

Wilston Kids Care-WKC
Outside School Hours Care



FAMILY HANDBOOK

(07) 3352 6753 / 0401 059 192
www.wilstonpandc.org.au



Wilston State School
11 Primrose Street, Grange QLD 4051

Table of Contents

- WELCOME TO OUR SERVICE5**
- Acknowledgement to Country5**
- Our Service Philosophy6**
- GENERAL OPERATIONAL AND FEE RELATED INFORMATION7**
 - Operational Hours of Wilston Kids Care 7
 - The hours of operation of the Centre currently are: 7
 - Value for Money Services 7
 - Additional Child Care Subsidy Transition to Work 9
 - Adult Migrant English Program - AMEP 10
 - Additional Child Care Subsidy 10
 - Wilston Kids Care Fee Structure 11
 - How many absences you can get? 12
 - When you can use absences 12
 - Payment of Fees – Direct Debit 14
 - Wilston Kids Care Fee Payment and Account Requirements 14
 - Fee Payment Requirements 15
 - Hardship Circumstances 16
 - Temporary Financial Hardship Support 17
- How to Manage Enrolments using Xplor Home 17**
 - New Enrolments for Wilston Kids Care 17
 - Enrolment - Conditions of Entry into Wilston Kids Care 18
 - Making Changes to your Permanent Bookings 18
 - Termination of Education and Care – Cessation of Care 18
 - Changes to Contact Details 18
 - Enrolment Rollover Process each Calendar Year 19
 - Federal Government’s Priority of Access Guidelines 19

Priority of Access will apply to all families rolling over who are working or studying. Priority is always given to these families in this category, as per the Federal Government's Priority of Access Guidelines.....	19
Priority of Access Guidelines.....	19
Regulatory Authority (ACECQA)	20
National Quality Framework (NQF).....	21
What this means for your School Aged Child.....	21
Assessment and Rating (A&R)	22
Quality Improvement Plan (QIP).....	23
Educational Program and Curriculum Framework (My Time Our Place- MTOP)	23
Our MTOP Curriculum Framework	23
Our Educational Program.....	25
What is Play and Why is it Important in Outside school Hours Care?	25
Developing Children’s Social and Emotional Skills Through Play	26
Our Learning and Leisure Environments	27
Loose Parts Theory and Risky Play Approach.....	27
Arrivals and Departures	28
Inclusive Approach to School Aged Learning and Leisure	29
Service Commitment to an Inclusive Environment We are committed to:	30
Supporting our Prep Children	31
Wilston Kids Care Team.....	31
Our Team Approach.....	32
Staffing Arrangements.....	32
Outside School Hours Care Recognised Qualifications	33
Wilston State School P&C Association Executives /Approved Provider of the Service.....	34
Senior Leadership (Service & Business Management) - General Manager/Nominated Supervisor	34
Operations Leadership Team - Coordinators.....	34
Educational Leadership Team - Educational Leader and Education Support	35
Administration Team – Administration Officers	35

Educators	35
Service Policies and Procedures	36
First Aid, CPR, Anaphylaxis and Asthma Management	36
Illness, Infectious Diseases and Sick Children	37
Health and Hygiene Practices	37
Child-Related Accidents, Incidents, Injuries or Trauma	37
Administration of Medication	39
Nutrition, Food and Menu Management.....	39
Sun Safe Practices	40
Clothing Requirements	40
Smoke Free Environment.....	41
Emergency Management.....	41
Positive Behaviour Guidance and Supportive Relationships with Children	42
Rest and Relaxation Opportunities for School Aged Children.....	42
Child Protection	43
Workplace Health and Safety Commitment	43
Acceptance and Refusal of Authorisation	44
Medical Conditions	44
Determining a Responsible Person	45
Governance Arrangements.....	45
Booking Management and Orientation	46
Immunisation and Contagious Illness Prevention.....	47
Code of Conduct (Employee)	47
Code of Conduct (Parents and Guardians)	48
Transporting Children in a Bus.....	48
Safe Arrival and Departure Policy	48
Rest and Relaxation for School Aged Children Policy.....	49
Engagement and Communication Opportunities with our Families	51
Sharing Information with our Families.....	52
Parent Feedback Opportunities	53
We encourage parents to work in partnership with us and provide regular feedback or input into the Service’s	

operations and the Educational Program. We use this information to continuously improve our service delivery to ensure we provide optimum education and care. 53

Key Operational Functions of the Service 53

Birthdays and Celebrations 53

Students and Volunteers 53

Children's Incursions and Excursions during Vacation Care 53

Digital (ICT) and Social Media 54

Court Orders 54

Working in Partnership with our Families 55

Family Grievance Procedure 56

Centre Management - Day to Day Management Control of Wilston Kids Care 56

General Manager/Nominated Supervisor: Raeleen Wren – wkc.generalmanager@wilstonpandc.org.au 56

Coordinator Team 56

Approved Provider - P&C Executive - Full Management Control of Wilston Kids Care 57

Regulation, Assessment and Service Quality 57

Transitioning into our Service - What you will need to Know! 57

What to Bring 57

On Arrival at the Service 58

Departure from the Service 58

Food Preparation, Delivery and Menu Planning at the Service 58

Thank You for Choosing our Service 59

WELCOME TO OUR SERVICE

We are pleased you have chosen us to share in your child's leisure and learning journey. We look forward to getting to know you and your child through their primary school journey and trust that you will enjoy your Outside School Hours Care experience with us.

Our Family Handbook has been developed to inform you about all aspects of life as a part of our Service Community, including our organisational structure, operational functions, and Service delivery, Service philosophy, educational programs, and curriculum frameworks.

If you are unsure about any aspect of the program or the Service operations, please don't hesitate to speak with our Management Team.

Acknowledgement to Country

Wilston Kids Care Acknowledgement to Country

Wilston Kids Care would like to acknowledge the Traditional Owners and Custodians of the land. Wilston Kids Care is located on Turrbal and Yagura land whose cultures are amongst the oldest living in human history.

We would like to pay respects to Elders past, present and emerging and acknowledge their continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples. Wilston Kids Care will always remember that this land is, was, and always will be traditional Aboriginal land.

Wilston Kids Care has a commitment to reconciliation, which is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians.

The infographic features a central dark blue circle containing the Wilston Kids Care logo (three hands) and the title 'SERVICE PHILOSOPHY'. Below the title is a paragraph of text. Surrounding this central circle are five smaller dark blue circles, each containing a key principle of the philosophy. The background is a lighter blue with faint white icons of a sun, moon, heart, children, and flowers.

Wilston Kids Care

SERVICE PHILOSOPHY

At Wilston Kids Care we understand that childhood offers rich and unique play-based learning and development opportunities. When supported by a safe and secure environment where the child's rights and ideas are valued, children are able to flourish into confident, caring and effective learners. When children experience trusting, reciprocal relationships in a community where inclusion and wellbeing are prioritised they are provided with the foundation for success in later life. We are dedicated to providing a fun and happy environment where children are respected as individuals and are given agency to lead their own play, leisure, learning and development.

Inclusion, Advocacy and Respect for Diversity

Reflective Practice and Continual Improvement

Positive Relationships and Community Engagement

Environmental, Social and Economic Sustainability

Approaches to Health, Safety and Wellbeing

"...Every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child."

- Article 31 of the United Nations Convention on the Rights of the Child.

GENERAL OPERATIONAL AND FEE RELATED INFORMATION

Wilston Kids Care (WKC) is located inside the Wilston State School premises and is operated by the Wilston State School Parents and Citizens Association. WKC has access to several facilities and buildings within the school grounds and, where possible, runs activities in conjunction with the school.

Service Approval Information

Wilston Kids Care is currently licensed for:

- Before School Care: 229 children
- After School Care: 260 children
- Vacation Care: 260 children

The Service Approval (license) is determined by the amount of indoor space available per child as well as Educator to child ratios. We are required to provide 3.25 m² of unencumbered indoor space per child as per *Education and Care Services National Law* and the *Education and Care Services National Regulations*.

Operational Hours of Wilston Kids Care

The hours of operation of the Centre currently are:

- Before School Care: 6.30am to 8.30am
- After School Care: 3.00pm to 6.00pm
- Vacation Care: 6.30am to 6.00pm

The Service is closed on public holidays and open all pupil free days. In Term 3 we communicate our Christmas/New Year closure periods as they vary from year to year. It is generally around a two-week period. These days do not incur a charge to parents and guardians attending Wilston Kids Care as we absorb the cost for families.

Value for Money Services

Our priority is to provide optimum standards of education and care for all school aged children enrolled at Wilston Kids Care. Our commitment is to provide a fee structure that delivers value for money services and is comparative within the market expectations of the Outside Hours School Care sector.

To ensure long term viability for our Wilston State School community, it is important that our Service is able to cover all operational expenses associated with running a large, high-quality education and care facility. WKC is a

not-for-profit business model and any surplus made, goes directly back into the P&C Association to use at Wilston State School for the educational outcomes for children. A portion of the funds made are also reinvested back into the Service to ensure we continue to develop and grow and deliver high quality outcomes for the students in our care.

Our commitment is to ensure our families have access to information about any government subsidies that are available to help offset the fees charged. We will advocate in conjunction with government stakeholders, for all children to have the rights to access Outside School Hours Care regardless of their family's financial situation.

Our Service's Fee Management Policy outlines the payment of fees charged at our Service. Wilston Kids Care will ensure that we act in accordance with correct authorisation as described in the *Education and Care Services National Regulations, 2011 and the Family Assistance Law*.

For more information, please refer to the Fee Management Policy.

Child Care Subsidy - Government Fee Assistance

To get this you must:

- care for a child 13 or younger who is not attending secondary school, unless an exemption applies.
- use an approved childcare service.
- be responsible for paying the childcare fees.
- meet residency and immunisation requirements.

Three things will determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income will determine the percentage of subsidy they are eligible for.
- An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 per fortnight. and
- The type of childcare service will determine the hourly rate cap.

You may be eligible if you or your partner meet all of the following:

- care for your child at least 2 nights per fortnight or have 14% care.
- are liable for fees for care provided at an approved childcare service.

- meet the [residency rules](#).

Your child must also meet both of these:

- [immunisation requirements](#)
- not be attending secondary school unless an exemption applies.

For more information on Child Care Subsidy go to: <https://www.servicesaustralia.gov.au/child-care-subsidy>.

Using myGov

- Step 1. Sign in to your [myGov](#) account. If you don't have one, you will need to [create a myGov account](#).
- Step 2. Link myGov to Centrelink. You can do this under Services.
- Step 3. Select Centrelink and complete the Child Care Subsidy Assessment.

Please contact the Australian Government: Department of Human Services (136 150), for more information about this service or visit the website <http://www.humanservices.gov.au/>

Additional Child Care Subsidy Transition to Work

The Additional Child Care Subsidy (Transition to Work) will provide support to families who are transitioning to work from income support by engaging in work, study, or training activities. To be eligible for Transition to Work, families need to:

Receive one of the following payments:

- Parenting Payment.
- Newstart Allowance.
- Disability Support Pension.
- Youth Allowance.
- A payment prescribed by the Minister's rules.
- Have a Job Plan (whether mandatory or voluntary) in effect (employment pathway plan within the meaning of the *Social Security Act 1991* (Cth), or a participation plan under section 94B of the *Social Security Act 1991* (Cth).

Transition to Work provides a subsidy of 95% of the actual fee charged, up to 95% of the Child Care Subsidy hourly rate cap. Hours of assistance will be determined by the Child Care Subsidy Activity Test. Individuals may continue to receive the subsidy for 12 weeks after they gain employment, and their income support payments cease.

