



# Family Handbook

This handbook provides parents and carers of students attending EJ Kids' Care with all relevant information pertaining to our Service



# EJ KIDS' CARE FAMILY HANDBOOK

49 ROSEBY AVE, CLAYFIELD Q 4011 | Ph: 07 3262 8093 | Email: [oshc@ejkidscare.com.au](mailto:oshc@ejkidscare.com.au)

## EJ KIDS' CARE

### Service Operation Monday – Friday:

Before School Care: 7.00am - 8:30am

After School Care: 2:45pm - 6:00pm

Vacation Care: 7.00am - 6:00pm

### Fees and Charges:

Type of Care	Students Years 1 to 6	Prep Students
Before School Care	\$18.00	\$18.00
After School Care	\$27.00	\$29.00
Vacation Care and Pupil Free Days	\$52.00	\$55.00

Term-time casual bookings will attract an additional \$5 charge

### Approved Provider:

Approved provider number: PR-00000188

Service approval number: SE-00001096

Eagle Junction State School Parents & Citizens' Association Contact person: Zahrah Roush

Contact details: [ejpcpresident@gmail.com](mailto:ejpcpresident@gmail.com)



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<b>EJ Kids Care Sub-Committee Details:</b>	<b>Chairperson:</b> Al Perillo  <b>Treasurer:</b> Carmel Raju  <b>Secretary:</b> Katy Hunt  <b>Policy / Communications:</b> Vacant
<b>Service Director and Nominated Supervisor:</b>	Annie Talley  (07) 3262 8093 or <a href="mailto:oshc@ejkidscare.com.au">oshc@ejkidscare.com.au</a>
<b>Educational Leader</b>	Kayla Di Mauro
<b>Inclusion Support Leader</b>	Ashleigh Lusk
<b>Assistant Educational Leader</b>	Ella Wooldridge
<b>Kitchen Coordinator</b>	Leilani Wain
<b>Administration Assistants</b>	Simone Fulcher, Victoria Thomas, Jessica Cross



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## Educators

Alyssa Mills	Benjamin Weeden	Bridget Toohey
Caitlin Gates	Daniel O'Neill	Ella Smyth
Emily Buckland	Emma Rafter	Evangeline Torres
Frances Edwards	Gareth Rawlinson	Georgia Gaddes
Glory Khin	Grace Fairgrieve	Isabelle Hammond
Jesse Hollier	Kaelib Reece	Kate Cowan
Kimberley Pollock	Laura Raineri	Lily Lau-Coombs
Madeline Holt	Maeve Toohey	Mandy Gosal
Nia Williams-Jones	Niamh Byrne	Olivia Rodman
Rachel Simms	Sophie Collins	

## Complaints, Grievances & Compliments:

1. Annie Talley	<a href="mailto:oshc@ejkidscare.com.au">oshc@ejkidscare.com.au</a>
2. Zahrah Roush	<a href="mailto:ejpcpresident@gmail.com">ejpcpresident@gmail.com</a>
3. Office of Early Childhood Education and Care	(07) 3634 0532 or <a href="mailto:MetroNorth.ecec@qed.qld.gov.au">MetroNorth.ecec@qed.qld.gov.au</a>
4. The Australian Children's Education & Care Quality Authority (ACECQA)	1300 422 327 or <a href="mailto:enquiries@acecqa.gov.au">enquiries@acecqa.gov.au</a>

## Regulatory Authority:

Office of Early Childhood Education and Care (07) 3634 0532 or [MetroNorth.ecec@qed.qld.gov.au](mailto:MetroNorth.ecec@qed.qld.gov.au)



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## Welcome

On behalf of all the staff at EJ Kids Care, we would like to extend a warm welcome to our families and thank you for entrusting your children into our care. Our Educators are committed to providing your children with quality learning opportunities, delivered in a safe, secure and stimulating environment.

Our Educators have a wide variety of experience in childcare and are guided in best practice by the School Aged Framework, *My Time, Our Place*.

The School Aged Framework My Time, Our Place, aims to provide school aged children in outside school hours' care with high quality care that promotes their learning and development while recognising the importance of social interactions and recreation. Educators working in collaboration with children and their families, guide children's learning by identifying their strengths and interests. Our aim is to extend and enrich children's wellbeing by providing stimulating, positive leisure experiences that foster self-esteem and confidence.

All Kids' Care staff are required by law to hold a current Suitability Card for Child Related Employment and all staff are First Aid trained.

Our Service is Approved under National Law Act 2010 and National Regulations 2011 and the quality of our Service's operations, programs and practices are assessed and rated under the National Quality Standards. Our 2017 assessment and ratings process saw the Service rated as Meeting National Quality Standard.

An integral part of the assessment and rating process is our centre's Quality Improvement Plan. The Quality Improvement Plan documents the outcome of our self-assessment and quality improvement planning process and can be found in our family information corner in the centre. As part of our commitment to ongoing self-reflection and improvement, we welcome and encourage families, staff and children to contribute to our plan wherever possible.

Please feel free to contact the Kids' Care Director, Annie Talley, if you have any queries or concerns about your child or the Service.



## Section 1: About our Service

### 1.1 - Our Philosophy

Our Service gathers on Turrbal Nation Country and we respect the Traditional Custodians of this land that we walk, learn and play on. We value Aboriginal and Torres Strait Islander cultures as a core part of Australia's past, present and future. We recognise the value of exploring and learning the vital history and future of Australia alongside our children through storytelling, cooking, activities and play-based learning. We believe we must always find ways to grow as a Service by listening, exploring the lands and animals and allowing change, as represented by our logo.

Our Service believes that each child has the right to be a valued participant of the community in which they live. We support in every child's right to play, learn and develop in a safe and nurturing environment. We believe that children are active, autonomous and capable learners. Through rich and engaging environments, coupled with meaningful interactions and holistic perspectives, we support lifelong learning and inclusion. These are primary considerations in all decision making at our service to support their journey to form their self-identity.

We acknowledge that families are the child's primary nurturers. We value collaborative relationships and believe that children are best supported when we work together. We believe in the intrinsic worth of all children and their families, and their right to equitable access and participation at our service. Our Service believes that families and children have the right to have their individual cultural identity recognised, respected and celebrated. We recognise as lifelong learners that children deserve the opportunity to be experts of their identity and have the right to be actively involved in the Educational Program, including in facilitating activities and having a say on what is programmed at our Service with the support of Educators.





## 1.2 - Our Goals

We have a number of goals that our Service aims to meet. They include:

- For each individual child to develop an understanding of themselves and others.
- For each child to develop emotionally, socially, physically, culturally and cognitively.
- For each child to grow in independence, confidence and responsibilities.
- For children to participate in independent learning through self-selecting activities, enabling them to develop skills and knowledge appropriate to their developmental age.
- For each child to feel as though they are participating, that they are welcome and important to EJ Kids' Care, and are part of the EJ community.
- For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment.
- For staff, children and families to develop a relationship based on trust and respect.
- To reflect a diverse multicultural perspective and show acceptance of all people as equals.
- To provide a program which responds to individual as well as group needs and interests.
- To provide an environment where families are actively encouraged to contribute to the decisions and operations of the Service.
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support.
- To reflect on and re-evaluate all issues relevant to the operation of EJ Kids' Care, in open discussion with all interested stakeholders, in order to ensure a continuing standard of high quality care is provided with continuous improvement initiatives met.



