2026 EDITION

INSPIRED LEARNING FOR LIFE

Faith Lutheran Outside School Hours Care Family Handbook

Lutheran Education QUEENSLAND

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Welcome!

We are delighted that you have chosen our Service to support your child's learning journey.

We will provide a safe, secure and supportive learning environment. Our play and leisure-based program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes and supports co-operative learning. We support the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

Faith OSHC is a licenced 125 place, not-for-profit Service that provides care for before school, after school and Vacation Care.

Connection with the Congregation

The Service is connected with Pastor Greg. He is support by Mr Bird and Mr Meigel. They offer a number of support services for families. We are able to assist with connecting to the Pastor

Philosophy

Faith OSHC Service Philosophy

Our Faith OSHC philosophy is guided by the ideas and values of our faith, children, families, community, and Educators. We aim to provide an environment that considers the whole child's social, emotional, spiritual, and physical wellbeing, enabling them to reach their fullest potential. We meet our aim by following My Time, Our Place, the framework for School Age Care. We work within the National Quality Framework and the National Quality Standards.

We are committed to providing quality care using these principles:

- We respect everyone and believe that each child is unique in their own way, the way that God created.
- We acknowledge that children develop at their individual pace. We seek to facilitate personal growth by providing a program that is centred on meeting the needs, abilities, and interests of everyone.
- Free to Flourish is the story for Lutheran schools and early childhood services, grounded in Christian beliefs and values and a catalyst for ongoing improvement and

innovation. Our learning story inspires a deep understanding of who we are and how we are created for relationship with God and all creation

- We strive to empower children to be hopeful, happy, confident, respectful and expressive
- We acknowledge that each family brings their own set of values and beliefs, which are shaped by their cultural backgrounds. Our service embraces all cultural backgrounds and experiences and these recognised, encouraged, supported and celebrated. We provide opportunities for families to share.
- We aim to promote open communication amongst children, parents/ carers and staff and the community. Everyone is respected, valued, and encouraged through shared decision making.
- We strive to build positive relationships with all children through applying the Christian ethos and the guiding principles of the school (5Cs: Care, Courage, Common Sense, Curiosity, Courtesy).
- We aim to implement a program that reflects each child's individual likes and interests through planned and spontaneous activities. Our program is developed from children's experiences and preferences with observations recorded by Educators from their interactions with and between children. We actively encourage children, parents/ carers, and staff to participate in planning, implementing, and evaluating the program.
- We recognise that God has intentionally created each person to live in relationship with him and others.

As professional Educators, we aim to abide by the designated framework, the Education and Care National Law, Education and Care Regulations, other legislative requirements and the policies and procedures established by Faith OSHC and the Queensland Lutheran Early Childhood Services LEQ. We respect the integrity and confidentiality of children, parents/carers, and staff.

Reviewed November 2025

Operational Information

Service Dates of Operation

Our Service opens for children on the 5th of January 2026 and closes on the 24th of December 2026- reopening Monday 4th January 2027

No fees are charged to families during the end of year closure period.

We are also closed on the following occasions:

All Public Holidays

- Australia Day
- Labour Day
- Good Friday & Easter Monday
- Anzac Day
- King's Birthday
- Redlands Show Day
- AACS

Fees will not be charged for all public holidays unless indicated. Absent days and sick days will not be swapped for other days

Lutheran Education Queensland

LEQ (QLECS) is the Approved Provider's representative for Lutheran Early Years and OSHC Services in Queensland and New South Wales. LEQ (QLECS) support the running of the Service, including compliance matters. Each Service has its own Children's Services Manager whose details are displayed in the Service. The Children's Services Manager (CSM) is part of the LEQ (QLECS)

Policies

The Service has a range of policies and procedures readily available as per regulatory requirements.

A condition of enrolling your child at our Service, is that you agree and abide by the Service's policies. These policies cover all aspects of operation and management in accordance with Regulations

Our policies can be accessed online via the QR code posters. Feedback regarding Service policies may be submitted using a link via the QR code posters.

QR Code Posters for feedback and access to policies are located on the wall outside the kitchen in the OSHC Main Room

Please retain this Handbook as a reference.

Where you see the term 'Reg' in the handbook, the reference is to the Education and Care Services National Laws and Regulations that govern Early Childhood and School-Aged Care Services.

