

WOSHCH

FAMILY

HANDBOOK



INTRODUCTION

WELCOME

Welcome to Wondall Heights State School Outside School Hours Care, or more commonly known as **WOSHC**. WOSHC is run independently from the school by the Wondall Heights State School Parents & Citizens Association (P&C) and is located within the school grounds. Thank you for enrolling your child, our educators look forward to caring for your child and forming a meaningful and lasting relationship with you and your family.

WOSHC provides high quality programs for Before and After School Care along with Vacation Care and Pupil Free days for school age children from Prep to Year 6.

We are licensed by Australian Children’s Education and Care Quality Authority (ACECQA) under the Education and Care Services National Law Act 2010 and Regulation 2011, and are regulated by the Department of Education, Training and Employment. Wondall Outside School Hours Care School Age Care must comply with the Child Care Act and Regulation regarding the requirements relating to activities, experiences and programs, educator qualifications and educator/child ratios.

We are committed to the processes of the National Quality Framework. We are committed to the principles of the National Quality Standards, creating and implementing a working Quality Improvement Plan.

We hope that you find this information package helpful and informative.

GENERAL INFORMATION

Address

260 Wondall Rd
 Manly West QLD 4179

Bookings, General Enquires

info@woshc.com.au
 Phone: 07 3668 0688
 Mobile :0490 317 601
 www.woshc.com.au

Service Provider Number

SE - 40005898

Approved Provider

Wondall Heights State School P & C Association
 president@wondall.com.au

Service Coordinator (Nominated Supervisor)

Skye Mann
 manager@woshc.com.au

P & C General Manager

Angela Luke
 operations@wondall.com.au
 3106 4717 (Administrative and financial matters only)

HOURS

Before School Care	6:00am – 8.45am
After School Care	3:00pm - 6:00pm
Vacation Care	6:00am - 6:00pm
Pupil Free Days	6:00am - 6.00pm
Public Holidays	Closed
Christmas Period	Up to two week closure (dates will be advised)

FEES

Session	Permanent	Casual
Before School Care	\$22.50	\$25.50
After School Care	\$28.00	\$31.00
Vacation Care	\$62.00	\$72.00
Additional Fees are charged for excursion/incursions days/swimming		
Administration levy new enrolments		\$30.00
NB: Each School year fees may be adjusted commencing the 1 st January		

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OUR SERVICE

ACCESS

Wondall Outside School Hours Care (WOSHC) is committed to providing safe, equitable, and culturally safe access to education and care for all eligible school-age children. Our primary focus is to meet the needs of families who are working or studying, with a preference for children attending the local school. As a service guided by the Queensland Child Safe Standards, we will ensure our enrolment and waiting list procedures prioritise the safety and wellbeing of all children. WOSHC is non-discriminatory and provides education and care to children and families irrespective of their background, culture, ability, religion, gender identity, sexual orientation, marital status, or socioeconomic status.

WOSHC policy reference: 6.1 Access for families

APPROVED PROVIDER

Wondall Heights State School P&C Association is the Approved Provider for WOSHC. They have an appointed contact who can be reached at operations@woshc.com.au. Parent participation is encouraged. P&C meetings are held in **Week 3 and Week 8 of each term at 6:00pm**, where all parents are welcome to hear updates, share ideas, and support projects that benefit the children of Wondall Heights State School.

WOSHC policy reference: 2.1 Providing a safe environment

CHILD PROTECTION

Commitment to Child Safety and Wellbeing - WOSHC is committed to the safety, wellbeing, and protection of every child. We provide a safe, inclusive, and respectful environment where children can learn and thrive. Our educators follow strong policies and practices to protect children from harm and support their physical and emotional wellbeing.

This service regards its role in the protection of children in our care as being of the utmost importance. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

WOSHC policy reference: 2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm

CONFIDENTIALITY

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the WOSHC Service Coordinator about accessing these records.

WOSHC policy reference: 10.8 Information Handling (Privacy and Confidentiality)

COMMUNICATION/CONCERNS/COMPLAINTS

We are committed to working with you to create a positive experience for all children and families, and we value every piece of feedback to grow and improve our service. We have several ways we communicate with you as a family. These include daily conversations with you, emails, noticeboard, Facebook, Website, and a regular newsletter. Our weekly program is displayed, which we encourage your input with comments and feedback, along with a feedback survey sent out each term. If the Service needs to contact you urgently it will be by telephone and by text if unable to get a hold of all contacts on your child's file.

