

ARANDA AFTERS ASSOCIATION

Quality Area 6: Collaborative Partnership with Families

FAMILY HANDBOOK

2023

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Acknowledgement of Country

Aranda Afters Association is passionately committed to celebrating and fostering ongoing connections with First Nations Peoples.

Aranda Afters Association would like to acknowledge all traditional custodians of this land and appreciates their continued care for and connection to Country. We express our gratitude that we are able to work, learn and play on Ngunnawal Land, which is abundant with life and natural resources sustained by the Ngunnawal Peoples. We are grateful to and respectful of Elders past, present and emerging.

1 WELCOME

Our Family Handbook explains important information to assist you and your child's transition into care at Aranda Afters Association Incorporated (Aranda Afters).

Aranda Afters provides quality education and care for primary school-age children outside school hours and during school holidays. Enrolment and orientation can be exciting and emotional for children and families whether they attend only occasionally or regularly. Managing this time with sensitivity and support is essential, building partnerships between families and the Out of School Hours Care (OSHC) service. Such partnerships enable the Aranda Afters service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the OSHC service.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how Aranda Afters operates.

We have an open-door policy and you and your family are welcome to visit our Service at any time.

Keeping children and staff safe is our priority. Due to the current COVID-19 Pandemic, we have restricted access to the service to minimise the risks of transmission. This may be subject to change as the Territory restrictions ease.

2 SERVICE PHILOSOPHY

Children are our future and are integral to our world. Everything we do is in the best interest of the child. We honour and respect the child's rights, views and 'being' through our program and practice. We aim to nurture children to be confident people. Our core values and beliefs are that all members of our community exude respect, safety, and kindness in all aspect of their lives.

At Aranda Afters we value parent and community relationships and embrace families through shared decision making and story sharing. Our core values and beliefs are that all members of our community exude Respect, Safety and Kindness in all aspects of their lives. We will promote children's learning and development through respectful, equitable and meaningful relationships in a highly responsive, inclusive, and innovative learning community.

Our work is grounded in the principles and practices of the My Time, Our Place, the National Quality Standards, and the UN Rights of the Child. It is informed by our collective ideas and understandings about early childhood theories and research.

3 SERVICE INFORMATION

Aranda Afters caters to primary aged children (4 to 12 years). We are open Monday to Friday for After School Care 3.00pm to 6.00pm. Our office hours are 8:30am to 6.00pm (during the school term). Our Service operates Vacation Care during the school holidays, Monday to Friday between the hours of 8:30am to 6.00pm. Aranda Afters is closed on ACT public holidays. Notice will be given in our newsletters when these days occur.

3.1 CONTACT INFORMATION

Email: admin@arandaafters.com

Website: www.arandaafters.com

Street Address: Banambila Street, Aranda ACT 2614

Postal Address: PO Box 426, Jamison Centre ACT 2614

Telephone: 02 6142 3039 | Mobile: 0410 620 559

Email: admin@arandaafters.com | Director's email: director@arandaafters.com

Website: <https://arandaafters.com>

3.2 MANAGEMENT STRUCTURE

Approved Provider: *Aranda Afters Association Incorporated*

Nominated Supervisor: *Emily Hargreaves & Shavaun Andreou*

Director: *Emily Hargreaves & Shavaun Andreou*

Executive Officer: *Lledo Mustieles*

Aranda Afters is run by our Directors and supported by our Executive Officer. Our Leadership Team of Program Coordinators and Supervisors carefully designs and implements diverse activities to enhance each child's daily experience at Aranda Afters. We are co-managed by our wonderful parent/carer Association who volunteer to become part of the committee and are elected at the Annual General Meeting each year. Our diverse educator team, who work on floor with your children, reflect the diversity of the children at our service. Our educators each contribute their own unique skills and interests to the service so that all children can feel supported and engaged. More information about our

staff can be found at our website, and information around staff roles and responsibilities can be found in our policies.

