

GWC Community Services Children's Services



Family Handbook GWC Kingsford OSHC

After School Care Vacation Care



GWC Kingsford OSHC

St Spyridon College Junior Campus
15 Doran Street Kingsford NSW 2032
Tel: 9516 2188 Mobile: 0410 505 524
childrenservices@gwccs.org.au

CONTENTS

WELCOME

WELCOME.....	4
OUR PHILOSOPHY.....	4
GWC COMMUNITY SERVICES MISSION	4
SERVICE INFORMATION	5
CONTACT INFORMATION	5
OWNERSHIP STRUCTURE	5
ORGANISATIONAL STRUCTURE	5
MANAGEMENT STRUCTURE.....	5
OUR COMMITMENT TO CHILD SAFETY.....	6
PARAMOUNT CONSIDERATION	6
CODE OF CONDUCT	6
OUR EDUCATORS AND STAFF	7
NATIONAL QUALITY FRAMEWORK.....	7
REGULATORY AUTHORITY	7
EDUCATOR TO CHILD RATIOS	7
EDUCATIONAL PROGRAM	8
MY TIME OUR PLACE	8
BECOMING	8
COMMUNICATION	9
ENROLMENT INFORMATION.....	9
ENROLMENT FORM	9
FAMILY LAW AND ACCESS	9
ELIGIBILITY.....	10
INCLUSION OF ALL CHILDREN	10
AUTHORISED NOMINEES.....	10
AUTHORISATIONS	10
TRANSPORTATION.....	10
EXCURSIONS & INCURSIONS	11
PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION.....	11
MEDICAL CONDITIONS – ALLERGIES, ASTHMA, DIABETES OR EPILEPSY.....	11
FEES, REBATES AND ATTENDANCE	12
FEES	12
INVOICING	12
PAYMENT METHODS.....	12
PENALTIES	12
CHILD CARE SUBSIDY (CCS).....	13
COMPLYING WRITTEN AGREEMENT (CWA)	13
ABSENCES	13
FEES IN ARREARS/FINANCIAL SUPPORT	14
WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS	14
SERVICE CLOSING TIME AND LATE COLLECTION FEES	14
PERMANENT AND CASUAL BOOKINGS.....	14
WAITLIST LIST	15

PRIORITY OF ACCESS.....	15
VACATION CARE	15
SERVICE POLICIES AND PROCEDURES	15
FAMILY CONDUCT	15
ARRIVAL AND DEPARTURES	16
TECHNOLOGY, TELEVISION AND DEVICES.....	16
HOMEWORK.....	16
FOOD/MENU	16
BEHAVIOUR GUIDANCE.....	17
PHYSICAL PLAY	17
SUSTAINABILITY	18
SUN SAFETY	18
FAMILY & COMMUNITY INVOLVEMENT	18
HEALTH AND HYGIENE	18
WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?	19
INFECTIOUS DISEASES	19
IMMUNISATION	19
MEDICATION	20
INCIDENTS, INJURY OR TRAUMA	20
SAFETY IN OUR SERVICE	21
EMERGENCY AND EVACUATION PROCEDURES	21
DROP OFF AND PICK UP TIME	21
WORKPLACE HEALTH AND SAFETY	21
PRIVACY AND CONFIDENTIALITY	22
PRIVACY STATEMENT.....	23

WELCOME

The Management and educators of GWC Community Services welcome you and your children to our service. This Family Handbook has been put together to assist you and your child's transition into care at GWC Kingsford OSHC.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates. *You and your family are welcome to visit our Service at any time.*

OUR PHILOSOPHY

The GWC Children's Services philosophy is to provide a safe, healthy, fun and caring environment where children, families and staff are treated as equal and valued individuals. We foster positive communication and relationships between staff, children, families, their schools and the community.

We are committed to maintaining the period of middle childhood as a unique and valuable stage of a child's life. Our Service is child-focused and children have equal partnerships in the planning of what they do and their environment.

