

Wilston Kids Care-WKC
Outside School Hours Care



FAMILY HANDBOOK

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Wilston State School
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WELCOME TO OUR SERVICE

We are delighted that you have chosen our service to be part of your child's play, leisure, and learning journey. We look forward to building a strong partnership with you and getting to know both you and your child throughout their primary school years. We trust that you will enjoy your Outside School Hours Care experience with us.

Our Family Handbook has been developed to provide you with clear and helpful information about all aspects of life within our Service community. This includes our organisational structure, service philosophy, operational practices, educational programs, and curriculum frameworks.

If you have any questions or are unsure about any aspect of the program or our service operations, please do not hesitate to speak with a member of our Management Team. We are always happy to help.

Acknowledgement to Country

At Wilston Kids Care, we deeply value the significance of embedding an Acknowledgment of Country into our daily practices. This acknowledgment is a respectful recognition of the Traditional Custodians of the land on which we work, play, and learn. It serves as a meaningful reminder of the enduring connection Aboriginal and Torres Strait Islander peoples have to Country, culture, and community.

We believe that fostering an understanding and appreciation of Indigenous perspectives is vital to creating a supportive and inclusive environment for all children and families. By incorporating Indigenous knowledge, stories, and practices into our programs, we aim to cultivate a sense of respect, connection, and belonging that reflects the rich history and diversity of our nation.

At our service, we are committed to providing children with opportunities to explore and celebrate Aboriginal and Torres Strait Islander cultures through educational experiences, storytelling, art, and community connections. These efforts not only enrich our curriculum but also help us contribute to reconciliation and a deeper understanding of Australia's shared history.

By embedding these practices, we hope to inspire children to develop lifelong respect for the First Nations peoples of Australia and their invaluable contributions to our society. Together, we can create a service community that honours the past, values the present, and looks forward to a shared future.

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.

Our Service Philosophy



GENERAL OPERATIONAL AND FEE RELATED INFORMATION

Wilston Kids Care (WKC) is located on the grounds of Wilston State School and is proudly operated by the Wilston State School Parents and Citizens Association. Being part of the Wilston State School community allows us to offer a welcoming, familiar, and enriching environment for primary school-aged children to play, learn, and build friendships.

Our service is proud to have achieved an Exceeding rating across all seven Quality Areas under the National Quality Framework, reflecting our strong commitment to providing high-quality care and experiences for children and families.

Wilston Kids Care is a proud Child Safe organisation committed to upholding the 10 Child Safe Standards and principles to ensure the safety, wellbeing, and protection of all children in our care. We have a zero-tolerance approach to child abuse and actively work to create a safe, inclusive, and supportive environment where children feel respected, listened to, and valued. Our policies, practices, and everyday interactions are designed to safeguard children from harm, promote their rights, and support their physical, emotional, and cultural wellbeing. We work in partnership with families, staff, and the broader community to continuously strengthen our child safe culture and ensure children feel safe, confident, and supported at all times.

Wilston Kids Care is independently operated by the Wilston State School Parents and Citizens Association, with the P&C President and Executive acting as the Approved Provider. The day-to-day operations of Wilston Kids Care are led by an experienced General Manager, who brings extensive knowledge and expertise in the early education and care sector. The General Manager is supported by a skilled and qualified Leadership Team to ensure the smooth running of the service and high-quality experiences for children. The General Manager also serves as the service's Nominated Supervisor, in accordance with the Education and Care Services National Law and Regulations.

Our program makes use of a range of approved buildings and facilities across the school grounds, providing children with access to varied spaces that support active play, creativity, and relaxation in a safe and familiar school setting.

Service Approval Information

Wilston Kids Care is currently licensed for:

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

Wilston Kids Care has fully leased access to a variety of spaces within Wilston State School, which are always available for our use during operational hours and sessions. Some of these areas are exclusively used by only WKC, serving as "home-based" spaces for our children to enjoy at all times. Other areas are shared with the school and are used by the school in school hours, and also used by WKC during operational session times, providing children with access to a range of engaging and safe learning and play environments when attending our service.

Our Service Approval (license) is determined by the amount of indoor space available per child, as well as educator-to-child ratios. In accordance with the Education and Care Services National Law and Regulations, we are required to

provide 3.25 m² of unencumbered indoor space per child indoors and 7 m² per child of outdoor spaces ensuring children have enough room to move, play, and learn safely and comfortably.

Childcare and OSHC Sector Child Safety Reforms – Effective 2026 and Beyond

To strengthen child safety and quality across all early childhood education and care services, significant regulatory reforms have been introduced at state and national levels. These reforms aim to embed safety in organisational culture, enhance accountability for conduct, and improve regulatory compliance. They reflect a shared commitment to ensure children’s safety, rights and wellbeing are paramount.

1. 10 Child Safe Standards (from 1 January 2026)

All early childhood education and care services in Queensland must comply with the **10 Child Safe Standards** starting **1 January 2026**. These standards require services to demonstrate a child-safe culture by implementing robust policies and practices that minimise risk of harm and promote child wellbeing. They apply to organisations that work with or provide spaces for children aged 17 years and under.

The Child Safe Standards focus on:

- Embedding child safety into governance, leadership and everyday practice.
- Ensuring children’s voices are heard and respected.
- Recruiting and supervising staff appropriately.
- Responding to concerns and protecting children from harm.

Services are encouraged to use the guidelines and self-assessment tools provided by the Queensland Family and Child Commission to support implementation.

2. Reportable Conduct Scheme (from 1 July 2026)

From 1 July 2026, early childhood education and care services must implement a Reportable Conduct Scheme under the Queensland Child Safe Organisations Act.

What this means:

- Organisations must respond to and investigate allegations of reportable conduct (e.g., child sexual offences, significant neglect, physical or emotional harm).
- Internal investigations must be conducted, and outcomes documented.
- Findings must be reported to the Queensland Family and Child Commission (QFCC) within required timeframes.
- The scheme creates greater transparency and oversight where concerns arise involving employees or volunteers.

This scheme ensures concerning behaviours are formally addressed and shared with regulators to prevent further harm.

3. National Quality Framework (NQF) Changes (from 1 January 2026)

As part of national reforms, the National Quality Standard (NQS) will be refined to strengthen the focus on child safety.

Key changes include:

- Quality Area 2 will explicitly focus on Child Safety and Protection, placing stronger expectations on identifying and responding to abuse and neglect.
- Quality Area 7 will reflect the operation of child safe services within governance and leadership.
- New national requirements for child protection training for all staff, volunteers and students.
- Clarification and strengthening of expectations around *inappropriate conduct* and regulatory responses.
- Regulatory authorities will have expanded powers to share information about prohibited persons and compliance matters.

4. Regulatory and Compliance Enhancements (from Early 2026)

Several legislative and regulatory changes are being introduced to support greater safety and compliance across the sector:

a. Penalties and Enforcement

- Maximum penalties under the National Law will be tripled and the range of infringement offences expanded to strengthen enforcement.

b. Working With Children Checks (WWCC)

- Educators and staff must hold a valid WWCC prior to commencing work.
- Approved providers must report any changes to WWCC status to regulators.
- National WWCC reforms aim for mutual recognition and real-time monitoring of criminal history information.

c. Paramount Consideration

- The safety, rights and best interests of children will be a paramount consideration in all decisions under the National Law.

d. Child Safety and Digital Devices

- Mandatory child safety and child protection training will be expanded.
- New expectations will apply to policies regarding digital devices (iPads, Watches, Smart glasses and mobile phones, photographing children and online safety).

e. National Early Childhood Educator Register

- A national register will be established to maintain workforce information, assisting regulators in monitoring educator qualifications and safety checks.

5. What This Means for Our Service

Our service is committed to full compliance with all regulatory reforms and to ensuring every child's safety and wellbeing. To meet these requirements, we will be updating:

- Policies and procedures (child safe standards, reportable conduct, digital safety).
- Recruitment and induction practices.
- Staff training and professional development plans, including child protection training.
- Incident reporting and record-keeping systems.
- Governance and oversight mechanisms.

We will communicate updates to staff and families as changes are implemented and provide training and resources to support understanding and compliance.

Operational Hours of Wilston Kids Care

The hours of operation of the Service currently are:

- Before School Care: 6.30am to 8.45am
- After School Care: 3.00pm to 6.00pm
- Vacation Care: 6.30am to 6.00pm

Closure of the Service - The service is closed on all public holidays, as well as during the Christmas and New Year period. Families are notified of the exact Christmas/New Year closure dates each year, as they may vary. No fees are charged to parents or guardians for these closure days, as the service covers the costs during this time.

Student Free Days – While the school is closed on Student Free Days, Wilston Kids Care remains open and operates a Vacation Care-style program for families in need of care. These days are charged at the standard Vacation Care daily rate, with an additional third-party fee for any incursions, program extra extras or excursions included.

Late Pick Up Fee – 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, per child. Our software program Xplor, charges a late fee from 6.00pm automatically.

Value for Money Services

At Wilston Kids Care, our priority is to provide the highest standards of education and care for all school-aged children enrolled in our service. We are committed to offering a fee structure that provides value for money while remaining competitive within the Outside School Hours Care sector.

To ensure the long-term sustainability of our service for the Wilston State School community, it is essential that we cover all operational costs associated with running a large, 26-place, high-quality education and care facility. Wilston Kids Care operates as a community **not-for-profit model**, with surplus funds including any federal subsidies paid direct to service, being reinvested back in to Wilston Kids Care, ensuring high quality program delivery occurs.

The portion of these funds also goes to the P&C Association to support and fund educational outcomes for children within our school community.

We are also committed to supporting families by providing information about available government subsidies to help offset the fees charged. Beyond this, we advocate alongside government stakeholders to ensure that every child has the right to access Outside School Hours Care, regardless of their family's financial circumstances.

Our **Fee Management Policy** outlines how fees are charged and collected at our service. Wilston Kids Care ensures that all fee management practices comply with the Education and Care Services National Regulations 2011 and the Family Assistance Law.

For more details, please refer to our Fee Management Policy.

Child Care Subsidy - Government Offset against the Fees Charged

Assistance to help you with the cost of child care.

To get Child Care Subsidy (CCS) you must:

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

Read the full conditions about [who can get it](#).

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 <https://www.servicesaustralia.gov.au/>

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](#).

Wilston Kids Care Fee Structure



FEE STRUCTURE
Effective from 5 January 2026

Attendance Fees				
	Prep		Grade 1-6	
	Permanent Booking	Casual Booking	Permanent Booking	Casual Booking
Before School Care 6:30am-8:30am	\$25.50	\$28.10	\$23.30	\$26.00
After School Care 3:00pm-6:00pm	\$34.10	\$39.00	\$33.00	\$37.20
Vacation Care 6:30am-6:00pm	The base rate is \$72.90, with an additional special event fee charged for incursion and excursion days. This varies based on third-party supplier pricing.			
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 per child. Our software Xplor charges a late fee from 6:00pm automatically.			
Outstanding Account	\$5.00 charge, per cycle, if payment is not made. Repeated failure after 2 charging cycles to make a weekly/fortnightly payment.			
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 that Xplor statements, detailing fee-for-service charges, are provided 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.

Booking Options

Permanent Booking (Before and After School Care – Term Time)

A permanent booking allows you to reserve the same days each week on a regular basis. This guarantees your child's position on those selected days every week. To make a permanent booking please email wkc.admin@wilstonpandc.org.au and our administration will action and confirm with you.

The permanent daily rate is also offered at a lower cost compared to our casual booking rate.

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

Casual bookings are subject to availability and can only be accommodated if there is an available spot at Wilston Kids Care. All casual bookings must be made through our Xplor Home app. Please note that casual bookings are charged at a higher daily rate compared to permanent bookings.

Vacation Care Booking (School Holidays)

Vacation Care bookings are subject to availability and are casually booked once the Vacation Care Program is released. All Vacation Care bookings must be made through our Xplor Home app. These days are charged at the standard Vacation Care daily rate, with an additional third-party fee for any incursions, program extras or excursions included.