Adult Migrant English Program - AMEP

The Adult Migrant English Program (AMEP) provides free English language training for eligible, newly arrived migrants and humanitarian entrants to Australia (through the Department of Immigration and Citizenship).

<https://www.education.gov.au/adult-migrant-english-program-0>

Additional Child Care Subsidy

If you're eligible for Child Care Subsidy you may get extra help with the cost of approved child care. To get this you must be eligible for Child Care Subsidy, and you need to be 1 of the following:

- an eligible grandparent getting an income support payment.
- transitioning from certain income support payments to work.
- experiencing temporary financial hardship.
- caring for a child who is vulnerable or at risk of harm, abuse, or neglect.

Read the full conditions under who can get it: <https://www.servicesaustralia.gov.au/who-can-get-child-care-subsidy?context=41186>

For more information, please refer to: <https://www.servicesaustralia.gov.au/additional-child-care-subsidy>

Wilston Kids Care Fee Structure



FEE STRUCTURE

Attendance Fees				
	Prep		Grade 1-6	
	Permanent Booking	Casual Booking	Permanent Booking	Casual Booking
Before School Care 6:30am-8:30am	\$23.50	\$26.00	\$21.50	\$24.00
After School Care 3:00pm-6:00pm	\$31.50	\$36.00	\$30.50	\$34.50
Vacation Care 6:30am-6:00pm	\$68 base rate + special event fee			
Other Fees				
Failure to inform of an Absence	\$25.00 per child. The fee will be applied after the third failure			
Late Pick Up	Closing time of the Service is 6:00pm. Parents who collect their child/ren after this time will incur a late fee of \$3.00 per minute. Our software Xplor charges a late fee from 6:00pm automatically rather than the Administration team charging them manually on the weekly statement			
Payment Method All fees will be charged in accordance with the Service's Fee Management Policy. All account payments are via our direct debit system which is fully automated. All accounts are required to be paid via a weekly or fortnightly payment cycle.				

All fees will be charged in accordance with the Service's **Fee Management Policy** located in the office.

We will:

- Ensure all families are made aware of Service fees and available subsidies on enrolment.
- Ensure statements of fees are given to all families on a weekly basis.
- Submit attendance records to Department of Education and Training weekly and ensure subsequent fee offsets (subsidy) are passed on to families if eligible, as soon as possible.

Casual Booking Availability (Before and After School Care – Term Time)

Casual bookings will only be available to families if Wilston Kids Care has an approved place available. Casual bookings are only available if a permanent booked child is away sick or on holidays. All casual bookings must be made via the Xplor Home app. During Term time, it is preferred, that all casual bookings be made by 6pm the previous night.

Absences

If your child will be absent from Wilston Kids Care for any session, it is the parent's responsibility to mark your child/ren absent via the Xplor Home App. Permanent bookings will be charged for absent days as per our policies and procedures. It's important you tell us so we can accurately record the absence. If we don't do this, we can't pay your CCS correctly.

How many absences you can get?

You can get up to 42 allowable absence days per child each financial year.

If you reach your allowable absence limit, you may get additional absences. Talk to your childcare service about this. You may need to provide them with supporting documents.

When you can use absences

You can only use absence days for days your child would normally attend care and get CCS. This includes public holidays.

You can use absence days for any reason, including if the child is on a holiday. You don't need to provide evidence for any absences you use under the 42 allowable absence limits.

Notice Periods and Cancellation Requirements

Notice Periods and Cancellations

Please refer to the different notice periods below, based on the enrolment (type) you have booked.

Enrolment Type Definitions:

- A permanent Before School Care and After School Care booking is where a child with a current enrolment attends regular booked days/sessions every week during Term Time.
- A casual Before School Care and After School Care booking is where a child with a current enrolment attends on an irregular basis (based on vacancies and absences) every week during Term Time.
- A Vacation Care booking is a casual booking falls under the 14-day (2 weeks) notice period from 2 January 2024, and is based on holding/reserving a position during the upcoming Vacation Care period.

Notice Periods and Cancellations Rules – Terms and Conditions for Entry

- Permanent Before and After School Care (Term Time) - If you want to permanently cancel a permanent (regular) booked day or days, you must email: wkc.admin@wilstonpandc.org.au so our administration team can process your request. All cancellations or changes are required to be placed in writing for record keeping purposes. Please note there is a 7-day notice period in place for these cancellations as part of our terms and conditions of enrolment and entry. Fee payment will be applied when cancelled inside of the 7-day period. This enrolment type does not have “once off” cancellation option.
- Casual Before and After School Care (Term Time) - Casual Before and After School Care bookings can be cancelled via email if more than 24 business hours' notice is given. Please email: wkc.admin@wilstonpandc.org.au so our administration team can process your request. This enrolment type is on offer for families with irregular booking patterns during term time. Casual bookings are charged at a higher rate.

Vacation Care and Pupil Free Day - Vacation Care and Pupil Free Day bookings can be cancelled via email to: wkc.admin@wilstonpandc.org.au so our administration team can process your request.

Please note there is now a 14 -day notice period in place from 2 January 2024, for these cancellations as part of our terms and conditions of enrolment and entry to Vacation Care. Fee payment will occur if you cancel inside of the 14-day period. This decision is not negotiable.

This means that, going forward, families are kindly requested to provide Wilston Kids Care with a minimum of 14 days' notice for any cancellations. Please be advised that beyond this date, we regret to inform you that we will be unable to process any further cancellations, and charges will apply if your child does not attend the booked Vacation Care.

We understand that this adjustment may present some changes for your family, and we would like to offer insight into the rationale behind this modification. Wilston Kids Care collaborates with external vendors and plans excursions well in advance of the vacation care period. These commitments necessitate upfront payments to secure the services. Furthermore, food arrangements and the scheduling of our dedicated educators are completed several weeks ahead of Vacation Care to ensure compliance with Queensland Employment Standards and deliver the highest quality care for your children.

By extending the cancellation notice period to two weeks, we aim to better manage our expenses, enabling us to uphold the standards of our Vacation Care Program and continue providing a high-quality experience for your children.

Regarding the commencement of the notice period in 2024, please be advised that our facility will be closed from Monday, December 18, 2023, and will resume operations on Tuesday, January 2, 2024. During this Christmas/New

Year period of closure, we regret to inform you that we will not be able to process any cancellations as we are closed for business.

The notice period will officially begin on Tuesday, January 2, 2024, once our operations resume. Please note that the initial two weeks of this notice period are non-negotiable and cannot be cancelled. In the event that your child does not attend during this time, charges will be applied.

It is important to understand that we have made advanced payments for various commitments such as incursions, excursions, activities, resources, and food for the month of December and January. Unfortunately, we are unable to recoup these costs, which is the rationale behind implementing the two-week notice period.

For Vacation Care periods throughout the year for April/Easter, June/July, and September school holidays, the two-week (14 days) notice period will still apply.

Payment of Fees – Direct Debit

Direct Debit assists parents with a user-friendly way to pay fees and helps Wilston Kids Care avoid outstanding debts and ensures we can cover our operational costs on a weekly basis, so we can invest more in our Service.

Wilston Kids Care debits accounts weekly. If you would like to request fortnightly payments, please send us an email on wkc.admin@wilstonpandc.org.au. This is the only available payment option and can be deducted from a savings account or credit card. The Service will pay for the administration fee and transaction fees for payments via Bank Account. Any transaction fees for payments made via credit card will be paid by the account holder. If account holders wish to use their credit card for payment, they will incur a transaction fee charge for each transaction.

Payment details should be added upon Enrolment and can be added and updated through the Xplor Home web portal or Xplor Home App. For instructions on how to update your account please see our FAQ linked below

<https://www.wilstonpandc.org.au/wkc-faq>

For any dishonour fee (fee reversal) for insufficient funds or incorrect card details, this will be passed onto the account holder and recovered by the Direct Debit Company during the next direct debit cycle. Wilston Kids Care does not accept the use of Amex Cards.

Please refer to the bottom of your enrolment form for an outline of the fees charged for each direct debit method.

Wilston Kids Care Fee Payment and Account Requirements

Account holders are required to provide all Centrelink information, as requested on the Enrolment Form, to be eligible for an offset of fees. The full session fee will be charged until the Service receives current and correct information from the family.

The family must pay the full amount owed to Wilston Kids Care regardless of the circumstances. Any Subsidy arrangement with Human Services (Centrelink) is a separate arrangement. Credit for fees already paid will be made in accordance with the Australian Government's Child Care Service Handbook. Failure to make regular payment will result in termination of the enrolment.

All Subsidy records will be kept for 3 years from the last entry on the record in accordance with the Australian Government's Child Care Service Handbook.

Fee Payment Requirements

All fees must be paid in accordance with the Service's Fee Management Policy. Failure to comply with the policy will result in a termination of your booking.

Wilston Kids Care implement the following fee payment requirements:

- Fees can be paid weekly/fortnightly in accordance with the Service's Fees Management Policy.
- Fees are payable each week, for every booked day (Monday to Friday), that your child is enrolled at the Service. This includes pupil free days, sick days and family holidays but excludes periods when the Service is closed.
- Child Care Subsidy is available to all families who are Australian Residents. To find out their eligibility, families must contact the Department of Human Services <https://www.humanservices.gov.au/>.
- Upon notification of your child leaving the Service, any fee credits on your account may be refunded to a nominated bank account or you can choose to donate these funds to our not-for-profit Service. All requests for refunds need to be placed in writing and directed to the Service Administration Officer.
- If your child does not attend during the notice period for leaving the Service, please be aware that the Government removes your CCS, therefore the Service must charge full fees are required to be paid. This is a requirement under the Family Assistance Law.
- Fee payments made to the Service are paid using our direct debit payment method from a savings account or credit card. This is our only method of payment used at the Service.
- If choosing to use a savings account for direct debit purposes, any fees associated with this weekly or fortnightly payment transaction, are paid for by Wilston Kids Care.
- If choosing to use credit card for direct debit purposes, any fees associated with this weekly/fortnightly payment transaction are paid for by the account holder.

- If your direct debit transaction defaults for any reason, all fees associated with the default payment will be incurred and paid for by the account holder.
- Amex cards are not accepted at Wilston Kids Care.

DEBT MANAGEMENT

All efforts will be made by the Wilston Kids Care administration team to work with our family community to support regular fee payment for services provided. We understand that sometimes life can be challenging, and we are here to support families as much as we can.

Regular fee payments must be made to ensure the Service has regular cash flow to pay staff wages and other operational costs associated with the education and care of school aged children. Failure to make payments will result in suspension until the full amount is paid or termination of your child's booking if the outstanding debt is not recovered.

When the Service has continually worked with the account holder and provided unwavering support to the customer to make regular payments and the debt is not paid, the General Manager reserves the right to terminate the position. Any outstanding debt will be passed on to a third party (Debt Collection Agency) to legally pursue. All costs associated in recovering this debt will be incurred by the account holder. The customer will not be allowed to use Wilston Kids Care again for the foreseeable future unless the outstanding balance is fixed up and the General Manager determines if future enrolment is viable to be reinstated.

For any debt remaining after a child has left the Service (Cessation of Care) this includes after a Vacation Care period, the debt will be passed on to a third party (Debt Collection Agency) to legally pursue. The families will not be able to use the Service in the future until the debt is recovered.

All costs incurred in recovering this debt are to be paid by the account holder. It is at the discretion of the General Manager/Nominated Supervisor to allow the family to return if the debt is paid out in full. Steps must be put in place to ensure regular payment is made moving forward.

Hardship Circumstances

Additional Child Care Subsidy (ACCS) gives some families extra assistance with the cost of approved childcare. Please review the eligibility requirements.