4 OUR EDUCATORS AND STAFF

Our Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

All staff hold valid Working with Vulnerable People and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

5 OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Aranda Afters. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Vulnerable People Checks.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

Phone: 0410 620 599

Email: director@arandaafters.com

6 CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia’s Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

7 NATIONAL QUALITY FRAMEWORK

Our Service complies with the Australian Government’s National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

8 REGULATORY AUTHORITY

Our Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in our Territory. To contact our Regulatory Authority, please refer to the contact details below:

Australian Capital Territory

Australian Children’s Education and Care Quality Authority (ACECQA)

ACECQA phone: 1300 422 327

ACECQA email: info@acecqa.gov.au,

The Regulatory Authority (Children’s Policy and Regulation Unit) will appoint an authorised officer who will monitor and enforce compliance with the National Law and National Regulations. The authorised officer will complete scheduled visits and be available to provide guidance and assist the service. The scheduled visits can be:

- announced
- unannounced
- random
- targeted campaign and/or
- assessment and rating.

9 EDUCATOR TO CHILD RATIOS

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children.

| | |
|----------------------------------|------|
| At the Service: | 1:11 |
| Excursions: | 1:8 |
| Swimming/water-based activities: | 1:5 |

10 EDUCATIONAL PROGRAM

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children attending our Service. The development of our program is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders.

Our Service’s curriculum follows the *My Time, Our Place* Framework for School Age Care in Australia as per our programming policy.

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia’s first national framework for school age care to be used by school age care educators and aims to extend and enrich children’s wellbeing and development in school age care settings.

Educators guided by the Framework will reinforce in their daily practice the principles laid out in the United Nations Convention on the Rights of the Child (the Convention). The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children’s rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

The Framework acknowledges the importance of play and leisure in children’s learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities (My Time, Our Place. p.4).

11 MY TIME, OUR PLACE

Fundamental to the Framework is a view of children’s lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children’s first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

11.1 BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children’s interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

11.2 BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.

11.3 BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs as children learn and grow. It emphasises learning to participate fully and actively in society.

12 GOALS FOR YOUR CHILD AT ARANDA AFTERS

Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.

(adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council)

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship. (My Time, Our Place, Framework for School Age Care. p.6, 2011.).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the 5 outcomes outlined in the Framework for School Age Care-*My Time, Our Place*. These include:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.

13 DOCUMENTATION OF CHILDREN'S LEARNING

Children's learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours, and relationships. Documentation may include:

- child's profile – on Xplor
- goals from families and educators
- observations
- objectives for further development
- checklists

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. You will be given your child's documentation/portfolio at the end of the school year or as they finish at the Service. This documentation will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

14 GENERAL PROGRAM INFORMATION FOR FAMILIES

14.1 AFTER SCHOOL CARE (ASC) PROGRAM

14.1.1 What to bring to ASC

Children will need to have the following things when they attend ASC sessions:

- a drink bottle
- a sun smart hat (labelled with name, no caps please) as advised by the Cancer Council
- a jumper/jacket in cooler weather.

14.1.2 Volunteers and children

On occasions there will be new faces in the service when volunteers and children visit to gain experience in the education field. These new faces will also include relief educators which will be registered and hold a working with vulnerable people card.

14.1.3 Damage to property

Aranda Afters reserves the right to recover from a child's parents or guardian any costs incurred due to wilful damage to Aranda Afters Association Incorporated property or to Aranda Primary School property by a child attending the service.

14.1.4 Personal property

In line with school policy, Aranda Afters does not allow children to bring toys, games or electronic equipment to the ASC or SVC Programs. Aranda Afters does not accept any responsibility for loss or damage to these items if they have been brought to either of our care programs.

14.1.5 Lost property

Any lost or left behind items at Aranda Afters are placed in lost property bucket which is kept at the Rolls table. Anything that looks valuable will be taken to the Office. Aranda Afters does not take any responsibility for lost items.

14.1.6 Communication with families

At Aranda Afters, we believe that regular communication supports the development of relationships with children and partnerships with families. This enables us to exchange information relevant to your children's care, experience and progression of learning. We will communicate with you via email, notice boards, newsletters, telephone, meetings – informal and formal, and during pick up times (and drop-off times during the SVC Program). We are open to other suggestions and want to develop communications with all families which support your needs in this area.