School age children require avenues for self-expression, self-direction and independence and we at GWC Children's Services recognise this and encourage and support this through respectful communication and positive and trusting relationships. We believe that every child has a right to feel valued and have access to opportunities to develop their self-worth regardless of age, race, cultural background, religion, gender or ability.

We believe that in caring for their children, family involvement is imperative in providing a supportive environment that meets the needs of our children and the community. Together we hold high expectations for children's achievements and contribution to the community and work effortlessly to remove barriers to children achieving their positive self-identity.

GWC Community Services aim to increase the awareness of environmental responsibility within the service. We aim to give children and their families an awareness of the need to protect the planet and it's future for the generations to come.

At GWC Children's Services, we aim to seek feedback and participation from our community and schools to enrich management and educators with the appropriate knowledge to foster reflective practice and continued learning. We aim to provide opportunities to develop the life skills that will support children in their journey to becoming active members of our community.

GWC COMMUNITY SERVICES MISSION

"To provide services and programs that empower individuals and groups from the Greek community, and the community at large, to participate in all aspects of Australia's Culturally and Linguistically Diverse society. This mission is underpinned by the values and principles espoused by the Greek Orthodox Archdiocese of Australia and, as such, recognizes welfare and community service provision as a sacred task."

GWC Community Services believes in:

- The right of people to have equal access to all services.
- The right of people to access on a non-discriminatory basis.
- The right to access culturally and linguistically appropriate services.
- The right of people to dignity, respect, privacy and confidentiality.
- The right of people to be valued as individuals
- The right of the community to have accountable and responsive services

SERVICE INFORMATION

Our OSHC Service caters to primary aged children and young people (5 to 12 years). We are open Monday to Friday for After School Care during the school term. Our office hours are 11.00am to 2pm (during the school term). Our OSHC Service operates Vacation Care during the school holidays, Monday to Friday. Our OSHC Service is closed on NSW public holidays. Notice will be given in our newsletters when any other closures occur.

AFTER SCHOOL CARE: 3.00pm to 6.30pm.

VACATION CARE: 8.00am to 6.00pm

CONTACT INFORMATION

GWC Kingsford OSHC

St Spyridon College Junior School

15 Doran Street, Kingsford NSW 2032

Phone: 9516 2188 (office)

Mobile: 0410 505 524 (direct for centre)

Postal Address: PO Box 784 Newtown NSW 2042

Email: childrenservices@gwccs.org.au

Website: gwccservices.org/childrens-services/

OWNERSHIP STRUCTURE

Our Service is privately owned and operated by GWC Community Services

ORGANISATIONAL STRUCTURE

GWC Community Services is the welfare and community services arm of the Greek Orthodox Archdiocese of Australia and is governed by a voluntary Administrative Committee. The Director has overall responsibility for the day to day management of the Centre.

GWC Kingsford OSHC is managed by a Nominated Supervisor who reports directly to the Programs Manager. All staff of the service are accountable to the Programs Manager and Director of GWC Community Services/Administrative Committee.



MANAGEMENT STRUCTURE

Approved provider: Greek Orthodox Archdiocese Of Australia Consolidated Trust

Nominated supervisor: Patricia Doyle

Educational leader: Patricia Doyle

OUR COMMITMENT TO CHILD SAFETY

Our OSHC Service is committed to ensuring the safety and wellbeing of children and young people is maintained at all times whilst being educated and cared for by educators and staff at GWC Kingsford OSHC. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with National Principles of Child Safe Organisations, Child Safe Standards NSW and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) (NSW) and maintain up to date with knowledge of child protection law and child protection training. All staff, educators, volunteers and students employed or engaged with our Service must complete mandatory National Child Safety Training.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a valid Working with Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our nominated supervisor if you have any concerns. (Patricia - 0410 505 524 cscordinator@gwccs.org.au)

We aim to ensure our OSHC Service is a tobacco, vape, drugs and alcohol-free environment at all times in accordance with legislative requirements. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

Our Service adopts and aligns with legislative requirements for taking images or videos of children. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

Our Service is required to display our quality and compliance history from the past two years. This includes our current National Quality Standard (NQS) rating, any compliance actions, and any prosecution information (if applicable). This information is shared to promote transparency and to help families stay informed about the regulatory compliance of our Service.

