



LANGWARRIN CHILDREN'S SERVICES PROGRAM

Parent Handbook

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Parent Handbook

Welcome to the Langwarrin Community Centre Children's Services Program.

This handbook has been created as a guide for families that use Occasional Care and the Before and After School Care Program for St Jude's Primary School.

All programs aim to provide a safe, secure and stimulating environment for children at the highest possible standard.

Please read this handbook thoroughly and keep for future reference.

The Children's Services Officer or Child Care Supervisors are available to answer any queries, or questions you may have regarding the programs and your child's welfare within the programs. Reception can assist with enquiries about enrolments, financial accounts, child care subsidy and any other administrative query you may have. We hope you and your child enjoy the time spent in our Programs.

STATEMENT OF COMMITMENT TO CHILD SAFETY

The Langwarrin Community Centre is committed to implementing and abiding by our Child Safe Environment Policy based on Child Safe Standards (2022), which accentuates our zero tolerance for child abuse, and raising awareness about the importance of child safety within the Langwarrin Community Centre and the community.

We are dedicated to protecting children from abuse and neglect, and promote a child safe environment, maintaining children's wellbeing. We adhere to our comprehensive Child Protection Policy, standing by our mandatory reporting responsibilities to protect children from physical, sexual, emotional and psychological abuse and neglect.

We work to ensure there is clear awareness between appropriate and inappropriate behaviour concerning adults and children. We require clear precincts between children and employees, volunteers and the community to maintain children's safety.

We are dedicated to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We value diversity and do not tolerate any discriminatory practices.

We are committed to ongoing professional development for employees to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring employees are responsive to their responsibilities in keeping children safe.

We work in collaboration with the United Nations Convention on the Rights of the children and have confidence in educating children about their right to be safe. We believe in teaching children what to do if they feel unsafe, and encouraging them to express their view and thoughts on matters that directly affect them.

As educators we listen to and empower children to act on any concerns, they or others may raise which is reflective in our policies and procedures in keeping children safe.

1 SERVICE PHILOSOPHY AND GOALS

CHILDREN'S SERVICES PHILOSOPHY

The Langwarrin Community Centre Children's Services Program Philosophy

We view children as unique individuals and capable learners who have the ability to make decisions, choices, and contributions to their world. We will provide a safe environment where children feel secure to explore and develop to their full potential.

We believe that play is fundamental to a child's growth, development and well-being. Learning is enhanced through our play-based programs that support and guide children's natural curiosities and interests. Our Educators encourage, support and scaffold each child's learning, encouraging independence and self-help skills.

We respect families as children's first and most influential teachers and value building warm, respectful relationships so that we may work collaboratively with families to provide the best outcomes for children.

We respect the land of the Bunurong and Boon Wurrung people on which we learn and grow, and embrace the rich cultural diversity of our community. We encourage appreciation and respect for our environment. We recognise and embrace the cultural, neuro and sexual diversity in children, families, staff and the community. We respect and acknowledge these through positive interactions encouraging and supporting children's understanding.

We support the strengths of our educators, and work together as a team to achieve the common goal of providing quality care and education for children.

2 INTRODUCTION

2.1 Services Provided

The Langwarrin Children's Services Programs operates on a non-profit basis and commenced operation in January 1991. We offer an Occasional Care Program, and Before and After School Care for St Jude's Primary School.

The Langwarrin Community Centre Incorporated is the sponsor of the services, however the overall management of the services lies with the Langwarrin Community Centre Manager, and day to day management is the responsibility of the Children's Services Officer. Appropriately qualified Child Care Educators are employed as supervisors to operate the programs on a day-to-day basis.

Occasional Care:

We have two Occasional Care programs which operate Monday to Friday 9.00 am-3.00 pm, for 50 weeks of the year (closed for two weeks over the Christmas/New Year period). Possums is a 21 place room for children aged 6weeks to 4 years, Koalas is a 19 place room for children aged 3 to 5 years.

Children in these programs are provided with a variety of opportunities to learn including structured and play based learning.

The educational programs incorporate the Early Years Learning Framework. Our room's programs are on display to demonstrate the fun, learning and play the children have experienced. Parents input is always welcome.

Langwarrin Community Centre OSHC Program

Before and After School Care for St. Jude's Primary School:

Before School Care (BSC):

- The BSC Program operates at the Community Centre site from 6.45am to 9.00am, Monday to Friday during the school term. Children are walked to school by Program Educators. Children must be at the Centre by 8.15am.

After School Care (ASC):

- The ASC Program operates at the Community Centre site from 3.15pm to 6.30pm, Monday to Friday during the school term. Children are met at the school and walked to the Community Centre.