Education and Care Services National Law Act 2010

Education and Care Services National Regulations

Feedback and Concerns

We are guided by our Governance and Service Management -GSM Complaints Management and Service Feedback Policy address all compliments, comments, investigation, complaints and suggestions about the Service.

This policy supports the Service's continuing improvement and clearly outlines processes to ensure that any concerns are addressed fairly and documented in a timely manner.

The GSM Grievance and Complaints Statement for families and the flowchart displayed on the entry wall and provides detailed information about the grievance process.

Please find below a link

Complaints Procedure Flowchart

Families may also contact the Regulatory Authority with enquiries or complaints at any time via the contact details below.

Department of Education - Early Childhood Education and Care

Level G, Coorparoo Education Precinct

347 Old Cleveland Rd, Coorparoo

Ph: 3028 8063

Em: mtgravatt1.ecra@qed.qld.gov.au

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

Our Program is based on My Time, Our Place: The Framework for School Age Care in Australia (MTOP) V2.0. We focus on children learning through play. We believe it is important for children to have opportunities to foster their development at their own individual pace.

For further information on the Outside School Hours Care curriculum, please click on the link below:

My Time Our Place Version 2.0

Daily Requirements

Please provide your child with their own bag and ensure all items the child brings are labelled. Below is a list of items to include in your child's bag according to their individual needs.

A Sun Smart, legionnaire/broad brimmed hat that protects the face, neck, ears and crown of the head. **No caps are allowed.**

Shoes: enclosed shoes are compulsory on excursions. No thongs, Crocs or shoes with high heels are allowed.

Named drink bottle

Small bag

During Vacation Care: Morning tea, lunch and afternoon tea unless provided at the Service.

A named complete change of clothing – if engaging in waterplay including water appropriate footwear

Our program provides a wide variety of resources. Please do not send toys from home These can become easily lost or broken, which can be distressing for your child.

Daily Procedures

Arrivals and Departures

It is the responsibility of the parent/guardian or Authorised Nominee who delivers or collects the child to electronically sign them in/out of care according to our policy GSM Delivery and Collection of Children as well as Reg 158. Whilst the regulations do allow for the Nominated Supervisor or an Educator to sign a child in/out of care, this practice will only be acceptable when circumstances prevent the parent/guardian from doing so. Failure to follow this correctly may result in Child Care Subsidy (CCS) payments being affected.

If the Authorised Nominee for collection is not known by the Educators, they will be asked to show photo identification before your child is released into their care. An Educator may contact you to confirm the arrangement.

If your child is to be collected by someone besides the Authorised Nominees for Collection, noted on the Enrolment Form, you are required to notify the Service in writing beforehand unless in extreme emergency situations. Photo identification will need to be produced upon their arrival e.g., drivers' license

Please ensure an Educator is made aware your child has arrived and has been signed in. You must also ensure, that upon collection of your child, you inform an Educator that your child is leaving and has been signed out of care.

Arrival is an important time to communicate any information that might be of relevance to your child's well-being during the day. Please feel free to talk to Educators regarding needs of your child

If a parent/guardian has not made contact five minutes after the closing time, staff will:

- Attempt to contact the parent/guardian.
- If no contact can be made, they will try the Authorised Nominees indicated on the enrolment form.
- If no contact is made with anyone authorised on the enrolment form 30 minutes after closing time, the police will be called, and we will follow their recommendations.
- A Late Collection Fee may be charged.

Notifying OSHC of your child's absence

Please mark all absences on the Xplor app. If this is not possible, please email or call the Service as soon as possible if your child will be absent from OSHC. This prevents staff looking for your child/ren and calling parents/guardians unnecessarily. It also ensures that OSHC can quickly and easily account for all children, as per policy. The Service is required to contact the police after 30 minutes of not being able to account for your child when booked in for care. Please refer to our GSM Delivery and Collection of Children policy.

Extra-Curricular Activities: Parents/Guardians are required to notify OSHC if they have enrolled their child/ren in an extra-curricular activity e.g. sport activities, music lessons; that may impact on their enrolled attendance at the OSHC, specifically delivery and collection arrangements.