We value your suggestions, concerns, or complaints, as they help us to continually improve. We distinguish between feedback (positive comments or suggestions) and complaints (concerns that something may be unsatisfactory or unacceptable). All complaints are handled fairly, confidentially, and in line with the principles of natural justice.

We encourage open communication and invite you to speak directly with the Service Coordinator if you have any concerns. If an issue remains unresolved to your satisfaction, please contact the General Manager (P & C Appointed Contact) at operations@wondall.com.au. Most issues can be addressed at this level, but if further escalation is needed, they can be referred to the Approved Provider at president@wondall.com.au.

You are also welcome to attend our P & C meetings, held during Week 3 and Week 8 of each term, where we openly discuss ideas, feedback, and future plans.

We are an Approved Service with the Queensland Department of Education, Training – Early Childhood Education and Care. Our service has been assessed and rated against the National Quality Standards as part of the National Quality Framework. The Quality areas are displayed at the service along with a copy in your Enrolment Package. Our Quality Improvement Plan (QIP) is available for you to view at any time.

WOSHC policy reference: *6.6 Community Communication and Participation*
 6.7 Feedback and Complaint Handling

ENROLMENT AND ORIENTATION

Families are required to complete an **online enrolment** via our website at www.woshc.com.au under the **Enrolment** tab before a child can attend the service. Each new family will receive an **Enrolment Pack** and a copy of this **Family Handbook**. Please ensure your child's details, including **year level and class**, are updated each year.

All new families are required to attend a **meeting before their child's first day**. This meeting helps us get to know your child, discuss what will make their time at WOSHC enjoyable, and identify any **additional needs or supports** that may assist their care and wellbeing. You will also be shown around the service and introduced to staff and routines.

Families are asked to use the **Xplor app** for **bookings, cancellations, and signing children in and out**.

If your child has additional needs, a permission form will be required to be completed for the Inclusion Support Program for the service to apply for additional funding for your child (if available). To ensure the best possible outcome for your child, issues to be discussed will be:

- Medical Documentation - Diagnosis
- Level of support the child requires.
- Duration of support
- Necessary training of educators and volunteers
- The safety of all children enrolled.
- Environmental factors
- Sources of information and resources/support services that will ensure the best possible care of the child.
- If your child requires medication (including changes and updates over Vacation Care) please ensure the WOSHC Management Team are informed at least two (2) weeks prior to the commencement of the Vacation Care period to ensure all correct Procedures and Paperwork are completed for the Vacation Care period. (Failure to submit Forms two (2) weeks in advance will result in bookings being cancelled or delayed approval) (EXCLUDES ANTIBIOTICS)

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. Families are encouraged to speak with the **Coordinator or Inclusion Support Educator** for more information about our programs, philosophy, and learning outcomes including:

- Your child's enrolment at this service including the activities and experiences provided by the service,

- The service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved,
- The goals of knowledge and skills to be developed through activities and experiences.

WOSHC policy reference: *6.2 Enrolment and Orientation*

LOCATION OF SERVICE

The WOSHC building is located on the school premises in the blue building behind the “top staff car park”. The Service also uses other parts of the school and its facilities to provide a mix of indoor and outdoor areas and provide a variety of activities.

- ✓ All school grounds
- ✓ Arcade
- ✓ Arena
- ✓ Hall
- ✓ Library
- ✓ Ovals
- ✓ Playgrounds
- ✓ Toilets: Undercover area and Oval
- ✓ Tuckshop
- ✓ Swimming Pool

WOSHC policy reference: *3.1 Space and Facilities Requirements*

PHOTOS

WOSHC educators document children’s learning and experiences to support program planning and share their achievements. Photos may be displayed within the service as part of this process.

All images and documentation are managed with care to protect each child’s **privacy, safety, and wellbeing**. If photos are used for other purposes, such as marketing or student projects, **written parent permission** will always be obtained.