PARAMOUNT CONSIDERATION

We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our OSHC Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's (ECA) Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

OUR EDUCATORS AND STAFF

Our OSHC Service is made up of a team of caring and friendly educators who work hard to ensure your child/ren is cared for in a welcoming, supportive and stimulating environment.. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and their families.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks (WWCC) and all responsible persons (placed in charge of the day-to-day running of the service) have current approved first aid, CPR, emergency asthma and anaphylaxis qualifications.

NATIONAL QUALITY FRAMEWORK

Our OSHC Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law, Education and Care Services National Regulations, the National Quality Standard (NQS) and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place V2.0*.

We regularly self-assess our practices against the NQS and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at [ACECQA/NQF/about](https://www.acecqa.gov.au/nqf/about).

REGULATORY AUTHORITY

Regulatory authorities administer the NQF in each state and territory, usually as part of that state or territory's education department or agency. The regulatory authority in each state/territory has day-to-day contact with Services and ensure compliance with the NQF.

NEW SOUTH WALES

NSW Early Learning Commission

Phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

[NSW Early Learning Commission](https://www.earlylearningcommission.nsw.gov.au) email: information@earlylearningcommission.nsw.gov.au

EDUCATOR TO CHILD RATIOS

We comply with the Education and Care Services National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children and young people. Our Service meets the prescribed educator-to-child ratio of 1:15 when at the service, 1:8 for excursion days and 1:5 for water based excursion days.

EDUCATIONAL PROGRAM

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning.

The development of our program guided by the *My Time, Our Place* (MTOP) V2.0 Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders. Our program format varies for after school care and during vacation periods.

'The Framework provides broad directions for school age care educators to ensure children and young people are supported, celebrated and connected to their community, taking account of their wellbeing, learning and development.' (MTOP, 2022, p. 7)

MY TIME OUR PLACE

Fundamental to the learning framework is a view of children and young people's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbourhoods and a global community. Belonging acknowledges children and young people's interdependence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children and young people are now and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children and young people's lives. It is about knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children and young people develop their interests, curiosities and explore possibilities. School age care settings give children and young people *time* and *place* to collaborate with educators to organise activities and opportunities meaningful to them.

BECOMING

Children's identities, knowledge, understandings, dispositions, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. *Becoming* acknowledges children and young people's ongoing learning and development. It emphasises the collaboration of educators, children and young people and families to support and enhance children and young people's connections and capabilities, and for children and young people to actively participate as citizens. (MTOP, 2022. V.2.0. p. 7)

COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of the time spent at our OSHC Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's experiences and enjoyment at the OSHC Service. You are encouraged to talk to our nominated supervisor to arrange to meet your child's educator at a mutually convenient time.

Our OSHC Service uses OWNA Child Care Management Software to provide real time updates about your child. We have many types of communication we use for families, including:

- newsletters
- phone calls
- emails
- letters
- face to face
- formal meetings

ENROLMENT INFORMATION

Prior to your child commencing at our Service, you'll be required to complete an enrolment form and provide documentation.

ENROLMENT FORM

If you require assistance completing the enrolment form, please contact our nominated supervisor or reception staff for assistance.

We will ask for the following documentation:

- a copy of your child's birth certificate or identity documents
- your child's Medicare number (if available)
- completed medical condition documentation, as required
- certified copies of any court order, parenting orders or parenting plans

Enrolment Records will be required to be updated annually or whenever your circumstances change.

FAMILY LAW AND ACCESS

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable. Our OSHC Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the court order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a court order we cannot stop a parent collecting a child.

The approved provider will ensure that any documents of the child that is required to be disclosed that contains personal information of people, must first obtain written consent prior to disclosing. These people may withdraw their consent in writing prior to personal information being disclosed.