## 1.3 - Our Approved Provider

The Eagle Junction State School P&C Association is the Approved Provider of EJ Kids' Care. Parent participation is encouraged throughout all aspects of the Service, with suggestions and feedback actively sought by the Service's management.

Our parent Sub Committee supports the staff and the sponsor/licensee with the day to day running of the Service. Members of the Sub Committee must be current members of the Eagle Junction P&C Association and hold a current Suitability Card for Child Related Employment or have children currently enrolled in the Service. The election of our Sub Committee executives is held at the AGM every February. Monthly meetings are held each month (where possible) on site running from 6:00pm until 7:00pm (approx). Meetings follow an agenda so that they can be kept short and concise. If you wish to table an item for discussion at the Committee Meeting it needs to be communicated to either the Centre Director or any executive of the Sub Committee by 5pm of the Friday prior to the Committee Meeting. All OSHC Committee Meetings are featured in the EJ School Calendar with reminder notifications sent via EJSS TeamApp.

Policy and management issues should be directed to the Sub Committee or the P&C Association via the grievance policy outlined in this manual, rather than through the Principal.

Over the course of the year the Centre reviews aspects of its Service, including policies and procedures. Following review of these documents parent and guardian stakeholders will be given the opportunity to provide feedback. All suggestions for improvement are welcome and will be considered for inclusion in the development of our Quality Improvement Plan.

Key Centre stakeholders may also be asked to fill out surveys and/or provide verbal feedback. Your participation not only allows you to have your say, it also ensures that our Service is the best it can be. At EJ Kids' Care we actively strive for continuous improvement.



## 1.4 - Policies and Procedures

EJ Kids' Care has an extensive Policy and Procedures Manual which reflects the Philosophy and Goals of our Service. This Manual is a detailed and large document and is available to all Centre stakeholders following the enrolment of your child. For easy reference, a copy is kept in our family information corner in the Centre. As previously mentioned, following the review of policies and procedures by the Sub Committee across the year, notification will be sent to all Centre stakeholders via TeamApp that they can access these refreshed documents if they are interested.

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

### ***Refer Policies and Procedures – 10.19 Policy Development, Sourcing and Review***

Note:

1. Details in this manual are correct at the time of printing.
2. Policies and procedures are subject to change.



## 1.5 - Enrolment and Orientation

Parents/guardians are required to complete an enrolment form through the My Family Lounge website before any child is permitted to attend the Service. To access My Family Lounge, families can simply go to the dedicated Kids' Care page on the EJSS website (<https://eaglejunctionss.eq.edu.au/facilities/out-of-school-hours-care>) and follow the registration instructions. My Family Lounge is the first port of call for families wishing to place their names on the Kids' Care waitlist (Please note, we DO NOT accept waitlist requests for **vacation care** through the My Family Lounge portal), those wishing to amend their current bookings and for families wishing to update enrolment details. In addition to this, the My Family Lounge App (downloadable through Googleplay and iTunes) provides easy access for families to book casual places (subject to availability) and to mark their children absent for permanently enrolled dates.

Once families are offered places at Kids' Care, as part of the enrolment process, we encourage a meeting to take place at the Centre. This is a fantastic opportunity for you to discuss with us what will help make your child's time with us enjoyable, particularly during the first initial weeks of care. You will be shown around the Service and be given information on our basic operations such as staffing and programming.

If your child has additional needs, a meeting will be encouraged including all relevant parties (e.g. Parents/Guardians, Director, Inclusion Support Leader, Occupational Therapist etc.) before the child commences. Items discussed will be:

- The level of support your child requires and access to the Inclusion Support Program.
- Duration of support.
- Necessary training of staff and volunteers.
- The safety of all children enrolled.
- Environmental factors.
- Sources of information and resources/support services that will ensure the best possible care be provided for your child.



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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.

## ***Refer Policies and Procedures - 9.2 Enrolment Policy***



## 1.6 - How we Communicate with Families

We have a number of ways we communicate with families. These include notifications via the EJSS P&C TeamApp, the publication of the weekly Kids' Care Connect Newsletter, information posted on the Kids' Care page of the school's website, the Quality Improvement Plan, our Qikkids iPad system and information sheets at the front desk. It is of utmost importance that families regularly check and update their personal details on *My Family Lounge*, including email addresses and phone numbers.

Relevant posters and brochures from family groups and government authorities are displayed throughout the Centre too. This information pertains to a number of subjects including health, nutrition and family matters which provide contact numbers for various community support groups. We can help with further contacts if you need them.

All parents/guardians are encouraged to ask the Director for information relating to the following:

- 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.
- The goals about knowledge and skills to be developed through activities and experiences.

Your feedback is important to us and as such, a survey is conducted each year. In addition to this, families are always welcome to speak with the Director directly or email any suggestions regarding the service delivery provided. Our confidential grievance procedure ensures that your concerns are heard and it is applicable to all users of the Centre.

***Refer: Policies and Procedures – 9.3 Communication with Families Policy***



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## 1.7 - Respect for Children

The best interests of all children under our care is of paramount concern at EJ Kids' Care. Our Service endeavors to provide care that respects every child's dignity and privacy, while always considering children as unique and valued individuals. Consideration is given to the children's involvement when developing and maintaining the program, rules of behaviour, and the physical and aesthetic environment of the Centre.

***Refer: Policies and Procedures – 2.1 Respect for Children***



## 1.8 - Child Protection

Our Centre regards, with the utmost importance, its role in the protection of children in its care. This includes the Centre'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 staff have been trained in Early Childhood Education and Care Mandatory Reporting which includes understanding our reporting requirements and responsibilities under QLD legislation and watching for early indicators of harm, risk and protective factors. Training for Team Members is refreshed annually.

***Refer: Policies and Procedures – 2.2 Statement of Commitment to the Safety and Wellbeing of Children & the Protection of Children from Harm Refer***

***Refer: Policies and Procedures – 2.5 Reporting of Child Abuse Policy***





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## 1.9 - Photos

On occasion, your child may be photographed participating in the day to day activities we provide at EJ Kids' Care. These photos may be used **within** the Service (on display and in our weekly Kids' Care Newsletter) as part of our programming process, with the children taking great pride in having their day to day lives documented in this way. Through the service enrolment process, parents will have the opportunity to give and/or refuse authority for this to happen.

If photos are taken at any other time or for use in any other project, such as marketing material for the Service, parents will be consulted separately to the above permission.

To protect the privacy of families, children and Educators alike, will not be permitted to take photographs of other children using their own devices (e.g. mobile phones, iPads, etc.)