WOSHC policy reference: *1.2 Documenting Children’s Learning*

POLICES AND PROCEDURES

WOSHC has an extensive Policy and Procedure Manual that reflects the philosophy and goals of our service and complies with current legislation for the Outside School Hours Care sector.

This Family Handbook provides a summary of key policies relevant to you and your child. The full manual is available to view at the service — please speak with the Service Coordinator if you would like a copy.

Policies and procedures are reviewed regularly and may be updated as required. The most recent review and revision were completed in October 2025.

WOSHC policy reference: *7.8 Policy Development, Review and Implementation*

RESPECT FOR CHILDREN

WOSHC documentation, critical reflection and planning will be created and maintained in a manner that is accessible to and displayed for families to understand the learning that WOSHC is creating for their child/ren. WOSHC is committed to providing meaningful opportunities to collaborate with families to extend on the learning activities and experiences for children accessing the service, ensuring these opportunities are culturally responsive and affirm each child's identity and heritage.

WOSHC policy reference: *1.3 Sharing the program and children’s progress with families*

STAFFING

Educator to child ratios will be in keeping with, or better than, those set out in the *Education and Care Services National Regulations 2011*, one (1) staff for every fifteen (15) children at the service. When setting ratios, consideration will be given to the activities undertaken, the ages and abilities of the children, any additional needs, and the ongoing obligation to ensure effective supervision.

WOSHC encourages the development of skilled, qualified, and motivated educators by providing ongoing training, resources, and support. This enables our team to engage effectively in their roles and provide high-quality education and care for all children.

Our educators are committed to continuous learning, reflective practice, and upholding the values and philosophy of WOSHC to ensure the best outcomes for every child.

WOSHC policy reference: 2.2 *Supervision and Educator Ratios*
 4.1 *Recruitment and Employment of Educators*

CARING FOR YOUR CHILD

ARRIVALS AND DEPARTURES

WOSHC's responsibility for your child begins when the child enters the premises and ends when the child leaves the premises. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service. All children will be signed in and out by the parent, guardian, or other person whom the parent/guardian has nominated on the enrolment form, as being authorised to do so (authorised nominee).

For ease of access, the top car park will be available for use to deliver/pick up children. This offers a safe and convenient location. Access to the top car park is limited to between 6:00am and 7:15am for drop off and between 4:00pm and 6:00pm for pick up during the school term. The existing drop off zone and street parking are available outside these hours. The gate is open all day during Vacation Care.

WOSHC policy reference: 2.3 *Safe Arrival and Departure of Children*

BABYSITTING

The service does not encourage or endorse educators and parents entering private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements

WOSHC policy reference: 6.5 *Interactions with Communications with Families*

BEHAVIOUR SUPPORT AND MANAGEMENT

WOSHC recognises the wide range of age groups that access the service, as well as the differing developmental needs of individual children and the variety of diverse backgrounds.

Behaviour support and management strategies play a vital role in providing a safe and happy environment for all children. Families, staff and children all have roles to play, as detailed our Policy.

Behaviour support and management are approached through:

- Consistency, understanding and supporting children to self-regulate their behaviour (Zones of Regulation);
- Respecting each individual child, preserving and promoting their self-esteem (UN Convention of the Right of the Child);
- Encouraging positive behaviour using praise and effective C.A.R.E Conversations.
- WOSHC Behaviour Matrix; and
- Having regard to the other principles set out in the Philosophy of the service.

WOSHC policy reference: 5.2 *Positive Behaviour Support Practices*

CLOTHING

During Before and After school care, children will usually be dressed in school uniform. During Vacation Care, children should wear comfortable clothing suitable for a range of activities. As clothing may become dirty during sport or craft activities, we ask that families pack a spare change of clothes if needed.

Closed in shoes will be worn when playing outside unless in a sand pit. Broad-brimmed hats will be worn during the relevant times of the day (according to the daily UV rating).

A WOSHC polo shirt will be provided to be worn on all excursions. Other appropriate clothing can be worn with shirt on excursions, i.e. Shorts, long pants, skirt. Shirt can be worn over the top of a dress.