All documentation relating to custody and access are held and maintained securely in accordance with our *Maintenance of Records Policy*.

ELIGIBILITY

Children must be enrolled in Primary school in order to be eligible to attend the service. Children of Preschool age will not be accepted into the program, unless they are enrolled in Kindy Minus 1 (KM1) at St Spyridon College. KM1 children are able to attend from Term 2 of the school year. For preschool aged children not attending St Spyridon College, they are able to attend for the January Vacation care period immediately prior to them commencing Primary school. Children who have completed Year 6 may be eligible to attend the service at the discretion of the Nominated Supervisor.

INCLUSION OF ALL CHILDREN

If your child has a disability or requires additional support, please speak to our nominated supervisor prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our OSHC Service may be able to apply for additional support through the [Inclusion Support Program \(ISP\)](#) to assist your child's access.

AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide authorisation for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide authorisation for the transportation of your child by an ambulance service
- provide authorisation to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the nominated supervisor (or responsible person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

AUTHORISATIONS

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for the application of sun cream and permission to administer paracetamol in the event of a high fever. Parents must also provide the name, address and contact details of any person authorised to authorise our Service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our Service.

TRANSPORTATION

As part of our OSHC Service, we provide transportation during school holidays whilst participating on excursions. The safety of children and young people enrolled in our Service is paramount and we take

every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments, ensure adequate supervision at all times and ensure all attendance records are checked and maintained when children embark and disembark a vehicle.

Educator to child ratios are strictly adhered to at all times. For each excursion requiring transportation, we will require individual written authorisation. Please see our *Transportation Policy* for further information.

EXCURSIONS & INCURSIONS

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. These activities enhance the program, children's learning experiences and involvement in the community. Safety is an essential part of all excursions, and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursions & Incursions Policy*.

PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION

As part of the enrolment process, we will also ask for your authorisation to take images and video of your child during normal activities and excursions. Images and video may also be used as part of our observation and programming process and shared with our Service app OWNA.

Images and video may also be shared parent community through social media and/or to promote our Service to the community through marketing and promotional materials.

This authorisation can be withdrawn at any time by providing a written request to the nominated supervisor. Images and videos will be stored securely at the Service and access available to authorised personal only. They will be deleted and destroyed when no longer required, or if retained for compliance purposes, kept for a period of 3 years after the child's last day of attendance.

Our Service adopts and aligns with legislative requirements for taking images or videos of children and ensures that only Service issued approved devices are used to take images or video of children. We have strict protocols for appropriate storage of images and video.

We request families comply with the guidelines of Service policies and not take images or recording videos of children whilst at the education and care Service.

Families are asked to respect that staff are not allowed to share information on any other children, families or staff members and staff are encouraged to not join any family's social media.

MEDICAL CONDITIONS – ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any medical condition, allergy or asthma on the enrolment form.

Our OSHC Service requires a medical management plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your general practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the nominated supervisor, you will be asked to develop a risk minimisation plan and communication plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our OSHC Service.

To ensure the safety and wellbeing of your child, please update your child's medical management plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

FEES, REBATES AND ATTENDANCE

FEES

Below is our full fee schedule, before Child Care Subsidy (CCS) has been applied.

Permanent After School Care: \$35 per session

Casual After School Care: \$40 per session

Vacation Care Early Bird (booked before end of term): \$78 per session*

Vacation Care: \$88 per session*

*vacation care excursion days have additional \$10 fee

INVOICING

Each fortnight you will be invoiced in arrears. Please check these invoices to ensure all details are correct. Any discrepancy, please contact the nominated supervisor as soon as possible.

Families are provided with access to OWNA to access account information. Each family will be provided with individual log in details; families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

PAYMENT METHODS

Fees can be paid via direct debit, direct deposit and EFTPOS.

DIRECT DEBIT

Families wishing to register for Direct Debit can access the **Direct Debit Request (DDR) Form** in the **Forms** section of the OWNA App, located in the side menu.