***Refer: Policies and Procedures – 2.13 Use of Photographic and Video Images of Children***



## 1.10 - Priority of Access and Non-Discriminatory Access

This Service will ensure that parents and children have access to quality child care that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide term-time care only to children from Prep to Grade 6 who are currently enrolled and attending the Eagle Junction State Primary School. However, we accept children from other schools during Vacation Care periods if places are available. Children going into Prep are not permitted to attend our Service until the calendar year where they are due to commence at Eagle Junction State School.

The Service will follow the priority of access guidelines set down by the Department of Education Children's Services Handbook. These guidelines will be balanced with the principles of non-discriminatory access and inclusion. This reflects the Australian Government's intention to help families who are most in need and support the safety and well-being of children at risk in accordance with the Framework for Protecting Australia's Children 2009-2020.

PRIORITY LEVEL	DESCRIPTION
<b>First Priority</b>	A child at risk of serious abuse or neglect.
<b>Second Priority</b>	A child of a single parent/guardian who satisfies, <b>or</b> parents/guardians who both satisfy, the work/training/study under section 14 of the Family Assistance Act.
<b>Third Priority *</b>	Any other child.

***Refer: Policies and Procedures – 9.1 Access Policy***



## 1.11 - Inclusion and Anti-bias

EJ Kids' Care supports the principles of equity through implementing inclusive and anti-bias practices. At our Service, the common aim in equal opportunities is to:

- Achieve equal relations between nationalities, races, religions, genders and special needs;
- Cultivate each child's ability to stand up for themselves and for others to act to promote equity and justice;
- Develop programs which support the goals of an anti-bias program;
- For each child to be able to recognise and challenge bias;
- Regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.

If your child has additional needs, a meeting should take place to gather information between the Director, the Inclusion Support Leader and the parents before the child commences.

Issues discussed will include:

- Level of support that the child requires;
- Duration of support;
- Necessary training of staff 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.

***Refer: Policies and Procedures – 2.9 Inclusion and Anti-bias***



## 1.12 - Confidentiality

In order to protect children and better provide its services, EJ Kids' Care seeks and deals with personal and sensitive information relating to families, children and others.

The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

EJ Kids' Care supports the principles of privacy and confidentiality. Types of Information we collect includes personal information on employees, children and families which is used in the operation of our Service. The Service protects the rights of the individual's privacy by ensuring that information collected is stored securely in a locked area.

***Refer: Policies and Procedures – 10.8 Information Handling (Privacy and Confidentiality)***



## 1.13 - Interactions with Families

Staff are available for parents/guardians to speak briefly to at all times the Service is open. Longer, more confidential appointments can be made to speak with the Director. If you wish to speak to someone other than the Director you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual and at the front of this Handbook. This ensures that you are able to express any concerns you may have regarding the operation of the Service in an appropriate manner.

Parents/guardians are required to adhere to all policies and procedures regarding EJ Kids' Care. If parents/guardians choose not to follow our outlined policies and procedures, or breach the Interactions with Families policy, we may be forced to suspend care for their children until the matter is investigated, or in some cases care may be permanently refused.

On the premises of EJ Kid's Care, parents/guardians will:

- Have verbal communication that is always open, respectful and honest with Management and Staff of the Service
- **Refrain from disciplining verbally, or in any other way, child/ren of other families. Such situations will never be accepted or tolerated and may result in the suspension of their family's enrolment**
- Follow the correct grievance procedures as outlined in this Policy Manual should they have an issue or concern regarding their child and the service they are receiving.

***Refer: Policies and Procedures – 9.8 Interactions with Families***



## 1.14 - Staffing

EJ Kids' Care is committed to providing quality outcomes for children through ensuring that Educators' practices reflect the Service's philosophy and goals as outlined in the 'My Time, Our Place' Framework for School Age Care.

The Service applies professional standards to guide Educator practices and decision making within the Service and provides opportunities for Educators to acquire the skills and knowledge to enable them to fulfil their role.

Our Educators have a wide variety of experience in childcare. All Educators hold a current Commission for Children and Young People Positive Notice Blue Card and undertake annual First Aid, CPR, and Management of Asthma and Anaphylaxis training. Educators attend monthly meetings and contribute their ideas to our programming.

All staff qualifications and child/staff ratios are in accordance with, or better than, the guidelines set out by the Child Care Act 2002 and the Child Care Regulations 2003. Children are actively supervised at all times to ensure that they are protected from harm.

<b>At the Service</b>	1 staff for every 12 children (exceeding the National Standard of 1 staff for every 15 children) 1 staff for every 10 children (Prep)
<b>On excursions</b>	1 staff for every 8 children 1 staff for every 5 children (Prep)
<b>During water activities</b>	1 staff for every 10 children 1 staff for every 5 children (Prep)

Families are encouraged to view the profile and photos of all our Educators. These are located in each of our OSHC buildings.

***Refer: Policies and Procedures – 2.3 Educator Ratios***



## **1.15 - Concerns, Complaints and Suggestions**

If you have any concerns, complaints or suggestions please speak to the Director. If this is not satisfactory, our P & C President, in their capacity as our Approved Provider, will handle complaints. Contact for the P & C President is at the front of this handbook. It should be noted that members of the school's P & C are volunteers who are endeavoring to support the function of the Service, and contribute in a positive fashion to the EJ Community generally.

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 annual family survey or at the regular Sub Committee or P&C meetings. However, please feel free to discuss any issues at any time with us. We value and encourage your participation in our Service as we believe it enhances the care we provide for your children.