Notification about extra-curricular activities can be made via the GSM Extra-Curricular Activity Authorisation Form This is available on the OSHC website or on request.

Link

Extra-Curricular Activity Form

Parenting Orders and legal documentations

Parents/guardians are required to notify the Nominated Supervisor about any details relating to Parenting Orders, Domestic Violence Orders or other legal documents relating to the child. A current copy must be kept at the Service. Please note that current legal documentation will be adhered to.

Inclusion Policy

Children have a wide variety of backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability. Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Service Leader. Medical/diagnostic information will be required for the children if there is a diagnosis of Asthma, allergic reaction, or other serious conditions. ADHD and ASD are also diagnosed by a Medical Practitioner; therefore, information is gathered to ensure that children feel supported and safe.

Interactions with children

"The program offered will

- Encourage children to express themselves and their opinions
- Allow children to undertake experiences that develop self-reliance and self-esteem
- Always maintains the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for.

COLLABORATIVE PARTNERSHIPS

Communication – Partnerships

Parents/guardians may enter the Service at any time their child is in attendance. Permission to enter will be withdrawn if a parent/guardian poses a risk to the safety

of the children and staff or the parent/guardian has prohibited contact with the child by a court order (Reg 157).

As part of the enrolment process. families will be required to read and agree to the GSM Parent, Visitor Code of Conduct. Failure to comply with this Code of Conduct may result in the cancellation of your child's enrolment. The Code of Conduct is a part of the terms of Enrolment

Link

Code of conduct

Contact Details

Please always keep your contact details up to date. This allows for quick communication in the event of an illness or emergency

Regular Communication

Communication regarding the day's events will be available through photographs and/or Xplor for you to enjoy at the Service. Regular OSHC/school newsletters ensure communication of the program, interests and events. Please ensure that your email address is current as most information will be emailed.

The Xplor Comms Centre is used for communication with families. A message will come up if there is something we need to inform you.

The program is on display on the wall at the entry to the main OSHC room.

Community Links

Services may also add information about regular partnerships with the wider community e.g. aged care/regular visitors/regular incursions, etc.

Family Involvement

We welcome your participation and contributions to our program. We value the individuality and uniqueness of each family and encourage the development of positive relationships. Please speak with Educators about ways you may engage.

Please feel free to complete the short Survey

Survey

Parent Committee

This is a group comprised of members from the Service families, congregation and local community. The meetings usually occur bi-monthly and families will be made aware of the dates that are preset for the year. Meetings could be held face-to-face or online using secure online platforms.

The aims of the group is to.:

- Concentrate on planning and goal setting.
- Explore, decide upon family events and Service events.
- Provide a support network.

Babysitting

Staff are not permitted to babysit under private arrangements.

Photography at the Service

Families and visitors are not permitted to take photos or videos at the Service. Any exceptions for special events/events that occur outside of operational hours will be clearly communicated to families prior to the event.

We have digital devices that are used to photograph children. These photos become the basis of our visual documentation, which are on display or in Xplor.

CCTV

Our Service is committed to the safety of employees and children. To provide this, our Service operates Close Circuit Television Systems (CCTV) in some locations. The CCTV surveillance and any monitoring are used for the purposes of:

- Ensuring the safety of the Service, including its employees, children, visitors, volunteers, students, contractors and members of the public.
- Prevention of crime, theft and vandalism.
- Ability to investigate and report on incidents where surveillance provides supporting evidence.
- and will only involve optical surveillance. Our CCTV system is used in line with the GSM - CCTV Policy.

Media Involvement

Our Service has set out the following procedures regarding media content:

Permission to photograph or video is included in the Enrolment Agreement Form.

This includes newspapers and advertising displays, etc. If parents/guardians do not give permission, the Service will ensure that the child is not included in these activities.

Should photos go into local newspapers, first names only will be printed unless otherwise negotiated.

Should the Service wish to print multiple copies of photos for advertising, written permission will be sought from parents/guardians prior to use.

Children will be asked before posed photos are taken, and their decision to decline will be respected. Children without consent must not appear in any images, including through editing, masking, or digital alteration. Educators must respect a parent/carer's decision to withhold consent and ensure privacy and confidentiality are upheld at all times.