Child/Educator ratios are adhered to as per the Education and Care Services National Regulations 2012.

Care for Early School Closure days may be available (depending on Educator availability) at an additional cost, which can be advised upon enquiry.

Fee Assistance for Families

The Outside of School Hours Care and Occasional Care Programs are approved for Child Care Subsidy (Government Fee Assistance to Families) to provide reduced fees to eligible families.

The Centre's Committee of Management has developed a Policy and Procedure Manual to provide families with information on the operation of the Programs. The Manual includes information from Program Policies, Government Guidelines and Legislation relating to Children's Services Programs, the current document is displayed on the Langwarrin Community Centre Website www.langwarrincc.org.au/downloads. All Centre Policies are reviewed regularly, and as required to ensure relevance to the Program and families.

2.2 Education and Care Services National Law Act 2010 known as 'National Law'

The Education and Care Services National Act 2010 provides a jointly governed, and uniform national approach to the regulations and quality of Education and Care Services. It sets out the objectives and guiding principles for the National Quality Framework.

2.3 Education and Care Services National Regulations 2012 known as 'National Regulations'

The Education and Care Services National Regulations specify the minimum standards an Education and Care Service must meet in its day to day operations.

2.4 Australian Children's Education and Care Quality Authority (ACECQA) - Standards, Quality Areas, Standards and Elements

The National Quality Standard comprises quality areas, standards and elements

There are seven quality areas

QA1	Educational program and practice
QA2	Children's health and safety
QA3	Physical environment
QA4	Staffing arrangements
QA5	Relationships with children
QA6	Collaborative partnerships with families and communities
QA7	Leadership and service management

2.5 National Quality Framework "My Time Our Place"

The objectives of the National Quality Framework are to:

- Ensure the safety, health and wellbeing of children attending education and care services.

- Improve the educational and developmental outcomes for children attending education and care services.
- Promote continuous improvement in the provision of quality education and care services.
- Establish a system of national integration and shared responsibility between participating jurisdictions, and the Commonwealth in the administration of the National Quality Framework.
- Improve public knowledge and access to information about the quality of education and care services.
- Reduce the regulatory and administrative burden for education and care services by enabling information to be shared between participating jurisdictions and the Commonwealth.

2.6 Victorian Early Years Learning and Development Framework

This framework is regulated by the Victorian Children's Act 1996 and Children's Services Regulations 2020.

2.7 National Early Years Learning Framework

Belonging, being and becoming

Both the Early Years Learning Frameworks focus on ensuring all early childhood education settings offer consistent quality teaching and learning. These two frameworks complement each other, and together are the basis of the planning of our educational programs.

3 ADMINISTRATION

3.1 Management of the Service

Langwarrin Community Centre Inc. - Committee of Management

The Children's Services Programs are sponsored by the Langwarrin Community Centre Inc. As an Approved Provider the Langwarrin Community Centre Inc. Committee of Management, has the responsibility for the overall financial and operational management of the service.

Centre Manager

The Centre Manager has responsibility for the overall day to day management of the Centre. The primary role of the Manager is to ensure effective management of the Children's Services Programs are maintained, and to implement program policy in relation to the operation of the program.

Children's Services Officer

The Children's Services Officer is responsible for the day to day management of the Centre's Children's Services. Other roles and responsibilities are as follows:

- To encourage participation and suggestions from parents and educators in the decisions regarding the program operation, its policies and the fulfillment of its philosophy and goals.
- To regularly review parent and educators needs in relation to the program's operation, and where appropriate to lobby groups to ensure that these needs are met.
- To be actively involved in recruitment and the development of a positive work environment.
- To be responsible to the Department of Education.

Child Care Supervisors

The Child Care Supervisors in conjunction with the Children's Services Officer will ensure that the day to day management of the program meets with the requirements set by the Commonwealth's Department of Education and the Committee of Management.

Other responsibilities include:

- Supervision of staff
- Record keeping
- Program planning
- Promotion of the service within the program
- Evaluation of program

- Liaison with families

3.2 Children's Services Administration

The reception office is open Monday to Friday between 8.30am and 4.30pm. The role of the administration staff is to be available for parents to discuss or enquire about any issues relating to their account including any of the following:

- Child care subsidy
- DHHS, External Support Services
- Booking arrangements/queries
- Fee queries and payment processing
- Enrolments

