

Wilston Kids Care-WKC
Outside School Hours Care



FAMILY HANDBOOK

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Wilston State School
11 Primrose Street, Grange QLD 4051

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WELCOME TO OUR SERVICE

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

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

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

Acknowledgement to Country

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 inside the Wilston State School premises and is operated by the Wilston State School Parents and Citizens Association. Located within the esteemed Wilston State School, our service offers enriching opportunities for primary school-aged children. Recognised as "Exceeding" in all 7 quality areas under the National Quality Framework, Wilston Kids Care is independently operated by Wilston State School Parents and Citizens Association with full management control.

The Service is managed operationally, by an experienced General Manager with high level early education industry experience managing the day-to-day business operations of the Service. The General Manager is the appointed Nominated Supervisor under the National Law and Regulations.

Wilston Kids Care (WKC) has access to various buildings and facilities within the school grounds, as outlined in our license and site use agreement.

Service Approval Information

Wilston Kids Care is currently licensed for:

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

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

Operational Hours of Wilston Kids Care

The hours of operation of the Service currently are:

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

Closure of the Service - The Service is closed on all public holidays, and during Term 3 each year, we notify families of our Christmas/New Year closure dates, which may vary annually. These days do not incur any charges for parents and guardians, as we absorb the costs for families during this closure period.

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 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

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

To ensure long term viability for our Wilston State School community, it is important that our Service is able to cover all operational expenses associated with running a large, commercial high-quality education and care facility. WKC is a not-for-profit business model, and any surplus made, goes directly to the P&C Association to use for the educational outcomes for children in our Wilston State School community. A portion of the funds made, are reinvested back into the Service to ensure we continue to grow, develop, and provide high-quality outcomes for the students in our care.

We are committed to ensuring our families have access to information about any available government subsidies to help reduce fees. Additionally, we will continue to advocate alongside government stakeholders for every child's right to access Outside School Hours Care, regardless of their family's financial situation.

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

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

Child Care Subsidy - Government 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

As of 6 January 2025

Attendance Fees				
	Prep		Grade 1-6	
	Permanent Booking	Casual Booking	Permanent Booking	Casual Booking
Before School Care 6:30am-8:30am	\$24.50	\$27.00	\$22.40	\$25.00
After School Care 3:00pm-6:00pm	\$32.75	\$37.50	\$31.75	\$35.75
Vacation Care 6:30am-6:00pm	The base rate is \$70.00, 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.			
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. During term time, we prefer those casual bookings be made by 6 p.m. the previous day to allow us to ensure we have adequate staffing for these extra bookings. 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 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 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 your child/ren absent via the Xplor Home App. Permanent bookings will be charged for absent days as per our policies and procedures. It's important you tell us so we can accurately record the absence. If we don't do this, we can't pay your CCS correctly. 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

The Government won't pay CCS for any absences before your child physically attends or after the last day your child physically attends care. You'll need to pay full fees for these days.

However, if you have an approved reason, the Government will pay CCS for absences that occur within 7 days at the start or the end of an 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.

You should talk to your service about these absence reasons and about using these absence days. Your service may ask you to provide 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)

Notice Periods and Cancellations

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

Enrolment Type Definitions:

- A Permanent Before School Care and After School Care booking is where a child with a current enrolment attends regular booked days/sessions every week during Term Time.
- A Casual Before School Care and After School Care booking is where a child with a current enrolment attends on an irregular basis (based on vacancies and absences) every week during Term Time.
- A Vacation Care/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 for record keeping purposes. Please note there is a 7-day notice period in place for these cancellations as part of our terms and conditions of enrolment and entry. Fee payment will be applied when cancelled inside of the 7-day period. This enrolment type does not have “once off” cancellation option.
- **Casual Before and After School Care (Term Time)** - Casual Before and After School Care bookings can be cancelled via email if more than 24 business hours' notice is given. Please email: wkc.admin@wilstonpandc.org.au so our administration team can process your request. This enrolment type is on offer for families with irregular booking patterns during term time. Casual bookings are charged at a higher rate.

Vacation Care and 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 this Christmas/New Year period of closure, we regret to inform you that we will not be able to process any cancellations as we are closed for business.

The notice period will officially begin from the first day when we return, for the Christmas/New Year closure, once our operations resume for the new school year. Please note that the initial two weeks of this notice period are non-negotiable and cannot be cancelled. In the event that your child does not attend during this time, charges will be applied.