Student Free Day Booking (Student Free Days)

Student Free Day bookings are subject to availability and are casually booked once the Student Free Day Program is released. All student Free Day bookings must be made through our Xplor Home app. These days are charged at the standard Student Free Day/Vacation Care daily rate, with an additional third-party fee for any incursions, program extras or excursions included.

Absences

If your child will be absent from Wilston Kids Care for any session, it is the parent's responsibility to mark the absence using the **Xplor Home App**. Permanent bookings will still incur charges for absent days in accordance with our policies and procedures. Notifying us of your child's absence is important so we can accurately record it and ensure your child's safety, as we will not be expecting them to attend that session. Casual bookings will be charged if the child has booked and is inside the cancellation period and has not attended. Casual bookings have a 24 hrs cancellation period.

For more information on absences please refer to: <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

Cessation of Care (ceasing care)

The Government does not pay Child Care Subsidy (CCS) for any absences that occur **before your child's first day of attendance** or **after their last day** at Wilston Kids Care. Full fees will apply for these days.

However, if you have an **approved reason**, CCS may be paid for absences that occur within the **first or last 7 days** of your child's enrolment. This includes their first or last day.

Approved reasons include any of these:

- any of the [additional absence reasons](#) on the Department of Education website
- your child's child care service has changed ownership
- your child's usual child care service is closed, and the child attends a different service under the same child care provider
- your child's enrolment ceased incorrectly
- you've experienced a family tragedy.

If you think your child's absence may qualify under these special circumstances, please speak with one of our friendly Administration Officers at Wilston Kids Care. To apply for these approved absences, you will need to provide the relevant supporting evidence.

If your child hasn't attended child care for 14 weeks in a row, both of the following will apply:

- your enrolment with the child care service will end
- we won't pay any absences after the last day your child physically attended care.

Read more about what happens [if we end your enrolment](#).

For more information please refer to: <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#a3>

Notice Periods and Cancellation Requirements (Terms and Conditions of Entry)

Please refer to the notice periods below, which vary depending on the type of enrolment you have booked. These notice periods are **conditions of entry** to the service and are **non-negotiable**.

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/Student Free Day 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, via email, 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 occurs. This enrolment type does not have a "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. These bookings can only occur subject to availability.

Vacation Care and Student Free Day

The Vacation Care/Student Free Day cancellation notice period is 14 days' notice in writing (via email) to: wkc.admin@wilstonpandc.org.au . There will be no exceptions to this Cancellation Policy, as it is an integral part of the terms and conditions of entry to Vacation Care. In the event that your child is unable to attend on any booked days due to illness/injury or other reasons, applicable fees will still apply and are non-negotiable.

This encompasses situations where children are absent due to illness/injury or choose not to attend their scheduled booking. If you are within the 14-day (2 weeks) timeframe, it is necessary to mark your child as absent on Xplor and you will incur charges for the day according to our standard fee structure. If the cancellation occurs outside the 14-day period, you retain the flexibility to cancel at any time.

This policy also extends to "accidental bookings," where customers change their minds within the 14-day notice period after making a booking and wish to have it removed. Should you inadvertently make an accidental booking, please contact us immediately. Waiting will result in charges, as it prevents other customers in need from accessing the spot. These terms and conditions of entry to Vacation Care are non-negotiable.

Over the Christmas/New Year Closure Period

During the Christmas and New Year closure period, we are unable to process any cancellations, as the service is closed for business. The notice period for booking cancellations will officially end on the last day of operation each year and will resume from the first day of service when we reopen for the new school year. We do not accept any booking cancellations during the period we are closed. Any emails sent during the closure period will be responded to when we return, with the notice period resuming from the first day of operation.

This policy reflects the advanced financial commitments we make on behalf of children and families, when booking incursions, excursions, activities, resources, and food for December and January, months in advance. These costs are already incurred and cannot be recovered, which is why the two-week notice period is required. As a community not-for-profit service, we must ensure that our costs are covered and cannot operate in a way that prevents us from recovering essential expenses.

Payment of Fees – Direct Debit (Condition of Entry)

Direct Debit provides parents with a convenient and hassle-free way to pay fees, while helping Wilston Kids Care manage outstanding payments and cover operational costs on a weekly basis. This allows us to reinvest more into the service to provide high-quality experiences and resources for the children.

Wilston Kids Care debits accounts on a weekly basis. 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 Accounts. 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 before commencement of Enrolment and can be 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. Enrolment cannot occur at Wilston Kids Care without this being set up ready to direct debit on your child's fees on the first week.

<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 pay for this type of charge. Wilston Kids care also 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.

Please note that, effective 1 July 2023, in accordance with amendments to Section 201B (1) of the **A New Tax System (Family Assistance) (Administration) Act 1999** (“the Administration Act”), families using child care are required to pay their Child Care Subsidy (CCS) gap fees via Electronic Funds Transfer - EFT. Cash payments will no longer be accepted.

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 via Centrelink. These are terms and conditions of entry, with fees being paid each week.

Families are responsible for paying the full fees owed to Wilston Kids Care, regardless of the circumstances. Any Child Care Subsidy (CCS) arrangement with Services Australia (Centrelink) is separate from the fees charged by the service. Credits for fees already paid will be applied in accordance with the **Australian Government’s Child Care Service Handbook**. Failure to make regular payments may result in the **termination of your child’s 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 suspension and or a termination of your booking. An account statement of the fees charged will be issued to families on a weekly basis via email from Xplor direct to the primary account holder’s email address. Our statements are issued every Tuesday to ensure CCS from the previous week has applied to your account offsetting the fees charged from the previous week.

Wilston Kids Care implements 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 or any excludes periods when the Service is closed like Christmas/Mew Year closure.
- 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.servicesaustralia.gov.au/child-care-subsidy>
- 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’s Administration Officer to process.
- If your child does not attend during your cessation of care when leaving the Service, please be aware that the Government will not pay CCS, therefore full fees, will be charged on your final account. This is a requirement under the Family Assistance Law. <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

- 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. Wilston Kids Care is not responsible for any fees associated with your account.
- Amex cards are not accepted at Wilston Kids Care.

DEBT MANAGEMENT

Wilston Kids Care is committed to working closely with our family community to support regular fee payments for services. We understand that life's challenges can sometimes make this difficult, and we are here to assist families as much as possible.

It is essential, however, that payments are made on time to ensure the service's cash flow can cover staff wages and operational costs required for the care and education of school-aged children. Failure to make payments may result in a temporary suspension of your child's booking until the balance is paid in full, or in cases of continued non-payment, would result in termination of your child's enrolment.

If the administration team has consistently offered support and flexibility in managing outstanding debts, and payments are still not made, the General Manager reserves the right to terminate the child's enrolment. Any unpaid fees will be referred to a debt collection agency, and all recovery costs will be the responsibility of the account holder. Families will not be permitted to re-enrol with Wilston Kids Care unless the outstanding balance is resolved, and any future enrolment will be subject to the General Manager's discretion.

A **\$5.00 weekly debt fee** will be applied if payments are not made. Following up on unpaid fees takes considerable time for our administration staff, so prompt payment helps us focus on providing the best care and experiences for your children.

In cases where a debt remains unpaid after a child leaves the service, including following a Vacation Care period, the debt will be pursued by a third-party collection agency. Families will be unable to access the service again until the debt is settled.

Some of the debt recovery agencies we use:

- <https://activedebtrecovery.com.au/>
- <https://www.nexuscollect.com.au/>

If a family requests to re-enrol at the service after their enrolment was previously terminated due to an unpaid debt, the **General Manager/Nominated Supervisor** may, at their discretion, allow the family to return once the outstanding debt is fully paid. This will be on the condition that appropriate arrangements are put in place to ensure weekly payments are made consistently moving forward. The General Manager may also determine that ongoing enrolment is contingent upon adherence to these payment arrangements.

Hardship Circumstances

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](#).

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 or children enrolled at and attending **Wilston State School**. As a service operated by the P&C, our primary focus during term time is supporting the students at Wilston State School.

Vacation Care

Children enrolled at **Wilston State School** are given the highest priority for enrolment in **Vacation Care**. Enrolment requests from children outside the school catchment will only be considered based on availability and whether we can accommodate the request, due to the high number of bookings during these periods. Students from other schools (public or private) are most welcome to enrol at Wilston Kids Care during the school, holiday period.

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 link below.

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

Changes to bookings cannot be made immediately. We require **7 days** to process requests due to the high number of families we manage each week and to ensure that there is sufficient space for the requested change, such as when changing days.

Please note that **permanent booking requests** can only be made using this form. The **Xplor Home App** is only to be used for marking absences and booking casual days. Requests are recorded in sequential order and will be dated on the day they are submitted 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 legally pursue. All costs associated with the debt recovery will be incurred and paid for by the account holder.

This process is for families who are **permanently leaving the service** and do not plan to re-enrol. It helps us ensure a smooth transition for your child and allows us to manage enrolments effectively for all families.

Changes to Contact Details

Please notify the office immediately via email of any changes to your address, phone numbers (home or work), emergency contacts, authorised persons to collect your child, or immunisation details. Keeping this information up to date is crucial for ensuring we can reach you promptly in the event of an accident, illness, or any situation affecting your child's attendance at our Service. It is the parent's responsibility to inform the Service of any changes in family circumstances or the onset of any long-term illness in your child.

Enrolment Rollover Process each Calendar Year

Each year in September, Wilston Kids Care conducts the **Rollover Enrolment Process**, where all current enrolments are automatically rolled over to the following year with the same bookings as the previous year. This ensures that all current families retain their place based on their existing booking. Families who wish to make changes are given the opportunity to do so, subject to availability.

A detailed written procedure outlining the rollover and enrolment process is emailed to families each year. This includes instructions for both **existing families** and **new families** seeking enrolment in the service or wanting to change their booked days for the next calendar year.

Wilston Kids Care also communicates with the school community when applications for the next calendar year, expression of interest is open. Please note that **new enrolments for future years cannot be accepted** without prior notification and communication from the service.

For step-by-step instructions on the Rollover and Enrolment process, please refer to our **FAQ (linked below)** or the email communication sent out each September.

<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 to 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 from a non-English speaking background.
- Children in socially isolated families.
- Children of single parents.
- Families already attending Wilston Kids Care.

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)

Regulatory authorities oversee the **National Quality Framework (NQF)** in each Australian state and territory, typically through the education department or a designated government agency. They play a key role in supporting high-quality education and care for children.

In Queensland, the **Department of Education — Early Childhood Education and Care (ECEC)** is responsible for monitoring, compliance, assessment and rating of education and care services, including Outside School Hours Care (OSHC), in accordance with the NQF and the **National Quality Standard (NQS)**.

Regulatory authorities are usually the first point of contact for service providers about regulatory matters. Their responsibilities include:

- Granting approvals, including provider approval and service approval.
- Assessing and rating services against the National Quality Standard.
- Promoting continuous quality improvement and supporting the early childhood and care sector.
- Providing guidance to services and the community about how the NQF works.
- Using compliance and quality assurance tools, such as compliance notices, to support service improvement where needed.

You can contact your regulatory authority for enquiries including:

- Submitting application and notification forms
- Provider and service applications and approvals
- Temporary exemptions or waivers
- Assessment and rating information
- Compliance matters
- State-specific transition and savings provisions

Wilston Kids Care maintains a record of any compliance matters raised by the Department of Education — Early Childhood Education and Care (ECEC). This record is available for families to review in the service office upon request.

For more information or to contact your regulatory authority, visit the **Australian Children’s Education & Care Quality Authority (ACECQA)** website: <https://www.acecqa.gov.au/help/contact-your-regulatory-authority>

National Quality Framework (NQF)

The National Quality Framework (NQF) – What It Means for Your Child

The National Quality Framework (NQF) ensures that children attending outside school hours care and other early education and care services receive a high standard of consistent, quality care and learning. The NQF is a national system for the regulation, assessment and quality improvement of early education and care services across Australia.