Social Media

Staff are **not** permitted to accept 'friend' requests from or follow profiles of parent/guardians and children. Should you have any concerns over Social Media issues/posts/comments, please follow the Service's grievance procedure.

CHILDREN'S HEALTH AND SAFETY

Children's Clothing

Please dress your child in clothing that is suitable and appropriate for active play. It is a requirement that children wear SunSmart clothing that complies with our Children's Health and Safety (CHS) Sun Protection Policy. Enclosed shoes are to be worn each day and are required especially during Vacation Care on excursion days.

If children are participating in water play, footwear must be worn. This can be sandals or thongs or crocs.

Children must change back into dry clothes and appropriate footwear on the conclusion of the activity

Nutrition

We promote good nutrition and healthy eating habits. Resources and information are provided throughout the year. Please refer to our CHS Food Safety, Healthy Eating and Drinking policy.

During Vacation Care we provide your child with food for morning tea, lunch and afternoon tea, unless otherwise advised. Preferred foods include fruit, vegetables, yoghurts, cheese, crackers, sandwiches, wraps, rolls, healthy baked treats, etc.

Our Service follows guidelines as per Nutrition Australia. The food provided, are carefully designed to supply a major part of each child's daily nutritional requirements and to offer as wide a variety of flavours and textures as possible. We plan our menus around seasonal availability and children's suggestions are supported

Please inform the Service if your child has specific dietary requirements and/or restrictions to be considered.

A weekly menu is displayed in the foyer so that you can see what your child has eaten during each session. If there have been changes to the planned menu, updated information will be displayed on the noticeboard.

We also celebrate other special events or holidays during the year with food, often multi-cultural and endeavour to make cooking experiences a regular part of our program.

Rest and Relaxation

Resting is an important part of the day. An atmosphere conducive to relaxation is provided to allow children to 'recharge' and aims to meet the individual needs of each child. We encourage you to discuss your child's needs with their individual educators.

The Service will ensure that the individual needs of the child rest are met (Reg 81).

Behaviour Guidance

Educators will gently guide children towards acceptable, respectful and considerate behaviour to others. Within the play-based program, children learn about social skills and rules appropriate to their developmental level. Children are

supported and empowered to choose the right behaviour which helps them to begin to self-regulate their own and others' behaviours.

If Educators observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour, any strategies being used by parents/guardians and seeking external support if required, an Individual Education/Support Plan may be written outlining the agreed strategies, so that all educators and families are consistent in guiding a child's behaviour.

Please refer to the Relationships and Interactions with Children (RIC) Behaviour Guidance Policy

Incursions and Excursions

To complement the program, from time to time we may invite visitors into our Service (incursion) or take the children on excursions. All incursions and excursions are carefully planned and risk assessed. Incursions or excursions may incur an additional cost, which will be added to your account. If this is eligible, it may attract CCS.

Parents/guardians will be notified of upcoming events and be required to complete any necessary authorisations.

Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross-infection. The following procedures are implemented:

- The Service is cleaned regularly and as needed.
- Children should follow handwashing procedures, particularly after toileting and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.
- Soft fall areas have been established under climbing and swing areas to absorb the impact if a child were to fall.

- In the case of an outbreak of an infectious disease or pandemic specific guidelines will be given to families.
- Staff and families will be required to follow all Public Health directives.

Illness and Injury in Care

Educators are required to maintain their First Aid qualifications. This includes CPR, Anaphylaxis and Asthma training.

The environment is set up to minimise the risk of injury to both children and staff. Exclusion guidelines (as per the CHS Illness in Care policy) will be adhered to. If excluded a letter from your doctor may be required for your child to return to care.

Children with contagious illnesses will not be permitted to attend and if an outbreak of a disease preventable by immunisation occurs, non-immunised children will be excluded (as per the CHS Illness in Care policy and CHS Immunisation Children policy). As per your enrolment agreement, the Service must be advised of any contagious illnesses.

In the case of injury to a child whilst in care, staff will administer appropriate first aid immediately. Please refer to CHS Incident, Injury, Trauma and Illness policy for more detailed information on the Service's procedures.