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

Payment of Fees – Direct Debit (Condition of Entry)

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

Wilston Kids Care debits accounts 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 Account. Any transaction fees for payments made via credit card will be paid by the account holder. If account holders wish to use their credit card for payment, they will incur a transaction fee charge for each transaction.

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

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

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

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

Please note from 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 must pay their CCS gap fee using EFT and therefore cash payments will no longer be permitted.

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.

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

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

Fee Payment Requirements

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

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 but excludes periods when the Service is closed.
- Child Care Subsidy is available to all families who are Australian Residents. To find out their eligibility, families must contact the Department of Human Services.
- 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.
- If your child does not attend during the notice period for leaving the Service, please be aware that the Government removes your CCS, therefore the Service must charge full fees, and these fees are required to be paid in full. 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.
- 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.

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.

The General Manager/Nominated Supervisor may, at their discretion, allow a family to return once the debt is fully paid, provided appropriate arrangements are made to ensure regular payments moving forward.

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/ren enrolled and attending Wilston State School. As a P&C operated service our priority during Term Time is the Wilston State School students.

Vacation Care

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

Making Changes to your Permanent Bookings

Any changes to permanent bookings must be done in writing with at least seven days' notice. If you would like to request a change to your child/ren's permanent bookings, please complete the form linked below. Changes cannot

be made instantaneously. We need the 7 days to process these requests due to the high number of customers we are managing across the week and to ensure there is sufficient space for the change to occur if changing days as an example.

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

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

Termination of Education and Care – Cessation of Care

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

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

Changes to Contact Details

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

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

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

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

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

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

Federal Government's Priority of Access Guidelines

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

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

Priority of Access Guidelines

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

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

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

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families 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 administer the National Quality Framework (NQF) in each state and territory, usually as part of that state or territory's education department or agency.

In most cases the regulatory authority is the first point of contact for providers. They are responsible for:

- granting approvals, including provider approval and service approvals
- assessing and rating services against the [National Quality Standard](#)
- working with ACECQA to promote continuous quality improvement and educating the sector and community about the NQF.

Regulatory authorities also have a range of powers and tools to facilitate continuous improvement and ensure compliance with the NQF, including the ability to issue compliance notices.

Contact your regulatory authority for enquiries about:

- submitting application and notification forms
- provider and service applications and approvals
- temporary and service waivers
- assessment and rating
- compliance
- state or territory specific transition and savings provisions

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

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

Australians Children Education and Care Quality Authority - ACECQA - <https://www.acecqa.gov.au/help/contact-your-regulatory-authority>

National Quality Framework (NQF)

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

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

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

What this means for your School Aged Child

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

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

The major benefits for parents and children include:

- Improved educator to child ratios in services.

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

Assessment and Rating (A&R)

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

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

The ratings are:

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

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

Wilston Kids Care is proud to be rated Exceeding in all seven quality areas, the highest possible rating under the National Quality Standards (NQS) rated system.

Quality Improvement Plan (QIP)

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

The QIP also helps the regulatory authorities with their assessment of the service. A QIP helps providers to document the strengths of their services and to recognise areas for continuous improvement. Our QIP is available

upon request if you would like to discuss further.

A QIP must:

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

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

A QIP must be:

- Updated at least once a year.
- Available on request by the regulatory authority or parents of a child enrolled or looking to enrol at the service.

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

Our MTOP Curriculum Framework

In 2010, the Council of Australian Governments developed Australia's first national School Aged Learning Framework. This document has the aim of ensuring young children have rich and high-quality programs in their School Aged childhood settings. The Framework is a guide for educators to scaffold and support children in their care to learn and develop through play-based opportunities. The MTOP promotes working in partnership with families to develop learning programs which are responsive to children's ideas, interests, strengths, and abilities.

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

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

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

These are:

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

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

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

These Frameworks are:

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

To promote the concept of *Belonging, Being and Becoming*, we encourage the children's interest and emerging ideas and support them to construct their own identities and understanding of the world. The framework puts children's learning at the core and comprises principles, practices and outcomes which are fundamental to school aged childhood pedagogy and curriculum decision making.