The NQF applies to the following types of services:

- Long Day Care
- Family Day Care
- Preschool and Kindergarten
- Outside School Hours Care (OSHC)

What the NQF Includes

The National Quality Framework is made up of several key components:

- **A National Legislative Framework**
This provides a consistent approach to the regulation of education and care services across all states and territories in Australia.
- **The National Quality Standard (NQS)**
The NQS sets a national benchmark for quality in early education and care, focusing on key learning and developmental outcomes for children.
- **National Quality Rating and Assessment**
All services are assessed and rated against the NQS under a national quality rating process, helping families understand the quality of services in their community.

Who Oversees the NQF

The Australian Children's Education & Care Quality Authority (ACECQA) is the national body responsible for guiding the implementation of the NQF in partnership with regulatory authorities in each state and territory. ACECQA works with state and territory agencies to support continuous improvement in education and care services and to ensure consistent regulation nationwide.

What This Means for Your School-Aged Child

Research shows that quality education and care for school-aged children supports better outcomes in health, learning, and wellbeing throughout life. The primary school years are an important time for building self-esteem, resilience, social skills, healthy development, and a love of learning.

The NQF supports this by introducing higher quality standards and regulatory requirements for services, including Outside School Hours Care. This means you can be confident your child is cared for in a safe, nurturing, and supportive environment that promotes their development.

Benefits for Children and Families Under the NQF

Families and children benefit from the NQF in many ways, including:

- Improved educator-to-child ratios, meaning more individual attention and support for each child.
- Educators with higher levels of training and qualifications who are better equipped to support children's learning and wellbeing.
- A national quality rating system that helps families compare and choose education and care services with confidence.

Assessment and Rating (A&R)

All services approved under the Education and Care Services National Law are regularly assessed and rated by their state or territory regulatory authority. During this process, services are evaluated against the seven Quality Areas of the National Quality Standard (NQS) and are given an overall quality rating based on these results.

The possible ratings are:

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

Wilston Kids Care is proudly **rated Exceeding in all seven Quality Areas**, which is the highest possible rating under the National Quality Standard system.

Services are required to display their quality ratings at the service, and ratings are also published on the national registers and on the StartingBlocks.gov.au and MyChild.gov.au websites. These published ratings promote transparency and accountability and help families assess the quality of education and care services in their community.

The Assessment and Rating process is designed to be collaborative, providing services with opportunities to discuss how they are meeting the NQS and how they support positive learning and developmental outcomes for children.

Wilston Kids Care is proud of our Exceeding rating in all seven quality areas, reflecting our ongoing commitment to high-quality education and care for every child.

Quality Improvement Plan (QIP)

Under the Education and Care Services National Regulations, all approved education and care services must maintain a **Quality Improvement Plan (QIP)**. The purpose of the QIP is to support services in reflecting on their performance, identifying strengths, and planning for continuous improvement in the quality of education and care provided.

At Wilston Kids Care, our QIP is an important part of how we monitor, evaluate, and enhance our programs, practices, and outcomes for children. It supports our ongoing commitment to excellence and aligns with our Exceeding rating under the National Quality Standard (NQS). Our QIP is available on request, and families are welcome to discuss it with us at any time.

What a QIP Includes

A Quality Improvement Plan must:

- Assess the service's programs and practices against the NQS and the Education and Care Services National Regulations.
- Identify areas for improvement and plans to enhance educational outcomes and service quality.
- Include a statement outlining the service's philosophy.
- Document and celebrate the strengths and achievements of the service.
- Document any actions for continuous improvements.

Exceeding Themes

In addition to meeting the National Quality Standard, services can be rated as Exceeding by demonstrating quality that goes beyond standard requirements. The Exceeding rating reflects a high level of intentionality, responsiveness, and sustained quality practices. Exceeding ratings are assessed through specific Exceeding Themes, including:

- **Practice is embedded in service operations** — quality practice is integral to everyday routines, decisions, and planning.
- **Children’s learning and wellbeing outcomes are enhanced** — there is clear evidence of positive impact on children’s development and experiences.
- **Practice is informed by critical reflection and expertise** — educators use reflective practice and professional knowledge to improve experiences and outcomes.

Wilston Kids Care is proud to be rated **Exceeding** in all seven Quality Areas, demonstrating our commitment to high-quality, intentional, and continuously improving practices that support every child’s learning and wellbeing.

Updating and Accessing Our QIP

Our QIP is:

- **Reviewed and updated at least annually** to reflect current practices, improvements, and goals. In fact, at Wilston Kids Care we update this document regularly to show evidence of our practice and continuous improvement.
- **Available on request** to regulatory authorities and to families of children enrolled or seeking to enrol at Wilston Kids Care.

The QIP supports transparent continuous improvement and ensures we remain accountable to families and the community while delivering education and care that reflects best practice.

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

Our MTOP Curriculum Framework

In 2010, the Council of Australian Governments (COAG) developed Australia’s first national School Age Care Framework, known as My Time, Our Place (MTOP). The Framework aims to ensure that school-aged children have access to high-quality, engaging, and developmentally rich programs in their outside school hours care settings.

The MTOP provides a guide for educators to support and scaffold children’s learning and development through play-based and intentional learning experiences. It promotes strong partnerships with families to develop programs that are responsive to children’s ideas, interests, strengths, and abilities.

Belonging, Being, and Becoming

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

- **Belonging** – Children develop a sense of belonging through the relationships they have with family, peers, community, culture, and place. Belonging forms the foundation for living a fulfilling life.

- **Being** – Childhood is a time to live in the present. Children need time to play, explore, experiment, and enjoy themselves.
- **Becoming** – Children develop knowledge, skills, and a sense of identity that shapes the adults they will become. School-aged experiences contribute significantly to this ongoing learning and growth.

Learning Outcomes

The MTOP Framework identifies **five key learning outcomes** that guide curriculum development:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

How Wilston Kids Care Uses MTOP

Educators at Wilston Kids Care use the MTOP Framework to inform their programming and documentation, in alignment with the service’s play-based, emergent curriculum and overall Service Philosophy. MTOP works in synergy with the National Quality Framework (NQF) and the National Quality Standard (NQS) to guide learning, practice, and decision-making, ensuring high-quality outcomes for every child in our care.

To promote **Belonging, Being, and Becoming**, our educators:

- Encourage children’s interests and emerging ideas.
- Support children to construct their own identities and understanding of the world.
- Place children’s learning at the core of all planning, reflecting principles, practices, and outcomes fundamental to school-aged pedagogy.

For more information about the MTOP Framework, please refer to the official guide: [MTOP Curriculum V2.0](#).

Our Educational Program

At Wilston Kids Care, we know that children thrive and learn best when their interests, strengths, and ideas are recognised and incorporated into their learning experiences. To support this, our educators implement an Inquiry-Based, Emergent Style Curriculum as part of our Educational Program.

An Inquiry-Based, Emergent Curriculum is a flexible and responsive approach to planning that grows from the children’s current interests and curiosity. Educators closely observe children and use their knowledge of each child or group to identify what sparks engagement and learning at any given time.

This play-based, child-directed curriculum can include both individual and group experiences and integrates intentional teaching to extend learning opportunities. Its open and exploratory nature encourages creativity and flexibility from educators, while providing children with stimulating, engaging, and meaningful learning experiences that maximise outcomes.

The responsive nature of an Emergent Curriculum relies on educators having a deep understanding of, and strong connections with, the children in their care. This enables educators to plan activities and experiences that are tailored to children's interests, strengths, and developmental needs, ensuring each child is supported to thrive.

Digital Documentation

At Wilston Kids Care, all children's learning stories, observations, progress, and developmental outcomes are carefully documented using our digital platform, Xplor Playground. This system allows educators to capture each child's experiences, interests, achievements, and milestones in a structured and accessible way, supporting high-quality programming and informed planning.

Families can access this information anytime through the **Xplor Home App**, providing real-time insights into their child's learning and development. This digital platform promotes strong communication and partnership between educators and families, enabling parents to celebrate achievements, track progress, and engage in their child's learning journey.

Documentation on Xplor also supports compliance with the National Quality Framework (NQF), including **the** National Quality Standard (NQS) and My Time, Our Place (MTO) Framework, by providing evidence of learning outcomes, intentional teaching, and curriculum implementation.

Learning Through Play (Theory)

Research shows that learning through play is one of the most effective ways for children to develop across all areas of growth. At Wilston Kids Care, play is considered children's work, language, and relaxation, and is essential for their social, emotional, physical, and cognitive development.

In an Outside School Hours Care (OSHC) setting, play allows children to explore their interests, develop independence, build relationships, and make sense of the world around them. It also provides opportunities for creativity, problem-solving, and collaboration, while supporting children's wellbeing and resilience.

Through play, children learn about themselves, their peers, their environment, and the broader community in a safe and supportive setting. Educators at Wilston Kids Care intentionally observe, extend, and document children's play experiences to maximise learning outcomes while respecting each child's ideas and curiosity.

For further information, please refer to the ACECQA blog on [Learning Through Play and Leisure](#)

The Importance of Play in Outside School Hours Care?

At Wilston Kids Care, we recognise that play is children's language, their work, and their relaxation. Play is essential for healthy development and belongs to children of all ages and abilities. In our service, children decide what to play and how to play, giving them freedom to explore, imagine, and enjoy.

Play can take many forms: it may involve pretending, learning a new skill, dressing up, being active, or enjoying quiet time. Children may play alone or with others, and adults are encouraged to join in only when invited. While children

lead the play, safety rules are always in place to protect everyone. In today's busy world, it is vital to ensure children have dedicated time for play, even outside school hours.

Benefits of Play in OSHC

Play supports children in many ways, including:

- Building self-confidence and self-esteem
- Developing problem-solving skills
- Fostering social relationships
- Learning social etiquette, including cooperation, negotiation, taking turns, and following rules
- Encouraging children to think, plan, and be patient
- Helping children make sense of the world around them
- Stimulating imagination and creativity
- Developing fine and gross motor skills
- Supporting language development through interaction with others
- Building foundations for school-aged literacy and numeracy
- Providing opportunities for children to organise and control their environment
- Strengthening bonds between children and adults
- Laying the foundation for success at school

The educators at Wilston Kids Care are committed to providing a safe, supportive, and engaging environment where children can explore, experiment, and learn through free and guided play.

For more information, please refer to the ACECQA guide: [Responding to Children's Play](#).

Developing Children's Social and Emotional Skills Through Play in OSHC

At Wilston Kids Care, we recognise that play is a powerful way for children to express their feelings, even before they have the words to describe them. In play, children are in charge of their choices, which helps them develop self-regulation and emotional management. When children create, build, or problem-solve in their play, they gain confidence, resilience, and a sense of achievement.

Play also teaches children about relationships and social interactions. Through play, they learn to cooperate, lead, follow, negotiate, and care for others. It provides opportunities to practice patience, planning, and problem-solving, and to learn how to recover from mistakes in a safe and supportive environment.

Both indoor and outdoor play help children to reduce stress, regulate emotions, and feel secure, while also promoting physical, social, and emotional wellbeing. Play allows children to make sense of their world, explore creativity and imagination, and experiment with ideas about being future parents, workers, and community members.

Children at Wilston Kids Care develop social and emotional skills through a mix of independent play, collaborative play with peers, and interactions with educators, ensuring they build the confidence and skills needed for life both inside and outside the school setting.

Our Learning and Leisure Environments

At Wilston Kids Care, our learning environments are designed to be rich, natural, and engaging, supporting children's curiosity, problem-solving, independent exploration, and appropriate risk-taking. Our spaces are intentionally set up to inspire learning and play, while allowing children to explore their interests, build skills, and connect with others.

As part of our site use agreement and service approval licence, we co-share some school facilities with Wilston State School. During our operational hours, these areas are fully leased for the exclusive use of Wilston Kids Care.