If first aid has been provided to your child during the day, staff will complete an Incident, Injury, Trauma and Illness form, which you will be required to read and sign via the Xplor app

Injury on Intake

Upon arrival at the Service, if your child has an existing injury, you are required to inform an Educator and a CHS Injury on Intake form will be completed. If an Educator notices an injury, that did not occur at the Service, a CHS Injury on Intake form will be completed and you will be asked to acknowledge this by signing the form. Educators may also phone you to discuss the injury.

Medication and Management of Medical Conditions

Our Service has the following policies in relation to medication and the management of medical conditions:

- CHS Medication and Natural Remedies policy.

- CHS Managing Medical Conditions policy.

These outline our processes and practices if a child enrolled has a specific health care need, allergy or relevant medical condition.

Parents/guardians will be required to provide the Service with a medical management plan for their child for any specific health care need, allergy or relevant medical condition. The Service will develop a risk minimisation and communication plan in conjunction with parents/guardians, to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised (as per Reg 90).

A copy of the CHS Management of Medical Conditions policy will be supplied to families who indicate that their child has a medical condition or allergy. Reg 91). A copy each year will be sent to every family

Management of Medical Conditions

The Policy is also available on the OSHC Website.

If medication of any type is required during your child's attendance, then the following is required:

- CHS Medication Authorisation form completed by the parent/guardian or person nominated on the enrolment form.
- Medication from its original container that is in date and has the original pharmacy label with the name of the child to whom it is prescribed.
- Compliance with all aspects of the CHS Management of Medical
- Conditions policy

Staff will only be able to administer medication after the form is completed correctly and signed; staff will complete and sign their section when the medication is administered.

In the case of complex medication administration, such as insulin, discussions will be held with families prior to or during enrolment, to ascertain whether the Service is able to accommodate the specific health needs of the child.

In an anaphylaxis or asthma emergency, staff may administer medication without authorisation. Parent/guardians and emergency services will be contacted as soon as practicable (Reg 94).

The medication administered will be from its original container before the expiry or use-by date, in accordance with any instructions attached to the medication or provided by a registered medical practitioner. Prescribed medication will be

administered by a Responsible Person (PIDTDC) with a second person checking the dosage of the medication and witnessing its administration. Details of the administration must be recorded on the CHS Medication Authorisation Form.

We complete the process to protect the health and safety of children, non-compliance to the policy may mean discontinuation of care until it is remedied.

(Regs 92-95)

Immunisation

The immunisation status of your child must be completed on your child's enrolment form, and a copy of your child's immunisation history statement must be provided. Families who choose not to immunise their children, other than for medical exemptions, will not receive government subsidies (http://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay).

Parents/guardians are responsible for providing staff with updated immunisation information. Children who have not been immunised will be excluded from care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. For information relating to fee payment during exclusion periods, please refer to the CHS Immunisation Children policy.

Sun Protection

Educators will provide sunscreen to children and supervise their application throughout the day, as per the CHS Sun Protection policy. The Service provides sunscreen, however, if your child requires a specific brand, you will need to provide this to the Service, clearly labelled with your child's name. Please apply sunscreen to your child prior to or on arrival at the Service. Please ensure that clothing and hats are compliant with our CHS Sun Protection policy.

Our Service is a Sun Smart Early Childhood Program Member

The National Sun Smart Program recognises Queensland primary schools, OSHC (Outside School Hours Care) and early childhood centres who are leaders in helping to reduce the risk of skin cancer. Our status as a Sun Smart Member is reassessed every 3 years.

Emergency and Evacuation Procedures

Emergency and evacuation diagrams are prominently displayed in the rooms. Parents/guardians, staff, contractors, trades people, volunteers and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or another emergency requiring lock-down, shelter-in-place or evacuation. If you arrive at the Service during an evacuation or lock-down, please follow the direction of the Service's staff. The Service will regularly rehearse emergency procedures.

Child Protection

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and well-being (See the Statement of Commitment, Appendix 1).

All Outside School Hours Care Educators are mandatory reporters and as such will report any child safety concerns to the relevant authority.

All staff at the Service who work with children are aware of the current child protection law in the provider's jurisdiction and understand their obligations under that law (Reg 84).

All staff and volunteers are required to maintain Child Protection training and hold a valid Working with Children Check (Blue Card).