For my information about the MTOP Curriculum please refer to:

<https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf>

Our Educational Program

Children thrive and learn best when their interests and strengths are captured. For this reason, the Educators at our Service implement an Inquiry based, Emergent Style Curriculum as part of their Educational Program. An Inquiry based, Emergent Curriculum is a way of planning, that is based on and extends the children's interest at a certain

time. Planning an Emergent Curriculum requires close observation and knowledge of a child or group of children to find what is currently sparking their interest and curiosity.

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

Digital Documentation

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

Learning Through Play (Theory)

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

For more information about this topic please refer to: <https://www.acecqa.gov.au/latest-news/blog/learning-through-play-and-leisure>

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

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

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

The benefits of play include:

- Building self-confidence and self-esteem.
- Building problem solving skills.

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

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

For more information on play please refer to: <https://www.acecqa.gov.au/sites/default/files/2020-12/RespondingToChildrensPlay.PDF>

Developing Children’s Social and Emotional Skills Through Play

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

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

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

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

Our Learning and Leisure Environments

Our Learning Environments are rich and natural in presentation and set up which facilitates children's engagement, curiosity, problem solving, independent exploration and appropriate risk taking. As part of our site use agreement and licence we co-share school facilities and spaces used by the children during 9-3pm at school. These areas are leased from the school during our operational hours. B Block and our WKC office area are our only exclusive spaces.

Our learning Environments are:

- Welcoming.
- Flexible.
- Responsive to children and their changing needs, interests, and abilities.
- Those that invite experiences, interactions, risk taking, discovery, connections to nature, conversations, play and collaboration.
- Those that have a sense of place and purpose for resources, materials, and experiences.
- Consistent and predictable.
- Well-resourced and well maintained.
- Interesting and engaging (absorbs children in complex, deep learning experiences).
- Limitless and open to many possibilities for learning to occur.

Loose Parts Theory and Risky Play Approach

At Wilston Kids Care we have built a fantastic Loose Parts Play Program where children have access to loose parts housed in our Play Pod. Loose parts are open-ended materials that do not have a specific purpose and can be used in a myriad of ways. They can be used on their own, or in combination with other parts. The elements can be designed and redesigned in endless ways, as children manifest their creativity through designing their own play.

Loose parts can be made of any material, natural, synthetic or a combination of the two. They can be natural elements from a garden, such as twigs, leaves, sticks and stones. They can also be elements that are re-purposed such as cardboard boxes, milk bottle tops, lids, or plastic containers.

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

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

Arrivals and Departures

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

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

Sign In and Out Procedures

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

Before School Care

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

After School Care

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

Inclusive Approach to School Aged Learning and Leisure

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

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

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

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

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

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

- Having a disability.
- Living in complex or vulnerable circumstances.
- Their cultural, linguistic, or family background.

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

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

Service Commitment to an Inclusive Environment

We are committed to:

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

Supporting our Prep Children

Supporting our precious Prep children as they transition into school life is a top priority at Wilston Kids Care. Starting in January each year, when the Prep children begin school, we ensure they feel comfortable and confident. Each morning, we walk them to the designated Prep waiting area outside their building, and in the afternoon, we pick them up directly from their classroom to help them navigate the day without feeling overwhelmed.

We continue providing this support until the Prep children feel confident navigating on their own. It's important to foster a sense of agency and independence in young children, as this plays a crucial role in building self-esteem, identity, and overall wellbeing. Accomplishing tasks independently gives children a powerful sense of achievement and success. When children are given opportunities to make choices, attempt tasks for themselves, and take on increasing responsibilities, they develop a stronger sense of competence and belonging in society.

Prep children develop a sense of agency when they feel in control of their surroundings, which is a crucial aspect of their growth. As adults, we often underestimate children's ability to make decisions or express valid opinions. However, by listening to and respecting their ideas, we model collaboration, cooperation, and acknowledge their capabilities. These are essential skills to nurture as they enter the school environment. Walking independently around the school grounds will soon become a regular part of their day, and fostering their confidence and independence now is key to supporting that transition.

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

All school children are under the duty of care of Wilston State School from 6:30 AM to 8:30 AM. If children are on the school site before 8.30am they should be booked into Wilston Kids Care. The school provides NO supervision for children attending before 8.30am.

After 8.30am, Wilston Kids Care escorts the children to the Prep waiting area outside of the Prep building. Prep Teacher Aids are present to look after children until the Teachers arrive before school starts.

In the afternoon, Prep children are initially collected directly from their classrooms. As they grow more independent, they gradually transition to making their way to Wilston Kids Care on their own when they are ready.