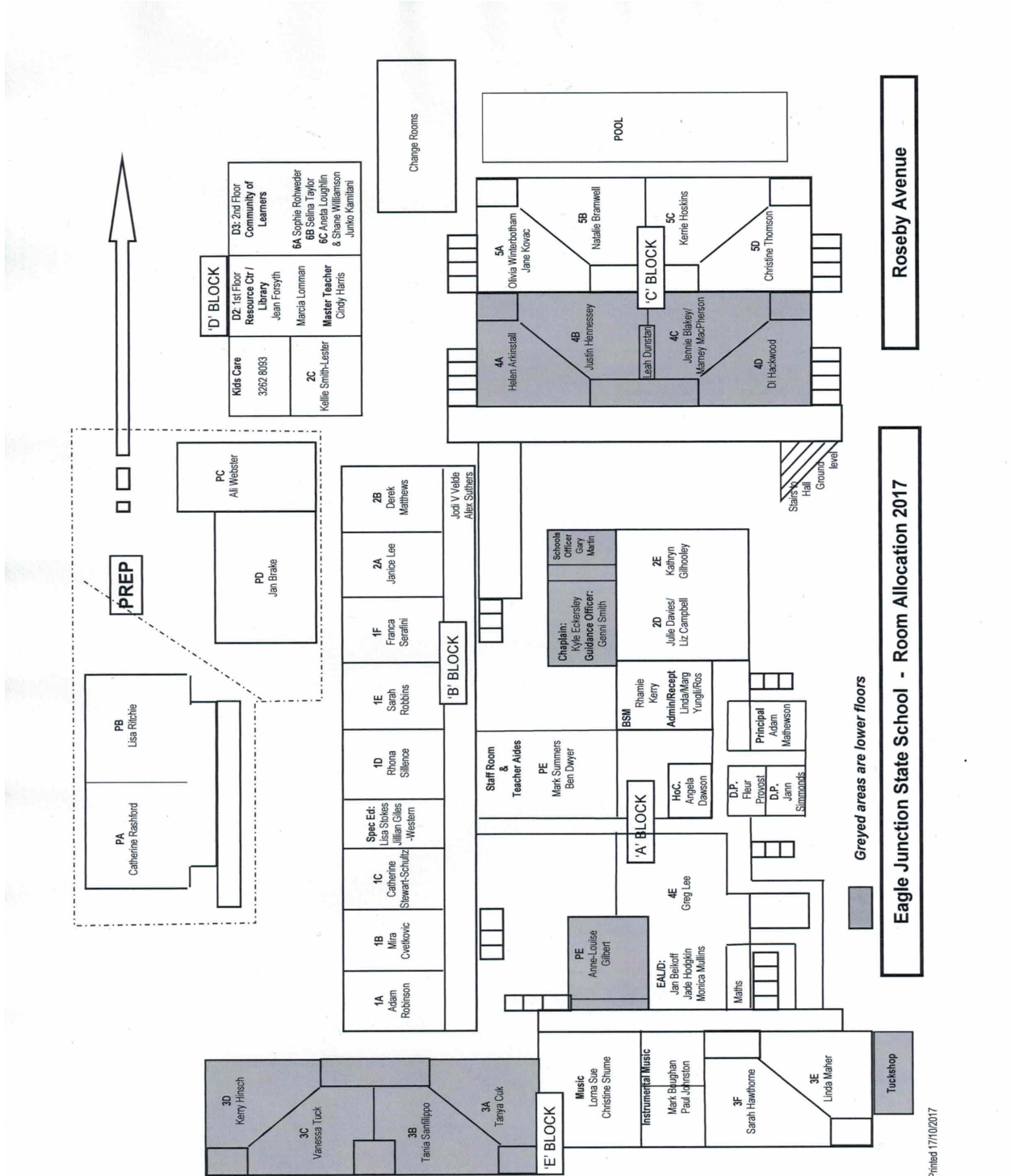
***Refer: Policies and Procedures – 9.5 Complaints Handling***



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## 1.16 - School and Service Map







## Section 2: Caring for Your Child

### 2.1 - Arrivals and Departures

For the safety and protection of children, and in keeping with Duty of Care considerations, EJ Kids' Care has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Service.

Kids' Care uses a kiosk system through Qikkids to track attendance. Account holders and any other people they nominate on the enrolment form as authorised for drop off and pick up, known as authorised nominees, will be set up with electronic access. Each authorised nominee will have a unique user id, consisting of their mobile phone number and pin.

All users must adhere to the following guidelines:

- **The user id and pin are tied to the individual and should never be shared for other's use.**
- As the account holder, it is illegal for someone else to use your user id and pin, representing themselves as you - this may interfere with your continued eligibility for child care subsidies.
- It is a legal requirement that all children will be signed in and out by the parent or authorised nominee, or subsequently in writing, as being authorised to do so.
- Pins can be easily reset if someone forgets – identification will be required before the passcode is reset if the individual is not known to Educators.
- If you provide a one-time authorisation for someone to drop off or pick up your child, they will not be set up with QK kiosk access. The child will be signed in or out of the system by an Educator and identification will be required if the individual is not known to the staff.



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The account holder will be prompted the next time they sign in to the system to confirm the transaction.

- Account holders are required to confirm any sessions marked with an absence or where a child has been signed in late due to an outside activity attended.

## **Morning Arrival Procedure**

- Children must be accompanied in to the Service and signed in by the parent or authorised nominee.

Under no circumstances are parents allowed to:

- a. Leave their child unattended before the opening of the Service;
- b. Drop them off in the pickup zone/school gates;
- c. Send them inside with a sibling or person other than an authorised nominee.

EJ Kids' Care opens strictly at 7am each day. No child will be admitted prior to this time due to legal restrictions and the Service cannot be responsible for children before this time.

- As from when the child has been duly signed in and handed over by the authorised person, the Service takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him or until the Educator signs them out for school in the morning.
- The morning transition to school typically begins at 8:00am with an accounting of present children to the roll to create an accurate list of all children.
  - 8:15am – All children in years 3 – 6 are signed out by a staff member
  - 8:30am – All children in years Prep -2 are signed out by a staff member with Prep children then escorted to their classrooms(Only with expressed written permission from a parent/guardian will children be able to leave earlier than the times listed above)

## **Afternoon Arrival Procedure**



# EJ KIDS' CARE FAMILY HANDBOOK

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- Prep children will be collected from their classrooms by Kids' Care staff and will be escorted to the Kids' Care centre at the completion of school.
- All other children in years 1 -6 will be required to make their own way to the designated sign-in areas. There is an expectation that all children will arrive and be checked into care by 3pm at the latest.

## **Departure Procedures**

Children may only leave the service premises under the following conditions:

- A parent or authorised nominee collects the child by signing them out through the kiosk;
- A parent or authorised nominee provides written authorisation for the child to leave the premises for an extra activity such as tennis, jujitsu or swimming lessons (**requires completion of an Outside Activity Permission Form**);
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

Educators will not allow a child to leave the service unaccompanied, or to be released to a person other than the parent of the child or to an authorised nominee except as permitted under the above procedure. If in doubt, the Responsible Person will contact a parent immediately to discuss.

Only in emergency situations will verbal permission for release be accepted over the telephone.

***Refer: Policies and Procedures – 2.4 Arrivals and Departures of Children***



## 2.2 - Absences

At Kids' Care, the safety of the children in our care is paramount. If children who are booked in to the Service have not arrived within 10 minutes of expected arrival, and we have not received notification as to their absence, we will spend valuable time searching for them. In the event that we need to contact parents/guardians to seek confirmation as to their absence, a \$10 charge will apply.

Absences for a session can be made by parents via the My Family Lounge App, via email ([oshc@ejkidscare.com.au](mailto:oshc@ejkidscare.com.au)), via a phone call to the office (3262 8093) or in written form in the parents communication book located at the front of the centre.

Please note, the school office cannot take bookings or pass on cancellation information to Kids' Care. ***The Service must be contacted directly.*** This includes if you collect your child from school early.

***Refer: Policies and Procedures – 2.4 Arrivals and Departures of Children***

***Refer: Policies and Procedures – 10.4 Setting, Reviewing and Managing Fees***



## **2.3 - 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 staff. 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 after 6.00pm (applicable for the first ten minutes), with a further \$1.00 payable every 1 minute thereafter. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Responsible Person will contact the police to collect children who are still at the Service.