14.2 SCHOOL VACATION CARE (SVC) PROGRAM

Aranda Afters provides a School Vacation Care Program on a regular and casual basis. The SVC program runs from 8.30 am 6.00 pm, Monday – Friday, during ACT school vacation periods (excluding public holidays and from the end of fourth term until the first Monday in January of the subsequent year, or the day immediately after this date). Detailed information on our SVC program and the enrolment forms will be available in Week 6 of each term prior to each holiday period. Information about costs for the SVC program is included in the enrolment form for each SVC program.

14.2.1 Excursions and Onsite Activities

The SVC Program may also include excursions and onsite activities which are included in the standard daily cost for the SVC Program. Please note 48 hours' notice is required for cancellation of attendance at the SVC Program.

14.2.2 What to bring to the SVC program

Please prepare your child for the day with the following items:

- a bag (labelled with name)
- a lunch box (labelled) that contains a nutritious morning tea and lunch unless advised in the program that this will be supplied
- please provide plenty of nutritious food, as children will get quite hungry throughout our busy days
- a spare change of clothes including underwear and socks (labelled and in a zip lock bag)
- a refillable water bottle (named)
- closed in shoes
- a sun smart hat (labelled with name, no caps please) as advised by the Cancer Council
- sun smart clothing (no singlets or sleeveless dresses).

Bicycles, scooters and skateboards are allowed at the holiday program everyday as long as the correct safety gear is worn whilst using them. Check daily program for any special requirements.

14.3 ROLL MARKING

Children in Kindergarten are met at their classes to have their roll marked.

Children in Years 1 to 6 meet Educators at specified meeting areas to have their rolls marked.

14.4 DAILY ORGANISATION

Afternoon tea and a range of play, leisure and learning activities are provided for children. Our program information is available on our website and is regularly emailed to families.

14.5 CHRISTMAS SHUT-DOWN

Aranda Afters will also be closed for the section of the Christmas Holidays from the last day of fourth term until the first Monday or Tuesday of 2022, this coming year being January 4th.

15 DAY-TO-DAY ATTENDANCE AT ARANDA AFTERS

To assist our youngest attendees in their transition from school to Aranda Afters, Kindergarten children are collected from their classroom corridor every day.

Please ensure your children's Kindergarten teacher knows the after school arrangements. Kindergarten teachers and Aranda Afters educators work together to ensure everyone has arrived safely.

15.1 ATTENDANCE SHEETS: SIGNING IN AND OUT

It is a legal requirement that this information is completed correctly and on a daily basis. Children are signed in daily by Aranda Afters educators. Each day, parents or an authorised collector, are required to sign their child out of the program on the rolls provided.

Unfamiliar adults (even those who are authorised) will be asked to provide photo identification upon arrival. The master rolls through Xplor (digital sign in and out sheets), are used for ensuring:

- children have arrived safely from school
- during emergency evacuations all children are accounted for and safe
- children have been safely collected and there are no children left on the premises at closing.

Additionally, children need to be correctly signed in and out daily during the School Vacation Care Program. Children must be signed in and out by an authorised person, as specified on their enrolment form. These records are used for attendance checks.

15.2 CAR PARK PROCEDURES

Parents are requested to observe the following:

- take extreme care while driving in the school grounds
- be considerate to all other drivers
- remember that children can be unpredictable when crossing roads
- give way to pedestrians
- do not park in the car spaces allocated to the Principal and executive staff of Aranda Primary School or other signed and designated spaces
- park only in parking bays and not behind other cars or on the driveway
- please hold your child's hand in the car park and please teach your child to use the footpaths.

16 COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at our Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service. You are encouraged to talk to our Nominated Supervisor to arrange to meet your child's educator at a mutually convenient time.

Our Service uses Xplor and email to provide real time updates about your child. We have many types of communication we use for families, including:

- Newsletters
- Phone calls
- Emails
- Face to face
- Formal meetings

17 ENROLMENT INFORMATION

Prior to your child commencing at our Service, you'll be required to complete an enrolment form, provide documentation and pay the administration fee. Detailed information about our enrolment process can be found in our *Enrolments Policy* on our website.

17.1 ENROLMENT FORM

If you require assistance completing the enrolment form, please contact our Nominated Supervisor or reception staff for assistance.

We will require a copy of your child's birth certificate or identity documents and immunisation history statement from the Australian Immunisation Register.

Please note, the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements. Enrolment Records will be required to be updated annually or whenever your circumstances change.