Wilston Kids Care Team

Our service is proud to employ a diverse team of experienced Educators, whose knowledge, skills, and qualifications create the foundation for delivering high-quality education and care in an outside school hours care setting.

Our Educators respect and celebrate diversity by embracing differences and uniqueness, encouraging family participation in our program delivery. This approach supports children's self-identity and fosters an inclusive environment within our play-based, leisure-focused service.

Through innovation and creativity, our Educators cultivate a rich, inclusive setting that continuously strives to implement best practices that are both meaningful and authentic to the children. These approaches ensure optimal outcomes for the school-aged children in our care.

Our Team Approach

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

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

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

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

Staffing Arrangements

Our General Manager, Coordinator of Operations (Senior Coordinator), Coordinators, Assistant Coordinators, Educational Leader, and Administration Officers are in place to fully support the Governance of the Service and set exceeding standards of education and care.

Our Managers have a wealth of knowledge and experience that helps to provide overarching governance and sets the strategic vision for the Service with regards to mentoring and leadership of the Educators.

Wilston Kids Care is an outstanding 260 place Outside School Hours Care Service. Located within the esteemed

Wilston State School, our service offers enriching opportunities for primary school-aged children. Recognised as "Exceeding" in all 7 quality areas under the National Quality Framework, Wilston Kids Care is independently operated by Wilston State School Parents and Citizens Association with full management control. The Service is managed operationally, by an experienced General Manager with high level industry experience managing the day-to-day business operations of the Service. The General Manager is the appointed Nominated Supervisor under the National Law and Regulations.

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

- The Approved Provider who is a person/or group of people with management or control of the service.
- The Nominated Supervisor of the service (General Manager).
- A Responsible Person (other Managers) who has been placed in day-to-day charge of the service in the absence of the Nominated Supervisor.

Outside School Hours Care Recognised Qualifications

The Diploma and Advanced Diploma in Community Services (Children's Services or School age Care) or a 2nd-year qualifications or completed Degrees as per the ACECQA approved qualifications list.

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

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

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

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

Senior Leadership (Day to Day Service & Business Management) - General

Manager/Nominated Supervisor

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

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

Operations Leadership Team

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.

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
Assistant Coordinator	Dan Breen	dan.breen@wilstonpandc.org.au
Assistant Coordinator	Alyssa Koina	alyssa.koina@wilstonpandc.org.au
Service Support Manager	Kaylee Andrew	kaylee.andrew@wilstonpandc.org.au

Educational Leadership Team - Educational Leader and Education Support

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

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

Position	Name	Contact Details
Educational Leader	Jason Choice	coordinator.jason@wilstonpandc.org.au
Assistant Coordinator	Dan Breen	dan.breen@wilstonpandc.org.au

Administration Team – Administration Officers

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

Kaylee Andrew the Service Support Manager provides oversight and higher-level support for all Wilston Kids Care administration matters.

Position	Name	Contact Details
Administration Officer	Amy O’Connell	wkc.admin@wilstonpandc.org.au
Administration Officer	Daniella Aguilar	wkc.admin@wilstonpandc.org.au
Service Support Manager (Admin Manager)	Kaylee Andrew	kaylee.andrew@wilstonpandc.org.au

Grade Leader Mentors

Grade Leader Areas over see their assigned Grade Level and provide induction support and daily assistance as senior educators at Wilston Kids Care.

Educators

An Educator is responsible for the education and care of a specific group of children within an education and care service.

Service Policies and Procedures

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

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

A copy of our Policies and Procedures Manual can be found in our parent portal

<https://drive.google.com/drive/folders/17VmAU3f7LC89iGR2zlr6allZT9j0Zo0Z?usp=sharing> and we encourage you to speak to the Service if you would like more information regarding our Service Policies and Procedures.

Parents are advised in writing when our Service policies and procedures are reviewed. This process is undertaken on an annual basis in consultation with our Educator's and Families. We provide our families with a 14-day notice period of any changes made to policies and procedure via the Xplor App, our Service Newsletter, emails, and Facebook Posts. All policy and procedural changes have been ratified by the General Manager/Nominated Supervisor in consultation with best practices recommendations from the School Aged Education Sector, our Educators and Service families, collated as part of the review.