3.3 Enrolment

- All children must be enrolled in the program before receiving care as per national regulations and law. An annual re-enrolment process will take place each year. All enrolment details must be kept up to date by the child's parent, guardian or carer by regularly updating online enrolment and booking details.
- A completed enrolment, an up to date Australian immunisation register record, and any medical action plans or court orders (if applicable) must be submitted prior to children being accepted into the program.
- Enrolments for OSHC must be filled in and submitted online via 'My Family Lounge' <http://www.langwarrincc.org.au/children/outside-of-school-hours-care> accessed via the Community Centre's website, before a child can be accepted into the program. Please speak to reception if you do not have access to the internet.
- Enrolments for Occasional Care - Once we confirm your child's day/s, we will send you a link to register with LCC - My Family Lounge and instructions how to complete the online enrolment form.
- Important: Details of any known parent **must** be listed on the forms.
- An annual Community Centre administration fee is payable for each family and is listed in the fee schedule.
- Current fee schedules are displayed on the Community Centre Website at www.langwarrincc.org.au/downloads

3.4 Bookings

Children's Services programs require bookings to be made and paid for in advance of care being used.

Payment must be made at the time of booking for Before School Care and After School Care bookings, unless credit or debit card payment authority details have been provided.

Occasional Care fees are payable prior to care being provided usually 8 weeks in advance.

For OSHC services, cancellations, changes or additions to bookings can be made online using the My Family Lounge casual booking calendar, or within the child's online enrolment form for permanent booking changes and or cancellations. Please phone the Centre during the day or ask in person at reception between 8.30am and 4.30pm for other program enquiries. **(Seven days' notice in writing is required for cancellations and changes of current arrangements, when bookings for care are being changed.)**

OSHC families requiring emergency or casual care due to unexpected circumstances can book using the MFL App as above up to 12:00pm. After that time please phone the Centre by 2.30 p.m. on the day that care is required. Please phone reception for any other program emergency care enquiries.

3.5 Waiting List

The programs will maintain a waiting list for care as needed, in application date order and in accordance with the Commonwealth Government's Priority of Access Guidelines. Once a vacancy arises, the Administration staff will contact the next family on the list.

3.6 Sign In and Out Register

All children attending Children's Services programs must be signed in/out by the parent/guardian/authorised person. Staff will sign out for Before School Care and sign in for After School Care. Occasional Care requires a parent/guardian/authorised signature for both. **Parents must sign each child being dropped off or collected from the service** via the tablet provided. Each authorized person must use their own phone number and code.

This procedure is required under the Education and Care Services National Regulations 2011 (4.2.1 'Children's Health and Safety') as well as the by Department of Human services in relation to Child Care Subsidy delivery to parents via an approved service.

Children may not be collected by persons other than those that have written authorisation from the parent/guardian, or by anyone under the age of 18 years.

All parents/guardians and those authorised for collection of children, must present with photo ID in order to sign a child out of the program.

4 WORKING WITH CHILDREN AND FAMILIES

The Children's Services Program is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the program. Respect, collaboration and communication between children, families and staff are key to the success of the program.

4.1 Children and Parent Participation

The program actively encourages children and parental involvement in the development and management of the program.

4.2 Communication with Families

The programs will provide information to families on a regular basis via a range of methods; these may include program emails, notice boards, face book page and face to face communication with staff. Upon enrolling for the first time, all families will be provided with a link to the Parent Handbook within their child's online enrolment form.

Parents are requested to read the notice boards and program plans displayed at the program in order to keep informed of activities within the program. Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the Child Care Supervisors or Children's Services Officer.

The program can access the translation and interpreter service for families who cannot speak or read English by calling the Translating and Interpreting Service (TIS National) on 131 450; and ask the TIS to telephone the MyChild Hotline on 13 36 84. TIS National business hours are 8am to 6pm, Monday to Friday.

Families are welcome to attend the program at any time, and this is encouraged.

4.3 Communication with Children

- We believe the key to effective communication with children is to provide appropriate role modeling, and to listen respectfully and actively when they communicate with us.
- All children will be treated respectfully and communication will be phrased in a positive manner.
- It is expected that Educators will learn the children's first names and address them individually as they arrive at the program.
- The best in all children will be encouraged.

4.4 Custody

In order to appropriately manage the care of children in custody situations, a copy of all court orders in relation to custody must be provided to the program upon enrolment either via upload with enrolment through 'My Family Lounge' on the internet, or hard copy at the reception desk. These documents will be attached to the child's enrolment records and treated confidentially. Parents are asked to notify the program of any changes to these documents.

If the program does not have a copy of the court order, it will assume that both parents have joint guardianship of the child/ren and therefore both have access.

In the event that a parent breaks a custody order and tries to access the child, the parent with custody entitlements will be contacted immediately, the Educator will attempt to stall the parent from taking the child and the police will be contacted.

4.5 Complaints

All parents and children have the right to have their concerns heard by the management team.