Queensland organisations in a range of sectors that provide services specifically for children, or facilities specifically for use by children who are under the supervision of the organisation, must comply with 10 Child Safe Standards, and provide an environment that promotes and upholds Aboriginal and Torres Strait Islander children's right to cultural safety (referred to as the *Universal Principle*).

The 10 Child Safe Standards

1. Leadership and culture

Child safety and wellbeing is embedded in the entity's organisational leadership, governance and culture.

2. Voice of children

Children are informed about their rights, participate in decisions affecting them and are taken seriously.

3. Family and community

Families and communities informed involved in promoting child safety wellbeing.

4. Equity and diversity

Equity is upheld and diverse needs respected in policy and practice.

5. People

People working with children are suitable and supported to reflect child safety and wellbeing values in practice.

6. Complaints management

Processes to respond to complaints and concerns are child focused.

7. Knowledge and skills

Staff and volunteers of the entity are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training.

8. Physical and online environments

Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.

9. Continuous improvement

Implementation of the Child Safe Standards is regularly reviewed and improved.

10. Policy and procedures

Policies and procedures document how the entity is safe for children

Smoking, Drug and Alcohol-Free Environment

The Service maintains an environment free from the use of tobacco, e-cigarettes/vaping, illicit drugs and alcohol (Reg 82).

Please note that there are specific exclusion boundaries in regard to smoking and the use of e-cigarettes - 5 metres beyond the property boundary.

All parents/guardians/visitors are required to adhere to these legislated conditions.

STAFFING ARRANGEMENTS

Staffing and Roles

Children at our Service are in the care of qualified and suitably trained Outside School Hours Care Educators. This team provides a collective wealth of knowledge, skills and expertise that directly relates to the provision of a high-quality Outside School Hours Care program for your child. Information about staff is displayed at the Service.

Director

The Director works closely with the Approved Provider, Educators and families to ensure the effective and efficient day to day running of the Service. The Director is responsible for ensuring high standards in both the administrative and educational programs, and for planning and overall supervision of the children. The Director also fulfills the role of Nominated Supervisor.

Educational Leader

The Educational Leader leads, develops and implements the educational program, in consultation with the Service Leader, Educators, children and families. This includes program reflection/evaluation, children's developmental outcomes, documentation and portfolios, and any Service operations which are related to the curriculum. The Educational Leader is available for families to discuss individual children's development and goals (Reg 118).

Educator

The role of the Educator is to provide quality education and care in partnership with families to plan and deliver a quality Outside School Hours Care program for children.

Students and Volunteers

Our Service welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at our Service, they must be

approved by the Service Leader, hold a valid Working with Children Check (Blue Card), sign confidentiality and policy agreements, undergo an induction process and complete Child Protection Training.

Families will be notified if a student will be visiting the Service.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent/guardian of a child who is in attendance, must hold a valid Working with Children Check (Blue Card). Please refer to the GSM Student and Volunteer policy.

Professional Development

The Service actively supports on-going Professional Development for all staff. Staff members attend courses, seminars, conferences and workshops throughout the year. Suitably trained relief staff will be employed in the absence of regular staff members.

LEADERSHIP AND SERVICE MANAGEMENT

Fees

Our Service is a not-for-profit organisation that relies on the prompt payment of fees to remain financially viable. Fees are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities and building improvements at the Service. Fee changes are likely to occur in July each year.

It is a government requirement that families in receipt of CCS pay their weekly gap fees in full, electronically. It is important that your fees are kept up to date at all times. Your statement will show all charges and fees payable and any applicable subsidies. Please review your weekly statement and ensure you report any fee or CCS issues to the Service Leader as soon as possible.

Please note that if your child is absent on their booked session/day of care, this will be noted as an absence and fees still apply. Each child is eligible for CCS for 42 days for allowable absences from care across all approved childcare services during each financial year.

In the case of a government authority declared Pandemic, fees will continue to be charged unless the Service has been directed by a government authority. This is due to requirements under the Family Assistance Law (families in receipt of CCS).

You will be advised in writing of any emergency situations where your usual fees will not be charged or if the gap fee will be waived.

Failure to pay fees will result in your details being referred to our Business Office where the debt recovery process will be implemented as per the GSM Collection of Client Debt policy. This may also result in your child's enrolment being suspended and/or terminated, and the involvement of formal debt recovery agencies.