17.2 FAMILY LAW AND ACCESS

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance to our *Record Keeping and Retention Policy*.

17.3 AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

18 AUTHORISATIONS

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency.

Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

19 TRANSPORTATION

As part of our service, we provide transportation between our Service location and primary schools and other locations during school holidays whilst participating on excursions. The safety of children enrolled in our service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure supervision is adequate at all times. Educator to child ratios are strictly adhered to at all times.

For regular transportation, including transporting your child to and from school, written authorisation will be required once every 12 months unless circumstances change. Any other forms of transportation will require individual written authorisation.

20 EXCURSIONS/INCURSIONS

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children’s learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion Policy*.

21 PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote our Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process.

22 MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child’s needs. This needs to be provided prior to your child’s commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs.

(Australasian Society of Clinical Immunology and Allergy) (ASCIA).

23 DIAGNOSED DISABILITY OR ADDITIONAL NEEDS

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Nominated Supervisor or delegate at least 2 weeks prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the [Inclusion Support Program \(SIP\)](#) to assist your child's access.

24 INCLUSION AND SUPPORT

At Aranda Afters, we want all children, families, employees, and volunteers to be included and treated equitably regardless of their background, race, culture, language, beliefs, gender, sexuality, age, socioeconomic status, abilities, additional needs, family structure or lifestyle. Aranda Afters is home to a diverse community, and we aim to foster a supportive environment and provide a sense of belonging for all, where all members feel they are respected and valued for who they are and are given opportunities to express themselves. We work to meet the individual needs of each child, and to ensure all children can fully participate in the service. We offer, to the best of our ability, individual support plans for children who require additional structures and routines or alternative program options.

25 MEDICATIONS

If your child requires medication whilst at Aranda Afters, you must complete a Medication Authorisation form to give your consent for an educator to administer prescribed medication to your child.

Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

We keep medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes) on-site.

26 FEES, REBATES AND ATTENDANCE

26.1 FEES

Annual Enrolment fee: \$25.00 per annum

Below is our full fee schedule, before Child Care Subsidy (CCS) has been applied.

Permanent After School Care: \$30.68 per session

Casual After School Care: \$34.84 per session

Vacation Care Early Bird: \$81.64 per session

Casual Vacation Care: \$86.84 per session

Detailed information about our fees, rebates and attendance can be found in our Fees Policy on our website.

26.2 STATEMENT OF FEES

Each fortnight we will send you a statement via email before your weekly debit. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Nominated Supervisor or Executive Officer as soon as possible.

Families are provided with access to Xplor to access account information. Each family will be provided with individual log in details, families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

Reminder: Aranda Afters Association is not responsible for setting your CCS up.

26.3 PAYMENT METHODS

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted fortnightly.

Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

26.4 PENALTIES

Penalties noted in Appendix A.

26.5 CHILD CARE SUBSIDY (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

26.6 COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

26.7 ALLOWABLE ABSENCES

Parent/guardians must notify the Service by 2:00pm if a child will be absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a \$5.00 fee applies per child for failure to notify us of your child/ren's absence.

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app Xplor.

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year.

You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child. If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

26.8 FEES IN ARREARS/ FINANCIAL SUPPORT

If fees are outstanding after two weeks, we will impose a late payment fee of \$24.00.

Should fees still be outstanding after three weeks, a debt recovery process will be implemented and additional \$24.00 late fee added to your account. Aranda Afters reserves the right to suspend/withdraw your child's enrolment if your account is overdue after 4 pay periods.

If you are experiencing financial hardship, please speak to the Nominated Supervisor or Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

26.9 PERMANENT AND CASUAL BOOKINGS

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 4 weeks
- are chargeable regardless of attendance

Casual bookings are one off bookings that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available

- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via email is given

27 WAITING LIST

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

27.1 PRIORITY OF ACCESS

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

28 VACATION CARE

Our Service provides Vacation Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days. The program and booking form will be distributed to parents in week 7 of term. Parents/guardians will need to complete and return by the specified cut-off date in order to secure your child/ren's position.

29 SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware our Service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm.