***Refer: Policies and Procedures – 2.4 Arrivals and Departures of Children***



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## **2.4 - Children Leaving without Permission**

If a child leaves the Service in any other circumstances and for any reason without written permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

***Refer: Policies and Procedures – 2.4 Arrivals and Departures of Children***



## 2.5 - Custody Issues

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 unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or other children at our Service to an unacceptable risk of personal harm. If a child is taken, the police will be called immediately.

***Refer: Policies and Procedures – 2.4 Arrivals and Departures of Children***



## 2.6 - Safety

Our evacuation and lock-down plans are situated in the entrance area of EJ Kids' Care. We ask all parents, staff and children to familiarise themselves with the procedures. Fire, evacuation and lock-down drills are practiced regularly. Should you be present during a drill, we ask that you please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure.

All fire-fighting equipment located within the centre is serviced every six months.

***Refer: Policies and Procedures – 7.1 Emergency Equipment and Facilities***

***Refer: Policies and Procedures – 7.2 Drills and Evacuations***

***Refer: Policies and Procedures – 7.3 Harassment and Lockdown***

***Refer: Policies and Procedures – 7.4 Fire Safety compliance***





## 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 infection, please keep your child at home until they are fully recovered from an illness. If you are uncertain if your child's illness is deemed to be one of exclusion, please see the Director or Responsible Person in Charge for clarification.

The Service follows recommendations as outlined by the Australian Government's publication of Staying Healthy (5<sup>th</sup> Ed) and will always notify families if an illness has been reported to them of significant concern. In addition to this, information sheets will be made available to all families at the front of the Centre. As the Service does not have the facilities to care for sick children, those children who are deemed unwell while in the care of staff will have parents contacted for immediate collection

Staff observe stringent hygiene practices throughout the day and the Service is cleaned thoroughly after each session. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use

Children and staff will wear broad brimmed hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (SPF 50+) which is applied each afternoon (at check in time) and every 2 hours at vacation care, when the UV rating exceeds 3. The Service will routinely access the Australian Government's daily UV Index Information during after school care and vacation care periods, displaying the readings for families and children. [http://www.arpana.gov.au/uvindex/realtime/bri\\_rt.htm](http://www.arpana.gov.au/uvindex/realtime/bri_rt.htm)

EJ Kids' Care and all areas of Eagle Junction State School are smoke free environments.

***Refer: Policies and Procedures – 4.1 General Health and Safety***

***Refer: Policies and Procedures – 4.3 Hygiene***

***Refer: Policies and Procedures – 4.8 Sun Safety***



## 2.8 - Illness and Injury

EJ Kids' Care 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 are acknowledged and will be taken into account in administering all procedures. At least one Educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, will be in attendance at any time that Kids' Care is operating.

**In the case of a minor injury,** an Educator will attend to your child and where deemed necessary, a report will be completed to advise you of the details. You will receive a notice through the iPad kiosk.

**In the case of illness or more serious injury,** the Responsible Person in Charge for that session will telephone the parent advising of the situation. The child will be provided a quiet area, with a sick bed to rest while their parents are contacted. If it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. It is vitally important for parents to ensure emergency contacts and numbers are updated as required.

If a child arrives at Kids' Care unwell or becomes ill while at the Service, parents will be contacted to collect the child. The child will be cared for until collected.

Children with infectious illnesses 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 the Department of Health.

***Refer: Policy and Procedures – 4.2 Infectious Diseases***

***Refer: Policies and Procedures – 4.4 Incident, Illness, Injury or Trauma***



## 2.9 - Medication

In the case of your child requiring medication whilst in our care, parents/guardians must complete a **Medication Permission Form** stating the medication, dosage, dates and times to be administered.

All medication must be supplied in its original packaging with your child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication (herbal remedies excluded), it cannot be administered.

All medication will be administered by the Director or Responsible Person In Charge, and will be recorded in a Medication Administration Form which will be signed off by the staff member who administered the medication and another witnessing staff member. Children who become ill at the Service will be provided a quiet area to rest while their parents/guardians are contacted. Parents/guardians are requested to advise the Service (via Enrolment Forms) of their child's particular health needs, including medication.

If a child has a severe illness in which timing is vital (including Anaphylaxis and Asthma allergies), an Action Plan will be developed between the Service, parents/guardians and a health professional to ensure immediate action in the case of an incident. Please ensure the Service is aware of this by detailing any necessary information on your child's enrolment form.

It is the responsibility of all parents/guardians to ensure that medicine kept at the Centre is up-to-date and that it is replaced prior to expiry. Usually all medication is returned to families following the cessation of the school year, unless your child is attending vacation care.

### **Children Administering Their Own Medication**

For children with asthma, diabetes or other similar ongoing medical conditions requiring medication, parents will be required to advise the Director in writing whether their child will be responsible for administering their own medication, as well as full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.



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The Service permits children to self-administer medication, however the relevant authority form must be completed by the parent, prior to the child administering it, with the information being detailed in the child's medical conditions risk minimisation plan if appropriate.

Educators will supervise children who are self-administering medications, and to promote consistency and ensure the welfare of all children using the Service, Educators will ensure each child follows all administration of medication, health and hygiene policies and procedures. Should the Responsible Person in Charge feel that the child is not able to successfully administer the medication, they reserve the right to administer it on behalf of the child.

***Refer: Policies and Procedures – 4.5 Medication***

***Refer: Policies and Procedures – 4.17 Diabetes Management***



## 2.10 - Asthma

Parents are requested to notify the Service of any medical conditions, including asthma, that their child may be suffering from via the enrolment procedures. A Medical Action Plan, developed by the child's physician, and an inhaler will be required on site before care can begin and the Service will develop a risk minimisation plan in conjunction with the family to reduce the risk of exposure. Parents may discuss with the Director the option for their child to keep the inhaler on their person or in their bag. A Medication Authority Form, will need to be completed by the parent to advise OSHC staff whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

***Refer: Policies and Procedures – 4.15 Asthma***



## 2.11 - Anaphylaxis Management

EJ Kids' Care is a 'Nut Aware Zone', including Nutella, muesli bars with nuts etc. Even though the school may be aware of allergies, Kids' Care must be notified separately.

Parents are requested to notify the Service of any allergies their child may be suffering via the enrolment procedures. A Medical Action Plan, developed by the child's physician, and an EpiPen will be required on site before care can begin for any child at risk of anaphylaxis. This Action Plan must be signed by a medical practitioner and must include information on signs and symptoms of the allergy and the planned responses to that child's severe allergic reaction. This will include the use of an EPIPEN, but may also include antihistamine dosages.

The Service will develop a risk minimisation plan in conjunction with the family to reduce the risk of exposure.