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this with the Service Leader. A payment plan may be established for you. Payment plans must be in writing and signed by the account holder and Service Leader.

Full fees are payable until enrolments meet CCS requirements. CCS back dating is conducted at the discrepancy of Services Australia (Centrelink) and is generally paid directly to the primary carer. If back dated CCS is paid to the Service, it will remain on your account as a credit to offset future fees or may be refunded to you if there is no debt or future bookings on your account.

If an extra session/day of care is required outside of regular bookings, parents/guardians will be charged a casual fee. Where families do not have a permanent booking for example where the Service is not used on a regular basis, the casual fee will also be charged. This does not include shift workers.

The casual fee will be more than the permanent fee for before and after school care and vacation care,

Late fees may be charged to families where children have not been collected by the Service's closing time/end of sessions. If you know you are going to be late, please contact the Service as soon as possible.

If there are outstanding fees a late fee penalty may be applied.

Please refer to our Fee Schedule for a full list of all fees and charges. The full Vacation Care fee schedule will be released prior to each Vacation Care period, with any additional activity costs outlined on the Vacation Care program. By booking into one of these days, you are agreeing to pay the additional fees for that day.

Fee Refunds

Fee refunds will only be issued when the Authorised Service representative has ensured:

- that a family is due the payment

- all transactions have been processed, taking into consideration items such as but not limited to CCS
- outstanding CCS is processed before refunds are eligible to be repaid back to parents/guardians.
- Cessation of CCS has been checked, and the CCS enrolment has been ended before applying for a refund. With cessation of enrolment, the refund will not be issued until CCS is finalised and CCS paid for final absences has been withdrawn. This is to ensure CCS balancing is completed and no debt is applied to the account.

For further information regarding parent/guardian refunds, please refer to the GSM Fee Refunds Authorisation Policy.

Method of Payment

The Service have a legal obligation to collect Gap Fees via an Electronic Funds Transfer (EFT) system. The following fee payment methods may be available:

- Direct Deposit
- Direct Debit

Cash will only be accepted from individuals at risk of family and domestic violence. The Provider will apply on behalf of the individual, therefore supporting evidence must be supplied.

Child Care Subsidy (CCS):

Our Service is an Approved Care Provider and eligible parents/guardians can access Child Care Subsidy to assist with the payment of their fees. Child Care Subsidy (CCS) reduces the amount eligible families pay for childcare (your 'out of pocket' or 'Gap' fee). To claim CCS, families must apply for Customer Reference Numbers (CRNs) through Centrelink. Once you have been issued with yours and your child's CRNs you need to submit a claim for Child Care Subsidy to Centrelink using your Centrelink online account (through MyGov). If you are assessed as eligible to receive CCS, you will need to supply the CRN and date of birth for both you and your child to the Director so that the information can be entered into the Service's software system before the child attends the Service. The Service uploads child enrolment and attendance information weekly via the Service's software system to the government's Child Care Subsidy System (CCSS). The

CCSS calculates the CCS and fees are charged to the family minus your CCS entitlement.

If there are any changes made to the primary carer or CRN details *(as registered with Centrelink and linked to the Child's CCS application*, (e.g. incorrect information has been given and needs to change), this will **not be backdated past 14 days** when the correct information is provided.

In order to receive CCS, you must enter into a Complying Written Agreement (CWA) with the Service, which you are required to confirm online and after 14 continuous weeks of non-attendance. Please note that the CCS process should ideally be finalised before your child's first day of attendance to ensure you receive your entitlements. This includes the Primary Parent/Guardian agreeing to the electronic CWA as well as completing their Government Enrolment through MyGov. Failure to do so will result in full fees being paid until your CCS is successfully activated.

Parents/guardians who receive CCS have an obligation to keep fees up to date. Failure to do so may result in CCS being required to be paid back to the government and your child's enrolment cancelled.

Shared Care

If a family shares the care of their child, that is, the child spends time living with one parent/guardian for one week, and the other parent/guardian the next week, both parents/guardians should have their own account at the Service (with separate enrolment forms) and separately apply for CCS. CCS calculations will be based upon each parent's/guardian's individual circumstances, and their gap fees may differ. Each parent/guardian is required to have their own CWA with the Service.