WOSHC policy reference: 2.8 *Hygiene, Health and Well Being Practices*

CODE OF CONDUCT

Child

WOSHC is committed to providing a safe, respectful and disciplined learning environment for all students, staff, parents and visitors, in line with the Wondall Height State School Student Code of Conduct, which sets out the responsibilities and processes the school use to promote a productive, effective whole school approach to discipline. WOSHC staff take an educative approach to discipline, recognising that behaviour can be taught and that mistakes are opportunities for everyone to learn.

WOSHC, along with Wondall Heights State School, has three core values - Respect, Responsibility and Safety - on which the Student Code of Conduct is based.

Safe - Behave in a manner to protect self and others from emotional or physical harm.

Respectful - Be kind and inclusive of all.

Responsible - Own your choices, resolve differences in a constructive, non-violent and peaceful way. Be an active member of the community and take care of the environment.

WOSHC policy reference: 5.2 Positive Behaviour Support Practices

Parent

WOSHC strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service's expectations of parent conduct while attending the service are outlined in our Parent Code of Conduct policy. This policy aligns with the Education Queensland Parent and Community Code of Conduct and the Wondall Heights State School Student Code of Conduct. A copy of the WOSHC policy is included in your Enrolment Package.

WOSHC policy reference: 4.6 Code of Conduct

Staff

Upon induction, WOSHC staff sign a Code of Conduct & Professional Standards acknowledging their commitment to and belief in:

- Fostering secure, respectful and reciprocal relationships.
- The power of partnerships.
- Maintaining high expectations and a commitment to equity.
- Respecting diversity
- Ongoing learning and reflective practice

WOSHC policy reference: 4.6 Code of Conduct

CUSTODY

Where custodial rights apply, this will be noted on the enrolment form and a current copy of the relevant court orders will be provided to the service. Ongoing consultation with custodial parents will be maintained and all staff will be informed of the arrangements as they apply. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken, the police and custodial parent will be called immediately.

WOSHC policy reference: 6.5 Interactions and Communications with Families

DAILY ROUTINES

Each morning, children must be electronically signed in by a parent or guardian upon arrival. Breakfast is available to children who have not yet eaten, and is provided by the service between 6:00 a.m. and 8:00 a.m. The morning program includes a range of supervised activities such as homework completion, reading, board games, and other play options. All students in Years 2 to 6 are released at 8:40 a.m. to begin their school day independently. Prep and Year 1 students are accompanied by staff to their designated school areas to ensure a safe and supported transition. Starting from Week 8 of Term 3, Year 1 students will begin walking independently to their designated school area under staff supervision. This gradual transition is designed to foster independence and prepare them for the expectations of the following school year.

If a child has an extracurricular activity which has been authorised by the parent, the child will be released to attend this activity at the appropriate time arranged.

Children are signed in electronically by an Educator immediately after school. Prep and Year 1 children are walked from their rooms at 3.00 pm by Educators to WOSHC sign in Area. Starting from Week 8 of Term 3, Year 1 students will begin walking independently to their designated WOSHC area. This gradual transition is designed to foster independence and prepare them for the expectations of the following school year. A light, nutritious snack will be served from 3.00pm. A variety of activities such as cooking, craft, sports and music are offered daily with opportunities for unstructured play also available to all children. Homework (optional) time is available for children to access.

BSC Sign in routine:

Prep are taken to their designated area.

Year 1 are taken to their designated area.

Year 2 are signed out at 8:40am to head to school.

Year 3 to 6 are signed out at 8:40am to head to school.

ASC Sign in routine:

Prep are collected by Educators from their class and signed in at the Arcade Area for the choice of Afternoon tea or play on the prep playground.

Year 1 are collected by Educators from their class and sign in at the Year 1 musical playground and the choice of Afternoon tea or play on the oval undercover area.

Year 2 will walk to the Junior Oval Undercover area for sign in and afternoon Tea.

Year 3 to 6 Seniors sign in at the Arena.

WOSHC have a transition period Term 3 Week 8, Preps Transition to Year 1 area, Year 1 are transitioned to Year 2/3 Area and Year 3 are transitioned to Year 4 – 6 area to prepare them for the following year.

WOSHC policy reference: 2.3 Safe Arrival and Departure of Children

DAMAGE

As part of every-day experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, a cost to the parent may be incurred.