- Direct Debit payments will be processed fortnightly on Thursdays.
- Your Child Care Subsidy (CCS) entitlement will be applied before billing, meaning that only your out-of-pocket gap fee will be deducted from your nominated account.

EFTPOS

An EFTPOS facility will be available at the service for families who wish to make card payments in person.

Staff will assist with processing payments when it does not interfere with the supervision and safety of children. Please note that families will need to know the amount they wish to pay prior to attending the service, as staff may not always have immediate access to account balances and payment records.

DIRECT DEPOSIT

Fees can be paid by direct deposit to the account below:

Account Name: G.O.A.A. Greek Welfare Centre Children Services Clearance ACC

BSB: 082-135

Account: 84-768-1075

Email: childrenservices@gwccs.org.au (please email us your payment remittance)

PENALTIES

- Late collection fee: \$5 per minute

CHILD CARE SUBSIDY (CCS)

We remind families that there are some compliance areas that the Service has no influence over such as Child Care Subsidy, and timing of payments to the Service and your account. When families enrol their child into our OSHC Service, it is the family's responsibility to provide us with the required information to receive Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian who is claiming CCS payments for the child, so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care Service and whether the child attends school.

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [MyGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

Families are required to advise Centrelink of any changes to circumstances within 14 days to avoid a debt. Changes to circumstances may impact CCS payments. Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the nominated supervisor as soon as possible.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via the [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must confirm the enrolment information via the [MyGov website](#).

ABSENCES

Parent/guardians must notify the Service if a child will be absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school.

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app OWNA.

Child Care Subsidy will be paid for any absence from an approved early childhood Service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the nominated supervisor about additional absences.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#).

If your child has not attended our Service for 14 continuous weeks, your child's CCS enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy. If the Service is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will not be charged.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the Service. There are some circumstances where CCS may be paid in these situations, please speak with the nominated supervisor for further information.

FEES IN ARREARS/FINANCIAL SUPPORT

Should fees still be outstanding after four weeks, a debt recovery process will be implemented GWC Kingsford OSHC reserves the right to suspend/withdraw your child's enrolment if your account is overdue after 8 weeks.

If you are experiencing financial hardship, please speak to the nominated supervisor or director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Children are not able to attract CCS for any days after the last day your child physically attends our Service. *There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.*

SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware our OSHC Service and program closes at 6:30pm for after school care and 6pm during vacation care. In accordance with National Regulations and licensing, we are not permitted to have children in the Service after this time. A late fee is incurred for children collected after closing time.

The fee is \$5per minute or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

PERMANENT AND CASUAL BOOKINGS

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 4 weeks
- are chargeable regardless of attendance

Casual bookings are a one-off booking that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via email is given (after school care), 48 hours notice is required for vacation care.

WAITLIST LIST

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

PRIORITY OF ACCESS

Our OSHC Service aims to assist families who are most in need and may prioritise filling vacancies with 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.

VACATION CARE

Our OSHC Service provides Vacation Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days.

Our Vacation Care Program will be available to families at least 4 weeks prior to the commencement of the vacation care period. This will be emailed to all families on the e-mailing list.

New Kindergarten children may use the service in our pre-Christmas and January vacation care periods prior to starting school. Children finishing year 6 are eligible to attend until the end of December. If you have any concern regarding any planned excursions, please speak with the Coordinator.

KM1 children may attend from July Vacation Care.

SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures via the Centre Documents section on the OWNA app (side menu). We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the NQF and Family Assistance Law.

Educators cannot make exceptions for individuals unless the nominated supervisor or management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

FAMILY CONDUCT

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward

educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in Police involvement.