Families with concerns or complaints are encouraged to discuss these with the Child Care Supervisors in the first instance. Complaints, which are not resolved to the family's satisfaction, will be referred to the Children's Services Officer. In the event a resolution is not reached the matter will be referred to the Centre Manager/Committee of Management.

All written complaints and concerns will be addressed verbally within 24 hours and in writing within 5 working days.

Children who have concerns are encouraged to talk with the Educators in the first instance. If a child's concerns are not resolved, the Program Supervisor/Children's Services Officer will be advised.

Ultimately, if a concern or complaint is not dealt with to the family's satisfaction, Department of Human Services can be contacted.

Child Services Adviser/Department of Education and Training Victoria

P.O. Box 5, Dandenong VIC 3175

Telephone No: 8904 2500 and Email: licensed.childrens.services@education.vic.gov.au

4.6 Child Protection

The health and welfare of all children in our care is paramount. The staff will act on behalf of children to protect their rights to safety and security.

Information on "Child Protection" is available from each of the Children's Services Programs.

Educators will have undertaken professional development in relation to child protection.

4.7 Child Safe Standards

The Centre is committed to the Child Safe Standards. The new Standards set out minimum requirements and outline the actions organisations must take to keep children and young people safe

Child Safe Standard 1 - Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.

Child Safe Standard 2 - Child safety and wellbeing is embedded in organisational leadership, governance and culture.

Child Safe Standard 3 - Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

Child Safe Standard 4 - Families and communities are informed, and involved in promoting child safety and wellbeing.

Child Safe Standard 5 - Equity is upheld and diverse needs respected in policy and practice.

Child Safe Standard 6 - People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

Child Safe Standard 7 - Processes for complaints and concerns are child focused.

Child Safe Standard 8 - Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

Child Safe Standard 9 - Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

Child Safe Standard 10 - Implementation of the Child Safe Standards is regularly reviewed and improved.

Child Safe Standard 11 - Policies and procedures document how the organisation is safe for children and young people.

5 CHILDREN'S PROGRAM

OSHC Program

"My Time Our Place" framework for school aged children reflects the Langwarrin OSHC Program's commitment to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment.

The program offers a planned, flexible and balanced curriculum that will respond to children's interests, needs and stages of development. The curriculum is developed in collaboration with children, parents and Educators.

The Child Care Supervisor is allocated planning time each week which enables them to provide the children with activities that are effective, appropriate, entertaining, challenging and motivating. The program provides learning experiences that expose children to many different and varied subjects. Special event celebrations and cultural themes are also provided in our programs.

National Regulations 2012 provide Educator ratios in the following numbers:

- 1 Educator to 15 children. Or part thereof
- At least 50% of Educators must be Diploma qualified
- 1 Educator to 8 children or part thereof, to and from St Jude's Primary School.

Occasional Care Program

Occasional Care is a limited hour's service, where each child is cared for or educated for not more than six hours a day. There are two frameworks used to guide and inform the educational program. The National Early Years Learning Framework - Belonging, Being and Becoming and also the Victorian Early Years Learning and Development Framework. Both these frameworks focus on ensuring all early childhood education settings offer consistent quality teaching and learning. These two frameworks complement each other, and together are the basis of the planning of our educational programs. These services must meet child/staff ratios as follows:

- 1 Educator to 4 children or part thereof under 3 years.
- 1 Educator to 11 children or part thereof over 3 years.
- At least 50% of Educators must be Diploma qualified.
- All staff members included in the child/staff ratios must meet the qualified staff or the minimum training requirements.

5.1 Positive Guidance of Children

The Children's Services Program is committed to developing a secure, caring and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to co-operate with others.

