

ENROLMENTS/BOOKINGS

Families must contact Administration by phone to obtain enrolling procedures and additional paperwork. We have a limited number of places available at each service so bookings are essential.

CatholicCare Children's Services is a registered provider with the Commonwealth Government and required to meet their **Priority of Access Guidelines**. This means that certain children may be given priority over another child's booking. The following categories set out the guidelines:

1st Priority	A child at risk of serious abuse or neglect.
2nd Priority	A child whose parent (single parent) or both parents satisfy the Work/training/study test under Section 14 of the Family Assistance Act.
3rd Priority	Any other child

BEFORE SCHOOL CARE

Before School Care (BSC) service operates from 7am – 9am during school terms and caters for children aged 4 – 12 years of age. An authorised adult must sign the child/ren in upon arrival, and all children are signed out by the educator when school commences. Children in Kindergarten are walked to their classrooms by an educator. You will need to check with the educator if they do the same for the Prep children. Children from Grade 1 to 6 will make their own way to class.

AFTER SCHOOL CARE

After School Care (ASC) operates from 2.45pm – 6pm during school terms and caters for children aged 4 – 12 years of age. Children in Kindergarten are collected from their classrooms by an educator, children in Grades 1 to 6 make their own way to ASC. You will need to check with the educator if they do the same for the Prep children. All children are signed in by an educator upon arrival and must be signed out by an authorised adult each afternoon. Afternoon tea is provided.

VACATION CARE

Vacation Care offers a range of indoor and outdoor activities such as crafts, cooking, music, dance and excursions, for children to participate in during the school holidays, (excluding public holidays). Children aged from 4 – 12 years of age can attend, however kindergarten children must attend one term of school before attending vacation care. Vacation Care Programs are emailed one month prior to Vacation Care commencing. Bookings are made via your My Family Lounge account or phone app.

STUDENT FREE DAYS/PUBLIC HOLIDAYS

An expression of interest will be displayed for student free days in the service and Administration will email families as well. However, if we do not reach a minimum of 10 children for that day, care will not be available and families will be notified via email of this.

All services are closed on public holidays and families are not charged.

SHARED CARE/INDIVIDUAL ACCOUNTS

Parent/Guardians can choose to have separate accounts where the care of the child is shared. Each individual will need to make their own claim for Child Care Subsidy to Centrelink. Each parent will also need to agree to their own Complying Written Arrangement with the provider. In all circumstances, including shared care arrangements the allocation of 42 absences per financial year in which Child Care Subsidy can be paid relates to each child, not to each individual claimant.

Where families have separated after commencement of the Complying Written Arrangement, the parent who is the Child Care Subsidy claimant must notify Centrelink of this change in their circumstances. Where the other parent who was not the Child Care Subsidy claimant wishes to receive Child Care Subsidy payments, they will be required to make their own claim based on their individual income and activity levels.

KIOSK SIGN IN AND SIGN OUT

This process is to ensure the safety and security of children. It is also both a Federal and State Government legislative requirement.

Families are required to sign their child/ren into the service electronically when arriving and sign their child/ren out upon leaving the service each day. Please check with the service for the location of the tablet.

Children will only be released from our service to an authorised person listed on the enrolment. Families must notify Administration immediately in writing if another person is to collect their child/ren that has not been previously nominated on the enrolment. The person authorised must display identification upon arrival. Children's Services will not accept verbal authorisation in any circumstances.

REPORTING ABSENCES

Absences can be marked through your My Family Lounge account or phone app prior to 10am on the day. Alternatively please call or email Administration on 1300 119 455 or email ccs.admin@aohtas.org.au. CatholicCare Children's Services has a duty of care to your child/ren to follow procedures to ensure your child/ren are safe and arrive safely to OSHC.

In the event that your child hasn't arrived to ASC shortly after school has ended and cannot be located on the school grounds, Administration will contact each authorised persons on the account to confirm the child/ren's location.

OSHC ACTIVITIES

If your child is going to participate in an outside school activity e.g. sport, school activity, excursion or music lesson, a Parent/Guardian must provide consent by completing an Extra-Curricular Activities Permission Form. This form can be obtained from Administration. The Parent/Guardian is authorising consent for the child/ren to either be signed in at the time advised or to be signed out by the educator if they are required to leave OSHC.

COMPLAINTS

Families or persons who make a formal complaint about aspects of the service will not be disadvantaged in any way as a result of that complaint. Your complaint will be dealt with in the strictest confidentiality and restricted to only those involved. Actions to address the complaint will be determined and once the outcomes or resolutions are agreed, all persons involved in the original complaint will be notified.

Complaints should be forwarded to ccs.admin@aohtas.org.au or please call 1300 119 455. Please contact administration for a copy of the Complaints and Feedback Procedure.

The Department of Education, Child Care Unit will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

CEASED ENROLMENTS

An enrolment is taken to have ceased for Child Care Subsidy purposes if the child does not attend a session of care for eight continuous weeks. The provider will be notified after four weeks of no sessions of care being reported. If care is going to continue but the child will not be returning to care for eight weeks or more, a new Complying Written Arrangement and enrolment notice will be required.

CANCELLATIONS

Families wishing to cancel a permanent booking or vacation care booking must give 7 days' notice in writing to Administration.