Eligibility basics

- meet the eligibility requirements for Child Care Subsidy.

- be an eligible grandparent receiving an income support payment. or
- be transitioning from certain income support payments to work. or
- be experiencing temporary financial hardship.

You can only receive 1 type of Additional Child Care Subsidy (ACCS) at a time. If you meet the criteria for more than 1 type, Centrelink may pay you the most beneficial for your circumstances.

Wilston Kids Care will always support our community where we can. If there is genuine financial hardship faced by their parents or guardians there may be assistance Centrelink is able to provide if parents or guardians experience a financial crisis such as or sudden loss of income from serious accident, illness, or death.

To find out more please visit <https://www.humanservices.gov.au/>

Temporary Financial Hardship Support

Temporary Financial Hardship supports, gives short term assistance with the cost of childcare to families experiencing significant financial stress. You can apply online using your [Centrelink online account](#) through myGov. If you are experiencing financial hardship, please talk to our Administration Team to find out how we can support you.

For all fee payment, account enquiries and administration support please see our WKC Administration Team.

For more information please refer to: <https://www.servicesaustralia.gov.au/temporary-financial-hardship-additional-child-care-subsidy?context=41866>

How to Manage Enrolments using Xplor Home

Wilston Kids Care uses a software program (Xplor) - 'Xplor Home' to manage your child's enrolment, bookings, and absentees. Parents can submit their Enrolment Form online, make casual bookings, mark their child as absent, sign their child in/or and many other features are all available through the Xplor Home app.

New Enrolments for Wilston Kids Care

For how to enrol your child into Wilston Kids Care please refer to the enrolment section on our website, linked below.

<https://www.wilstonpandc.org.au/wkc-enrolment-information>

Enrolment - Conditions of Entry into Wilston Kids Care

Before and After School Care

All families requesting enrolment at Wilston Kids Care must have a child/ren enrolled and attending Wilston State School. As a P&C operated service our priority during Term Time is the Wilston State School students.

Vacation Care

All children enrolled at Wilston State School have the highest priority for enrolment into Vacation Care before consideration is given to outside (of WSS) enrolment requests. This is based on availability due to our high numbers and if we can facilitate the request.

Making Changes to your Permanent Bookings

Any changes to permanent bookings must be done in writing with at least seven days' notice. If you would like to request a change to your child/ren's permanent bookings, please complete the form linked below. Changes cannot be made instantaneously. We need the 7 days to process these requests due to the high number of customers we are managing across the week and to ensure there is sufficient space for the change to occur if changing days as an example.

<https://www.wilstonpandc.org.au/booking-change-form>

Please note permanent booking requests can only be made through this form, the Xplor Home app is only able to be utilised for marking absentees and booking casual days. Your request will be noted in sequential order and be dated the day your request was sent to us.

Termination of Education and Care – Cessation of Care

In the event of a family needing to terminate their permanent booking/s at the Service, the family is required to give 7 days' notice in writing, via email. Please send email to: wkc.admin@wilstonpandc.org.au so your request can be processed.

All outstanding fees must be paid before the child's final day of attendance at the Service. If the account is not finalised and paid in full, it will be handed over to a debt collection agency to pursue. All costs associated with the debt recovery will be incurred and paid for by the account holder.

Changes to Contact Details

Any changes of address, telephone numbers (home or work), emergency contacts, persons authorised to collect

your child and immunisation details must be notified to the office as a matter of urgency via email. This is to ensure that we can contact you promptly in the event of an accident, illness or any other situation affecting your child's attendance at our Service. It is the parent's responsibility to ensure that the Service is notified of any change in your family's circumstances and the onset of any long-term illness in your child.

Enrolment Rollover Process each Calendar Year

In September of each year, the Rollover Enrolment Process occurs where all current WKC enrolments are rolled over to the new year with the exact bookings as the previous year. This means all current families will have a place the following year based on their current booking. If families need to make changes, they are given avenue to make the necessary changes based on availability.

A written procedure for this will be emailed out to families each year, detailing the roll over and enrolment procedures to follow for existing families and new family enrolments to the Service.

Wilston Kids Care will communicate with existing families and school community when applications for the next calendar year are open. We are unable to accept any new enrolments for future years without prior communication by WKC.

For detailed instructions on how to complete the Rollover and Enrolment process please view our FAQ (linked below) or the email communication that is sent out in September each year.

<https://www.wilstonpandc.org.au/wkc-faq>

Federal Government's Priority of Access Guidelines

Priority of Access will apply to all families rolling over who are working or studying. Priority is always given to these families in this category, as per the Federal Government's Priority of Access Guidelines.

Once the Service has allocated all the places for the New Year, and you have requested a change of enrolment days, you will be offered a position (for the following year) that you will need to accept. This process will confirm your child's placement. All other enrolments if no change is required simply rollover to of the exact booking pattern, they were on the previous calendar year.

Priority of Access Guidelines

When allocating places to children on our waitlist, we are bound by the Australian Government's "Priority of Access Guidelines" for childcare services.

- First Priority - a child at risk of serious abuse or neglect.

- Second Priority - a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'.
- Third Priority - any other child.

Within these main categories' priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$42,997 or who or whose partner are on income support.
- Children in families from a non-English speaking background.
- Children in socially isolated families.
- Children of single parents.

A childcare service may require a Priority 3 child to vacate a place to make room for a child with a higher priority.

They can only do so if you:

- Are notified when your child first entered care that your service follows this policy. and
- Are given at least 14 days' notice of the need for your child to vacate.

Please note, in instances where Wilston Kids Care is booked out priority will also be given to Wilston State School Students.

Regulatory Authority (ACECQA)

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent national authority that assists governments in implementing the [National Quality Framework](#) (NQF) for children's education and care.

ACECQA works with the Australian and state and territory governments to:

- implement changes that benefit children birth to 13 years of age and their families.
- Monitor and promote the consistent application of the [Education and Care Services National Law](#) across all states and territories.

- Support the children's education and care sector to improve quality outcomes for children.

ACECQA is an independent national authority based in Sydney. It is guided by a governing [Board](#) whose members are nominated by each state and territory and the Commonwealth. The Board is accountable to the Education Council. The Australian Children's Education and Care Quality Authority is responsible for the implementation of the National Quality Framework for Outside School Age Care (OSHC) Services and was established to ensure a more consistent approach for service delivery across Australia.

The Department of Education and Training is responsible for monitoring, compliance and rating and assessment of OSHC services across Australia in accordance with the National Quality Framework with regards to monitoring the National Quality Standards of each Service.

Our Service maintains a record of any compliance matters that have been raised by the Department of Education, Training and Employment - Early Childhood Education and Care (ECEC). This record is located in the office for families to review.

Australians Children Education and Care Quality Authority - ACECQA - <https://www.acecqa.gov.au/>

National Quality Framework (NQF)

The National Quality Framework for School Aged Care ensures children receive a high standard of consistent education and care. The Framework is a national system for the regulation and quality assessment of childcare and School Aged learning services. The National Quality Framework (NQF) applies to long day care, family day care, preschool and kindergarten, and outside school hours care services.

- The Framework includes a:
 - National legislative framework that creates a uniform national approach to the regulation and quality assessment of education and childcare services in Australia.
 - National Quality Standard (NQS) that sets a national benchmark for the quality of education and care services.
 - National Quality Rating and Assessment process that rates services against the National Quality Standard.

The Australian Children's Education and Care Quality Authority (ACECQA) is the national body that oversees and implements the National Quality Framework with Regulatory Authorities in each state and territory.

[What this means for your School Aged Child](#)

National Quality Framework Research shows quality education and care for School Aged children leads to better health, education, and employment outcomes later in life. The primary school years are critical for establishing self-esteem, resilience, healthy growth, and capacity to learn. That's why the National Quality Framework (NQF) was introduced to give every child the best start to life and learning.

The NQF introduced legal requirements and a new quality standard to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours' care services.

The major benefits for parents and children include:

- Improved educator to child ratios in services.
- Greater individual care and attention for children.
- Educators with increased skills and qualifications better support children's learning.
- A development ratings system to help parents assess the quality of education and care providers in their area.

Assessment and Rating (A&R)

All services approved under the Education and Care Services National Law are assessed and rated by their state or territory regulatory authority. Services are assessed against the 7 quality areas of the National Quality Standard (NQS) and given an overall rating based on these results.

Wilston Kids Care is rated Exceeding in all 7 Quality Areas.

The ratings are:

- Exceeding National Quality Standard.
- Meeting National Quality Standard.
- Working Towards National Quality Standard.

Services must display their ratings at the service. The quality ratings are published on the national registers and the Starting Blocks and My Child websites. Ratings promote transparency and accountability and help parents assess the quality of education and care services available. Assessment and Rating is designed to be a collaborative process between the Service and Regulatory Authority, with opportunities for Services to discuss and demonstrate during a visit how they are meeting the National Quality Standard and enhancing outcomes for children.

Quality Improvement Plan (QIP)

The National Regulations require approved services to have a Quality Improvement Plan (QIP). The aim of a QIP is to help providers self-assess their performance in delivering quality education and care, and to plan future improvements.

The QIP also helps the regulatory authorities with their assessment of the service. A QIP helps providers to document the strengths of their services and to recognise areas for continuous improvement. Our QIP is available upon request if you would like to discuss further.

A QIP must:

- Include an assessment of the programs and practices at the service against the National Quality Standard and National Regulations.
- Identify areas for improvement.
- Include a statement about the service's philosophy.

A QIP should also document and celebrate the service's strengths. Read the [Guide to the National Quality Framework](#) for information on the self-assessment process and what is required.

A QIP must be:

- Updated at least once a year.
- Available on request by the regulatory authority or parents of a child enrolled or looking to enrol at the service.
- Available at the principal office for Outside Hour School Care services.

Educational Program and Curriculum Framework (My Time Our Place- MTOP)

Our MTOP Curriculum Framework

In 2010, the Council of Australian Governments developed Australia's first national School Aged Learning Framework.

This document has the aim of ensuring young children have rich and high-quality programs in their School Aged childhood settings. The Framework is a guide for educators to scaffold and support children in their care to learn and develop through play-based opportunities. The MTOP promotes working in partnership with families to develop

learning programs which are responsive to children's ideas, interests, strengths, and abilities.

The Framework describes childhood as a time of belonging, being and becoming.

- Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture, and place.
- Being is about living here and now. Childhood is a special time in life and children need time to just 'be', time to play try new things and have fun.
- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from a School Aged age, which shapes the type of adult they will become.

The Framework includes five learning outcomes which educators use as a basis for their curriculum development.

These are:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

The Educators at our Service use the Framework to assist them with their programming and documenting. Our Educators use the following frameworks, in conjunction with the Service Philosophy that supports our Play Based Emergent Style Curriculum.

These frameworks work in synergy with our Educational Program to guide learning, practice, and principles to ensure quality outcomes for the young children in our care.

These Frameworks are:

- My Time Our Place.
- National Quality Standard (NQS).
- National Quality Framework (NQF).

To promote the concept of *Belonging, Being and Becoming*, we encourage the children's interest and emerging

ideas and support them to construct their own identities and understanding of the world. The framework puts children's learning at the core and comprises principles, practices and outcomes which are fundamental to school aged childhood pedagogy and curriculum decision making.

Our Educational Program

Children thrive and learn best when their interests and strengths are captured. For this reason, the Educators at our Service implement an Inquiry based, Emergent Style Curriculum as part of their Educational Program. An Inquiry based, Emergent Curriculum is a way of planning, that is based on and extends the children's interest at a certain time. Planning an Emergent Curriculum requires close observation and knowledge of a child or group of children to find what is currently sparking their interest and curiosity.