The Service will ensure that at least one Educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training will be in attendance at all times Kids' Care is in operation

***Refer: Policies and Procedures – 4.1 Anaphylaxis Management***



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## 2.12 - Daily Routines

Copies of our Morning and Afternoon Schedules may be seen below:

<b>Before School Care</b>		
<b>7:00am</b>	Arrival and Breakfast	<ul style="list-style-type: none"> <li>- Breakfast open</li> <li>- Indoor free play e.g. card games, board games, blocks</li> <li>- Drawing and craft</li> <li>- Scheduled art</li> </ul>
<b>7:30am</b>	Outdoor Play	<ul style="list-style-type: none"> <li>- Children have the option to play outside in the lower playground, on the oval or in the hall</li> </ul>
<b>7:50am</b>	Last Call for Breakfast	
<b>8:00am</b>	Breakfast Finishes and Roll Call	<ul style="list-style-type: none"> <li>- All outdoor games are packed up</li> <li>- All indoor craft is tidied</li> <li>- Roll is called</li> </ul>
<b>(8:10am - 8:30am)</b>	Free Play inside the Centre	<ul style="list-style-type: none"> <li>- Children may read a book, draw or play quiet games</li> </ul>
<b>8:15am</b>	First Bell Sign Out	<ul style="list-style-type: none"> <li>- Children in grades 3 and above may sign out and leave Kids' Care</li> <li>- Children in grades 1 &amp; 2 with parent permission may also sign out at this time</li> </ul>
<b>8:30am</b>	Second Bell Sign Out	<ul style="list-style-type: none"> <li>- All remaining children in grades 1 &amp; 2 are signed out</li> <li>- Preps are escorted to their classrooms</li> </ul>



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<b>After School Care</b>		
<b>2:45pm</b>	Signing in children (Preps are collected from classrooms)	Children put their school bags in their designated areas and line up to be marked off on the roll.
	Afternoon tea (served and available until 5pm)	Children are split into 3 groups for afternoon tea: <ul style="list-style-type: none"> <li>- Prep &amp; Grade 1</li> <li>- Grades 2 &amp; 3</li> <li>- Grades 4, 5 &amp; 6</li> </ul>
	Play time	<ul style="list-style-type: none"> <li>- Prep and Grade 1 go to the upper playgrounds</li> <li>- Grades 2, 3, 4, 5 and 6 go to the lower playground and oval</li> </ul> <p>***Chill-out room available for reading for all grades***</p>
<b>3:30pm</b>	Planned Activities Begin	<ul style="list-style-type: none"> <li>- Children may choose to do any of the following throughout the afternoon:</li> <li>- SPORT, ART, HOMEWORK ROOM, PLAYGROUND PLAY, HALL GAMES, QUIET GAMES or SPECIAL ACTIVITIES (e.g. dancing, music, gardening, cooking, mud kitchen, chalk or movie afternoon)</li> <li>- (A staff member will be in charge of running each activity) The selection of activities may be viewed in the weekly Kids' Care Connect Newsletter that is sent to families every Friday via TeamApp</li> </ul>
<b>4:30pm</b>	Cleaning up of Indoor Games	<ul style="list-style-type: none"> <li>- Children will start to clean up the toys, games or art activity they have been playing with</li> <li>- All programmed activities are completed for the afternoon (excluding lower playground, the hall and the oval)</li> </ul>
<b>5:30pm</b>	Quiet Time	<ul style="list-style-type: none"> <li>- During Summer, children may come into the centre to play board games, read or draw, or may choose to stay on the oval.</li> <li>- During Winter, all children will come into the centre until collection.</li> </ul>





## 2.13 - Homework

Our Service provides an optional Homework Club each afternoon, Monday to Thursday from 3:30pm to 4:30pm. It operates out of the school's 2F classroom and provides a quiet, supervised space for children to work. Homework Club has the use of six laptops, with these being used for research purposes/assignment work only. Our Educators ensure these are rotated around the group on a strict, timed basis.

Whilst we support the children in completing their homework, we do not take responsibility for signing off on work.

***Refer: Policies and Procedures – 3.4 Homework***



## 2.14 - Meal Times

Nutritious and well-balanced meals will be provided for breakfast and afternoon tea every day during the school term, as well as during vacation care. All food provided is fresh, varied and wherever possible, cooked on site. (The weekly menu is available to view on the Kids' Care Connect Newsletter, made available to families every Friday) Water is readily 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) via your child's enrolment form. All special dietary requirements will be catered for including dairy, egg and gluten free foods.

Additionally, as part of the Service's program, weekly cooking sessions are conducted each Thursday and Friday through our Kids in the Kitchen Club. Through the food provided and also created by the children themselves, the Centre endeavors to expose the children to cuisine from a variety of cultures.

We ask that during vacation care periods parents provide food that is nutritious and well balanced. We do not encourage sweets or processed foods as part of lunchtime meals in Vacation Care. In addition to this, it is important to remember that vacation care days are very busy, with children tending to eat A LOT more than usual. Please make sure morning tea, lunch and snacks are supplied everyday.

***Refer: Policies and Procedures – 5.2 Food and Nutrition***



## 2.15 - Behaviour Management

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within “their” space. They are displayed prominently at the Service and are referred to regularly by staff.

### We have 5 Focus Rules

1. We respect all things – people, animal, nature and equipment.
2. We always keep our hands and feet to ourselves.
3. We will always ask if we need to leave an area to go to the bathroom or for any other purpose
4. We never play in out of bounds areas or where a Leader can't see us.
5. We only run on grass

Other rules which apply to children are mostly in accordance with the Eagle Junction State School rules and fall under the 5 focus rules (e.g. No swearing – promotes respect). Children will always be made aware of rules which apply to specific areas (e.g. Hall or Playground). Upon breaching any rule (assuming the breach is not dangerous) the child is reminded of the rule and any misunderstanding the child has is discussed with them.

In times where children are experiencing peer conflict, Educators encourage our 5-Finger Rule:

1. Ignore
2. Friendly Talk
3. Walk Away
4. Firm Talk
5. Report



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The aim of EJ Kids' Care 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 and 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, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children keeping in mind their uniqueness.

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.

Where necessary, Educators will always:

1. Encourage children to remove themselves from challenging situations.
2. Re-direct play.
3. Encourage the child to self-reflect on any inappropriate behaviours exhibited.

Where deemed necessary, children may be asked to discuss their actions with the Director or Responsible Person in Charge, after which parents may be informed. This may be at the time of pick-up or via a phone conversation.

On occasions where a child shows an ongoing history of inappropriate behaviour, rule breaches or where a dangerous single behaviour is witnessed, a meeting will be sought with the parents/guardians and the child will be issued an 'In-Centre Exclusion Plan'. This will involve the child being placed inside the Centre for their care and withdrawn from their peer group for a specific period of time. The aim of this plan is to enable the child to reflect on their behaviour and how best to modify it to ensure other children and staff at the Centre are always safe and respected.

EJ Kids' Care has a Duty of Care to all children who attend the Service, and to Educators who work within it. A child may be excluded from attending the Service temporarily or, in some cases permanently in the following circumstances:



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- Where an 'In-Centre Exclusion Plan' has been completed but ongoing rule breaches occur
- If in the Director' reasonable opinion, the child exhibits behaviour which threatens the safety or wellbeing of any child or other person at Kids' Care, and may reasonably cause physical danger to other children, Educators or to the child themselves
- The child leaves school grounds during their time at Kids' Care

The Service's Rules of Behaviour have been developed in consultation with the children, staff and Eagle Junctions State School's Responsible Behaviour Plan for Students.