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

wkc.generalmanager@wilstonpandc.org.au

First Aid, CPR, Anaphylaxis and Asthma Management

Our staff team undertake a prescribed First Aid qualification as approved by ACECQA, which positively advocates all staff working at the Service are fully trained in First Aid Management. This includes First Aid, CPR, Anaphylaxis and Asthma Management components, to ensure that staff are equipped to handle these situations should the need arise.

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

Illness, Infectious Diseases and Sick Children

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

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

If you send your child to the Service and they show signs of being unwell and we reasonably suspect they may be presenting with symptoms that are consistent with an infectious illness, we will contact you and request the child is 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 requires that all children being educated and cared for at an approved service are adequately supervised (section 165).

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

Policies and procedures must address the matters set out below:

- how children will be protected from any risks identified in a risk assessment conducted under regulation 84C.
- how the sleep and rest needs of children are met, including how the ages, development stages and the sleep and rest needs of individual children are considered.

- how the health care needs of individual children are met.
- how requests from families about a child's sleep and rest and cultural preferences are considered.
- adequate supervision and monitoring during sleep and rest periods, including the method and frequency of checking the safety, health, and wellbeing of children during sleep and rest periods and the documentation of sleep and rest periods.
- how the sleep and rest practices are consistent with any current health guidelines on the best practices to adopt to ensure the safety of children during sleep and rest.
- the induction, training, and knowledge of staff at the service in relation to best practice for children's sleep and rest.
- the location and arrangement of sleep and rest areas at the service and how this meets children's sleep and rest needs.
- safety and suitability of cots, bedding and bedding equipment, having regard to the ages and developmental stages of children who will use them.
- the management of potential hazards in sleep and rest areas and on a child during sleep and rest periods.
- the management of physical safety and suitability of sleep and rest environments including temperature, lighting, and ventilation.
- communication of the sleep and rest policies and procedures to a parent.

National Law and Regulations

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

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

Engagement and Communication Opportunities with our Families

At Wilston Kids Care, communication with children and families is extremely important to us and plays a crucial role in the success of our Service community. We are committed to keeping the lines of communication open and clear, ensuring that families feel informed and connected.

Our team engages with families through various communication methods, recognising that each interaction is an opportunity to build trust and maintain transparency. In addition to the communication shared through our documentation process, such as Xplor Home and Playground App and Facebook, we also stay in touch through direct conversations during drop-off and pick-up times, as well as other communication tools we have in place.

Here are some of the ways we keep families informed:

- Parent Notifications through our Xplor App.
- Email correspondence.
- Facebook updates.
- P&C Website, where you can click the Wilston Kids Care button to access our Service's website.
- Wilston State School newsletter – WKC section.

We value your engagement and feedback and look forward to continuing to work together to provide the best experience for your child. Should you have any questions or require more information, please don't hesitate to reach out to us.

Sharing Information with our Families

In our WKC office we display essential information about how our Service operates. This is in line with requirements under the National Law, Regulations, and the National Quality Framework, ensuring families have access to key details about our Service.

The information provided includes:

- Weekly Menu
- Weekly Staff Roster
- Staff Names and Qualifications
- Educational Program
- Service Approval Information
- Approved Provider Information
- Nominated Supervisor Information

- Work Health and Safety Officer Information
- Fire Warden Information
- Educational Leader Information
- Service's Fire and Evacuation Routes
- Evacuation Procedures
- Emergency Lockdown Procedures
- Family Grievance Procedure
- Anaphylaxis Information (for children with anaphylactic conditions)
- National Quality Standard Assessment Rating

We encourage families to regularly check the WKC office for updates and important notices. Should you have any questions about this information, please don't hesitate to ask.

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, please don't hesitate to speak with our General Manager, Management Team or the administration Team. Additionally, each year, we distribute a Parent Survey to gather feedback and ideas for further enhancing our Service. We also have a Service Suggestion Box, where families can submit their thoughts, ideas, and recommendations 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.

Key Operational Functions of the Service

Birthdays and Celebrations

We understand that celebrating birthdays and special occasions is important to young children, and we make it a priority to display their names on our Birthday Board to help them feel celebrated and special.

Students and Volunteers

Our Service welcomes participation from local schools and Registered Training Organisations, allowing students to engage in our programmed activities under direct supervision as part of our Curriculum Framework.

We also occasionally have volunteers at the Service, who are closely supervised at all times. For further details, please refer to our Student and Volunteer Policy.