The Inquiry based, Emergent Curriculum is play based, child-directed, can include both individual and group components and includes intentional teaching. The openness and exploratory nature of this type of Curriculum requires a lot of creativity and flexibility from Educators but is more exciting for the children and maximises learning outcomes. The responsive nature of an Emergent Curriculum requires Educators to have a deep knowledge of, and connection with the children in their care, to plan for their interests, needs and strengths.

Digital Documentation

All the children's learning stories, observations, learning progress and outcomes are documented on our digital documentation platform Xplor Playground. Parents can view this information on their Xplor Home App.

Learning Through Play (Theory)

There is much research and evidence to support the benefits of learning through play. Play is children's work, language and relaxation and is necessary for a child's healthy development. Through play, children learn about themselves, their environment, people, and the world around them.

What is Play and Why is it Important in Outside school Hours Care?

Play is children's language, children's work, and children's relaxation. Children need to play for healthy development. Children's play belongs to children. It is for all children, all ages, and all abilities.

Children decide what to play and how to play. Play is their time to be free and to enjoy. Play can be pretending, learning a new skill, dressing up, being active or being quiet. Play can be with other children or alone. Adults can join in if they are invited, in fact young children often love best to play with parents, but children should make the rules (except rules for safety). All children have a right to play. In our busy world, where parents and children are rushing from one thing to another, it is essential to make time for children to play.

The benefits of play include:

- Building self-confidence and self-esteem.
- Building problem solving skills.
- Building social relationships.
- Developing social etiquette, such as learning to cooperate, negotiate, take turns, and follow rules.
- Encouraging children to think, plan and be patient.
- Helping children to make sense of the world around them.
- Encourages imagination and creativity.
- Building fine and gross motor skills.
- Developing language skills as children interact with others.
- Developing the foundations of School Aged literacy and numeracy.
- Giving children an environment in which they can control and organise.
- Developing strong bonds between adults and children.
- Being the best foundation for success in school.

The benefits of play are clear, and the Educators at our Service are dedicated to ensuring a safe, secure environment which encourages and supports children to learn through free play time.

Developing Children’s Social and Emotional Skills Through Play

Play is a way a child expresses their feelings even before they have the words to say how they feel. In play children are in charge of what they do. Being in control in play helps them to learn to manage their feelings. When children make or build things in their play, they are building skills and confidence in themselves. In play children learn about the give and take of relationships with their friends. They learn to lead and follow and to care for others.

Play helps children to think about what they want to do, to plan and to be patient. Through play children learn how to mend mistakes and to feel better after things go wrong. Indoor and outdoor play helps to reduce children’s stress.

Play is a way a child makes sense of their world and practice for their future of being mummies, daddies, and workers. Play is for imagination and creativity. In play you can enjoy magical worlds of joy.

Children learn and develop their social and emotional skills through playing on their own, with other children and with adults.

Our Learning and Leisure Environments

Our Learning Environments are rich and natural in presentation and set up which facilitates children's engagement, curiosity, problem solving, independent exploration and appropriate risk taking.

Our learning Environments are:

- Welcoming.
- Vibrant and flexible.
- Responsive to children and their changing needs, interests, and abilities.
- Those that invite experiences, interactions, risk taking, discovery, connections to nature, conversations, play and collaboration.
- Those that have a sense of place and purpose for resources, materials, and experiences.
- Consistent and predictable.
- Well-resourced and well maintained.
- Interesting and engaging (absorbs children in complex, deep learning experiences).
- Those that contain open-ended, complex materials that can be used in a variety of ways for whatever purpose the child intends.
- Limitless and open to many possibilities for learning to occur.

Loose Parts Theory and Risky Play Approach

Loose parts are open-ended materials that do not have a specific purpose and can be used in a myriad of ways. They can be used on their own, or in combination with other parts. The elements can be designed and redesigned in endless ways, as children manifest their creativity through designing their own play.

Loose parts can be made of any material, natural, synthetic or a combination of the two. They can be natural

elements from a garden, such as twigs, leaves, sticks and stones. They can also be elements that are re-purposed such as cardboard boxes, milk bottle tops, lids, or plastic containers.

They can also be resources traditionally found in a learning environment such as wooden blocks, marbles, buckets, or craft materials such as pompoms, match sticks, and paddle pop sticks.

Some examples of loose parts are. sticks, stones, branches, leaves, tree slices, tree cookies, seed pods, pinecones, gumnuts, wooden offcuts, stumps and logs, gravel, sand, repurposed plastic materials such as yoghurt tubs, cans, bottle lids, bottles, large and small boxes of wood or cardboard, crates both of plastic and wooden, fabric, rope, string, tyres, and the list could go on.

Arrivals and Departures

Routines provide a context for learning to take place. Routines help children learn how their world is organised and what they need to do in order to interact successfully in their world. Routines will give each child a sense of continuity throughout the day as well as letting them know what to expect next.

Routines and transitions throughout the day can include but are not limited to: Arrival time, self-selected activities, meal breaks, rest time, packing away and farewell.

Sign In and Out Procedures

Wilston Kids Care are not able to authorise any family to sign children into the Service for the Before School Care session after 8:20am and sign children out of the Service for After School Care, before 3:20pm. The Federal Legislation outlines that the Service Operator (the Approved Provider) needs to ensure the Service provides “actual” care for the child when submitting our attendances to CCSS to approve. Once the attendances are approved and accepted by CCSS, the fee subsidy is therefore paid which offsets the full daily fee charged for that session.

Before School Care

- Children must be signed in by their parent/guardian/Hub Guest (over 18 years of age) for Before School Care before 8:20am. After this time, the children attending WKC will be in the process of getting ready to go to school and will be signed out at 8:30am (Year 1 – 6).
- If your child arrives at WKC after 8:20am, they will need to be marked as absent by our Office Administration. Please speak to the office staff if this occurs. All absences need to be marked on Xplor Home’ before the session starts (before 6:00am). Children must then be taken to their classroom and will not be in the care of Wilston Kids Care. Parents will need to stay with their child until class starts.

After School Care

- Children will be signed in from 3pm by WKC staff only. Under no circumstances are parents to sign children in to After School Care.
- Children will be unable to be signed out of WKC before 3:20pm. If you are picking your child up early (before 3:20pm), you will need to mark your child absent from WKC before 3pm.
- If you have marked your child absent, and your child has forgotten to meet you and is lined up to sign in with a WKC staff member, you can ask the child to leave the line, but please do not engage with the WKC staff member who are signing children in. For the safety of the children, we need staff to sign everyone in as soon as possible.

Inclusive Approach to School Aged Learning and Leisure

Our Service is committed to ensuring that all adults and children are treated equitably and with respect, regardless of their background, ethnicity, culture, language, beliefs, gender, age, socioeconomic status, level of ability, additional needs, family structure or lifestyle. We will always aim to promote inclusive practices and encourage participation of all children at the Service.

We acknowledge Aboriginal and Torres Strait people as the traditional and ongoing custodians of the land. We aim to embed genuine and meaningful indigenous cultural aspects into daily life at our Service. We aim to provide opportunities for children of all ages to explore and develop their own cultural competence and to connect with Australia's first people.

The intent of our approach is to meet and develop the strengths, abilities, needs and interests of all children within the Service regardless of race, gender, or differences in ability.

We define children with additional needs as children who, due to emotional, family, physical, behavioural, developmental, cognitive, communicative, or emotional factors, are at risk of not maximising their potential.

Additional needs encompass children who require support and assistance with daily life, whether formally diagnosed or not and whether a diagnosis is short or long term in nature.

Children have additional needs for a variety of reasons, including:

- Having a disability.
- Living in complex or vulnerable circumstances.

- Their cultural, linguistic, or family background.

The National Quality Standard states that children who require or will benefit from specific considerations or adaptations, in addition to children who have a disability include those who:

- Are Aboriginal or Torres Strait Islander.
- Are recent arrivals in Australia.
- Have culturally and linguistically diverse backgrounds.
- Live in isolated geographic locations.
- Are experiencing difficult family circumstances or stress.
- Are at risk of abuse or neglect.
- Have a medical or health condition.
- Demonstrate challenging behaviours.
- Are gifted or have special talents.
- Have other extra support needs.

Service Commitment to an Inclusive Environment

We are committed to:

- Acknowledging and respecting the rights of all children to be provided with and participate in a quality School Aged childhood education and care program.
- Creating an environment that supports, reflects, and promotes equitable and inclusive behaviours and practices.
- Creating a sense of belonging for all children, families, and staff, where diverse identities, backgrounds, experiences, skills, and interests are respected, valued, and given opportunities to be expressed/developed.
- Ensuring that Programs are reflective of, and responsive to, the values and cultural beliefs of families using the Service, and of those within the local community and broader society.
- Working to ensure children are not discriminated against based on background, ethnicity, culture, language, beliefs, gender, age, socioeconomic status, level of ability or additional needs, family structure or lifestyle.

- Providing all children with the opportunity to access the Educational Program.
- Recognising that all families are unique and that children learn in different ways and at different rates.

Supporting our Prep Children

It is important that we support and ease our precious prep children's transition into everyday school life. When Prep children start with Wilton Kids Care from the January of the year, they are starting school, we walk them to the Prep waiting area under A-Block before school and pick them up after school from their classroom, so they do not get overwhelmed.

We continue to do this until they are confident to find their way independently. It's important to teach Prep children to have a sense of agency and to be independent. Independence contributes to the development of self-esteem, identity, and wellbeing. Doing something for yourself produces a powerful sense of achievement and success. When children have opportunities to make choices, to attempt tasks for themselves, and to take on increasing responsibilities, their sense of themselves as competent members of society grows.

Prep children have a sense of 'agency' when they feel in control of things that happen around them. This is an important sense for children to develop. Too often as adults we treat children as though they are incapable of making decisions or holding valid opinions. If instead we listen to and respect children's words and ideas, we model collaboration and cooperation and show that we recognise children's capabilities.

These are skills we all need to support as they enter the school environment. Walking independently around the school grounds unsupervised is going to be an everyday occurrence for them.

All school children are under the duty of care of Wilston State School from 6.30am -8.30am. Wilston Kids Care will then escort the children to the Prep waiting area under A-Block. In the afternoon session, Prep children are collected from the classrooms in the first part of the year, then when they are ready to be more independent will transition to eventually come over to Wilston Kids Care on their own.

Wilton Kids Care Team

Our Service employs a range of experienced and diverse Educators whose knowledge, background, skillset, and qualifications create the winning formula to deliver high quality education and care in the context of an outside school hours care setting.

Our Educators show their respect for diversity by celebrating difference and uniqueness and by encouraging families to participate in our Program delivery. This in turn supports the children's self-identity and promotes an inclusive practice approach in our leisure and play based Service.

Our Educators are innovative and create a rich inclusive environment that strives to always implement the “best” practice approaches that are meaningful and authentic to the children. These approaches, support optimal outcomes for school aged children in our care.

Our Team Approach

All staff are remunerated in accordance with the P&C State Award and are given opportunities for professional development to continue to broaden their knowledge and professional growth.

Our Service values all staff equally in their different roles within our structure. Each team member forms a vital part of the Service that collectively aims to offer high quality education and care in the context of the Outside School Hours Care.

This policy will provide guidelines for engaging staff at the Service including:

- Employing sufficient numbers of Educators to meet legislative, policy and Service standards.
- Employing Educators with qualifications and experience that meet Regulatory, policy and Service standards.
- Providing appropriate supervision to staff and other adults at the Service.
- Complying with the National Law and Regulations relating to Working with Children Checks (Blue Cards/Positive Notices).