To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue in person or via email childrenservices@gwccs.org.au. Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

ARRIVAL AND DEPARTURES

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our online kiosk by an authorised person. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the Service.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the nominated supervisor and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

TECHNOLOGY, TELEVISION AND DEVICES

Our OSHC Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the Service to facilitate their homework and other areas of interest (such as, song requests during group musical games, drawing and craft tutorials). This will always be carried out under staff supervision. Permission for children to use computers and other technology is requested during enrolment.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones or electronic devices are not permitted to be used in our Service as we provide a balance of activities for students where an electronic device is not required. Some children and young people with a disability or health condition, may rely on the use of an electronic device for support needs will be exempt from this restriction. Exemptions must be made to management or the approved provider and clearly documented in the child's enrolment record. See *Safe Use of Digital Technologies and Online Environments Policy*.

HOMEWORK

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework, please notify the responsible person. Please note that educators will not force your child to do homework while in care.

FOOD/MENU

We offer a healthy nutritious snack/afternoon tea based on the five food groups at our After School Care centres. Educators use the opportunity to discuss the nutritional content of the food provided while food is being served. Children are given the opportunity to develop their self help skills through food service and encouraged to use best practise in regards to food safety measures.

We currently do not serve food during Vacation care, so we ask that parents send enough food and drink to get the child through morning tea, lunch and afternoon tea. Food should cover all food groups and be nutritionally sound in order to assist the child in becoming involved in the high energy program.

BEHAVIOUR GUIDANCE

Educators follow a *Positive Behaviour Guidance Policy* that extends across the whole OSHC Service giving consistency of expectations. This policy allows children and young people to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our OSHC Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

Educators will identify and implement strategies to guide and support children's behaviour and develop individual behaviour guidance plans as required, however the Service may review a child's enrolment status if their behaviour poses a risk to themselves, others, or continues despite the use of supportive strategies and collaboration with the family. If you require further information on this policy, please ask educators and refer to the Policy manual. Inappropriate discipline towards any child is strictly prohibited at the Service and will not be used under any circumstances.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children and young people to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day.

Our OSHC Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- foster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development.

SUSTAINABILITY

Our OSHC Service is passionate about sustainability. We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

In order to empower our sustainability program, we emphasise children and young people's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children and young people with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

SUN SAFETY

We work with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times. Children and educators will wear 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 (SPF50+ broad-spectrum water resistant) which is reapplied according to the manufacturer's recommendations.

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

FAMILY & COMMUNITY INVOLVEMENT

The Educators at GWC Community Services' Centres provide a friendly and welcoming environment to encourage the participation of families. Educators are available to discuss the ongoing progress and wellbeing of children or any concerns you may have regarding the service. Families are encouraged to share any skills, knowledge and experiences they may have that could enhance the quality of the program. All policies and procedures relevant to this service are available to parents and the wider community at any time.

All verbal feedback from families is welcomed at all times will be responded to by the Certified Supervisor or educator directly receiving the feedback. It will be documented in the communication book as well as follow up actions if required. All written family feedback will receive a written reply within 7 days of the receipt. These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

Feedback received is reviewed at bimonthly management meetings.

HEALTH AND HYGIENE

Our OSHC Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our Service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand-washing techniques to children and regularly clean and disinfect high touch objects throughout the Service to reduce the spread of infection.

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please monitor your child's health and do not bring your child to the OSHC Service if they are suffering from an infectious disease/illness or are generally unwell.

Our Service cares for children and young people before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying healthy: Preventing infectious diseases in early childhood education and care services, 6th Edition*. Our policies and procedures for *Dealing with Infectious Diseases* is available for all families to view.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator, which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is notified.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 24 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care Service. Please inform staff if your child has any of the following infectious diseases so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

[Exclusion for common or concerning conditions](#) (Australian Government, National Health and Medical Research Council, *Staying Healthy 6th Edition 2024*)

IMMUNISATION

Immunisation is a simple, safe and effective way of protecting your child and yourself against some diseases which can cause serious illnesses and sometimes death. Also if your child is protected, he or she will not be able to pass the infection on to other people, especially very young babies who are not yet fully immunised.