We realise this is a lot to comprehend and urge families to contact Centrelink on 13 61 50 for further information.

Shift Workers

Shift workers will not be charged a casual fee. Bookings will be adjusted according to the parent's/guardian's roster. We require a letter or roster from your organisation/company stating that you are a shift or casual worker. If that is not

possible, please provide information in writing around your circumstances, to the Service Leader, so that we may assist in meeting your needs. We do request shift/casual workers to notify OSHC of their booking requirements **by no later than 12:00pm every Thursday.**

Vacation Care and Student Free Days

Separate booking forms are required for Vacation Care and Pupil Free Days. OSHC requires written notice by the Sunday prior to the booking for cancellations during Vacation Care to avoid being charged.

If an in/excursion has been booked and your child does not attend, you may still be charged as OSHC must confirm numbers in advance as well as provide payments in advance with the companies supplying the in/excursions.

Absences

Each child is eligible for CCS for 42 days for allowable absences from care across all approved childcare services during each financial year without the need to provide documentation, such as medical certificates. Absences beyond the first 42 days will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Please note that these are total absences across all Services your child may attend per financial year. Additional absences do not include public holidays.

In addition, it is important to also note that.

- Families will cease to be eligible for CCS after 6 weeks overseas.
- CCS enrolments will be ceased by Centrelink after 14 weeks of non-attendance
- If your child has not used childcare at least once in the previous 26 weeks, they will stop being eligible for CCS

Cessation of Care

If the absences occur at or before the child's first day of physical attendance at the Service, or directly after their final day of physical attendance, no CCS will be paid for that absence as it is considered to be a Cessation of Care. Full fees for all absences before first physical attendance and after last physical attendance will be charged. If CCS is applied, it will be withdrawn by CCSS when the CCS

enrolment ceases. In this instance, the account holder will be responsible for any outstanding amounts. For absences within the first seven days or final seven days of physical attendance, Cessation of Care may be waived, for the same reasons (with evidence provided) as permitted under additional absences, e.g. illness, COVID, etc.

Discontinuing Enrolment

You are required to give two weeks written notice to the Director if you are discontinuing your child's enrolment. Fees are payable up to and including the end of the notification date. Please note that Cessation of Care rules apply (as above) regardless of the notice period.

Conclusion

It is our hope that your family will enjoy being a part of our Service community. Should you require further information or explanation regarding this booklet, please do not hesitate to contact us.

Appendix 1

CHILD PROTECTION STATEMENT OF COMMITMENT

1. **We are committed to promoting and supporting environments which:**
   - Protect children and young people from actual or potential harm.
   - Enable and encourage concerns to be raised and responded to openly and consistently; through
   - the provision of training and education for staff, families and children.

2. **We recognise that we have a duty of care and shared responsibility to:**
   - Protect all children and young people from all forms of harm and abuse.
   - Ensure our organisation's culture provides a sense of safety for children and young people.

3. **We will endeavour to safeguard children, young people and their families in all our Services by**:
   - Valuing, listening to, engaging with and respecting children, young people and their families.
   - Establishing and implementing best practice for working with children, young people and families, meeting all statutory obligations.
   - Developing skills that encourage children, young people and their families to speak up if they feel uncomfortable with the way they are being treated by staff, other children and/or adults, at all times.

4. **In our recruitment of staff and volunteers, we will:**
   - Follow procedures that provide for the careful selection and recruitment of suitable employees and voluntary workers.
   - Provide education, training, support, supervision and resources in all statutory requirements and the organisation's policies and codes of ethics, to keep children, young people and families safe.

5. **In our publicity we will:**
   - Share information about the organisation's practices and mandatory responsibilities in safeguarding staff, children, young people and their families from all forms of harm and abuse.

6. **When concerns are raised, we will:**
   - Respond without delay to every concern that a child, young person or their family, may have been harmed, or be at risk from harm or abuse.
   - Work with our stakeholders and appropriate statutory bodies during an investigation into harm or abuse.

7. **In responding, our organisation will:**
   - Make available pastoral care to any child, young person, their families or staff involved in any allegation of harm or abuse.
   - Facilitate connections and access to professional organisations, support agencies or paraprofessionals.

We are committed to the continuing and ongoing review and implementation of our organisation's child safe standards.