Staffing Arrangements

Our General Manager, Coordinator of Operations, Coordinators, Educational Leader, and Administration Officers are in place to fully support the Governance of the Service and set exceeding standards of education and care. Our Managers have a wealth of knowledge and experience that helps to provide overarching governance and sets the strategic vision for the Service with regards to mentoring and leadership of the Educators.

Under the National Quality Framework (NQF) approved childcare providers must have a responsible person present at all times a service is educating and caring for children. A responsible person is defined in the *Education and Care Services National Law Act 2010* as:

- The Approved Provider. If the approved provider is an individual, in other cases a person with management or control of the service.
- The Nominated Supervisor of the service.
- A Responsible Person who has been placed in day-to-day charge of the service in the absence of the

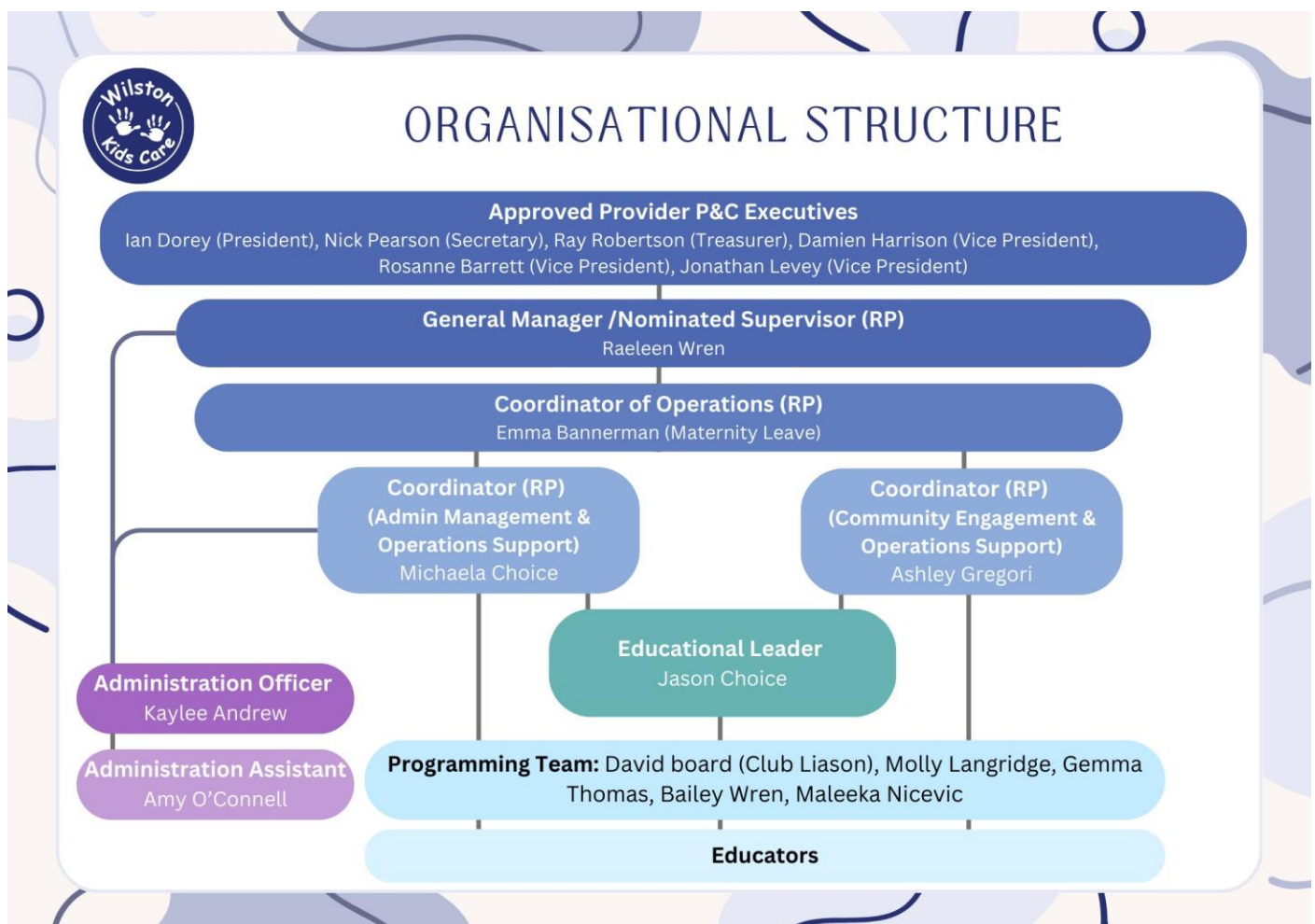
Nominated Supervisor.

Outside School Hours Care Recognised Qualifications

The Diploma and Advanced Diploma in Community Services (Children's Services or School age Care) or from 2nd-year qualifications or completed Degrees in Education (Early Childhood, Primary and Secondary) or Education, Social Science or Nursing related studies from a higher education institution, ensure staff are skilled and trained to educate and care for the school aged children in our care.

For more information regarding Qualifications for working with School Aged Children please refer to the ACECQA website - <https://www.acecqa.gov.au/qualifications/requirements/working-with-school-age-children>

Wilston Kids Care Organisation Chart



Wilston State School P&C Association Executives /Approved Provider of the Service

The Approved Provider is the governing management of the Service. Depending on if the service is not-for-profit or privately owned, the Approved Provider could be in the form of a Parent Management Committee, school P&C group, an individual person, or an organisational management structure.

Under the National Law and Regulations, the Approved Provider has certain responsibilities to meet regarding the management and operation of the service. Many of these responsibilities will be achieved through collaboration with the Nominated Supervisor (General Manager).

The Approved Provider is legally responsible for all compliance within the components of the National Law (Section) and National Regulations. They have overall management control of the OSHC business model.

Senior Leadership (Service & Business Management) - General Manager/Nominated Supervisor

Leads the day-to-day operations of the Service. A General Manager has been appointed as a Nominated Supervisor. The Nominated Supervisor is the authorised person responsible for the day-to-day management of an approved service. The Nominated Supervisor has a range of responsibilities under the National Law and National Regulation.

To contact the General Manager Raeleen Wren - wkc.generalmanager@wilstonpandc.org.au

Operations Leadership Team - Coordinators

The primary purpose of this position is to manage the day-to-day operational aspects of Outside School Hours Care session including the provision of high-quality childcare, management of supervision of staff, liaison with parents and ensuring compliance with licensing and Accreditation Standards.

The Coordinator of Operations and the Coordinators are responsible for ensuring the smooth running and transition of an OSHC session directing Educators and assisting them with Behaviour Support, Program Implementation, Delegation of tasks e.g., cleaning, evaluations and ensuring the wellbeing and safety of children within our care.

- To contact the Coordinator of Operations Emma Bannerman

emma.bannerman@wilstonpandc.org.au

- To contact the Coordinator - Ashley Gregori (Community Engagement and Operations Support)

coordinator.ashley@wilstonpandc.org.au

- To contact the Coordinator- Michaela Choice (Administration Management and Operations Support)

michaela.choice@wilstonpandc.org.au

Educational Leadership Team - Educational Leader and Education Support

The Educational Leader has an influential role in inspiring, motivating, affirming, and challenging or extending the practice and Pedagogy of Educators. It is a joint endeavour involving inquiry and reflection, which can significantly impact on the important work educators do with children and families.

Education Support helps our Educational Leader along with our Educator Mentors to organise and plan our Educational Program both Term Time and during Vacation Care.

To contact the Educational Leader- Jason Choice – educationalleader@wilstonpandc.org.au

Administration Team – Administration Officers

Our Administration Officer and administration Assistant provide the overarching administration support of Wilston Kids Care. They ensure optimum customer service is in place and that families are supported with their account, statements, and general Service enquiries.

Michaela Choice the Coordinator (Administration Management and Operations Support) provides oversight and higher-level support for all Wilston Kids Care administration matters.

To contact the Administration Officers Kaylee and Amy - wkc.admin@wilstonpandc.org.au

Educators

An Educator is responsible for the education and care of a specific group of children within an education and care service. They are responsible for supporting the class group and the Lead Educator in charge, to provide the education and care of children within the Service environment.

Service Policies and Procedures

To support our aim to continuously exceed the National Quality Standard (NQS), our Service has developed, in consultation with educators and families, a broad range of policies and procedures. These policies address an extensive range of topics and provide educators with the information and support to ensure that our children receive the highest quality education and care.

These policies have been created based on best practice approaches listed under the National Law and Regulations 2011 and the National Quality Standard. Information for our policies and procedures are sourced from recognised authorities (including government departments and health officials) and reviewed in consultation with Educators and Service families.

A copy of our Policies and Procedures Manual can be found in the foyer and we encourage you to speak to the Service Manager if you would like more information regarding our Service Policies and Procedures. Alternately, you can also access our Service policies and procedures on the parent computer located in our Parent Lounge.

Parents are advised when our Service policies and procedures are reviewed. This process is undertaken on an annual basis in consultation with our Educator's and Service Families.

We give our families a 14-day notice period of any changes made to policies and procedures via our Service Newsletter, emails, and Facebook Posts. All policy and procedural changes have been ratified by the Operations Manager in consultation with best practices recommendations from the School Aged Education Sector, our Educators and Service families, collated as part of the review.

We love it when families want to seek input into our service operations. If you are interested in participating in policy and procedure feedback, please contact our General Manager/Nominated Supervisor Raeleen Wren.

wkc.generalmanager@wilstonpandc.org.au

First Aid, CPR, Anaphylaxis and Asthma Management

Our staff team undertake a prescribed First Aid qualification as approved by ACECQA, which positively advocates all staff working at the Service are fully trained in First Aid Management.

This includes First Aid, CPR, Anaphylaxis and Asthma Management components, to ensure that staff are equipped to handle these situations should the need arise.

For more information regarding this, please refer to our Administration of First Aid Policy, Anaphylaxis Management Policy, and Asthma Management Policy.

Illness, Infectious Diseases and Sick Children

Our Service is committed to minimising the risk of infectious diseases within the Service. The information below outlines our policy surrounding infectious diseases.

As a provider for the group care of multiple young children, children who are unwell, infectious, or contagious, are not permitted to attend under our policy until they are given the “all clear” or they are fit and healthy to return.

If you send your child to the Service and they show signs of being unwell and we reasonably suspect they may be presenting with symptoms that are consistent with an infectious illness, we will contact you and request the child is taken home or collected.

We understand that parents have work, study, and family commitments, however, prompt collection by yourself or an authorised person must be assured, to help minimise the risk of impacting others in the Service.

For more information regarding this, please refer to our Immunisation and Disease Prevention Policy and Medical Conditions Policy.

Health and Hygiene Practices

It is imperative that strict hygiene practices are adhered to at all times within the Service environment. This is to ensure a safe and healthy place for our children, our educators, and our Service families.

Our Educators will teach and support the children to have age-appropriate hygiene standards, and this will work to prevent and reduce the spread of infectious diseases.

Our stringent hygiene practices are outlined in the Immunisation and Disease Prevention Policy and the Cleaning and Disinfecting Policy.

Child-Related Accidents, Incidents, Injuries or Trauma

Whilst all precautions are taken to best minimise the risk of accidents and injuries, unfortunately, this is unavoidable.

Our Educators are extremely committed to the safety of all children and ensure that supervision, providing a safe child environment and risk assessment and management are always central to all planning and decision making.

In order to support our commitment to safety and to minimise the occurrence and severity of child-related accidents and injuries, our Service has created policies and procedures which guide the decision making of Educators and families.