The National Health and Medical Research Council (NHMRC) recommends that Australian children and adults are immunised against diphtheria, tetanus, whooping cough, poliomyelitis, measles, mumps, rubella, Haemophilus influenza type B (Hib), chickenpox and hepatitis B. Vaccines for these diseases

are free, although for chickenpox this is depending on the age of the child (read more at the Immunise Australia Program website). Your child has to be up to date with immunisations, or have an exemption, so that your family can receive payments such as the Child Care Subsidy and the Maternity Immunisation Allowance. Your child's immunisation status (as recorded on the Immunisation Register) must be checked before these family payments can be made.

MEDICATION

If your child requires medication whilst at our OSHC Service, you must complete an *Administration of Medication Record (on OWNA)* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office. Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times. Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form (via OWNA)*.

Children may self-administer medication provided written authorisation is provided on the child's enrolment form. Medication must be provided to educators at the start of the session. An *Administration of Medication Record* must be completed at the start of the session and at the end of the session to acknowledge the dose and time medication was administered.

INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the OSHC Service.

Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge and sign an *Incident, Injury, Trauma and Illness Record* within 24 hours. In the event of a minor injury, first aid will be provided as required. If your child injures their head, even if it is a small bump, you will be contacted by phone to advise of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them, if emergency medical treatment is required following a head injury, educators will contact emergency services.

If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor/responsible person will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that the cost of Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record within 24 hours. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted

by our approved provider and the regulatory authority to follow up the incident and actions taken by our Service.

SAFETY IN OUR SERVICE

EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation rehearsals. These may occur at any given time throughout the After/Vacation School Care session.

Emergency and evacuation rehearsals are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire, lock down or flood. Under regulations, we are required to practice emergency and evacuation rehearsals every three months. Parent/guardian authorisation will be obtained for emergency evacuation rehearsals which require children to leave the Service premises to our secondary evacuation point.

Educators are trained to use fire safety equipment located within the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated. Educators will follow the instructions of emergency services and the regulatory in times of emergencies.

DROP OFF AND PICK UP TIME

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children and young people will be effectively supervised at all times while attending the OSHC Service.

- Please always hold young children's hands near the road
- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding workplace health and safety.

Each afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the playground.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the nominated supervisor immediately.

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, young people, individuals and families and have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (*See Privacy and Confidentiality Policy*).

All families are not to use or share images obtained from the Service, via the Service's app, Facebook pages or other format. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.

Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms except the regulated Service's private Facebook page.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Management of Complaints Policy*.

Our OSHC Service is required to keep and maintain detailed records about children, young people, parents and staff in accordance with relative legislation contained in the NQF and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Maintenance of Records Policy*.

PRIVACY STATEMENT

Our OSHC Service GWC Kingsford OSHC will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the Service. The privacy of all information provided is paramount which we as a Service will protect at all times.

Personal information gathered by the Service may be accessed by and exchanged with staff educating and caring for a child by administrative staff or for legal requirements. Personal information collected may include, medical information, income and financial details, contact information, children's developmental records, legal information, employment/martial information, qualifications, staff entitlements, and information required under NQF legislation.

We may disclose personal information where we are permitted or obligated to do by Australian law. This may include:

- Government employees
- Authorised officers during assessment and rating
- Software companies that provide computer based educational programs which use children's personal information
- Lawyers in relation to a legal claim
- Debt collection agency where fees are outstanding
- Officers carrying out an external dispute resolution process
- Protecting individuals from serious misconduct or to prevent a serious threat to a life, health or safety.

Personal information is stored in a safe and secure manner, using locked filing cabinets or password protected database and computer. Information is backed up electronically and stored securely. Hard copy information is stored securely at the Service and archived in accordance with regulatory requirements when no longer needed.

Our OSHC Service will gather written authorisation prior to disclosing personal information. This may include, displaying medical plans or early intervention services. We are committed to safeguarding and protecting the privacy of personal information and adhere to the Australian Privacy Principles. By providing our service with personal information, you consent to the collection, storage and use of personal information in the ways described in our policy and collection statement.