WOSHC policy reference: 7.5 Governance and Management

HOMEWORK

The Service provides adequate time, quiet space with assistance by one of our educators, the days vary, and you can enquire via our online portal. Whilst we support the children in homework, we do not take responsibility for signing off on work.

WOSHC policy reference: 6.5 Interactions and Communications with Families

EXCURSIONS

WOSHC will include excursions as a valuable part of its program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Risk assessments will be conducted, and all safety precautions identified and maintained, and parent permission will be obtained before a child is taken on an excursion.

All risk assessments are available for parents view at the service prior to excursions taking place.

WOSHC policy reference: 1.4 Excursions, Incursions and Regular outings

EXTRA CURRICULAR

If you require your child to attend extra-curricular activities within the school grounds, written authority must be given and arrangements for delivery and collection of your child to and from these activities negotiated with the service. Educators may not be available to escort children to these activities due to the educator to

child ratios. Parents should consult with the Service Coordinator before enrolling children in these activities. The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of duty of care. If children who are booked in to After School Care have not arrived at the service within ten minutes of expected arrival the service will follow up as per Arrivals and Departures of Children Policy.

WOSHC policy reference: *2.3 Safe Arrival and Departure of Children*

HEALTH AND HYGIENE

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and to prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious condition will be excluded from the service to prevent others being introduced to the infection. Please refer to the Time Out (Queensland Health) poster displayed at the service on the Parent Information Noticeboard at the entrance, to identify the main infections conditions and periods for exclusion. For children who fall sick while in care at the service, the parents will be notified and will be requested to collect their child immediately. Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals, food preparation activities and after toileting. Hand rubs may be used where soap and water are not accessible. Educators and all staff members observe stringent hygiene practices, and the service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

WOSHC policy reference: *2.7 Infectious Diseases*

ILLNESS AND INJURY

The service actively strives to avoid injuries occurring at the service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be considered in administering all procedures. The Responsible Person will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Please note: All injuries (including minor bumps) above the shoulders will be reported to the Primary Carer via a courtesy text as per our family survey.

Exclusion periods for illness are in alignment with Staying Healthy QLD documentation and the Time Out poster for our service. Please call the service if you require further information. Qualified educators will administer basic first aid. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called, and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly. Children with infectious conditions will be excluded from the service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendations from the Department of Health

- *Chickenpox (Varicella): Exclude until all blisters have dried, usually at least 5 days after onset of rash.*
- *Conjunctivitis: Exclude until eye discharge has ceased (unless diagnosed as non-infectious).*
- *COVID-19: Exclude until symptoms have resolved, typically 5–7 days.*
- *Diarrhoea/Vomiting (Gastroenteritis): Exclude until 24 hours after last loose bowel motion/vomit and the person is well; for norovirus, exclude for 48 hours.*
- *German Measles (Rubella): Exclude for 4 days after onset of rash or until fully recovered.*
- *Ringworm/Tinea: Exclude until the day after antifungal treatment has commenced.*
- *Hand, Foot & Mouth Disease: Exclude until all blisters are dry.*
- *Whooping Cough (Pertussis): Exclude for 5 days after starting appropriate antibiotic treatment.*

WOSHC policy reference: *2.4 Incident, Injury, Trauma and Illness*

LATE COLLECTION

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of \$20.00 will be charged immediately after 6.00pm with a further \$10.00 for every 15 minutes thereafter. The correct time will be recorded in Xplor. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Responsible Person will contact the police for further advice.

WOSHC policy reference: 2.3 Safe Arrival and Departure of Children

LEAVING WITHOUT PERMISSION / FAILURE OF NOTIFICATION OF ABSENCES

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

WOSHC policy reference: 2.3 Safe Arrival and Departure of Children

MEALTIMES

Nutritious and well-balanced snacks will be provided for breakfast, morning and afternoon tea, which include a variety of fresh foods. Through these meals we endeavour to expose the children to cuisine from a variety of cultures. Water is always available to children. Please remember to inform the service if your child has any food allergies or has a special diet, including religious or cultural. Our weekly menu for breakfast, afternoon tea and all foods provided during vacation care is displayed on the notice board and Facebook page. Detailed information about our Food and Nutrition Policy is available in our Policies and Procedures Manual, located in the foyer of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Service Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

WOSHC policy reference: 1.6 Food and Nutrition

MEDICATION

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required. All medication must be supplied in its original container with a pharmaceutical label showing the child's name clearly printed.