The main policies surrounding minimising the occurrence and severity of child-related accidents and injuries are:

- Incident, Injury, Trauma, and Illness Policy.
- Maintenance of Toys, Equipment and Building Facilities Policy.
- Risk Management and Assessment Policy.
- Safe Physical Environment Policy.
- Supervision Policy.
- Clothing and Footwear Policy.
- Administration of First Aid Policy.
- Water Safety Policy.
- Sun Safe Policy.
- Emergency Management Policy.

If your child is injured whilst at the Service, Educators will attend to the medical needs of the child first. If the injury or accident is minor, we will complete an Incident, Injury, Trauma, and Illness Record and advise parents of the injury, upon collection of their child. As a courtesy, parents may be advised by telephone of any concerning injury prior to collection.

If an injury occurs which is deemed a serious incident, accident or injury, parents will be contacted immediately and then the accident will be reported to the Department of Education and Training within 24 hours of the accident or injury occurring.

We will call an ambulance in an emergency and then advise the family immediately about what has occurred. A child will never be placed in an ambulance without an Educator or parent present with them.

Please note, any medical costs associated with injuries sustained at Wilson Kids Care are not the responsibility of the Wilston Kids Care or the Association. These costs must be covered by the parent/guardian independently. Any injury sustained on a state school premises cannot be lodged as a claim of compensation by parents/guardians.

For more information regarding this, please refer to our Incident, Injury, Trauma, and Illness Policy.

Administration of Medication

Should your child require prescribed medication e.g., antibiotics, creams, lotions, eye drops, or non-prescribed medication such as herbal or naturopathic remedies, parents are required to complete a Medication Form and directly hand this to your child's Educator.

Medication provided must comply with following guidelines:

- Medication must be in its original packaging and will only be administered from the original container.
- Medication has its original label that is readable.
- Child's name must be on the pharmacists' label for prescribed medications and for non-prescribed medications, either a pharmacist label or manufacturers label.
- Any instructions attached to the medication or related to the use of the medication must be provided.
- Any written instructions provided by the child's registered medical practitioner must be provided.
- Any person delivering a child to the Service must give the Medication, along with the completed Medication Form, directly to an Educator for appropriate storage upon arrival.
- Medication must not be left in the child's bag or locker.

Medication Forms can be obtained from our website <https://www.wilstonpandc.org.au/forms>.

For more information regarding this, please refer to our Administration of Medication Policy.

Nutrition, Food and Menu Management

We will ensure that children are provided with nutritious food that is adequate in quantity and that each child's individual dietary requirements, growth, and development needs and any specific cultural, religious or health requirements are considered.

Our Service Menu is on display, so you are aware what your child is being served every day. We are committed to providing a healthy diet for the children and staff attending our Service and believe it is our responsibility to help children to develop good food habits and attitudes by working in partnership with families to positively influence each child's health and good nutrition at the Service and in the home environment.

Our Service adheres to healthy eating principles in accordance with the Australian Nutrition Foundation and the National Food Authority. Given that children may spend long periods of time at school then at our Service, our staff

will role model healthy eating and encourage young children to make healthier food choices.

Our Menu is organised and prepared by our service Chef Lyndall Cunningham who has extensive experience and expertise with food preparation, cooking for large numbers of children, catering, and allergy management.

For more information regarding this, please refer to the Nutrition, Food, and Menu Management Policy.

Sun Safe Practices

As a Service we are committed to promoting sun protection strategies for children, families, staff, and visitors to minimise the harmful effects of overexposure to UV radiation and ensuring that Curriculum planning and intentional teaching will promote an awareness of sun protection and sun safe strategies as part of the everyday routine.

To assist the Service with our sun safe practices we ask that parents and guardians provide a named, wide brimmed hat for their child's use at the Service. During Vacation Care, dress your child in appropriate clothes (avoiding singlet tops and dresses) to ensure their safety and wellbeing.

Apply sunscreen to your child prior to dropping them off at the Service in the morning. Our Service has a sunscreen station outside the foyer for you to access sunscreen to apply to your child. Our Educators will ensure that sunscreen is re-applied to children prior to going outside again during the course of the day or in the afternoon during term time.

We will also ensure that children who do not have hats are engaged in activities in shaded areas of the playground. During the hot, summer months our Educators will minimise the time spent outdoors during peak UV periods.

For more information about our sun safe commitment, please refer to the Sun Safe Policy.

Clothing Requirements

During Vacation Care, please dress your child in suitable play clothes that wash easily.

When choosing clothes for your child to wear, please consider the following:

- Your child is growing in independence and therefore it is ideal for them to wear clothing that they can take off and put back on by themselves.
- Your child will be engaged in messy play at times and using materials such as paint, glue, sand, water and other 'messy play' products.
- Your child will be active in their play and will spend time running, climbing, jumping, and swinging.

- Your child will spend time both indoors and outdoors throughout the day.

Please label all your children's clothing and footwear.

For more information, please refer to the Clothing (Vacation Care) Policy.

Smoke Free Environment

Our Service promotes a professional and ethical responsibility to minimise the risk of children inhaling any residual smoke. Smoking is not permitted on or near Service premises.

To minimise the risk of children inhaling residual smoke, our employees (that are smokers) are required to wear another shirt over the uniform whilst smoking outside the workplace. Before returning to the workplace and before working with the children, they are also required to wash their hands.

For more information, please refer to the Smoke Free Environment Policy.

Emergency Management

Emergency management is the discipline of preventing and dealing with risks. It involves preparing for emergencies before they occur, responding to emergencies, as well as supporting and rebuilding after an emergency has occurred.

The Service has a policy detailing information relating to all types of emergencies, including fire, hold up, natural disasters, internal disasters, external disasters, bomb threat, arson, severe storms and flooding, pandemics and communicable diseases outbreaks, criminal and violent incidents, earthquakes, and emergency management.

The General Manager, Service Manager, Coordinators, and staff are aware of these procedures and equipped to handle situations should the need arise. Our rooms/areas have Emergency Evacuation Plans on display which detail the location of all the emergency exits. Parents are asked to familiarise themselves with these plans, to ensure that everyone is aware where to exit the building during an emergency evacuation or drill.

We also undertake quarterly emergency evacuation drills/lockdown drills and complete the required documentation in order to be prepared for an emergency evacuation. This documentation is checked on inspection by the Queensland Fire and Emergency Service.

As part of our fire safety measures, the Service must have records of all children currently in attendance at the Service. Therefore, it is so important to ensure that you sign in and out at the Sign-In/ Sign-Out Kiosk upon drop off and collection of your child.

For more information, please refer Emergency Management Policy.

Positive Behaviour Guidance and Supportive Relationships with Children

Positive behaviour guidance is about helping young children to learn and understand how to regulate their behaviour and how their actions can impact others in their learning environment.

Children face many challenges throughout their lives. Learning acceptable behaviours and being able to self-regulate their own behaviours in different social and emotional environments, or when interacting with their peers or adults, form the basis of guiding positive behaviour outcomes.

Our positive behaviour guidance approach is designed to ensure the best possible outcomes for children through positive behaviour guidance practices. Positive behaviour guidance informs and influences the direction of staff interactions with children, and ensures that children are treated with compassion, dignity and their uniqueness and individuality respected.

Educators work on supporting and assisting children to self-manage their behaviours in a positive and age-appropriate way depending on the age and developmental needs of the child.

Our policies and procedures describe how Educators will guide children's behaviour in a consistent and positive way, incorporates family input and considers such factors as the child's age, their individual needs, and the learning environment.

We encourage parents, guardians, and staff to work collaboratively, and your involvement and input is strongly encouraged. The Service respects every individual family's cultural opinion on behaviour guidance, and Educators are aware of these and work with you in an appropriate manner to encourage consistency between home and the Service.

Our Coordinator of Inclusive Learning supports our Operations and Educator Teams to manage children behaviour and work with children with additional needs or challenging behaviour in a respectful and inclusive manner. Using the latest and innovative inclusive approaches and techniques, our Coordinator of Inclusive Learning can meet with families and go through children's Wellbeing Plans or meet to discuss your child's progress.

For more information, please refer to the Positive Behaviour Guidance and Supportive Relationships with Children Policy.

Rest and Relaxation Opportunities for School Aged Children

Our Service is responsible for taking reasonable steps to ensure the rest and relaxation needs of children at the Service are met regarding the age of children, developmental stages, and individual needs.

During the term (Before and After School Care) and during Vacation Care, routines and environments are flexible to support children who do require a rest and relaxation to revive their bodies and minds.

Our Educators establish a flexible routine to help children with rest and relaxation opportunities being responsiveness to children's needs and adjusting the routine to allow flexibility when needed.

For more information, please refer to the Rest and Relaxation for School Aged Children Policy.

Child Protection

All Educators and staff at our Service take seriously their responsibility to protect children from any type of abuse and are aware of their roles and responsibilities regarding child protection.

While we understand there are legislative obligations we must follow, we believe it is also our responsibility as educators to ensure the safety and wellbeing of all children, and to provide the children at our Service with the opportunity to develop to their full potential free from any form of harm and abuse.

The Child Protection Policy outlines our commitment to the protection of young children and being mandatory reporters. It defines the responsibilities and obligations of the Service staff in protecting the safety and wellbeing of all young children in our care. It also enables staff to identify the indicators of a child who may need protection.

We are committed to providing an environment that fosters health, development, spirituality, self-respect, and dignity, that is free from violence and exploitation. Under the Child Protection Act 1999, children and young people have a right to be protected from harm or the risk of harm.

All educators and volunteers at our Service have a duty of care to report if they have reasonable grounds to suspect a child is at risk of experiencing harm and have current concerns about the safety, welfare, or wellbeing of a child.

For more information, please refer to the Child Protection Policy.

Workplace Health and Safety Commitment

Our Service is committed to providing a safe and secure environment at all times. Our Workplace, Health and Safety Policy is dedicated to achieving these aims and documents our procedure for ensuring a safe environment.

Our Service ensures that:

- All people who attend the premises of the Service, including employees, children, parents/guardians, students, volunteers, contractors, and visitors, are provided with a safe and healthy environment.
- All reasonable steps are taken by the Approved Provider, General Manager and Nominated Supervisor as

the employer of staff, to ensure the health, safety, and wellbeing of employees at the Service.

We are committed to complying with the Work Health and Safety Act 2011, Work Health and Safety Regulation 2011 and relevant Codes of Practice and other requirements to eliminate work-related injury and illness.

To achieve this commitment, our Service has established a clear and concise approach to ensure hazards are identified and risks assessed and controlled. This system aims to ensure continued improvement of overall management of health and safety at our Service.

We also have a team member who is the nominated Workplace Health and Safety Officer who works with the Service Manager to monitor and control all WPHS matters at the Service. We also work in conjunction with Wilston State School and comply with the Department of Education and Training WPHS requirements.

For more information, please refer to the Workplace Health and Safety Policy.

Acceptance and Refusal of Authorisation

We will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations, 2011.

Our Service requires written authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. The Acceptance and Refusal of Authorisation Policy outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal.

This policy outlines procedures to be followed when:

- Obtaining written authorisation from a parent/guardian or person authorised and named in the enrolment form.
- Refusing written authorisation from a parent/guardian or person authorised and named in the enrolment record.

For more information, please refer to the Acceptance and Refusal of Authorisation Policy.

Medical Conditions

Our Service is an inclusive community that aims to support and provide a safe environment for all children in our care.

Our Service is committed to a planned approach to the management of medical conditions to ensure the safety and well-being of everyone.

We ensure our educators and staff are equipped with the knowledge and skills to manage situations and to ensure all members of our learning community receive the highest level of care ensuring their needs are considered at all times.

This policy will provide guidelines to ensure that:

- Clear procedures exist to support the health, wellbeing and inclusion of all children enrolled at the Service.
- Practices support the enrolment of children and families with specific health care requirements.