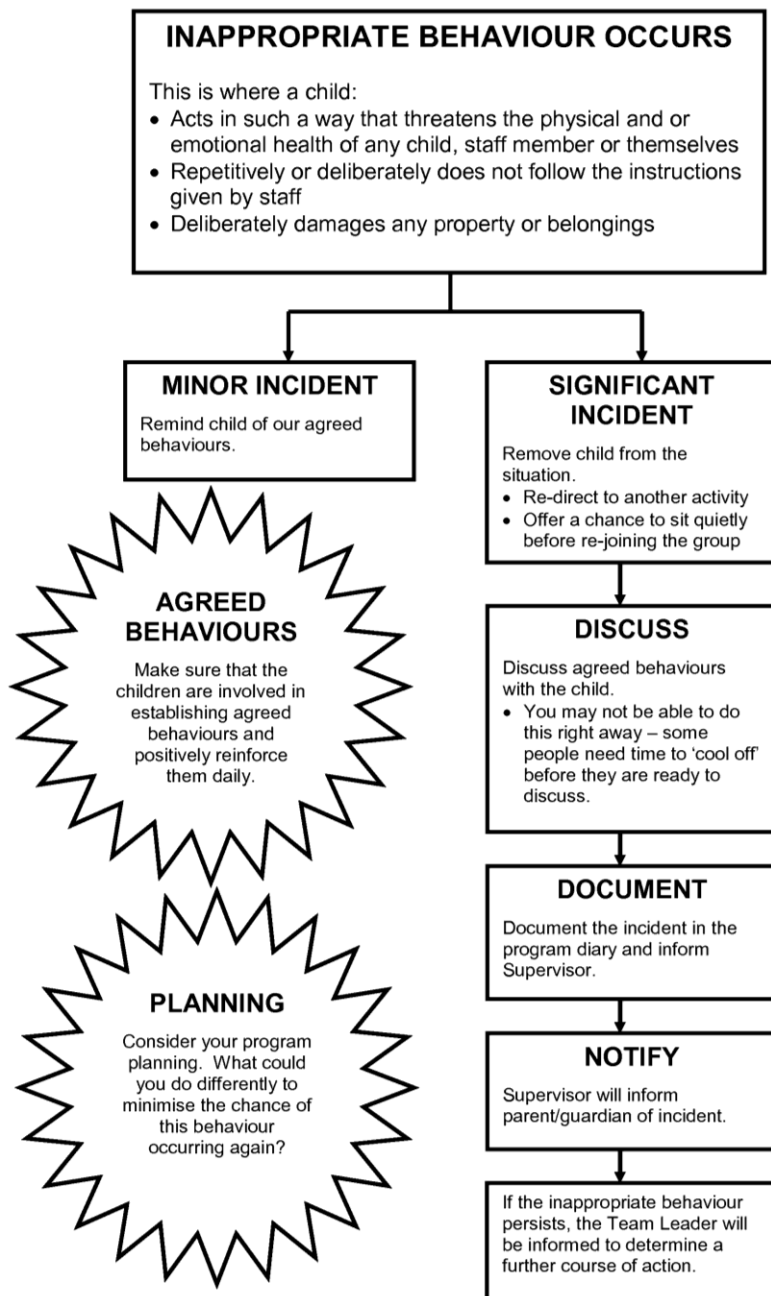
The children will be included in the development of a code of conduct for the program as this assists them to own the rules and take responsibility for adhering to them. To view the entire policy please see the main policy document at www.langwarrincc.org.au/downloads

The goals are:

- To provide a happy learning environment that meets the needs of the children.
- To promote a cooperative atmosphere.
- To maximise the opportunity for all students to experience success.
- To nurture self- regulation and respect the rights of others.
- To develop a positive self-image.

The Code of Conduct is developed through consultation with educators, children, families and management. The children, parents and educators will be informed of the code, and will be expected to adhere to it.

5.2 Behaviour Management Guiding Children's Behaviour in a Positive Way



5.3 Agreed Behaviours

Educators will ensure that:

- Children are involved in the process of establishing agreed behaviours.
- Agreed behaviours are positively reinforced on a daily basis.
- Talk to the children about behaviour in a way they are likely to understand. Some examples: Care for the feelings of others', 'Respect yourself and others', 'Follow instructions from staff,' 'Look after equipment', 'Use equipment responsibly'.

5.4 Child Termination of Enrolment Policy

In the situation where a child continues to exhibit unacceptable behaviour, as outlined in the Behaviour Management Policy the child may be requested to leave the program.

PROCEDURE**Step 1:**

Parent will be notified if a child continuously behaves in an unacceptable manner as per our Behaviour Management Policy, and asked to speak to their child. The parent will be provided with an outline of the behavioural issues.

Step 2:

Upon the child's future attendances if the unacceptable behaviour continues, the parent will be issued with a warning by the supervisor at the time and advised that if the child's behaviour does not improve we may terminate their enrolment.

NOTE:

Any child who deliberately and continuously swears or physically injures a staff member or another child/ren will have their enrolment terminated.

Anti-Bullying Policy

The Program is committed to providing a positive and safe environment for all children, which encourages children to interact positively, with respect for others. Educators and children establish agreed behaviours including the stance on bullying. The program follows a strict anti-bullying policy.

5.5 Inclusion/Diversity

The Children's Services Program offers an anti-bias approach to programming which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, and ability when planning the children's program.

The program responds to individual needs, interests and requests by providing a range of activities for all children attending the program. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents are encouraged to have input into the program to ensure that it meets the needs of all concerned.