If a provider submits absences after a child's last physical attendance, any Child Care Subsidy/Additional Child Care Subsidy paid for these absences will be recovered. This applies to enrolment notices which are automatically ceased by the Child Care Subsidy System, or where the provider ceases an enrolment notice by updating it with an arrangement end date

We require 24 hours' notice to cancel a casual booking with no charge. If the required notice is not provided, full fees apply. Notification can be made through your My Family Lounge account or phone app or alternatively you can call or email Administration.

MEDICAL

Upon enrolment families must include any copies of allergy/anaphylaxis or asthma plan from your General Practitioner (GP) or supportive behaviour management strategies that our Educators will need to know. We do not accept child/ren into our service unless this information has been provided first. In the event that this information has been provided, the Parent/Guardian will be required to complete further documentation with the Team Leader of that service. Administration will provide a copy of the Medications Policy.

If your child requires ongoing support while in the care environment, CatholicCare are happy to facilitate the required support and discuss your family's needs.

Medication prescribed by a registered General Practitioner must bear the original label with the name of the child to whom the medication is to be administered, clear instructions for the administered amount and must display the expiry date/use by date.

NUTRITION

In accordance with our Nutrition, Food, Beverages and Dietary Guidelines families are encouraged to pack healthy and nutritious snacks and meals for their children. Water is also recommended as their chosen drink.

A healthy afternoon tea consisting of fresh fruit and vegetables and a snack are served for afternoon tea.

Healthy eating is encouraged through role modelling by the educators at each of our services.

Families can request to see a copy of our Nutrition, Food, Beverages and Dietary Guidelines Procedure.

CLOTHING

Sensible clothing and footwear is recommended during all seasons, in particular Summer and Winter.

In accordance with our Sun Protection & Hot Weather Procedure/Guidelines, children and educators must wear sun safe clothing that covers as much of the skin as possible (especially the shoulders, back and stomach). All children and educators are required to wear a sun safe hat when outside – *baseball caps are not considered sunsafe*.

Families can request to see a copy of our Sun Protection & Hot Weather Procedure/Guidelines.

FEES AND PAYMENTS

CatholicCare Children's Services is a not for profit, self-funded service. We rely on the prompt payment of fees to maintain effective and efficient operations. Our regular operating income comes directly from fees paid by parents/guardians and from Child Care Subsidy paid on behalf of eligible families by the Commonwealth Government. Refer to our Fees Policy for further information.

CatholicCare Children's Services charge fees fortnightly in arrears. Payment of fees is through DebitSuccess from either a credit card, savings or cheque account and takes place each fortnight on a Friday. Electronic statements are sent out fortnightly on Wednesday's prior to the debit. Families experiencing difficulty in paying their account must contact our Accounts Officer to discuss the matter. Non-payment of fees can result in cancellation of bookings at our service.

Fees are reviewed annually and they may be increased each year. Affordability for families, quality care for children and financial viability of the service are the key elements in determining fees.

IMMUNISATIONS

To be eligible for the Child Care Subsidy a child must also meet immunisation requirements. The Australian Government considers that immunisation is an important health measure for children and their families as it the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule, or have an approved exemption from the immunisation requirements.

There is a short immunisation grace period which provides some flexibility for families to meet the vaccination requirements where they may have missed or forgotten a scheduled vaccination.

Statements of your child's history can be obtained from MyGov, if you don't have a MyGov account please visit <http://my.gov.au/> to create an account and link your Medicare.

CatholicCare Children's Services requires an up-to-date copy of your child/ren's immunisation record upon enrolment.

FINANCIAL ASSISTANCE

The Australian Government provides families with financial assistance to help cover the costs of approved child care. If you have any questions about the Child Care Subsidy contact the Department of Human Services Family Assistance Line on **136 150 – (8am – 8pm)**.

The child care Subsidy is the main way the Government assists families with their child care fees with a single, means-tested subsidy which is paid directly to child care providers to reduce the fees you pay.

Additional Child Care Subsidy

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises that preventative and protective influence of quality of child care on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

1. Child Wellbeing – to help children who are at risk of serious abuse or neglect.
2. Grandparent – to help grandparents on income support who are the principal caregiver of their grandchildren.
3. Temporary Financial Hardship – to help families experiencing temporary financial hardship
4. Transition to Work – to help low income families transitioning from income support to work.

Additional Child Care Subsidy (Grandparent)

Additional Child Care Subsidy (grandparent) provides ongoing increased child care fee assistance to grandparents on income support who are the principal carers of their grandchildren.

A grandparent of a great-grandparent includes a natural, adoptive or step grandparent (or great-grandparent) of the grandchild, or the grandparent's (or great-grandparent's) current or former partner.

Eligible grandparents will receive a subsidy equal to the actual fee charged by the child care service up to 120 per cent of the Child Care Subsidy hourly rate cap for up to 100 hours per fortnight. These grandparents will not to meet activity test requirements.

Grandparent carers need to apply directly to Centrelink for Additional Child Care Subsidy (grandparent).

Providers are not directly involved in the application process but may wish to encourage families whose circumstances may make them eligible for Additional Child Care Subsidy (grandparent) to enquire with Centrelink.

Providers will be notified if the Additional Child Care Subsidy (grandparent) payment is approved for a child enrolled in their service.