***Refer: Policies and Procedures – 2.6 Behaviour Support***

***Refer: Policies and Procedures – 2.7 Exclusion for Behavioural Reasons***



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## **2.16 - Damage to Equipment or Facilities**

As part of everyday 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, replacing the item will become an expense to the parent/guardian. EJ Kids' Care expects that children attending the Centre will treat the equipment that they use with care and respect.



## **2.17 - Students, Visitors and Volunteers**

Childcare students, visitors and volunteers may visit the Service 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/guardians 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 and adhere to the same guidelines as an Employed staff member.

***Refer: Policies and Procedures – 8.5 Volunteers***



## 2.18 - Clothing

During before school and after school care children are usually dressed in school uniform.

**Spare Clothing** Please have spare clothes in your child's bag if you think your child may experience a toileting mishap while at Kids' Care. Soiled clothes will be stored in a plastic bag for your collection. Preps should be able to manage their clothes when going to the toilet.

**Vacation Care** 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, please pack a change of clothes for them. Children must wear enclosed shoes at all times, not sandals, thongs or other open shoes due to safety when on play equipment. Hats must be worn outside. Appropriate clothing must be worn to prevent sun exposure e.g. no singlets or other sleeveless clothing.

**Refer: Policies and Procedures – 4.8 Sun Safety**





## 2.19 - Babysitting

We work to develop positive and supportive relationships with children and families. We understand that families may request individual Educators to babysit, tutor or nanny for them outside the service's hours of operation.

While we pride ourselves on employing Educators of a high standard, who are suitable for our Service, we are unable to provide assurance to families of an Educator's suitability to look after a child, or children, unsupervised in a babysitting environment away from our Service.

Due to possible legal implication and child protection legislation and privacy, we discourage employees to babysit, tutor, or care for in any other capacity, children outside of work hours. However, we acknowledge the Educators right to financial expansion.

***Refer: Policies and Procedures – 8.21 Out of Hours Babysitting/Tutoring***



## 2.20 - Programming

A variety of supervised activities will be programmed for each day (e.g. cooking, painting, crafts, music, outdoor activities etc.). 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 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 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 staff will happily discuss any aspect of the program with interested parents. Alternatively, annual surveys are used as a means to convey parents' and children's thoughts and input into the program. The weekly program is posted on the large whiteboard next to the Director's office.

Before School Care offers a more flexible program; with children choosing from indoor activities such as drawing, homework, games or outdoor play.

In order to ensure that our programs are effective and support and deliver the values, aims and objectives of the Service, the Centre regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents, children and staff alike.

***Refer: Policies and Procedures – 3.1 Educational Program Planning Policy***

***Refer: Policies and Procedures – 3.2 Program and Documentation Evaluation Policy***



## 2.21 - Personal Effects and Storing of iPads

As the centre does not allow the use of iPads during service times, nor have the capacity to store them, these will remain in your child's bag while they attend our Service. While the Service has rules in place to prevent foreseeable problems and damage, from time to time, accidents may occur. If damage is caused by deliberate or careless actions of a student (owner or others), the costs of repair will be passed onto those involved and necessary behaviour consequences may apply.

In keeping with the school's recommendations on security, all parents are encouraged to seek personal insurance. Please check with your preferred insurance company (or even the iPad reseller) about your insurance cover at home and, to and from school, for your iPad.

We understand that children may enjoy bringing personal items from home to use at the Service, however, EJ Kids' Care does not encourage toys being brought from home. As we do not want children's items to be stolen, broken or misplaced, the Service assumes no responsibility for damage or loss to any item belonging to any person that is brought to the Centre.

***Refer: Policies and Procedures – 2.15 Children's Property and Belongings***



## 2.22 - Children Attending Outside Activities

If you require your child to attend an activity away from Kids' Care during their normal care session, written authority must be given via our ***Outside Activities Permission Form***. For ease, these may be emailed upon request, however are also available in the centre and on our dedicated page of the school website.

Please note, staff will not be available to escort children to and from these activities due to staffing ratios. Parents should consider this when enrolling children in activities. In addition to this, when participating in an extra activity, your child **will not** be under the care of EJ Kids' Care, therefore the Service is not responsible for your child from the time they are signed out and leave, until they report back to the Kids' Care staff upon their return.

***Refer: Policies and Procedures – 3.8 Extra Activities Policy***



## 2.23 - Vacation Care

Vacation care is provided by EJ Kids' Care for all school vacation periods and Student Free Days (excluding Public Holidays). A 2-week planned closure generally occurs over the Christmas period during the week of Christmas and the week of New Years.

A Vacation Care program is prepared in consultation with Educators and children, and will often include excursions and incursions. It is important to note that all children booked into days where excursions are planned, will be required to attend the excursions, as alternate arrangements cannot be made to provide care at the centre.

Once approved by the school's P&C, the program will be made available to families through the EJSS P&C TeamApp via the Kids' Care access group, with the booking window opening three weeks prior to the holiday period commencing. To ensure you receive the program, relevant paperwork and booking instructions, please ensure you have Kids' Care selected as one of your access groups on the school's TeamApp.

Once the booking window opens, families are responsible for booking ***their own vacation care days*** via the My Family Lounge portal or App, with a signed permission form having to be returned before attendance at care.

(Important to note - our office does not accept waitlist requests for vacation care bookings via the My Family Lounge portal.)



## 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 current Fee Schedule can be found in our family information corner in the Centre. A further reference is contained at the front of this package. The Sub Committee will set fees based on the annual budget required for the provision of high quality child care that is in keeping with our Philosophy, Goals, Service Policies and Procedures. EJ Kids' Care charges a once-off Administration Fee of \$10.00 to all families upon enrolment.

All fees are required to be paid one week in advance of care. The preferred method of payment is via DebitSuccess. DebitSuccess DDR (Direct Debit Request) forms are supplied as part of the family enrolment pack, with all families who use the services of the Centre being required to complete this form. In the case of special or exceptional circumstances where a family deems themselves unable to complete a DebitSuccess DDR, a written request may be sent to the Kids' Care Sub-Committee Chair for consideration.

A Statement of Account will be issued every Tuesday by the Centre, showing bookings held, any Child Care Subsidy applicable and any fees due to be paid. DebitSuccess processing will take place every Thursday.

If there are outstanding fees where no payment has been made in at least 2 weeks-

- In the first instance, and where possible, the Co-ordinator/administrator will remind the parent verbally and record when the parent has agreed to pay the account;
- If no payment has been received when agreed, written notification by the Management Committee will be sent. This will be in the form of two reminder letters/emails;
- If payment has still not been received, a third and final letter will be sent to families indicating the cancellation of the booking.