Children's Incursions and Excursions during Vacation Care

Our Service recognises the importance of excursions in providing children with valuable experiences that help them gain a deeper understanding of the society they live in. These experiences allow children to learn and grow in meaningful ways.

We take every precaution to minimise risks associated with excursions and ensure a prompt and appropriate response to any emergencies. Educators also teach children and families about safe road, transport, and play practices to ensure everyone's safety.

During the Vacation Care period, we organise both excursions and incursions that contribute to our Educational Program. The cost of these events is covered by families and is included in the Vacation Care Program, which is sent out prior to the vacation period for families to review and book. Dates and times for these events are also available on the Wilston P&C website and communicated via email, newsletters, and posters around the Service.

Our older children may occasionally go on excursions to engage with the local community and enrich their learning experiences. All excursions are carefully planned, with risk assessments conducted in line with regulatory requirements and the Service's policies.

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

Digital (ICT) and Social Media

We aim to ensure that our Service, including children, educators, and families, is not compromised on social networking platforms such as Facebook. All social media usage must comply with our Service Philosophy and our Codes of Conduct for Employees and Parent/Guardians.

We recognise the benefits and challenges of using Facebook and other social media platforms in the outside school hours care setting. This policy provides employees, families, volunteers, and students with clear standards for engaging in conversations or interactions on Facebook and other social media platforms for official business, community engagement, assessment, and rating evidence and professional or personal use.

This policy offers written guidance for acceptable social media usage at Wilston Kids Care, ensuring that all interactions align with our established standards and support a safe and positive environment for everyone involved.

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

Court Orders

Our Enrolment Form includes a section where you can provide information about any custody arrangements concerning your child. It is crucial that the Service is kept informed of any changes to these arrangements to ensure your child is only released to authorised adults.

To comply with legal requirements, the Service must have copies of any relevant legal documents (e.g., Court Access Orders, Custody Agreements) to ensure the correct parent or guardian is responsible for collecting the child.

If at any point there is uncertainty regarding a child's custody arrangements, the General Manager may ask the adult to wait while we contact the authorised parent or guardian for confirmation. Please inform us immediately in writing if your situation changes.

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

Working in Partnership with our Families

Parents are their child's first and most important teachers, playing a crucial role in their learning journey. By fostering close cooperation and participation between parents and the staff at our Service, we can better meet the needs of your child.

Our staff are always available to discuss any concerns, ideas, or suggestions you may have about your child. We encourage you to take advantage of the various forms of information we provide to support you in guiding your child through their education, leisure, and care journey with us.

Parents are always welcome at the Service, and we actively encourage your participation in a variety of ways. While we understand that time is valuable, any support you can offer greatly benefits your child and enriches our community.

Here are some ways you can get involved:

- Offering suggestions, participating in fundraising, and contributing to Service events.
- Sharing your creative talents such as speaking other languages, sewing, cooking, or sharing hobbies like music, handicrafts, or gardening with the children.
- Assisting with Service gardening and composting.
- Supporting fundraising and participating in service events
- Participating in our Annual Policy Review Process
- Bringing recyclables from home, such as paper, collage materials, and loose parts
- Participating in our regular parent surveys and notifications and staying engaged with our educational program by responding to updates on your child's learning progress shared through Playground.

Your involvement helps create a richer, more supportive environment for all children. We value your contributions and look forward to working together to support your child's growth.

Family Grievance Procedure

The partnership between families and educators is essential for providing high-quality care and education for children. Open communication among all parties strengthens these partnerships. We take all family grievances or concerns seriously and will make every effort to resolve them promptly.

If you have a concern, please discuss it with the Assistant Coordinator/Coordinator on duty or, if you require further support or resolution, on operational matter that occurred in the Before, after and Vacation Care session.

For more formal or serious matters, we encourage you to address them in writing to the General Manager. This allows us the opportunity to thoroughly investigate and resolve the issue. In some cases, the General Manager may consult with the Approved Provider for additional support in resolving the grievance.

We will handle all complaints confidentially and treat them with respect and professionalism. In return, we ask that parents extend the same courtesy to the Service by maintaining confidentiality while we investigate and resolve the matter.

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

For further enquiries you can contact the below staff members.

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

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

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

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

Operations Leadership Team

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.