The Medical Conditions Policy was developed for managing medical conditions that includes the below practices to be followed:

- The management of medical conditions.
- When parents are required to provide a medical management plan if an enrolled child has a specific health need, allergy, or relevant medical condition.

Staff members and volunteers must be informed about the practices to be followed if a child enrolled at the Service has a specific health care need, allergy, or other relevant medical condition.

For more information, please refer to the Medical Conditions Policy.

Determining a Responsible Person

The Determining Responsible Person Policy details that a responsible person must be physically present at the Service at all times and the details of the responsible person at any time must be displayed for educators, staff, and families.

A responsible person is defined in the Education and Care Services National Law Act 2013 as a:

- Nominated Supervisor of the Service.

The process for determining the responsible person will be clear to all educators and staff and followed at all times. Details of the person responsible are documented and displayed, for all users of the Service.

For more information, please refer to the Determining Responsible Person Policy.

Governance Arrangements

The Governance Policy has been established to ensure that our Service understands the legal responsibilities associated with operating a childcare Service and maintains appropriate governance arrangements that reflect the

legal status and authority to hold a provider and service approval.

We recognise the importance of having a framework of rules, relationships, systems, and processes within, and by which authority is exercised and controlled within the Service, by the:

- Approved Provider (P&C Executive - P&C President, Vice President/s, Secretary and Treasurer) - in full management and legal governance control of the Service.
- General Manager (Nominated Supervisor) - Appointed Representative of P&C Committee - in management control of the day-to-day operations of the Service - (Operational, Financial, Human Resources and Compliance).
- Service Manager (Nominated Supervisor) - Day to day (operational) management of the Service supporting the Educators, children, and families.

To ensure our Service has good governance we will:

- Conduct our affairs legally, ethically and with integrity at all times.
- Identify Service risks and legal obligations and manage these through our Service Policies and Procedures.
- Ensure that comprehensive systems are in place within the Service for fair, open, and transparent governance.

For more information, please refer to the Governance Policy.

Booking Management and Orientation

Our commitment is to ensure that each child's enrolment is completed as per our legal requirements. Additionally, we aim to ensure that each child and family receives an enrolment and orientation process that meets their needs, allowing the family and child to feel safe and secure with the level of care that we provide. Enrolment and orientation procedures form the foundation for strong relationships between families and the Service and promote a quality experience of education and care for children.

Good procedures include consistent information around Service operation and authorisations promoting compliance and a safe and secure environment for children and families. It is important that orientation programs are tailored to meet individual needs of the family and that we identify strategies both prior and during children's time at the Service that will enhance a child's and family's capacity to integrate into the Service and its activities and programs.

We use the Xplor Home platform (website and app) under the Xplor booking management system to enrol children,

log absences, change information. All permanent booking changes can be made by emailing wkc.admin@wilstonpandc.org.au.

For more information, please refer to the Booking Management and Orientation Policy.

Immunisation and Contagious Illness Prevention

This policy relates to the health and safety of children and staff by supporting their ongoing wellbeing which is our core focus and priority when dealing with infectious diseases and immunisation matters at the Service.

The Queensland Government has amended the Public Health Act 2005 to give approved School Aged childhood education and care services (ECEC services) the power to exercise discretion regarding enrolment and attendance of children who are not up to date with their immunisations.

These changes will help to:

- Better protect young and vulnerable Queenslanders from vaccine-preventable disease
- Give ECEC services the option to refuse, cancel or place a condition on enrolment or attendance of children whose immunisation status is not up to date and
- Legally protect approved ECEC services that make decisions about a child's enrolment or attendance based on the child's immunisation status.

For more information, please refer to the Immunisation and Disease Prevention Policy.

Code of Conduct (Employee)

The Code of Conduct (Employee) Policy has been established to ensure our staff, volunteers and students uphold the highest standards in ethical conduct in accordance with the below documents.

These documents are:

- The ECA Code of Ethics (2006).
- The United Nations Convention on the Rights of the Child (1989).
- Service Philosophy.
- Service Policies and Procedures.

Ethical conduct guides the behaviour and decisions within our Service and is founded in respect for, and the valuing

of children, families, educators and staff, and the extended learning community.

For more information, please refer to the Code of conduct (Employee) Policy.

Code of Conduct (Parents and Guardians)

The intent of the Code of Conduct (Parents and Guardians) Policy is to clarify the Services procedures and give guidance on the standard of behaviour expected by parents, visitors and volunteers associated with our Service and to uphold the community's confidence in the integrity and professionalism of the service delivery provided.

A high emphasis is placed on the Service's obligation to comply with all federal, state, and local government laws and regulations, as well as common law obligations, and all stakeholders are expected to also comply with these as well when dealing with any members associated with our Service.

The Code of Conduct (Parents and Guardians) Policy establishes a standard of conduct and behaviour to be followed by the parents and guardians at the Service. The Code of Conduct defines how individuals should behave towards each other, towards the children at the Service, staff, management, and individuals in the community.

Our Service believes the Code of Conduct (Parent and Guardians) Policy has been established in good faith to maintain and preserve good working relationships between families, staff, and management to ensure good quality outcomes occur for all stakeholders associated with the Service.

Transporting Children in a Bus

The Transporting Children in a Bus Policy outlines all procedures relating to transporting children safely on a bus. This includes the onboarding and the removal of all children safely ensuring every child is accounted for and are safe during transit on the bus. This policy includes procedures for risk assessment for transportation, authorisations for transportation, excursions involving the transportation of children and using a bus during and excursion.

For more information, please refer to the Transporting Children in a Bus Policy.

Safe Arrival and Departure Policy

The Safe Arrival and Departure Policy has been established to document the procedures for the safe arrival and departure of children at Wilston Kids Care. This policy ensures steps are in place to ensure a transparent approach to the safety and wellbeing of all children in our care. Information provided in this policy relates to the arrival and departure of children within the Wilston Kids Care setting.

It is the responsibility of staff and families to ensure the safe arrival and departure of children at the Service and the completion of statutory/legal documentation required as part of the Xplor Kiosk. Practical and safe approaches will

promote a smooth transition between home and the Service, ensure the completion of the required records and confirm children's attendance and/or absence from the Service. This ensures a child's arrival and departure from the Service occurs in a safe and secure manner.

The practices set out in this policy protect children and ensure each child is accounted for when under our care and ensure children are only released to parents and /or authorised persons noted on our Xplor system. This policy also includes information to support the requests of families noted on their individual enrolment forms.

Families where parents are separated and /or divorced cannot deny the other parent access to collect or drop off the child at the Service unless there is an approved court order in place.

This court order must be issued to the Service to place on our records so we can inform our Coordinators and staff who is authorised to collect and who is not.

Under the Education and Care Services National Regulations, an Approved Provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises (Regulation 168) and take reasonable steps to ensure those policies and procedures are followed (Regulation 170).

The Approved Provider must ensure a children's attendance record is kept that includes each child's name and the date and time they arrive and depart. It must be signed by the person who delivers or collects the child, a nominated supervisor or educator (Regulation 158).

Children are only permitted to leave the service premises if (Regulation 99):

- they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee.
- they leave in accordance with the written authorisation of the child's parent or authorised nominee.
- they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee.
- they are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.

For more information, please refer to the Safe Arrival and Departure Policy.

Rest and Relaxation for School Aged Children Policy

Children need a comfortable relaxing environment to enable their bodies and minds to rest and relax.

Our Service provides suitable environments that is well supervised to ensure children are safe, healthy, and secure when resting, relaxing whilst in our care.

The *Rest and Relaxation for School Children Policy* covers current health and safety advice from authorities relating to sleep and rest procedures and sleep equipment. Rest is defined as a period of inactivity, solitude, calmness, or tranquillity and can include a child being in a state of sleep or relaxation. Rest, relaxation, and sleep are essential to children's health and wellbeing. When children are rested, they can participate in activities more capably and are less likely to be involved in situations that may lead to injury.

Approved providers, nominated supervisors and FDC educators must take reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for by the service are met, having regard to the ages, development stages and individual needs of the children (regulation 84A).

The approved provider must also ensure there are policies and procedures in place for managing sleep and rest for children (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170). The Education and Care Services National Law requires that all children being educated and cared for at an approved service are adequately supervised (section 165).

From 1 October 2023 new legislative requirements will require sleep and rest policies and procedures to address the matters set out in regulation 84B:

Policies and procedures must address the matters set out below:

- how children will be protected from any risks identified in a risk assessment conducted under regulation 84C.
- how the sleep and rest needs of children are met, including how the ages, development stages and the sleep and rest needs of individual children are considered.
- how the health care needs of individual children are met.
- how requests from families about a child's sleep and rest and cultural preferences are considered.
- adequate supervision and monitoring during sleep and rest periods, including the method and frequency of checking the safety, health, and wellbeing of children during sleep and rest periods and the documentation of sleep and rest periods.
- how the sleep and rest practices are consistent with any current health guidelines on the best practices to adopt to ensure the safety of children during sleep and rest.
- the induction, training, and knowledge of staff at the service in relation to best practice for children's sleep and rest.
- the location and arrangement of sleep and rest areas at the service and how this meets children's sleep and rest needs.
- safety and suitability of cots, bedding and bedding equipment, having regard to the ages and developmental stages of children who will use them.
- the management of potential hazards in sleep and rest areas and on a child during sleep and rest periods.

- the management of physical safety and suitability of sleep and rest environments including temperature, lighting, and ventilation.
- communication of the sleep and rest policies and procedures to a parent.

National Law and Regulations

Regulation 81 (2) - Taking reasonable steps to ensure the rest needs of children at the Service are met regarding the age of children, developmental stages, and individual needs. Under the Education and Care Services National Regulations, an Approved Provider must ensure that policies and procedures are in place for managing sleep and rest for children (Regulation 168) and take reasonable steps to ensure those policies and procedures are followed (Regulation 170).

The Approved provider and Nominated Supervisor must take reasonable steps to ensure children's needs for sleep and rest are met, having regard to each child's age, developmental stages, and needs. Our Rest and Relation for School Children Policy on recognised and evidence-based principles is an important way of demonstrating that Wilston Kids Care is always taking reasonable steps to ensure children safety during rest and relaxation (or sleep).

Engagement and Communication Opportunities with our Families

Communication between the Service, the children and their families are extremely important to us and is a crucial part of the success of our Service community. Communication between our Service and your family occurs in a variety of ways, with the Service staff recognising the importance of keeping the lines of communication open and clear.

On top of the communication which occurs through our documentation process (visual diaries, and Playground digital documentation platform), we also communicate with families through other communication tools established at the Service, as well as through verbal discussions upon drop off and collection of children.

Some of our communication methods are:

- Email
- Facebook
- P&C Website - clicking onto the Wilston Kids Care button to visit the Wilston Kids Care Website
- Formal correspondence; letters or notices.
- Individual messages left for families via Xplor Home app messages.

- Visual diaries and displays.
- Wilston State School Newsletter

Sharing Information with our Families

We display important information that families need to know about how the Service functions and operates in our Parent Hub. This information is required to be available for families to review, under the National Law and Regulations and the National Quality Framework.

We provide information on:

- The Weekly Menu
- The Weekly Roster
- Staff names and qualifications
- Service Approval information
- Approved Provider Information
- Nominated Supervisor Information
- Information about the Service's WPHS Officer
- Information about the Service' Fire Warden
- Information about the Service's Educational Leader
- The Service's Fire and Evacuation Routes
- Evacuation Procedure
- Emergency Lockdown Procedure
- Family Grievance Procedure
- Anaphylaxis Information - about any children attending the Service who are Anaphylactic.
- National Quality Standard Assessment Rating

Parent Feedback Opportunities

We encourage parents to work in partnership with us and provide regular feedback or input into the Service's operations and the Educational Program. We use this information to continuously improve our service delivery to ensure we provide optimum education and care.