5.6 Food/Storage of Food

Nutrition has a major influence on children's health and well-being, and a direct impact on growth and development. Teaching children about healthy nutrition through curriculum and by example, the service provides an important opportunity to make a positive contribution to the health of children. The important social and cultural role of food and the wide range of attitudes to it will be acknowledged.

Parents are required to provide healthy snacks/lunches for their children. This should take the form of breakfasts, snacks and lunches in line with the 'Dietary Guidelines for Children and Adolescents' for all children attending Before School Care, After School Care, and Occasional Care. It is recommended that parents place their child's food in a thermal, cold pack lunchbox to keep it fresh and cool. Any special storage or additional preparation of food is not provided - i.e. heating, cooking etc.

Please provide your child with a drink bottle of water every day. These are available for children to drink anytime throughout the day

Educators will be informed of the individual dietary needs of each child as provided by the parent. They are also aware of foods which cause allergic reactions and the first aid procedure for dealing with an allergic reaction. Parents are encouraged to discuss their child's specific needs with educators.

5.7 Videos, Television, Computers and Electronic Games

All Children's Services Programs view the children's programs as an extension of the home environment and children's leisure time.

These programs endeavour to reflect children's interests in the curriculum, therefore activities such as videos, television, computers, and Centre provided electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will however be limited. Electronic equipment bought from home is not permitted because of the inability to adequately supervise usage and downloads. Children will not have access to the internet during any of the programs.

The program will ensure that the content of programs and games will be appropriate for all the children present, and will not contain any physical or verbal violence or ridicule. These activities will be limited to C and G ratings.

5.8 Homework

As part of the OSHC children's program, children will be encouraged to undertake homework tasks and will be provided with an appropriate space to undertake these tasks. Given the number of children and other activities provided, the program cannot take responsibility for completion of homework; this is the responsibility of the parent and child.

5.9 Evaluation

We believe continual assessment and evaluation of the program by the committee, parents, staff and children is an integral part of program planning. Both children and parents are encouraged to reflect on the program, to ensure the program offered reflects both children and parental needs and interests.

A variety of communication techniques will be used with children which may include informal discussion, new enrolment surveys, suggestion box, younger children drawing what they like in the program and children's requests.

5.10 Photos

Children will be photographed within the program engaged in a variety of activities. Photos will be used for program records and in-house documentation. Photos also may be used for Centre brochures, local newspapers and promotional purposes. Permission for children to be photographed is provided by the Parent/Guardian via the on-line enrolment form.

6 FEES

The Children's Services Program operates on a non-profit basis. Any surplus will be expended on equipment and resources for the children's program, minor upgrades and service improvements as specified by the Committee.

Fees will be set annually by the Committee prior to the commencement of the year. Fees are set to cover the cost of the programs and to meet the projected budget for the program. They are subject to change.

Fees are charged on a per session basis, per child. Fees are applied to all booked sessions and are payable whether the child attends or not, including public holidays.

The full fee is payable for any session where child care subsidy is cancelled, not approved or recovered.

The accepted payment method for all services fees is credit or debit card. Parents need to supply the Centre with their credit or debit card details in order to commence and continue care.

6.1 Procedure for Payments

OSHC:

- Estimated statements for payment will be issued around one week prior to fees being debited from the nominated credit or debit card. This allows parents one week to query the statement if necessary.
- If no query is received the 'Due Now' amount on the statement is the amount taken.
- For school terms eight weeks or less one statement may be issued in advance for the whole term i.e.: one transaction for payment will be processed for the whole period.
- For school terms longer than eight weeks two statements will be issued in advance - prior to the beginning of and middle of term. i.e.: two transactions for payment will be processed.

Payment of fees for permanent and booked care must always be received at least one full week in advance. Fees for casual and emergency care must be paid for at the time of booking.

Occasional Care:

- Estimated Statements for payment will be issued
- Payment in full is required
- Payments can be made at Reception between 8.30am and 4.30pm Monday to Friday or over the phone by credit card.

Seven days' notice (in writing) is required for the cancellation of bookings. Parents are required to advise the program if the children will be absent for any booked session. To continue receiving Child Care Subsidy, documentation must be provided for absences once the allowable absences per financial year have been used. Parents are charged for permanent bookings that fall on public holidays, In addition, the full fee applies for absences on the first or last days of care, as Child Care Subsidy is not payable for those absences.

Management can review this procedure at any time and parents will be advised accordingly.

A link to the current fee schedule is at Appendix 1

6.2 Child Care Subsidy

- Acknowledge the Minister's '14 and 26 Week Rules' in relation to first and last day absences from care. After 14 consecutive weeks of non-attendance the subsidy enrolment will cease and from 11 July 2022, children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy (a new Centrelink claim has to be lodged) - full fees will apply in both of these situations. This may also affect a family's entitlement to a higher subsidy for their second child and younger children.

