fees*.**

### 3.2 Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment made to the service on behalf of eligible families to assist with the cost of care. Families are required to pay the gap between the service fee and the subsidy paid, to the service.

It is the family's responsibility to contact Centrelink to ensure their eligibility for CCS which required an income and activity test. Centrelink Refer Numbers (CRN) and birth dates are requested through the enrolment process.

On a weekly basis, our service submits online attendance records for each child. Child Care Subsidy calculations are made based on family eligibility details and attendance information as reported by the service. Child Care Subsidies are paid directly to services and are itemised on the family account. Your weekly statement will set out the entitlements paid on your behalf.

**Refer to *Policy 7.11 – Administration of Child Care Subsidy and Additional Child Care Subsidy (ACCS)* and *Policy 6.2 – Enrolment and Orientation*.**

### 3.4 Bookings

Coinciding with enrolment is the requesting of a placement/booking. We offer two types of bookings:

- Permanent – either a weekly or fortnightly schedule
- Casual – ad hoc attendance patterns

Preference is given to permanent bookings. Casual bookings are only accepted where there is vacancy.

A request for a new booking can be done by emailing the service. Changing a booking can be done via OWNA.

**Refer to *Policy 6.3 - Booking and Cancellations***

### 3.4 Cancellations and Absences

Please notify the Nominated Supervisor/Responsible Person in Charge promptly if your child/ren will not be attending on a particular day.

Bookings must be cancelled with 2 week's notice. Fees will be charged if the appropriate notice is not given.

**Refer to *Policy 6.3 - Bookings and Cancellations*.**

### 3.5 Allowable Absences (CCS)

Families receiving Child Care Subsidy 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.

Families are eligible to receive Child Care Subsidy for up to 42 absences per financial year. Once all 42 absence days have been used CCS will also be payable for absences taken for the following reasons:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child
- the service is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards

- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

**Refer to *Policy 7.11 – Administration of Child Care Subsidy and Additional Child Care Subsidy (ACCS)***

## Section 4 – Additional Contacts and Supports

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### Government Departments

**Regulatory Authority**

Department of Education - Early Childhood Education and Care

<https://earlychildhood.qld.gov.au/contact-us>

**Child Care Subsidy** - Parent/Family Centrelink

<https://www.servicesaustralia.gov.au/child-care-subsidy>

### Health

**Queensland Health** – Schools and Early Childhood

<https://www.health.qld.gov.au/public-health/schools>

### Counselling and Community Support

**Family and Child Connect**

13 32 64

<https://www.familychildconnect.org.au/>

**Lifeline - Crisis Support**

13 11 14

<https://www.lifeline.org.au/>

**Poisons Information Centre**

<https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/>

**Raising Children Network**

<https://raisingchildren.net.au/>