Our learning environments are designed to be:

- **Welcoming** – children feel safe, included, and part of the community
- **Flexible** – able to be adapted to different activities, group sizes, and children's changing needs
- **Responsive** – reflecting children's interests, strengths, and abilities
- **Inviting** – encouraging experiences, interactions, discovery, risk-taking, play, collaboration, and connection to nature
- **Purposeful** – with clear areas for resources, materials, and experiences
- **Consistent and predictable** – providing structure that supports children's confidence and security
- **Well-resourced and well-maintained** – ensuring quality materials and safe spaces for learning
- **Engaging and stimulating** – capturing children's attention and supporting complex, deep learning experiences
- **Open-ended** – providing limitless possibilities for exploration, creativity, and discovery

These thoughtfully designed environments allow children in our OSHC programs to engage fully in play, learning, and social interaction, ensuring that every child has the opportunity to thrive both individually and as part of the group.

Loose Parts Theory and Risky Play Approach

At Wilston Kids Care, we are proud to offer a fantastic Loose Parts Play Program, giving children access to a wide range of open-ended materials used as part of our activity set ups. Loose parts are materials without a specific purpose, allowing children to use them in countless ways to explore, create, and problem-solve. Children can use these items individually or combine them with other materials, designing and redesigning as their creativity and imagination flourish.

Loose parts can be made from natural, synthetic, or repurposed materials. Natural elements might include twigs, leaves, sticks, stones, pinecones, seed pods, or tree slices, while repurposed items could include cardboard boxes, yoghurt tubs, bottle lids, or plastic containers. They can also include traditional learning and play resources, such as wooden blocks, marbles, buckets, craft materials, pompoms, matchsticks, and paddle pop sticks.

Some examples of loose parts available at Wilston Kids Care include:

- Natural elements: sticks, stones, branches, leaves, tree slices, seed pods, pinecones, gumnuts, stumps, logs, gravel, sand
- Repurposed materials: cardboard boxes, plastic crates, bottles, lids, cans, fabric, rope, string, tyres

- Traditional play materials: wooden offcuts, blocks, marbles, craft items, and more

By engaging with loose parts, children develop problem-solving skills, creativity, collaboration, and independent thinking, all while exploring the world around them in an open-ended, meaningful way. Loose parts play encourages children to experiment, invent, and take risks safely, supporting the development of critical thinking, resilience, and confidence.

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

At Wilston Kids Care, families are not permitted to sign children into Before School Care after 8:20 am, or sign children out of After School Care before 3:20 pm, unless discretionary approval is granted by the Responsible Person/Coordinator/ General Manager.

To comply with Federal legislation, which requires the Service Operator (the Approved Provider) to ensure that the Service provides **actual care** for each child when submitting attendance records to the **Child Care Subsidy System (CCS)**. Attendance records are used to calculate and approve government subsidies, which offset the full daily fee charged for that session. Any adjustments outside standard session times must be approved to ensure compliance with these requirements.

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 into 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.

It is the responsibility of parents and guardians to notify Wilston Kids Care if their child will be absent from an After School Care session.

We understand parents may forget from time to time as life can be very busy and fast paced. However, if a parent fails to report an absence after the third occasion each calendar year, a \$25.00 Failure to Notify Fee will be applied to the family account.

If a child does not arrive at the Service and the absence has not been marked in advance, we will contact the family immediately. If we are unable to make contact and cannot confirm the child's whereabouts, we are required to activate our Missing Child Protocol, which may include contacting the police. In such cases, police may conduct a welfare check at your residence to ensure the child's safety.

If this situation occurs because the absence was not reported, the \$25.00 Failure to Notify Fee will apply.

Following unreported absences takes significant time and resources, as staff must search the Service and surrounding areas across campus to locate the child. Our highest priority is the safety and wellbeing of every child, and timely notification helps us ensure children are accounted for and safe at all times.

Please note that Wilston Kids Care operates independently from Wilston State School. The school does not communicate to us if your child is absent, and we do not inform the school of attendance at our service.

It is the responsibility of parents and guardians to notify Wilston Kids Care if their child will not be attending a booked session. Timely communication ensures the safety of your child and allows our staff to accurately account for all children in our care.

Inclusive Approach to School Aged Learning and Leisure

At Wilston Kids Care, we are committed to ensuring that all children, families, and staff are treated equitably, with dignity and respect, regardless of background, culture, language, beliefs, gender, age, ability, family structure, socioeconomic status, or lifestyle. We actively promote inclusive practices and aim to provide opportunities for all children to participate fully in the life of the Service.

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land on which our Service operates. We are committed to embedding meaningful and authentic Indigenous cultural experiences into everyday life at our Service and supporting children to develop cultural competence and understanding of Australia's First Peoples.

Our approach focuses on recognising and supporting the strengths, abilities, needs, and interests of every child, ensuring that all children can thrive and reach their potential, regardless of race, gender, or differences in ability.

Children with Additional Needs

Children with additional needs are those who, due to emotional, social, developmental, physical, behavioural, cognitive, communicative, or health-related factors, may require extra support to participate fully in the Service. This includes children who:

- Have a diagnosed or undiagnosed disability or developmental condition

- Require support with daily life or learning
- Are experiencing complex or vulnerable family circumstances
- Come from culturally and linguistically diverse backgrounds

Additional needs can arise for a variety of reasons, including:

- Disability or developmental delay
- Living in complex or vulnerable circumstances
- Cultural, linguistic, or family background differences

The National Quality Standard (NQS) highlights that children who may require specific considerations or adaptations include, but are not limited to:

- Aboriginal and Torres Strait Islander children
- Children who are recent arrivals to Australia
- Children from culturally and linguistically diverse backgrounds
- Children living in rural or isolated communities
- Children experiencing family stress, challenging circumstances, or trauma
- Children at risk of abuse or neglect
- Children with medical or health conditions
- Children demonstrating challenging behaviours
- Gifted children or those with special talents
- Children requiring other forms of additional support

At Wilston Kids Care, we are committed to inclusive practices and equitable participation, ensuring that all children have the support, opportunities, and resources they need to learn, grow, and succeed.

Service Commitment to Inclusion, Equity and a Cultural Safety Environment

At Wilston Kids Care, we are committed to:

- Acknowledging and respecting the rights of all children to access and participate in a high-quality Outside School Hours Care program that supports their learning, wellbeing, and development.
- Creating an environment that models and promotes equitable and inclusive practices, where all children and families feel safe, valued, and respected.
- Fostering a sense of belonging for children, families, and staff, where diverse identities, experiences, cultures, abilities, and interests are celebrated and supported.
- Ensuring programs are responsive to the values, beliefs, and cultural backgrounds of families, as well as the wider community, so that children's learning experiences are meaningful, relevant, and engaging.
- Actively preventing discrimination in all forms, ensuring that no child is treated unfairly based on background, culture, language, beliefs, gender, age, ability, family structure, lifestyle, or additional needs.
- Providing all children with equitable access to the Educational Program and opportunities to engage in learning, play, and social development.
- Recognising and respecting that every family is unique, and that children learn, develop, and thrive at different rates and in different ways.

Supporting Cultural Safety

Wilston Kids Care is committed to creating a culturally safe environment where all children and families feel respected and supported to express their cultural identity. We recognise that cultural safety is essential for children’s wellbeing, learning, and development, and we work to ensure that:

- Children and families from Aboriginal, Torres Strait Islander, and culturally diverse backgrounds feel welcome and valued.
- Educators embed cultural knowledge, perspectives, and practices into daily programs, activities, and interactions.
- Children are encouraged to explore, celebrate, and develop understanding of their own culture and the cultures of others, fostering mutual respect and cultural competence.
- Policies, programs, and interactions are free from bias, assumptions, and discrimination, ensuring that cultural identity is acknowledged and upheld.

By prioritising inclusion, equity, and cultural safety, we aim to create an environment where all children can learn, play, and grow with confidence and belonging.

Supporting our Prep Children

At Wilston Kids Care, supporting our Prep children as they transition into school life is a top priority. Each year, from January when Prep children begin school, we provide gentle, structured support to help them feel comfortable, confident, and safe as they navigate their new environment.

Morning Support:

Each morning at 8:30am, when the bell rings, a Wilston State School Teacher Aide will collect the Wilston Kids Care Prep children and escort them to the designated Prep area for school supervision prior to the commencement of the school day, as our education and care responsibilities cease at 8:30am.

Afternoon Support:

In the afternoon, when the bell rings at **3:00pm**, Prep children are collected directly from their classrooms by Wilston Kids Care staff. They are then escorted to the **Library Lab in R Block**, where roll call is conducted and children participate in **talk time**, during which the afternoon’s activities are explained and the areas accessible to Prep children are outlined.

As children become more confident and independent, they gradually transition to making their way to Wilston Kids Care independently, fostering autonomy and self-confidence. Families will be informed later in the year when we believe their child is ready to independently meet staff at the designated meeting point on the junior playground across for the Prep classrooms.

Fostering Independence and Agency:

Our goal is to build children’s independence, self-esteem, and sense of agency. By providing opportunities for children to make choices, attempt tasks on their own, and take on increasing responsibilities, they develop a stronger sense of competence, identity, and belonging. Listening to children’s ideas, respecting their decisions, and supporting them to navigate their surroundings helps them develop essential skills in collaboration, decision-making, and resilience.

Duty of Care:

- All children on school grounds are under the duty of care of Wilston State School from 6:30 AM to 8:30 AM.
- Children on the school site before 8:30 AM should be booked into Wilston Kids Care, as the school does not provide supervision before this time.
- After 8:30 AM, Wilston Kids Care staff escort Prep children to the Prep waiting area, where Teacher Aides provide supervision until classroom teachers arrive.
- In the afternoon, children are initially collected from classrooms, transitioning over time to walking to Wilston Kids Care independently when they are ready.

Through this structured support, Prep children develop confidence, independence, and a positive sense of themselves as capable learners, laying a strong foundation for success throughout their school journey.

Wilston Kids Care Team

Our service is proud to employ a diverse and highly experienced team of Educators whose collective knowledge, skills, and qualifications underpin the delivery of high-quality education and care within an outside school hours care setting. Central to every role within our service is a shared and unwavering commitment to the safeguarding, safety, and protection of children.

Our Educators understand that prioritising child safety is a fundamental responsibility and is embedded in daily practice, decision-making, and interactions with children and families. They actively uphold child safe principles by recognising children's rights, maintaining professional boundaries, and responding appropriately to concerns to ensure children feel safe, secure, and supported at all times.

Our Educators value and celebrate diversity by embracing individual differences and encouraging family participation in program planning and delivery. This inclusive approach supports children's sense of identity and belonging while strengthening a culture of respect and protection within our play-based, leisure-focused service.

Through ongoing reflection, innovation, and creativity, our Educators cultivate a rich, inclusive environment that continuously embeds best practice. These approaches are meaningful and authentic to the children and ensure optimal outcomes for the school-aged children in our care, while never compromising safety or wellbeing.

Our Team Approach

All staff are remunerated in accordance with the P&C State Award and are provided with regular and meaningful opportunities for professional development. These opportunities are designed to strengthen professional practice, deepen understanding of child development and safeguarding, and support continuous professional growth in line with evolving regulatory and sector expectations.

Our Service values all staff equally across the range of roles within our organisational structure. Each team member plays a critical role in maintaining a safe, respectful, and inclusive environment and contributes collectively to the delivery of high-quality education and care within the Outside School Hours Care context.

Child safety and safeguarding are fundamental responsibilities of every role within the Service. Staffing arrangements, role expectations, and professional conduct are intentionally designed to prioritise the safety, wellbeing, and protection of children at all times. Educators are supported to uphold child safe principles, recognise and respond to

risks, and maintain professional boundaries in accordance with Service policies, the Child Safe Standards, and legislative requirements.

This policy provides clear guidance for the engagement, supervision, and management of staff, including:

- Employing sufficient numbers of suitably qualified Educators to ensure effective supervision, protect children from harm, and meet legislative, regulatory, and Service standards (NQS 4.1).
- Employing Educators with qualifications, skills, experience, and child-safe understandings that meet National Law, Regulations, and Service policy requirements, supporting professional practice and ethical conduct (NQS 4.2).
- Providing appropriate supervision, mentoring, and support to staff, students, volunteers, and other adults at the Service to ensure consistent child safe practices and accountability.
- Complying with all National Law and Regulations relating to Working with Children Checks, including Blue Cards and Positive Notices, as a key safeguard to protect children and uphold community trust.