To ensure the safety and wellbeing of all children attending our service, the following health and medication protocols must be strictly adhered to:

- **Medical Diagnoses and Documentation** - Any child diagnosed with a medical condition such as Anaphylaxis, Asthma, Diabetes, Autism, ADHD, or any other condition must have the following submitted prior to attendance:
 - A current doctor's letter confirming the diagnosis
 - A detailed medical action plan signed by a healthcare professional
 - Relevant information clearly noted on the front page of the enrolment form
 - A minimum of one week's notice before the child attends the service
- **Medication Requirements** - This applies to all medications, including:
 - Prescription medications (e.g., antibiotics)
 - Non-prescription medications (e.g., Panadol, cough mixtures)

Medications will not be administered unless:

- They are in their original packaging
- They have a pharmaceutical label clearly stating the child's name
- A completed Medication Authorisation Form is provided

- Specialised Medical Forms - Separate forms must be completed for children with:
 - Anaphylaxis
 - Asthma
 - Diabetes
 - Any other diagnosed medical condition
- Emergency Management Plans - For children at risk of severe reactions or time-sensitive medical events:
 - A Medical Management Plan and Risk Minimisation Plan must be developed collaboratively between the service, the child's guardians, and a healthcare professional
 - These plans must be submitted and discussed prior to the child's attendance
- Illness While at the Service - If a child becomes unwell during care:
 - They will be provided a quiet, comfortable area to rest
 - Parents/guardians will be contacted promptly
- Medication Administration Protocol
 - All medication will be administered by the Responsible Person or a nominated educator
 - Each administration will be recorded in the Medication Register and signed by a second witness
- Parent Responsibilities - Parents/guardians must:
 - Clearly detail any health needs and medication requirements on the enrolment form
 - Keep the service updated with any changes to their child's health or medical plans

WOSHC policy reference: *2.10 Administration of Medication*

PERSONAL ITEMS

We understand that children enjoy bringing personal items from home to use at the service; however, we discourage this as items may become damaged or lost.

The Service Coordinator/Educators must be made aware if your children have toys, games, electronic devices which are brought from home and these items should be clearly named with permanent identification. Mobile phones and watches that have a sim card (such as an Apple watch) are not permitted. If a child must bring a mobile device for any reason, appropriate storage will be determined in consultation with the Nominated Supervisor and parents/guardians. This measure is to minimise the risk of bullying, theft, and exposure to inappropriate content, in line with our child safety and wellbeing commitments.

Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

WOSHC policy reference: *6.10 Children's Property and Belongings*

PROGRAM PLANNING

At WOSHC we strive to deliver a high-quality program that is stimulating, engaging, and exciting. Each child's strengths, ideas, abilities, and interests are the foundation of the program. Our ongoing cycle of observation supports each child's learning and development. In addition, we are continually engaging in critical reflection to ensure we are providing an exceptional program for all children in our care. Planned activities are intentional and meaningful, with clear links to My Time Our Place Learning Outcomes.

WOSHC policy reference: *1.1 Educational program development and implementation*

SAFETY

Evacuation and lockdown plan and instructions are displayed prominently near each exit of the service premises. We ask all parents, educators and children to familiarise themselves with the procedures. Fire, evacuation and lockdown drills are practiced regularly each term. We ask that if you are present during a drill, please participate. Regular emergency and evacuation rehearsals give children and educators an opportunity to become familiar with the routine and planned procedures. All service fire-fighting equipment is serviced every six months by Wondall Heights State School. Our first aid supplies are continually checked, updated & restocked by our staff.

WOSHC policy reference: 2.13 Emergency Evacuation, Lockdown and Drills
 7.12 Workplace Health and Safety

STUDENTS, VISITORS & VOLUNTEERS

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed, and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

WOSHC policy reference: 4.5 Volunteers and Students

SUN SAFETY

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80 per cent are skin cancers. Given that children may be in care during peak ultraviolet radiation (UVR) times throughout the day, education and care settings play a major role in both minimising children's UVR exposure and providing an environment where policies and procedures can positively influence long-term behaviour. Sun safety will be practiced at our service throughout the whole year.