Families must:

- Pay their portion of the program fee by the end of each claim period.
- Sign attendance records daily, stating time in/out, and also to notify us of any non-attendance.
- Provide documentation as required for documented and/or allowable absences.
- Advise administration if they intend to leave, or have left the service permanently 7 days prior.

- Acknowledge the Minister's '26 Week Rule' in relation to first and last day absences from care. From 11 July 2022, children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy and full fees will apply. This may also affect a family's entitlement to a higher subsidy for their second child and younger children.

The full fee is applied where Child Care Subsidy is not approved, where the parent or carer has not confirmed their booking within their Centrelink account for our service/s, where notification of Childcare Entitlement is not received by the Service/s or, if the Subsidy is recovered for any reason from the Service/s.

- Please be aware that advanced statements are estimated fees only where the estimated data appears in bold font.
- Statements for childcare are sent regularly via email for your records.

6.3 Additional Child Care Subsidy and Child Wellbeing

- Families can apply for additional child care subsidy for support when experiencing temporary financial difficulties if they can provide evidence to support such a claim by contacting Centrelink.
- This is for families experiencing hardship - exceptional cases where a family is faced with an event that significantly reduces their ability to pay the child care fees normally charged.
- Families can be assessed by our services for additional fee assistance relating to child wellbeing in circumstances where the child meets certain criteria, such as a child who is at risk of serious abuse or neglect. Please discuss this with the administration coordinator.

The Centre Manager has the ability to waive fees under special circumstances, and assess cases of hardship on an individual basis.

6.4 Late Payment/Non Payment of Fees

The program Policy requires all fees for care to be received one full week in advance of care being used.

All OSHC fees are to be paid one full week in advance of care at all times. Accounts falling one week in arrears will be posted a reminder statement and phone call regarding overdue fees. Discussion will include issues such as financial hardship, awareness of overdue fees and other general information.

Occasional Care fees are payable in advance in full as per the parent statement

If within one week of reminder statement being posted and the reminder phone call, no payment has been received a "First and Final Notice" letter will be posted.

Families excluded from the program due to non-payment of fees will be provided with information regarding family support and financial advisory programs available in the local community.

A late fee of \$50.00 will be charged prior to the matter being referred to the Centre's debt collection agency.

Further use of Children's Services Program's for families who are continuously overdue with payments, for reasons other than financial hardship will be on the basis of payment of the childcare fee and all fees paid in advance of care received.

6.5 Late Pick Up Fees

Children remaining at the program after the closing time require staff to be paid overtime. This cost is not included in the service's budget and as a result a late fee has to be charged. The program will charge \$3.00 per minute or part thereof, to cover this cost. Payment will be billed to your account.

7 HEALTH AND SAFETY

7.1 Medication

Good practice with regards to the administration of medication is essential to ensure that appropriate doses of correct medicines are administered to the child. Medication includes all prescription and over the counter drugs (a pharmacy label with child's name is required).

In order to ensure that the interests of educators, children and parents/guardians/approved persons are not compromised, non-prescription medication will only be administered with explicit written permission from a medical practitioner. Evidence of written permission will be kept on file. In an emergency situation the appropriate emergency procedures will be followed.

Authorisation, in writing from a medical practitioner will include the child's name, the name of the medication, the dosage and times and or circumstances of administration. Where children require medication regularly, approval, in writing, from the medical practitioner will be updated on a regular basis. Notification, in writing, will also need to be obtained from a medical practitioner where a child self-administers the medication.

Where staff have been notified, all personal medication including asthma pumps will be stored to ensure against access by other children. Medication will only be accepted if the medication is clearly marked with the children's name, contained in the original container and kept in appropriate storage.

Parents will be notified if the medication was not administered for any reason as soon as practicable. A medication form will be completed by the parent/guardian and the service containing the information required under regulation 61.

7.2 Illness

Parents/Guardians or other approved persons of children who become ill at the program will be contacted by staff to make arrangements for the child to be taken home as soon as possible.

The program will ensure that the child is made as comfortable as possible while they are waiting to be collected.

7.3 Infectious Diseases

The Children's Services Program policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. The program will ensure that the policy is practiced.

The program will ensure that parents/guardians/ approved persons are notified of any infectious diseases present at the program. Where a child develops symptoms at the program, parents will be asked to collect the child and seek a medical diagnosis.

An Exclusion List link is available at Appendix 2

7.4 Accidents

Every attempt will be made to ensure the sound management of an injury.