Through these embedded practices, the Service ensures that staffing arrangements and professionalism are not only compliant but are consistently reviewed, strengthened, and embedded in everyday operations to promote safe, high-quality outcomes for all children.

Staffing Arrangements

Wilston Kids Care is supported by a strong and clearly defined leadership and management structure, including the General Manager, Coordinator of Operations (Senior Coordinator), Coordinators, Assistant Coordinators, Educational Leader, and Administration Officers. This structure ensures effective governance, operational oversight, and consistent leadership, enabling the Service to set and maintain Exceeding standards of education and care.

Our leadership team brings a wealth of knowledge, expertise, and sector experience, providing robust governance and setting the strategic vision for the Service. Through purposeful mentoring, professional guidance, and reflective leadership, Managers support and strengthen Educator practice, professionalism, and continuous improvement across all areas of the Service.

Wilston Kids Care is a large, well-established 260-place Outside School Hours Care Service located within the highly regarded Wilston State School. The Service provides rich, engaging, and inclusive programs for primary school-aged children. Wilston Kids Care has been assessed and rated as Exceeding the National Quality Standard in all seven Quality Areas under the National Quality Framework. The Service is independently operated by the Wilston State School Parents and Citizens Association, which holds full management and governance responsibility.

The Service is operationally managed by an experienced General Manager with extensive industry expertise, who oversees the day-to-day business operations and ensures compliance with legislative and regulatory requirements. The General Manager is the appointed Nominated Supervisor under the Education and Care Services National Law and Regulations and is responsible for ensuring the effective implementation of policies, procedures, and quality practices.

In accordance with the National Quality Framework, an approved education and care service must ensure that a Responsible Person is present at all times while children are being educated and cared for. Under the *Education and Care Services National Law Act 2010*, a Responsible Person is defined as:

- The Approved Provider, being the individual or entity with management or control of the Service.
- The Nominated Supervisor of the Service (General Manager).
- A Responsible Person (other members of the management team) 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

In Queensland, all Educators working in an Outside School Hours Care (OSHC) service are required to hold qualifications that meet the regulatory requirements under the Education and Care Services National Law and Regulations. At a minimum, staff must hold or be actively working towards a nationally recognised Certificate III in Early Childhood Education and Care, which provides the foundational skills to support school-aged children's learning, wellbeing, and development.

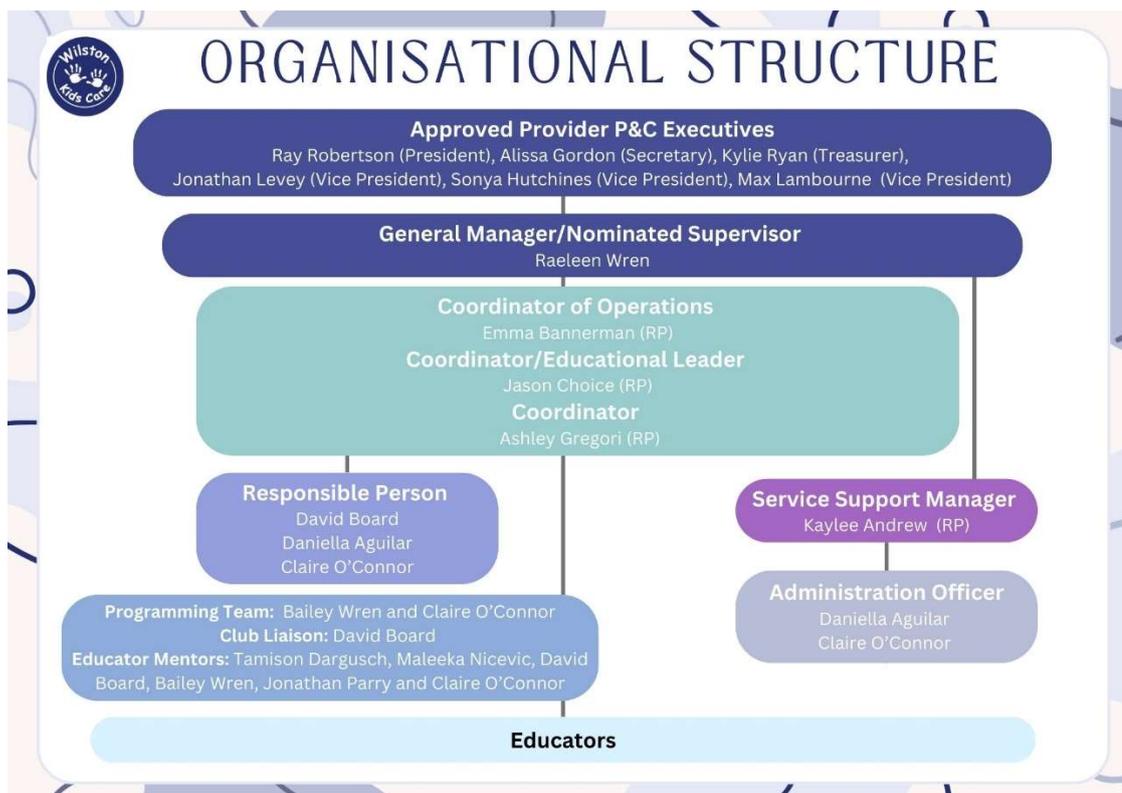
Services must also employ at least one Responsible Person with an approved qualification and/or experience as defined under the National Law, who is responsible for the day-to-day operation of the service in accordance with legislative requirements. Higher qualifications, such as a Diploma in Early Childhood Education and Care, are strongly encouraged for senior roles, including Coordinators and Educational Leaders, to enhance professional practice, leadership, and program quality.

In addition to formal qualifications, all OSHC staff are required to hold a current Working with Children Check (Blue Card or Positive Notice), First Aid, CPR, and Anaphylaxis training, ensuring children's safety, health, and wellbeing are consistently prioritised in the service.

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-in-OSHC-services>

Wilston Kids Care Organisation Chart



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

At Wilston Kids Care, the Approved Provider is the Wilston State School P&C Association, with the P&C President and Executive acting as the governing body responsible for the overall management and strategic oversight of the Service. As a not-for-profit, independently operated service, the Approved Provider ensures the Service meets all legislative, regulatory, and quality requirements while providing high-quality education and care to children.

Under the Education and Care Services National Law and Regulations, the Approved Provider holds legal accountability for the governance, compliance, and operational management of Wilston Kids Care. Many of these responsibilities are carried out collaboratively with the **Nominated Supervisor (General Manager)**, who oversees the day-to-day operations of the Service, ensures safe and ethical practice, and implements policies and procedures that support child safety and wellbeing.

The Approved Provider maintains ultimate responsibility for compliance with all aspects of the National Law and Regulations, exercising management control over the Service's operations, staffing, and educational programs to ensure children's learning, safety, and wellbeing are always prioritised.

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

The **General Manager** of Wilston Kids Care, **Raeleen Wren**, leads the day-to-day operations of the Service and has been formally appointed as the **Nominated Supervisor**. As the Nominated Supervisor, they are the authorised person

responsible for the daily management of the approved service, ensuring that all aspects of the Service operate in accordance with the Education and Care Services National Law and National Regulations.

The Nominated Supervisor has a comprehensive range of responsibilities, including:

- Overseeing the writing and implementation of policies and procedures that ensure safe, ethical, and high-quality education and care for all children.
- Supervising, supporting, and mentoring staff, students, and volunteers to embed professional practice, reflective teaching, and child-safe principles across all programs.
- Ensuring the deployment of sufficient and qualified Educators to meet legislative requirements and the operational needs of the Service (NQS 4.1).
- Maintaining compliance with regulatory obligations, including Working with Children Checks (Blue Cards/Positive Notices), staff qualifications, and mandatory training such as First Aid, CPR, and Anaphylaxis.
- Acting as a Responsible Person, ensuring a qualified and approved adult is present at all times when children are being educated and cared for.
- Collaborating with the Approved Provider (Wilston State School P&C Association) to support governance, strategic planning, and continuous improvement of the Service (NQS 7.1).
- Leading the development and delivery of high-quality, play-based, and leisure-focused programs that promote children's learning, wellbeing, and inclusion.
- Responding to concerns regarding child safety, wellbeing, or conduct and ensuring incidents are managed according to Service policies, procedures, and regulatory requirements.

The Nominated Supervisor plays a pivotal role in maintaining high standards of professional practice (NQS 4.2), embedding a culture of continuous improvement, and ensuring that the Service consistently meets or exceeds National Quality Standard expectations.

To contact the General Manager/Nominated Supervisor, **Raeleen Wren**, please email:

wkc.generalmanager@wilstonpandc.org.au

Operations Leadership Team

Coordinator of Operations and Coordinators (also Responsible Persons)

The **primary purpose of the Coordinator of Operations and Coordinators** at Wilston Kids Care is to oversee the day-to-day operational management of Outside School Hours Care (OSHC) sessions, ensuring the delivery of high-quality education and care that meets the needs of school-aged children. This includes the management and supervision of staff, the coordination of programs and activities, liaison with families, and ensuring full compliance with licensing, regulatory, and accreditation standards.

The Coordinators play a key role in maintaining the smooth running and transition of OSHC sessions, providing direct support and guidance to Educators.

Their responsibilities include:

- Leading and mentoring Educators to ensure professional practice, reflective teaching, and adherence to Service policies, procedures, and child-safe principles.

- Supporting Educators with behaviour guidance and positive behaviour strategies, promoting respectful interactions and wellbeing among children.
- Assisting with program implementation, including planning, evaluation, and delivery of play-based and leisure-focused activities that are engaging, inclusive, and responsive to children's interests.
- Delegating operational tasks such as cleaning, setup, pack-down, and daily administrative responsibilities to ensure the Service runs efficiently and safely.
- Monitoring the health, safety, and wellbeing of all children, ensuring supervision ratios are maintained and risks are proactively identified and managed.
- Acting as a Responsible Person when required, ensuring compliance with the National Law and National Regulations in the absence of the Nominated Supervisor.

Through these responsibilities, the Coordinators ensure that OSHC sessions at Wilston Kids Care operate seamlessly, uphold high standards of quality, and provide a safe, inclusive, and enriching environment for every child in our care.

Responsible Persons (in charge of a sessions in absence of a Coordinator)

A **Responsible Person** is a legislative requirement under the Education and Care Services National Law (Queensland) and the National Regulations. Their role is specifically about ensuring that a qualified and authorised adult is present at the service whenever children are being educated and cared for, with clear responsibilities for safety, supervision, and regulatory compliance. Here's a detailed breakdown:

Role and Responsibilities of a Responsible Person

- 1. Presence and Authority**
 - Holds the authority to make decisions about the day-to-day operation of the service in the Nominated Supervisor's absence.
- 2. Supervision and Safety**
 - Ensures that children are adequately supervised at all times, in line with required ratios.
 - Oversees the wellbeing, safety, and protection of all children, identifying and managing risks promptly.
 - Ensures staff are fulfilling their roles responsibly and following Service policies and child-safe practices.
- 3. Compliance and Regulatory Duties**
 - Ensures the service operates in accordance with the National Law, National Regulations, and Service policies.
 - Ensures all staff hold current qualifications, Working with Children Checks (Blue Cards/Positive Notices), and mandatory training.
 - Maintains records of staff supervision, attendance, and safety incidents as required by legislation.
- 4. Leadership and Support**
 - Provides guidance to Educators during sessions, supporting program delivery and behaviour guidance.
 - Acts as the key contact for staff and families during their period of responsibility.
 - Supports the Coordinators, General Manager/ Nominated Supervisor and Approved Provider by ensuring operational consistency and quality practices are upheld.
- 5. Delegation and Accountability**
 - May delegate tasks to staff in line with qualifications and competencies but remains accountable for the overall supervision and safety of children during their period in charge.