Parents/guardians will be asked to provide for their child a broad brimmed SunSmart hat which protects the face, neck, ears and crown of the head and encourage them to wear it. No caps.

Parents/guardians will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible, and covers the shoulders. No singlet tops.

WOSHC policy reference: 2.11 Sun Safety

TRANSPORT

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995.

Maximum safety precautions will be maintained, and travel arrangements will be documented on the excursion permission form.

WOSHC policy reference: 1.4 Excursion, Incursions and regular outings
 2.15 Transport (Other than Excursion)

WALKIE TALKIE USAGE

For safety and security reasons, WOSHC have incorporated the use of "walkie talkies" into our day-to-day procedures. Staff may wear these devices during Before School Care, After School Care or Vacation Care sessions. It is our intention to always communicate effectively with one another to ensure the best possible care for your children. The use of these devices also ensures we are in frequent compliance with required child to staff ratios. Careful attention is paid to ensure only appropriate language is transmitted. Children are not permitted to use these devices.

WOSHC policy reference: 2.2 Supervision and Educator Ratio

BOOKINGS AND PAYMENT

ABSENCES FROM CHILD CARE

Families will continue to be entitled to 42 absence days per child (as per previous Child Care Benefit), per financial year, per child and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). Under the Child Care Subsidy, when a child does not attend care on a day they are scheduled to attend, providers are able to claim an absence for the child up to 42 times in a financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family hasn't already reached their fortnightly entitlement of subsidised hours based on their activity test result). In shared care arrangements, the

allocation of 42 absences per financial year relates to the child, not each individual claimant. If you have any additional queries, please do not hesitate to contact the service at any time.

WOSHC policy reference: 6.3 Bookings and Cancellations

ATTENDANCE

Please notify the Service or via the Xplor App if your child/ren will not be attending on a particular day.

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes:

- 48 working hours' notice for Before and After school care.
- 7 working days' notice for Vacation Care.

Allowable or Approved Absences will be used for all other instances, including absences due to illness/covid. If the child's booking hasn't been cancelled and the service makes attempts to locate the child, a non-cancellation fee may be charged in addition to the prescribed fee for that session.

WOSHC policy reference: 6.3 Bookings and Cancellations

BOOKINGS

All families enrolled in WOSHC can make changes to their permanent bookings via the Xplor App. If you are wanting to swap a permanent regular booking for a one-off casual day, please advise the Service. All families enrolled in WOSHC can book in for additional casual care days by using the Xplor App.

WOSHC policy reference: 6.3 Bookings and Cancellations

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy (income tested) is a percentage payment made to eligible families to assist with the cost of childcare whilst you are at work or study related. In some instances, 5% may be held in retrospect.

It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCS. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates which is reflected on the enrolment forms.

On a weekly basis, our service submits online attendance records for each child. Childcare Subsidy calculations are made based on family eligibility details and attendance information as reported by the service. Childcare Subsidy reductions are paid directly to services and are itemised on the family account.

WOSHC policy reference: 7.10 Fees, Statements and Parent Gap Fee Payments

*7.11 Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)
Management and Compliance*

PAYMENT OF FEES & OUTSTANDING FEES

It is our aim to provide a quality service to families at an affordable price. The P&C committee will set fees based on the annual budget required for the provision of high-quality childcare that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent Notice board or email. WOSHC charges an Annual Administration Fee of \$30 to all new enrolments.

Invoices are issued the week of deduction with one week in advance for the anticipated use of the Service with payments deducted throughout the week. Default charges will be added to account.

Should your account for some reason fall into arrears for more than one week, it may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available. Should you have difficulty paying your account please speak with the Service Coordinator as soon as possible to make a payment arrangement.

A debt collection agency may be appointed to recover outstanding money. Contact the P&C General Manager to discuss payment of outstanding fees, confidentiality is assured.

WOSHC policy reference: 7.9 Budgeting, Procurement and Financial Planning

7.10 Fees, Statements and Parent Gap Fee Payments