Parents will be informed immediately if medical aid or hospitalisation is required and the Child Care Supervisors will complete all required paperwork. If required an investigation of the cause will be undertaken.

For a minor accident, the educator will administer basic first aid and complete an accident report that will be signed by the educator, a witness and the parent, and will be kept on file.

For more serious or major accidents/incidents, the educator will administer first aid and a co-worker will call for an ambulance. The Child Care Supervisor will ensure that the rest of the group are being adequately supervised, and will then contact the parents.

An accident report will be completed and signed by the educator, a witness and the parent when available to do so. The accident report will be given to the Children's Services Officer and Centre Manager for signature, investigation and filing in the central file.

The Department of Education - Early Childhood, will be informed of all injuries seen by a Doctor or transported by Ambulance within 24 hours, as required by the Department of Education - Early Childhood, under the Children's Services Act 1996, section 29C and the Children's Services Regulations 2012, regulation 90.

Under no circumstances will a child be transported to the doctor or hospital in a staff member's car.

Any costs incurred are the responsibility of the parent/guardian.

7.5 Footwear

In the interest of safety for the children, the wearing of thongs and scuffs in the program is not allowed as this type of footwear does not fit securely to the foot or ankle, and may cause injury when children are engaging in physical activities.

7.6 Non Collection of Children

The Children's Services Program will ensure the safety of children not collected from the program by the closing time. In the event of children remaining at the program the following procedure will be followed:

- Educators will attempt to contact the parents/ guardians/authorised persons.
- If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.
- If not contactable, educators will wait for the parents for 30 minutes after the end of the session. If parents are not able to be contacted by this time, staff will contact child protection and/or police.

Children will be reassured and made comfortable whilst this process is taking place.

Late collection fees will apply.

7.7 Immunisation

The Centre adheres to the "No Jab, No Play" policy. All parents are required to supply the Centre with their children's Immunisation History Statement which can be obtained from Medicare along with their enrolment as per the National Regulations requirement for health information to be kept [ECSNR 4.7,162 (f)]. Additional information on immunisation is provided in the Program.

A link to the National Immunisation Program Schedule is available at Appendix 4

7.8 Sun Smart Policy

Children are required to wear appropriate sun protective clothing (shoulders covered etc.), suitable hats (i.e.: a broad brimmed or legionnaires hat), during the daily sun protection times or whenever UV levels are 3 or higher. Educators will assist children to apply sunscreen supplied by the Centre, parents can provide their own sunscreen if wish to do so. No appropriate hat/clothing = NO OUTSIDE PLAY

7.9 Anaphylaxis Management

National Regulations now in place require our programs to have Risk Management plans in place for all children with life threatening allergies.

Parents of children who have been diagnosed as being at risk of Anaphylaxis are required to supply the Centre with a current anaphylaxis medical management plan from their medical practitioner, along with their enrolment. [National Regulations 4.7,162 (d)]

All educators will hold relevant Anaphylaxis management training and be present within the program when children are present as per National Regulations. [National Regulations 4.4, 136 (b)]

As part of the risk management plan we request that children's lunches/snacks do not include nut product's to ensure safety for all the children in our programs. Families will be notified if other allergens need to be avoided more specific to each program.

7.10 Damage to Centre Property/Building

All damage caused to Centre property/buildings by children attending the program will be paid for by the parents. Parents will be issued with an invoice for the cost of the repair/replacement, e

1 APPENDIX 1 FEE SCHEDULE

Current fee schedule can be viewed here <http://www.langwarrincc.org.au/downloads>

2 APPENDIX 2 EXCLUSION LIST

Please go to [Exclusion periods for primary schools and children's services \(health.vic.gov.au\)](http://www.health.vic.gov.au/exclusion-periods-for-primary-schools-and-childrens-services) to view the current exclusion table.

3 APPENDIX 3 ENROLMENT

OSHC - School age care:

Enrolment of school age children is completed online via My Family Lounge using your PC/Laptop or Tablet/iPad <http://www.langwarrincc.org.au/children/outside-of-school-hours-care> to register or sign in

Early Learning Programs:

Occasional Care and Three Year Old Pre-Kinder enrolments - please see Reception.

4 APPENDIX 4 IMMUNISATION SCHEDULE VICTORIA

Please go to [Immunisation schedule Victoria and vaccine eligibility criteria \(health.vic.gov.au\)](http://www.health.vic.gov.au/immunisation-schedule-victoria) for current immunisation schedule information

5 APPENDIX 6 POLICY DOCUMENT

Langwarrin Community Centre Inc. current policy document can be found at - <http://www.langwarrincc.org.au/downloads>