Coordinator of Operations, Coordinator and Responsible Persons		
Position	Name	Contact Details
Coordinator of Operations (Senior Coordinator)	Emma Bannerman	emma.bannerman@wilstonpandc.org.au
Coordinator	Jason Choice	coordinator.jason@wilstonpandc.org.au
Coordinator	Ashley Gregori	coordinator.ashley@wilstonpandc.org.au
Responsible Person	David Board	wkc.clubliaison@wilstonpandc.org.au
Responsible Person	Daniella Aguilar	daniella.aguilar@wilstonpandc.org.au
Responsible Person	Claire OConnor	claire.oconnor@wilstonpandc.org.au
Responsible Person	Kaylee Andrew	kaylee.andrew@wilstonpandc.org.au

Educational Leadership Team - Educational Leader and Education Support

The **Educational Leader** at Wilston Kids Care plays a pivotal role in guiding, inspiring, and supporting the professional practice and pedagogy of all Educators. This role is central to fostering a culture of reflective practice, continuous improvement, and high-quality education and care. The Educational Leader works collaboratively with staff to affirm strengths, challenge assumptions, extend practice, and promote innovative approaches to programming and engagement with children and families. Through inquiry, observation, mentoring, and feedback, the Educational Leader ensures that teaching practices are evidence-based, intentional, and responsive to the individual needs, interests, and abilities of each child.

To support the effective delivery of the educational program, the Educational Leader is assisted by **two experienced Educator Leader Mentors**. (ELM'S) and the Coordinator Team. Together, they coordinate and plan the Service's educational programs across both Term Time and Vacation Care sessions, ensuring that activities are developmentally appropriate, play-based, inclusive, and aligned with the National Quality Standard, and the My Time, Our Place framework for school-aged children.

Through this leadership and collaborative approach, the Educational Leader ensures that programming at Wilston Kids Care is high-quality, reflective, and dynamic, and that educators are continually supported to develop their skills, knowledge, and pedagogical practice, ultimately enhancing outcomes for all children in our care.

Position	Name	Contact Details
Educational Leader	Jason Choice	coordinator.jason@wilstonpandc.org.au

Administration Team – Administration Officers

Our **Administration Officers** provide essential administrative and operational support across Wilston Kids Care, ensuring the smooth and efficient functioning of the Service. They are responsible for delivering high-quality customer service, assisting families with enrolments, account management, statements, and responding promptly to general enquiries. By managing administrative processes effectively, they support the broader team to focus on the delivery of safe, engaging, and high-quality education and care for children.

Overseeing the administration team, **Kaylee Andrew, Service Support Manager**, provides strategic oversight, guidance, and higher-level support for all administrative functions within Wilston Kids Care. In this role, she ensures that administrative systems, policies, and procedures are maintained to a high standard, supporting compliance with legislative and regulatory requirements, including record-keeping, reporting, and communication with families. Through this leadership, the administration team contributes to a well-organised, responsive, and family-centred **service**, enabling the Educators and Coordinators to deliver programs and care that consistently meet the needs and expectations of children and families.

administration matters.

Position	Name	Contact Details
Administration Officer	Danniella Aguilar	wkc.admin@wilstonpandc.org.au
Administration Officer	Claire OConnor	wkc.admin@wilstonpandc.org.au
Service Support Manager (Admin Manager)	Kaylee Andrew	kaylee.andrew@wilstonpandc.org.au

Grade Leader Mentors

Grade Leaders at Wilston Kids Care hold a key leadership role within the educational team, providing oversight and guidance for their assigned grade level. They are responsible for supporting Educators in delivering high-quality, play-based, and developmentally appropriate programs tailored to the needs and interests of children within their grade.

Grade Leaders provide ongoing support for new and existing staff, helping them to integrate into the Service, understand policies and procedures, and uphold professional and child-safe practices. Acting as senior Educators,

Grade Leaders offer daily guidance, mentoring, and assistance to team members, including support with behaviour management, program delivery, supervision, and reflective practice.

Through these responsibilities, Grade Leaders ensure consistency and quality across grade-level programs, foster professional growth among staff, and contribute to a safe, inclusive, and enriching environment for all children in the Service.

Educators

An **Educator** at Wilston Kids Care is responsible for the education, care, and wellbeing of a designated group of children within the service. Educators play a central role in creating a safe, nurturing, and inclusive environment where each child is supported to develop socially, emotionally, physically, and cognitively.

Their responsibilities include:

- Planning, implementing, and evaluating educational programs that are developmentally appropriate, play-based, and responsive to children's interests, abilities, and individual learning needs.
- Supervising and supporting children at all times, ensuring their safety, wellbeing, and protection in line with the National Law, National Regulations, and Service policies.
- Fostering positive relationships with children and families, encouraging family engagement, and maintaining open communication to support continuity of care and learning.
- Observing and documenting children's learning and development, using reflective practices to inform future program planning and improve educational outcomes.
- Collaborating with colleagues, mentors, and leaders to maintain professional practice, share knowledge, and contribute to a high-quality, team-based approach to education and care.
- Upholding ethical and professional standards, including adherence to the Child Safe Standards, workplace policies, and the Educators' Code of Conduct.

Through these responsibilities, Educators ensure that each child receives individualised support, guidance, and opportunities to thrive, contributing to a safe, engaging, and high-quality learning environment for all children in the Service.

Service Policies and Procedures

To support our commitment to continuously exceed the National Quality Standard (NQS), Wilston Kids Care has developed, in consultation with Educators and families, a comprehensive suite of policies and procedures. These policies cover a wide range of operational, educational, and child safety topics and provide our Educators with clear guidance and support to ensure that all children in our care receive the highest quality education and care.

Our policies and procedures are developed in accordance with best practice approaches outlined in the Education and Care Services National Law and Regulations 2011 and the National Quality Standard. Information is sourced from recognised authorities, including government departments, health officials, and sector bodies, and is regularly reviewed in consultation with our Educators and families to ensure it remains current, relevant, and evidence based.

A copy of the Policies and Procedures is available in 5 Chapters for families via our Parent Portal: [Wilston Kids Care Policies](#). Families are encouraged to contact the Service if they would like further information or clarification regarding any of our policies and procedures.

Policy and procedure reviews are conducted annually (a different policy suite each month or bi month) in collaboration with Educators and families. Families are notified in writing of any updates, with a 14-day notice period provided via the Xplor App, or Facebook posts. All changes are ratified by the General Manager/Nominated Supervisor, taking into account best practice recommendations from the School-Aged Education Sector, input from Educators, and feedback from families collected during the review process.

Wilston Kids Care values family participation in the development and review of Service operations. Families who wish to provide feedback or participate in policy consultation are invited to contact our General Manager/Nominated Supervisor, Raeleen Wren, at: wkc.generalmanager@wilstonpandc.org.au

Your input helps us ensure that our policies continue to support a safe, inclusive, and high-quality learning environment for all children.

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 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

Maintaining strict hygiene practices at all times within the Service environment is essential to ensure the safety and well-being of our children, educators, and families. Educators will guide and support children in developing age-appropriate hygiene habits, helping to prevent and minimize the spread of infectious diseases.

Our comprehensive hygiene procedures are outlined in our Immunisation and Disease Prevention Policy and the Cleaning and Disinfecting Policy. Please refer to these policies for more information.

Child-Related Accidents, Incidents, Injuries or Trauma

While every precaution is taken to minimise the risk of accidents and injuries, some incidents are unfortunately unavoidable. Our educators are deeply committed to ensuring the safety of all children, prioritising active supervision, creating a safe environment, and conducting thorough risk assessments in all planning and decision-making processes.

To support our commitment to safety and reduce the frequency and severity of accidents, our Service has developed comprehensive policies and procedures that guide the actions of both 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 while at the Service, our educators will first attend to your child's medical needs. For minor injuries or accidents, an Incident, Injury, Trauma, and Illness Record will be completed, and parents will be informed upon collection of their child. As a courtesy, parents may be notified by phone if the injury is of concern before collection.

In the case of a serious incident, accident, or injury, parents will be contacted immediately. The incident will also be reported to the Department of Education and Training within 24 hours.

In an emergency, we will call an ambulance and promptly inform the family of what has occurred. A child will never

be placed in an ambulance without an educator or a parent accompanying them.

Please note, any medical costs arising from injuries sustained at Wilston Kids Care are the responsibility of the parent/guardian. These costs are not covered by Wilston Kids Care or the P&C Association. Additionally, injuries occurring on state school premises cannot be submitted for compensation claims 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 are dedicated to providing children with nutritious food that meets their individual dietary requirements, as well as their growth and development needs. We also consider any specific cultural, religious, or health considerations.

Our Service Menu is on display so that you can see what your child is being served each day. We believe it is our responsibility to promote healthy eating habits and attitudes among children. We work in partnership with families

to positively influence each child's nutrition and overall health, both at the Service and at home.

Our Service follows healthy eating principles in line with the Australian Nutrition Foundation and the Smart Choices Healthy Food and Drink Supply Strategy for Queensland Schools. This initiative aims to provide healthy food and drink options to students, including those in our OSHC Service.

- Australian Nutrition Foundation (<https://nationalnutritionfoundation.org.au/>),
- Smart Choices – Healthy Food and Drink Supply - [Smart Choices - Healthy Food and Drink Supply Strategy for Queensland Schools \(PDF, 1.1MB\)](#)

Since children may spend extended periods at school and then at our Service, our staff actively role model healthy eating and encourage young children to make healthier food choices.

Our menu is thoughtfully organised and prepared by our Chef, Lyndall Cunningham, who has extensive experience in food preparation, catering for large groups, and managing allergies. Lyndall also is our Tuckshop Convenor and looks after the P&C Tuckshop.

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 minimize the harmful effects of UV radiation. We incorporate sun safety awareness into our curriculum planning and intentional teaching as part of our daily routine.

To support our sun-safe practices, we ask parents and guardians to provide a named, wide-brimmed hat for their child to use at the Service. During Vacation Care, please dress your child in appropriate clothing, avoiding singlet tops and dresses, to ensure their safety and wellbeing.

We kindly request that families apply sunscreen to their child before drop-off in the morning. Our Service has a sunscreen station outside the front door of the stage area for your convenience. Our Educators will ensure that sunscreen is reapplied before children go outside again during the day or in the afternoon during term time and in Vacation Care/Student Free Days.

Additionally, we will engage children without hats in activities in shaded areas or indoor environments. During the hot summer months, our Educators will minimise outdoor time during peak UV periods to prioritise children's health and safety.

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

Clothing Requirements

During Vacation Care, please ensure your child is dressed in comfortable, practical play clothes that can be easily washed.

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 independently.
- 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 is committed to upholding a professional and ethical responsibility to minimise the risk of children inhaling any residual smoke. Smoking is not permitted on or near the Service/School premises.

To further reduce this risk, employees who smoke are required to wear an additional shirt over their uniform while smoking outside the workplace/school premises. Before returning to work and interacting with children, they must also 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 comprehensive policy outlining procedures for various types of emergencies, including fires, hold-ups, natural disasters, internal and external incidents, bomb threats, arson, severe storms, flooding, pandemics, communicable disease outbreaks, criminal and violent incidents, and earthquakes.

The General Manager, Nominated Supervisor, Responsible Persons in Charge, and staff are familiar with these procedures and are equipped to handle emergencies as they arise. Emergency Evacuation Plans are displayed in all areas of the School, detailing the locations of all emergency exits. We encourage parents to familiarize themselves with these plans to ensure everyone knows where to exit the building during an emergency evacuation or drill.

We conduct quarterly emergency evacuation and lockdown drills and maintain the necessary documentation to prepare for potential emergencies. This documentation is subject to inspection by the Queensland Fire and Emergency Service.