Position	Name	Contact Details
Coordinator of Operations (Senior Coordinator)	Emma Bannerman	emma.bannerman@wilstonpandc.org.au
Coordinator/Educational	Jason Choice	coordinator.jason@wilstonpandc.org.au

Leader		
Coordinator	Ashley Gregori	coordinator.ashley@wilstonpandc.org.au
Assistant Coordinator	Dan Breen	dan.breen@wilstonpandc.org.au
Assistant Coordinator	Alyssa Koina	alyssa.koina@wilstonpandc.org.au
Service Support Manager	Kaylee Andrew	kaylee.andrew@wilstonpandc.org.au

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

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

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

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

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!

Transitioning children into Outside School Hours Care (OSHC) can be an emotional experience for both the child and their family, especially if your child has just begun their formalised school journey. Our Educators are experienced in helping primary school-aged children settle in quickly and comfortably.

To support this process, we encourage families to visit the Service and introduce your child to the Educators, other children, and the environment. Orientation will provide a great opportunity for you to learn about our service and how it works.

Understanding your child's needs and creating a supportive atmosphere is essential for a smooth transition from home to OSHC. Your child's Educators will play a vital role in this adjustment, so please share any specific needs or preferences your child may have to ensure we are well-prepared to welcome them.

If you have any concerns or would like further assistance with settling your child into our OSHC program, please don't hesitate to reach out to our Service Management.

We are here to help!

What to Bring

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

- A set of spare clothes and underwear (for Preps).
- A wide-brimmed named hat (no caps, please).
- A drink bottle filled with water.

To help us return lost property to its rightful owner, it is important to label your child's hat, jumper, lunchbox, drink bottle, and bag. This is the best way to ensure lost items are reunited with their owners.

Thank you for your cooperation!

On Arrival at the Service

- Sign your child in on the Kiosk located in the WKC office.
- Encourage your child to wash their hands or use the hand sanitiser provided in the sign-in/out area.
- If your child hasn't had sunscreen applied before leaving home, please encourage them to apply it.
- Direct your child to the appropriate bag storage area (refer to the signs in the office).

- Place your child's bag on the bag rack or hook.
- If needed, complete a Medication Form and hand it directly to one of our Coordinators for proper storage in our locked medication storage boxes.
- Take a moment to say goodbye to your child before leaving.
- If you need assistance with separation, feel free to ask one of our experienced Educators for support.

On Departure from the Service

- Sign your child out on the Kiosk located in the WKC office.
- Speak with the Educators about your child's day and any highlights or concerns.
- Collect your child's belongings.
- Before leaving the Service, wash your child's hands or use the hand sanitiser provided in the Parent Lounge.

Food Preparation, Delivery and Menu Planning at the Service

The Service is dedicated to helping children develop healthy food habits and attitudes. By collaborating with families and Educators, we aim to positively influence each child's health and nutrition at home. We are committed to providing a nutritious diet for the children in our care. Our Educators play a vital role in fostering good food habits and attitudes, which contribute to the prevention of weight-related issues and support children's physical, social, and intellectual development. This, in turn, helps prevent nutrition-related chronic diseases.

Our Weekly Menu is aligned 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 Dietary Guidelines for Children and Adolescents (2003) and the Australian Guide to Healthy Eating (AGTHE).

To promote healthy eating and active lifestyles, we will:

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

The food prepared and served at Wilston Kids Care is made from scratch by the Wilston State School Tuckshop team, ensuring it is nutritious and appealing. During term time, we provide breakfast, afternoon tea, and late snacks. In Vacation Care, children are asked to bring their morning and afternoon tea, while Wilston Kids Care provides lunch each day.

To ensure all children have access to drinking water, we have a number of bubblers throughout the areas we use, providing clean drinking water at all times. We encourage children to bring a water bottle to each visit, and our Educators support them in taking regular fluid breaks and refilling their bottles as needed.

Thank You for Choosing our Service

Thank you for choosing Wilston Kids Care OSHC for your child's learning and leisure needs. We are excited to be part of your child's journey and appreciate the trust you have placed in us.

We look forward to building a long and rewarding relationship with you and your child as you embark on this wonderful adventure together.

FAMILY HANDBOOK REVIEW

FAMILY HANDBOOK REVIEWED	September 2020, November 2021, January 2022, October 2022, December 2023, September 2024	NEXT REVIEW DATE	September 2021, October 2022, January 2023, December 2024, December 2025
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 		
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. 		