If you have any feedback or input you would like to make, please feel free to talk with our Management Team. Each year the Service distributes a Parent Survey to gather feedback and ideas for continuous improvement of the Service. We also provide a Service Suggestion Box where families can place feedback, ideas, and suggestions.

We use this information as a self-assessment tool to include identified improvements into the Service Quality Improvement Plan and into our overall Organisational Strategy.

Key Operational Functions of the Service

Birthdays and Celebrations

We recognise that celebrating birthdays and special occasions is important to young children and aim to have their name up on the Birthday board.

Students and Volunteers

Our Service encourages participation from local schools and Registered Training Organisations with direct supervised involvement of students in our programmed activities and as part of our Curriculum Framework.

Volunteers are also occasionally present at the Service and are closely supervised at all times. For more information, please refer to the Student and Volunteer Policy.

Children's Incursions and Excursions during Vacation Care

Our Service acknowledges the value of relevant excursions in allowing children to gain a greater insight of the society in which they live and learn from these experiences.

We will actively seek to minimise any risks associated with excursions and respond promptly and appropriately to any emergency whilst on an excursion. Educators will educate children and families regarding safe road (or other transport) and play practices.

The Service organises excursions and incursions during the Vacation Care period that contribute to the Educational Program. The cost of these events is paid for by families and included in the Vacation Care Program that is sent out

to families prior to Vacation Care so families can review and book.

The dates and times of these events can be found on the Wilston P&C website and will also be communicated to parents via e-mail, newsletters, and/or posters around the Service.

Our older children may, from time to time, go on excursions so that they can engage with the local community and expand on their learning experiences. All excursions are carefully planned and conducted in accordance with the Regulatory requirements including undertaking the necessary risk assessments and in accordance with the Service's policies.

For more information, please refer to the Excursion and Incursion Policy.

Digital (ICT) and Social Media

All internet and DVD usage at the Service is based on educational extension from an inspired, emerging, or interest-based learning experience that has occurred in a classroom. Educators then access learning tools such as the internet or an educational DVD to support, underpin and extend on their Educational Programs and Curriculum to support the children's learning opportunity.

To support our Curriculum, school aged children may engage in using software or computer-based activities to enhance their learning. These experiences are closely monitored by our educators and time limits enforced to ensure a well- rounded curriculum.

Photographs/film are taken of children daily, to be used for a variety of purposes, such as documenting the events of your child's day, for use in the Educational Program, to be incorporated into 'gifts' to be sent home for special occasions, for record keeping, and to be used for Newsletters, advertising and displays within the Service, on our website or Facebook page.

We respect and uphold all parents and guardians wishes with regards to consent for the use of photographs and require signed permission be given as to whether your child can participate in photographs, videos, website updates, social media updates or newsletters. This permission is sought as part of our Enrolment process and will always be respected.

For more information about our use of digital media, please refer to our Social Media Policy.

Court Orders

There is a section on our Enrolment Form which requests information about any custody issues in relation to your child. It is very important that the Service is kept informed of any changes to custody arrangements so that your child is only released to authorised adults.

The Service is required to have a copy of any legal documentation (e.g., Court Access Order, Custody Arrangements, etc.) to ensure that the Service only releases the child to the appropriate parent for collection.

If at any stage the Service is unsure about the arrangements in place for a child, the Service Manager will ask the adult to wait until the parent authorised to collect the child is contacted. If your situation changes, please let us know immediately in writing.

For more information on the delivery and collection of children, please refer to the Arrival and Departure Policy and Court Order Administration Policy.

Working in Partnership with our Families

Parents are important teachers and play the major role in their child's learning journey. It is when there is close cooperation and participation between parents and staff of the Service, that the needs of your child will be fully and adequately met.

The staff are always willing to discuss any concern, ideas, or suggestions that you may have regarding your child. We hope that you will take advantage of the many forms of information we provide to help you navigate your child through their education, leisure, and care journey with us.

Parents are welcome in the Service at all times, and we encourage parent participation which may occur in a variety of ways. We appreciate that time is at a premium for all parents, but any support that you can give the Service, benefits your child.

This may take the form of:

- Joining parent working groups.
- Offering suggestions, participating in fundraising, providing practical help, and participating in Service events.
- Sharing your creative talents such as other languages, sewing, cooking, interesting hobbies or musical talents, handicrafts, gardening etc. with the children.
- Service gardening and composting.
- Excursion helpers.
- Assist in fundraising and social events.
- Participating in our Annual Policy Review Process.

- Bringing recyclables from home like paper, collage materials and loose parts.
- Participating in our regular parent surveys.

Family Grievance Procedure

The partnership between families and educators is crucial to ensure the high-quality care and education of children. Communication between all parties helps to strengthen these partnerships. All family grievances or concerns will be taken seriously, and every effort will be made to resolve any concerns in a timely manner.

If you have a concern, please discuss this with the Coordinator on shift, or alternatively the Service Manager if you need further support or resolution.

For more formal or serious matters, please address these in writing to the Service Manager so that they have an opportunity to thoroughly investigate and resolve. In some instances, the Service Manager may seek advice and support from the General Manager and Approved Provider to help resolve the grievance.

All complaints will be kept confidential and treated in a respectful and professional manner. In return, we ask that parents afford the Service the same opportunity and respect by maintaining confidentiality about the matter whilst we thoroughly investigate and resolve.

For further information, please refer to our Family Grievance Policy.

For further enquiries you can contact the below staff members.

Centre Management - Day to Day Management Control of Wilston Kids Care

General Manager/Nominated Supervisor: Raeleen Wren — wkc.generalmanager@wilstonpandc.org.au

Coordinator Team

- To contact the Coordinator of Operations Emma Bannerman
emma.bannerman@wilstonpandc.org.au
- To contact the Coordinator - Ashley Gregori (Community Engagement and Operations Support)
coordinator.ashley@wilstonpandc.org.au
- To contact the Coordinator- Michaela Choice (Administration Management and Operations Support)

Approved Provider - P&C Executive - Full Management Control of Wilston Kids Care

- President: Ian Dorey – president@wilstonpandc.org.au

Department of Education, Training and Employment. School Aged Education and Care

A poster will be on display in your Service Foyer identifying the Regional Office to contact for further enquiries.

Regulation, Assessment and Service Quality

Early Childhood and Community Engagement, Dept of Education and Training

Address:

Early Childhood Education and Care Department of
Education and Training PO Box 15033

CITY EAST QLD 4002

Website:

www.qed.qld.gov.au/earlychildhood Email:
ecec@qed.qld.gov.au

Transitioning into our Service - What you will need to Know!

Transitioning a child into care can be an emotional time for both the child and their family. The Educators at our Service are well-equipped to assist your child settle into care as quickly and easily as possible.

To assist in this process, we encourage families to visit the Service and introduce your child to the Educators, other children, and the Service's environment. A good time to do this is during your orientation session/s.

Understanding your child's needs and providing an environment that accommodates this is important in your child's transition from home to care. Your child's educators will play a large part in this adjustment, and we ask you to communicate your child's needs and requirements so that we are best prepared to welcome your child to care.

Please speak to our Service Manager or Coordinators if you would like further assistance or have any concerns about settling your child into our Service.

What to Bring

Each day your child attends the Service, we ask that you provide the following in a named bag: a set of spare

clothes/underwear, a hat with a wide brim (no caps), and a drink bottle filled with water.

To get lost property back to its owner its import to name your child's hat, jumper, lunchbox, drink bottle and bag. It's our best way to get lost items returned to their owner.

On Arrival at the Service

- Sign your child "in" on the Kiosk located in the Parent Lounge.
- Encourage your child to wash their hands or use the hand sanitiser provided in the sign in/out area.
- Encourage your child to apply sunscreen if they have not had sunscreen applied before leaving home.
- Direct your child to the correct bag storage area (refer to signs at the office)
- Place your child's bag on the bag rack or hook.
- When necessary, complete a Medication Form, hand it directly to one of our Coordinators to store correctly in one of our locked medication storage boxes.
- Farewell your child before leaving.
- If you need assistance with separation, please ask one of our experienced educators for support.

Departure from the Service

- Talk with Educator's about your child's day.
- Collect your child's belongings.
- Sign your child "out" on the Kiosk located in Parent Lounge.
- Wash your child's hands or use the hand sanitiser provided in the Parent Lounge before leaving the Service.

Food Preparation, Delivery and Menu Planning at the Service

The Service has a responsibility to help children develop healthy food habits and attitudes. By working with families and Educators, we positively influence each child's health and good nutrition at home. We are committed to providing a healthy diet for the children our Service. Educators help children to develop good food habits and attitudes. We believe this contributes to the prevention of weight problems in children, allowing children to thrive physically, socially, and intellectually, and in turn contributes to prevention of nutrition-related chronic diseases.

Our Weekly Menu is based on the Australian Dietary Guidelines and the Australian Governments Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood. The Healthy Food and Drink Supply Strategy for Queensland Schools is based on the Australian Dietary Guidelines for Children and Adolescents (2003) and The Australian Guide to Healthy Eating (AGTHE).

We will:

- Role model and promote healthy eating and activity choices throughout the day to all children and families.
- Promote healthy eating and nutritional concepts to promote healthy, active habits in children from a young age.
- Support all our families in educating their children about healthy food choices by providing information about our daily menu and recipe ideas upon request.

The food prepared and served to the children attending Wilston Kids Care is nutritiously prepared from scratch by the Wilston State School Tuckshop team. During term time, we provide breakfast and Afternoon Tea and late snacks to the children. During Vacation Care, children are required to bring their Morning and Afternoon Tea and Wilston Kids Care provides lunch every day.

To ensure all children have access to drinking water we have provided a Hydration Station in place at the front of the Service near the undercover area to ensure clean drinking water is accessible at all times. We encourage all children to bring a drink bottle of water to the Service each visit. Educators support children to take regular fluid breaks and top up their water bottle where needed.

Thank You for Choosing our Service

Thank you for choosing our School Aged learning and leisure Service for your child to attend. We appreciate the opportunity you have given us to share in your child's journey at Wilston State School.

We look forward to having a long and rewarding relationship with you and your child as you both embark on this adventure.

FAMILY HANDBOOK REVIEW

FAMILY HANDBOOK REVIEWED	September 2020, November 2021, January 2022, October 2022, December 2023	NEXT REVIEW DATE	September 2021, October 2022, January 2023, December 2024
MODIFICATIONS	<p>January 2021</p> <ul style="list-style-type: none"> - Updated organisational structure. Reviewed Prep procedures. Removed old terminology regarding software and fee structure. - Update contact details and management team positions. - Reformatted and changed language to simplify some sections. <p>October 2022</p> <ul style="list-style-type: none"> - Updated fee structure. - Updated organisational structure. - Added information regarding the Transporting Children in a Bus Policy. <p>December 2023</p> <p>Reviewed whole handbook ready for 2024.</p> <p>Added section around next two week notice period for cancellations of Vacation Care</p> <p>Added latest information about Safe Arrival and Departure Policy and Rest and Relaxation for School Aged Children Policy.</p>		
VERSION CONTROL	<ul style="list-style-type: none"> - V1, V2, V3, V4, V5, V6 		
RATIFIED BY	<ul style="list-style-type: none"> - Raeleen Wren General Manager (On behalf of the P&C Association) 		
RELEASE DATE	<ul style="list-style-type: none"> - V3 released 10/12/2021, V4 released 17/01/2021, V5 released 26/10/2022m V6 Released 11/12/2023. 		