As part of our fire safety measures, it is essential to keep accurate records of all children in attendance. Therefore, please ensure you sign in and out at the Sign-In/Sign-Out Kiosks when dropping off and collecting 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, from 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 Management Team, support our Educator Teams to manage children's 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 committed to taking reasonable steps to ensure that the rest and relaxation needs of children are met, considering their age, developmental stages, and individual requirements.

During both the term (Before and After School Care) and Vacation Care, our routines and environments are designed to be flexible, providing support for children who need time to rest and recharge their bodies and minds.

Our educators establish a flexible routine that responds to the needs of the children, allowing for adjustments to provide opportunities for rest and relaxation when necessary.

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 their responsibility to protect children from all forms of abuse very seriously. They are fully aware of their roles and responsibilities concerning child protection.

While we acknowledge our legislative obligations, we believe it is also our duty as educators to ensure the safety and well-being of all children, providing them with the opportunity to develop to their fullest potential, free from harm and abuse.

Our Child Protection Policy outlines our commitment to safeguarding young children and emphasizes our role as mandatory reporters. It clearly defines the responsibilities and obligations of our staff in protecting the safety and well-being of all children in our care and helps staff identify indicators that a child may need protection.

We are dedicated to fostering an environment that promotes health, development, wellbeing, self-respect, and dignity, free from violence and exploitation. Under the Child Protection Act 1999, children and young people have the 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 any reasonable suspicions that a child may be at risk of harm and to address any current concerns about the safety, welfare, or well-being 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 have designated members of the Management Team serving as Workplace Health and Safety Officers who monitor and manage all workplace health and safety matters at the Service. Additionally, we collaborate with Wilston State School to ensure compliance with the Department of Education and Training's workplace health and safety 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 authorization for various actions, including the administration of medications, collection of children, excursions, and access to personal records. The Acceptance and Refusal of Authorization Policy outlines what constitutes valid authorization and what does not, which may 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 dedicated to providing a safe environment for all children in our care. We are committed to a planned approach for managing medical conditions, ensuring the safety and well-being of everyone.

We equip our educators and staff with the knowledge and skills necessary to handle various situations effectively, ensuring that all members of our learning community receive the highest level of care and that their individual needs are always considered.

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 states that a responsible person must be physically present at the Service at all times, and their details must be clearly displayed for educators, staff, and families. Typically, the Nominated Supervisor serves as the Responsible Person; however, in their absence, a member of the management team or an appointed responsible person in charge will oversee the day-to-day operations of the Service.

A “Responsible Person” is accountable for managing and supervising an approved service in accordance with the Education and Care Services National Law and Regulations. At least one responsible person must always be physically present during operational hours.

The process for determining the responsible person will be communicated clearly to all educators and staff and must be followed at all times. Details of the responsible person will be documented and prominently 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 an Outside School Hours Care service and maintains appropriate governance arrangements that reflect the legal status and authority to hold provider and service approvals.

We recognise the importance of having a framework of rules, regulations, systems, and processes through which authority is exercised and controlled within the Service.

This framework includes:

- Approved Provider (P&C Executive): Comprising the P&C President, Vice Presidents, Secretary, and Treasurer, who hold full management and legal governance control of the Service.
- General Manager (Nominated Supervisor): The appointed representative of the P&C Committee, responsible for managing the day-to-day operations of the Service, including operational, financial, human resources, and compliance aspects.

To ensure effective governance, our Service will:

- Conduct our affairs legally, ethically, and with integrity at all times.
- Identify and manage service risks and legal obligations through our established policies and procedures.

Implement comprehensive systems within the Service to ensure fair, open, and transparent governance.

For more information, please refer to the Governance Policy.

Booking Management and Orientation

We are committed to ensuring that each child’s enrolment is completed in accordance with our legal requirements. Additionally, we strive to provide an enrolment and orientation process that meets the unique needs of each child and family, helping them feel safe and secure with the level of care we offer. Our enrolment and orientation procedures lay the groundwork for strong relationships between families and the Service, fostering a high-quality experience in education and care for children.

Effective procedures include consistent information about Service operations and authorisations, promoting compliance and ensuring a safe and secure environment for both children and families. It is crucial that our digital orientation experience is tailored to meet the individual needs of each family, and that we identify strategies both

before and during the child's time at the Service to enhance their integration into our activities and programs.

We utilise the Xplor Home app as part of the Xplor booking management system to facilitate child enrolment, log absences, and update information. All term time changes to permanent bookings can be made by emailing us directly. 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 at Wilston Kids Care by supporting their ongoing health and 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 people 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/emergency/authorised contact 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 require 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

At Wilston Kids Care (WKC), effective communication with children and families is central to the success of our Service and the wellbeing of every child. We recognise that maintaining open, transparent, and responsive communication supports family engagement, builds trust, and strengthens the sense of community within our Service.

Our team ensures families are well-informed and connected through a range of communication methods. These methods are chosen to reflect the needs and preferences of our families, recognising that each interaction is an opportunity to provide information, seek feedback, and foster positive relationships. In addition to communication through documentation platforms such as the Xplor Home and Playground App and Facebook, our service regularly engage with families through face-to-face conversations during drop-off and pick-up times, as well as through email correspondence, newsletters, and phone calls when required.

Key communication channels and practices include:

- Parent notifications via the Xplor App, including reminders, alerts, and updates on your child's day-to-day activities.
- Email correspondence for detailed information, documentation, and individual communication regarding children or Service matters.
- Facebook updates to share news, events, photos, and general Service information in a timely manner.
- Wilston P&C website, providing families with access to WKC information, enrolment details, and Service documentation.
- Wilston State School newsletter, including a dedicated WKC section to keep families informed of events and important notices.
- Direct conversations with staff and leadership during drop-off, pick-up, or scheduled meetings, allowing for immediate clarification, feedback, and collaboration.

We actively encourage family engagement and participation, recognising that parents and carers are partners in their child's learning and wellbeing. Families are invited to provide feedback, suggestions, and input into Service programs, policies, and procedures, and we respond promptly to enquiries to ensure a collaborative and transparent approach.

Sharing Information with Families

Wilston Kids Care is committed to transparency, ensuring that families have access to all information required under the Education and Care Services National Law, National Regulations, and the National Quality Framework. Essential information is displayed and accessible within the WKC office and is regularly updated to ensure families are informed about the operation, staffing, and educational programs of the Service.

Information available to families includes, but is not limited to:

- Weekly menu to support children's nutritional needs.
- Weekly staff roster to ensure families are aware of who is responsible for supervision each day.
- Staff names and qualifications, supporting confidence in the experience and professionalism of our team.
- Educational program and planning documentation, showing how activities are designed to meet children's developmental needs and interests.
- Service approval and regulatory information, including the Service's National Quality Standard rating.
- Approved Provider details, including governance structure and accountability mechanisms.
- Nominated Supervisor details, outlining the person responsible for daily operations.
- Educational Leader details, highlighting the staff member responsible for mentoring and supporting Educators.
- Work Health and Safety Officer and Fire Warden information, to demonstrate our commitment to a safe environment.
- Fire and evacuation routes and procedures, ensuring families are aware of safety protocols.
- Emergency lockdown procedures, ensuring families understand Service responses to critical events.
- Family grievance procedures, providing clear guidance on raising concerns.
- Anaphylaxis and medical support information for children with specific health needs.

Families are encouraged to regularly check Xplor notifications and Facebook for updates, notices, and new information about things happening at the service. Any changes to policies, procedures, or operational practices are communicated in writing, with a 14-day notice period provided via the Xplor App and Facebook posts. All policy and

procedural changes are ratified by the General Manager/Nominated Supervisor, with input from Educators, families, and best-practice recommendations from the School-Aged Education Sector.

We strongly value family participation and feedback. Parents and carers who wish to provide input on policies, programs, or other Service operations are encouraged to contact our General Manager/Nominated Supervisor, Raeleen Wren, at wkc.generalmanager@wilstonpandc.org.au

Your engagement supports the ongoing improvement of the Service, ensuring it remains safe, inclusive, and responsive to the needs of children and families.

Parent Feedback Opportunities

At Wilston Kids Care, we highly value working in partnership with families and encourage regular feedback and input into our Service's operations and Educational Program. Your insights help us continuously improve our service to provide the highest quality education and care.

If you have any feedback or suggestions, we warmly encourage you to speak with our General Manager, Leadership Team, or Administration Team at any time. Throughout the year, we regularly seek feedback and ideas to help us continue enhancing and improving our service. Families are also welcome to share their thoughts, ideas, with us at any time.

The feedback we receive is used as a self-assessment tool, helping us identify areas for improvement, which are then incorporated into our Service's Quality Improvement Plan (QIP) and overall Organisational Strategy.

Thank you for your ongoing support and contributions.

Feedback Links

At Wilston Kids Care, we highly value the input of our families and are committed to continuously improving the quality of our Outside School Hours Care (OSHC) service. Your feedback plays a vital role in helping us understand your experiences, meet your expectations, and ensure that the care and education we provide is of the highest standard.

We encourage families to share their thoughts through our various feedback channels, including:

- **Quality Improvement Plan (QIP) feedback** – helping us identify areas of strength and opportunities for growth in the overall operation of the Service.
- **Policies and Procedures feedback** – ensuring our practices remain relevant, effective, and responsive to the needs of children and families.
- **General service feedback** – providing input on daily operations, programs, staff engagement, and your child's experiences.

Your responses are carefully reviewed by the Service leadership team and are integral to shaping improvements, maintaining best practice, and enhancing the educational and care experiences for all children. By participating, you contribute directly to the development of a positive, safe, and supportive environment for children, families, and staff alike.

We sincerely thank you for being a valued part of the Wilston Kids Care community. To provide feedback, please click the links below for each relevant feedback form:

Feedback for our Quality Improvement Plan -

https://docs.google.com/forms/d/e/1FAIpQLScg84VcqUnwy4F7YY5M812_rD4YKUUF-QZDeF6lvY6Brj4E3Q/viewform

General Feedback - <https://www.wilstonpandc.org.au/feedback-form>

Policies and Procedures feedback -

https://docs.google.com/forms/d/e/1FAIpQLSfuFEDm4L6I34G6OVaz2uCe1_Z_3G7j0k7nLEijrAY4UAGOJQ/viewform

Key Operational Functions of the Service

Birthdays and Celebrations

At Wilston Kids Care, we recognise that celebrating birthdays and special occasions is an important part of a child's social and emotional development. To help children feel valued, recognised, and celebrated, we proudly display their names on our Birthday Board and acknowledge these milestones during our daily program. Celebrations are designed to be inclusive, respectful, and meaningful, providing opportunities for children to share their special moments with peers and educators, build a sense of belonging, and strengthen positive relationships within the Service community.

Unfortunately, Wilston Kids Care does not accept food items to celebrate birthdays. We have many children enrolled with food allergies and dietary restrictions, and to ensure the safety and wellbeing of all children in our care, we are unable to accept any food brought from home. This precaution is essential to minimise the risk of allergic reactions and maintain a safe environment for every child.

We understand that birthdays are a special occasion, and we continue to celebrate children in meaningful ways, such as acknowledging their names on our Birthday Board, sharing stories, and engaging in inclusive activities that make them feel recognised and valued by their peers and educators.

Students and Volunteers

Wilston Kids Care actively welcomes participation from local schools and Registered Training Organisations (RTOs), providing students with opportunities to gain practical experience and engage in our educational programs under the direct supervision of qualified Educators. These placements support students in developing their skills, understanding professional practices, and applying the principles of our Curriculum Framework in a real-world OSHC setting, while maintaining the safety, wellbeing, and inclusion of all children.

In addition to student placements, we occasionally have volunteers who contribute to the Service. All volunteers are closely supervised at all times and are required to comply with Service policies, procedures, and child-safe standards, ensuring a secure and professional environment for children and staff.

For further information on the participation of students and volunteers, including responsibilities, supervision requirements, and compliance with regulatory standards, please refer to our Student and Volunteer Policy.

Children's Incursions and Excursions during Vacation Care

At Wilston Kids Care, we recognise that excursions and incursions provide children with valuable, real-world experiences that support learning, personal growth, and a deeper understanding of the society and community in which they live. These experiences complement our educational programs, offering meaningful opportunities for children to explore, engage, and extend their learning beyond the Service environment.