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- A debt collection agency may then be employed to recover any further fees.

If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Sub-Committee.

***Refer: Policies and Procedures—10.4 Fees***



## 3.2 - Child Care Subsidy (CCS)

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. The Service will use this information to create an enrolment notice which will be submitted through the Child Care Subsidy System. The notice can only be set up within 14 days of the commencement date for care. You will receive confirmation from the Service once your enrolment has been processed. You will then be required to log on to your Mygov account within 7 days of the commencement date of care to confirm the arrangement of care between the Service and yourself. If you cannot access Mygov, you can confirm your enrolment over the phone with Centrelink, or by visiting a Centrelink office. **CCS benefits will not be paid by Centrelink until this has been completed.**

If you have permanent bookings, the enrolment notice will reflect care for both permanent (routine) and casual sessions so that you will continue to receive benefits for any occasional casual bookings.

For more information about the Child Care Subsidy, please visit the Australian Government's Department of Human Services website

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

**Allowable Absences** - CCS will apply, in accordance with allowable and approved absence provisions, with all families entitled to 42 Allowable Absences for the current financial year. Absence days can be taken for any reason, however, absences **cannot be recorded** for a child before the child has physically begun care or after a child has physically left care – this means you will be responsible for full fees if your child does not attend for their first booked session or the last sessions during a notice period of cancellation.

**Additional Absences** – CCS can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. Reasons for the additional absence days are:





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- The child, the individual who cares for the child, the individual's partner or another person with whom the child lives, is ill. (Medical certificates are required)
- The individual who cares for the child works shift work and does not require care due to rostering commitments. (Rosters are required)
- The child has not been immunised against a particular 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.
- The service is closed as a direct result of a period of local emergency.
- The child cannot attend because of a local emergency (e.g. 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.



## 3.3 - Permanent and Casual Bookings

Families wishing to apply for permanent places at EJ Kids' Care are required to register their family details through the My Family Lounge (MFL) website. These details may be found on the dedicated Kids' Care page of the Eagle Junction State School website. Once registered, families will be able to apply for permanent places through the waitlist section of their account (seen as New Booking Request). Information required will include the days you are needing for care, whether you have flexibility in your care requirements and what date you would like to begin care from. Families will be able to update these details at any time by logging in to their MFL account.

The waitlist for the coming year is released on the morning of the Prep Enrolment Day (in August). The waitlist does not close but is refreshed each August with all families contacted to ascertain their requirements. When we receive a cancellation, the next child on the wait list will be called and offered a place. Families who are unable to obtain a place in the current year due to unavailability will automatically roll over to the next year's wait list.

If families are offered places but they are subsequently declined, their details will be removed from the waitlist and families will need to re-apply. In the instance where families are offered some of their places but not all, they will retain their place on the waitlist register until such time that they have secured all their bookings. All bookings will be confirmed by a phone call initially, and then via an Offer of Enrolment email. Permanent places must then be finalized with a completed and signed Statutory Declaration indicating that your place is required due to our Priority of Access guidelines.

**Cancellation of PERMANENT places, whereby you are indicating that you no longer require those spots on an ongoing basis, requires two weeks notice to be given, and must be received in writing from the parent or guardian.**

**Please note, cancellation of permanent places is different to marking children as ABSENT for a particular session. In the instance where permanent places are held and your child is sick, on holiday or attending another activity, full fees will still apply to your care session, as we are holding your child's place secure for when they return.**



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## **Casual Bookings**

Where availability dictates, casual places will be available for families to book their child/ren into as one-off days of care. Casual places will not be made available more than two weeks in advance and may be booked via the My Family Lounge App or through the My Family Lounge portal. To enable casual bookings to be made, your child's full enrolment form must be completed and submitted electronically via your My Family lounge portal.

**An additional fee of \$5 will apply to each place booked, with there being a non-refundable cancellation period of 24hrs from the date of care.**



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## Section 4: Important Contact Numbers

### Centre Contacts

EJ Kids' Care	(07) 3262 8093
Eagle Junction State School	(07) 3637 1111

### Emergency Numbers

In an emergency always dial	000
Ambulance	000
Police (Hendra)	(07) 3632 2333
Fire Station (Hendra)	(07) 3866 6500

### General Departments

Centrelink Hotline	13 61 50
Department of Communities	(07) 3224 4225
Local Council Contacts	(07) 3403 8888

### Health

Community Health	(07) 3234 0190
Child Health Care	(07) 3860 7111
Queensland Health	13 1304

### Counselling and Support

Lifeline	13 11 14
Poisons Information Centre	13 11 26
Special Needs Support Service (JET)	(07) 3908 9405
Women's Infolink	1800 177 577
Domestic Violence Womensline	1800 811 811
Domestic Violence Mensline	1800 600 636
Relationships Australia	1300 364 277
Legal Aid	1300 651 188



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Parenting Options

(07) 3366 7055



## Section 5: Reference Documents

From Section 1	
1	10.19 Policy Development, Sourcing and Review
2	9.2 Enrolment Policy
3	9.3 Communication with Families Policy
4	2.1 Respect for Children
5	2.2 Statement of Commitment to the Safety and Wellbeing Children & the Protection of Children from Harm
6	2.5 Reporting of Child Abuse Policy
7	2.13 Use of Photographic and Video Images of Children
8	9.1 Access Policy
9	2.9 Inclusion and Anti-bias
10	10.8 Information Handling (Privacy and Confidentiality)
11	9.8 Interactions with Families
12	2.3 Educator Ratios
13	9.5 Complaints Handling
From Section 2	
1	2.4 Arrivals and Departures of Children
2	10.4 Setting, Reviewing and Managing Fees
3	2.4 Arrivals and Departures of Children
4	7.1 Emergency Equipment and Facilities
5	7.2 Drills and Evacuations
6	7.3 Harassment and Lockdown
7	7.4 Fire Safety compliance
8	4.1 General Health and Safety



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<b>9</b>	4.3 Hygiene
<b>10</b>	4.8 Sun Safety
<b>11</b>	4.2 Infectious Diseases
<b>12</b>	4.5 Incident, Illness, Injury or Trauma
<b>13</b>	4.6 Medication
<b>14</b>	4.17 Diabetes Management
<b>15</b>	4.15 Asthma
<b>16</b>	4.1 Anaphylaxis Management
<b>17</b>	3.4 Homework
<b>18</b>	5.2 Food and Nutrition
<b>19</b>	2.6 Behaviour Support
<b>20</b>	2.7 Exclusion of Behavioural Reasons
<b>21</b>	8.5 Volunteers
<b>22</b>	4.8 Sun Safety
<b>23</b>	8.21 Out of Hours Babysitting/Tutoring
<b>24</b>	3.1 Educational Program Planning Policy
<b>25</b>	3.2 Program and Documentation Evaluation Policy
<b>26</b>	2.15 Children's Property and Belongings
<b>27</b>	3.8 Extra Activities Policy
<b>From Section 3</b>	
<b>1</b>	10.4 Fees