We take every precaution to minimise risks associated with excursions and ensure a prompt, organised, and appropriate response to any emergencies. Educators actively teach children about road, transport, and play safety, and engage families in reinforcing these practices, helping to promote safety awareness both at the Service and in the wider community.

During Vacation Care periods, we plan a combination of excursions and incursions that are directly linked to our educational programs. Families are provided with a Vacation Care Program prior to the holidays, which includes details of events, activities, costs, and booking procedures. Dates and times of excursions and incursions are also communicated via the Incursions and Excursions Permission Form link, ensuring families are well-informed and able to plan accordingly.

Our older children may also participate in occasional community-based excursions, designed to enhance learning experiences, foster independence, and strengthen connections with the local community. All excursions are carefully planned and risk-assessed in accordance with regulatory requirements and our Excursion and Incursion Policy, ensuring that supervision, safety ratios, and emergency procedures are fully implemented.

Families are encouraged to review our Excursion and Incursion Policy for further information about planning, safety, and participation requirements. By prioritising safety, learning, and engagement, Wilston Kids Care ensures that excursions and incursions are enjoyable, educational, and enriching for every child.

Digital (ICT) and Social Media

We are committed to ensuring that our Service, including children, educators, and families, is protected and not compromised through the use of social networking platforms such as Facebook. All social media use must align with our Service Philosophy and comply with our Codes of Conduct for Employees and Parent/Guardians.

We acknowledge both the benefits and challenges associated with the use of Facebook and other social media platforms within the outside school hours care setting. This policy provides clear expectations and standards for employees, families, volunteers, and students when engaging in conversations or interactions on social media platforms. This includes use for official service business, community engagement, assessment and rating evidence, and both professional and personal purposes where the Service may be referenced.

This policy offers clear written guidance on acceptable social media use at Wilston Kids Care, ensuring all online interactions are respectful, professional, and consistent with our values, while supporting a safe, inclusive, and positive environment for everyone involved.

For further information regarding our approach to digital and social media use, please refer to our Social Media, Email, Internet and Technology Policy.

Court Orders

Our Enrolment Form includes a dedicated section for families to provide details of any custody or court-ordered arrangements relating to their child. It is essential that the Service is kept fully informed of any changes to these arrangements to ensure children are released only to authorised adults.

To meet our legal and regulatory obligations, the Service must hold current copies of all relevant legal documentation, such as Court Orders, Protection Orders, Parenting Plans, or Custody Agreements. These documents enable us to ensure the correct parent or guardian is authorised to collect the child.

If there is ever any uncertainty regarding a child's custody or collection arrangements, the Leadership Team or the General Manager may request that the adult wait while we contact the authorised parent or guardian to confirm collection authority. Families are required to notify the Service immediately, in writing, of any changes to custody or court-ordered arrangements.

For further information regarding the arrival and collection of children, please refer to our Arrival and Departure Policy and Court Order Administration Policy.

Working in Partnership with our Families

At Wilston Kids Care, we believe that children thrive when families and educators work together as partners. We value the knowledge, insights, and experiences that families bring and recognise that collaboration between the Service and families is essential to providing high-quality, responsive care.

We aim to:

- **Maintain open communication:** We encourage families to share information about their child's needs, interests, routines, and wellbeing. This helps us provide personalised care and support each child's learning and development.
- **Respect and respond to family input:** Families are invited to provide feedback, suggestions, and ideas through conversations with our General Manager, Leadership Team, or Administration Team, or via our Service Suggestion Box. We actively consider family contributions when planning programs, excursions, and improvements to the Service.
- **Build trust and transparency:** We keep families informed about service operations, policies, events, and any changes that may affect their child. Families are encouraged to ask questions, seek clarification, and raise concerns at any time.
- **Collaborate on care and learning:** We work together with families to support consistent routines, transitions, and learning experiences between home and the Service. This partnership helps children feel secure, supported, and confident.
- **Support shared decision-making:** Families are welcomed as active participants in decisions affecting their child's care, learning, and wellbeing, ensuring their perspectives are valued and incorporated wherever possible.

By working in partnership, Wilston Kids Care ensures that every child benefits from a supportive, safe, and nurturing environment, while families feel informed, included, and respected as key members of our community.

Family Grievance Procedure

At Wilston Kids Care, we recognise that strong partnerships between families and educators are essential for providing high-quality care and education for children. Open and respectful communication is the foundation of these partnerships. We take all family concerns or grievances seriously and are committed to resolving them promptly and fairly.

If you have a concern regarding day-to-day matters in Before, and After School Care, or Vacation Care sessions, we encourage you to speak directly with the Leadership on duty that session. They are available to discuss operational matters and provide immediate support where possible.

For more formal or serious concerns, we recommend raising them in writing with the General Manager or arrange a time to speak with her. This allows us to thoroughly investigate the matter and ensure a fair resolution. In some cases, the General Manager may consult with the Approved Provider to obtain additional guidance or support in resolving the issue.

All complaints will be handled confidentially, with respect and professionalism. We ask that families also maintain confidentiality and respect throughout the process while we work to investigate and resolve the concern.

For more information, including detailed procedures for raising a concern, please refer to our Family Grievance Policy.

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

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

The General Manager leads the day-to-day operations of Wilston Kids Care and has been appointed as the Nominated Supervisor. As the Nominated Supervisor, they are the authorised person responsible for the daily management of the approved service and hold a range of responsibilities under the Education and Care Services National Law and National Regulations.

For any queries or to contact the General Manager, Raeleen Wren, please email:

wkc.generalmanager@wilstonpandc.org.au

Operations Leadership Team

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.

Coordinator of Operations, Coordinator and Responsible Persons		
Position	Name	Contact Details
Coordinator of Operations (Senior Coordinator)	Emma Bannerman	emma.bannerman@wilstonpandc.org.au
Coordinator	Jason Choice	coordinator.jason@wilstonpandc.org.au
Coordinator	Ashley Gregori	coordinator.ashley@wilstonpandc.org.au
Responsible Person	David Board	wkc.clubliaison@wilstonpandc.org.au
Responsible Person	Daniella Aguilar	daniella.aguilar@wilstonpandc.org.au
Responsible Person	Claire O'Connor	claire.oconnor@wilstonpandc.org.au
Responsible Person	Kaylee Andrew	kaylee.andrew@wilstonpandc.org.au

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

- President: Ray Robertson – 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.

Department of Early Childhood Regulatory Authority - Brisbane CBD Regional Office

PO Box 15033

CITY EAST, QLD 4002

Phone: (07) 3034 5016

Email: MNRBrisbaneCBD.ECRA@qed.qld.gov.au

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

Beginning at Wilston Kids Care can be an exciting yet sometimes emotional experience for both children and families, especially as your child embarks on their formal school journey. Our experienced Educators are here to support each child in settling in confidently and comfortably.

Every child is unique, and understanding their individual needs is key to creating a positive and supportive experience. Please share any specific requirements, preferences, or considerations with your child's Educators so we can tailor our approach and ensure your child feels secure, happy, and engaged.

If you have any questions, concerns, or would like guidance in helping your child adjust to Wilston Kids Care, our Service Management team is always available to provide support. We are committed to making the transition as smooth and welcoming as possible.

What to Bring

Each day your child attends OSHC, please provide the following items in a clearly named bag:

- A set of spare clothes (all children) and underwear (for Prep children).
- A wide-brimmed, named hat (caps are not permitted).
- A drink bottle filled with water (named). Children can fill up their water bottles at the bubbler fountains situated throughout the campus.

To help us return lost property, please ensure that all items, including hats, jumpers, lunchboxes, drink bottles, and bags, are clearly labelled. This is the most effective way to ensure lost items are returned to their rightful owner.

Thank you for your cooperation!

On Arrival

To ensure a smooth start to your child's day:

1. Sign your child in using the Kiosk located in the WKC office. If it's their first day make sure to alert us in the office!
2. Encourage your child to wash their hands or use the hand sanitiser provided in the sign-in/out area.
3. If sunscreen has not been applied at home, please encourage your child to apply it on arrival.
4. Direct your child to the appropriate bag storage area (refer to signage in the office) and place their bag on the rack or hook.
5. If your child requires medication, complete a Medication Form and hand it to one of our Coordinators for safe storage in our locked medication boxes.
6. Take a moment to say goodbye to your child. If separation is difficult, our experienced Educators are available to support you and your child.

On Departure

To ensure a smooth end to your child's day:

1. Sign your child out using the Kiosk located in the WKC office.
2. Notify the Educator on stage that you wish to take your child home. The Educator will contact your child using the walkie-talkie from various areas across the campus. Your child will then come to the designated meeting place in the undercover area. Once your child arrives, please inform the Educator on stage that you are taking your child.
3. Collect your child's belongings.
4. Encourage your child to wash their hands or use the hand sanitiser provided in the Parent Lounge before leaving.

Food Preparation, Delivery and Menu Planning at the Service

At Wilston Kids Care, we are dedicated to helping children develop healthy food habits and positive attitudes toward nutrition. By working in partnership with families and Educators, we aim to support children in making nutritious choices both at the Service and at home. Our commitment to providing a balanced, wholesome diet contributes to children's physical, social, and intellectual development, supports the prevention of weight-related issues, and promotes long-term health, including the prevention of nutrition-related chronic diseases.

Our weekly menu is carefully planned in accordance with the Australian Dietary Guidelines and the Australian Government's *Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood*. We also follow the Healthy Food and Drink Supply Strategy for Queensland Schools, based on the Australian Guide to Healthy Eating (AGTHE) and the Dietary Guidelines for Children and Adolescents (2003).

To promote healthy eating and active lifestyles, we will:

- Role model and encourage healthy food and activity choices throughout the day for children and families
- Supply high quality and healthy fresh food prepared daily by our Service Cook.
- Educate children about nutritious foods and healthy eating habits to instil lifelong active habits from an early age.
- Support families by sharing information about our daily menu and providing recipe ideas or guidance upon request.

All meals served at Wilston Kids Care are made fresh daily by the Wilston State School Tuckshop team, ensuring they are both nutritious and appealing. During term time, we provide breakfast, afternoon tea, and late snack of whole fruit if children are still hungry. During Vacation Care, children are asked to bring morning and afternoon tea, while Wilston Kids Care provides lunch each day.

To ensure children remain well-hydrated, we provide access to drinking water via multiple bubblers located throughout our campus. We encourage children to bring a (named) water bottle to every session, and our Educators support regular fluid breaks and assist with refills as needed.

Thank You for Choosing our Service

Thank you for choosing Wilston Kids Care OSHC to support your child's play, learning, development, and leisure experiences. We are truly honoured to be part of your child's journey and deeply appreciate the trust you have placed in us.

At Wilston Kids Care, we are committed to providing a safe, engaging, and nurturing environment where children can grow, explore, and develop both socially and intellectually. Our dedicated Educators work in partnership with families to ensure that each child feels valued, supported, and encouraged to reach their full potential.

We look forward to building a strong and rewarding relationship with you and your child, celebrating achievements, milestones, and everyday successes along the way. Your involvement and feedback are important to us, and together, we can create meaningful experiences that make OSHC a place your child looks forward to every day.

Thank you again for entrusting us with your child's care. We are excited to embark on this wonderful adventure with you and your family.

FAMILY HANDBOOK REVIEW

FAMILY HANDBOOK REVIEWED	September 2020, November 2021, January 2022, October 2022, December 2023, September 2024, January 2026	NEXT REVIEW DATE	September 2021, October 2022, January 2023, December 2024, December 2025, January 2027
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 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> <p>September 2024</p> <p>Refined all the languages across the entire Family Handbook to ensure current information and practices are thoroughly documented.</p>		
VERSION CONTROL	<ul style="list-style-type: none"> - V1, V2, V3, V4, V5, V6, V7, V8 		
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.V7 released September 2024. V8 released January 2026. 		