The fee is one session fee (I.e. \$30.68) per child for every 5 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected and our insurance is only covered until 6:00pm.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

30 WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please see the Nominated Supervisor to obtain the required form to complete. Children are not able to attract CCS for any days after the last day your child physically attends our Service.

There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.

31 SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

32 ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our online kiosk by an authorised person.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

33 TECHNOLOGY, TELEVISION AND DEVICES (INCLUDING MOBILE PHONES)

Our Service encourages the use of technology to assist with the implementation of our program, activities and research. Children are able to access a range of technologies at the service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision. Permission for children to use computers and other technology is requested in our enrolment form.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used in our Service as we provide a balance of activities for students where a mobile device is not required. Some children with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's enrolment record.

34 HOMEWORK

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework please notify the Responsible Person. Please note that educators will not force your child to do homework while in care.

35 FOOD/MENU

Our Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines and is prepared by our Canteen Manager. We provide Afternoon Tea and a late snack during the after school care program and vacation care program.

A weekly menu will be on display on the Community notice board in the foyer, the rolls table and can also be found on our website under '[programs](#)'. Children have the opportunity to contribute to the

development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

36 TOYS

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

37 BEHAVIOUR GUIDANCE

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectations. This policy allows children to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Aranda Afters follows the Aranda Primary School philosophy that a consistent approach to behaviour management is the most effective way to achieve an environment where:

1. Children are responsible for their own choices and behaviour and
2. Children understand the choices they make can have consequences.

Our Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

As a service, we believe that children should be supported to act with autonomy and responsibility. We work to communicate clear, calm and consistent behaviour expectations and management principles in accordance with each child's level of development. We believe all children have the right to be heard and understood. We take a therapeutic, discussion based and logical consequence approach to behaviour management. We never engage in corporal or punitive punishment, denial of necessities such as food and water, or isolation-based approaches to discipline. We will communicate with you and Aranda primary school to ensure consistent support for your child/ren.

If you require further information on this policy, please refer to the policies page on our website.

38 PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day. Our Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides children with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

39 SUSTAINABILITY

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy and

conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

40 SUN SAFETY

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations.

40.1 SUN HAT

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

41 FAMILY INVOLVEMENT

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

41.1 YOUR OCCUPATION OR HOBBY

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

41.2 YOUR HOME CULTURE

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

41.3 READING

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our Service.

41.4 RECYCLABLE ITEMS

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

41.5 SPECIAL EVENTS

Our Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

41.6 SUGGESTIONS

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

41.7 COMMUNITY INFORMATION

We have a community notice board at the entry to our Service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

42 PARENT PARTICIPATION AND FEEDBACK

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and offer email, SMS, Facebook, Newsletters, Day Book Journals and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in each room, the office and parent library. You are welcome to take a copy home and review at your leisure.

43 HEALTH AND HYGIENE

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

For more information about our policies on health matters please refer to our Medical Conditions Policy and our Incident, Injury, Trauma and Illness Policy.

43.1 WHEN YOUR CHILD IS UNWELL

In the event of a child becoming ill at Aranda Afters a senior educator will contact parents or emergency contacts to request that the child be collected and taken home as soon as possible.

Families and/or emergency contacts will be contacted when a child:

- has a temperature is higher than 38°C. If your child has a temperature (38°C or above) they are to be kept home for a minimum of 24 hours without fever before returning.
- has diarrhoea
- has vomited
- is generally not coping with the day's activities

- is not their “usual self”.

Please ensure that you do not send your child back to Aranda Afters before your child has made a full recovery. If you are unsure about returning please contact your family doctor.

Please adhere to the following guidelines

1. No child can attend the centre until vomiting and diarrhoea has ceased for 24 hours.
2. When antibiotics have been prescribed, children need to have been taking them for 24 hours before returning to the centre.

43.2 COMMUNICABLE DISEASES

Aranda Afters appreciates and values a safe and healthy environment for children. Families and guardians will be asked to collect their child from the service immediately if it is suspected that a child may have a communicable disease. A medical certificate confirming the contagious period has passed may be requested before your child can return to the service.

Our service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

43.3 WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Our Service cares for children before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

We ask that families are vigilant and not send children to the service even if they have the mildest of symptoms of COVID-19.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns. Please remember that Make-up Days are only applicable when the Service has been informed of the child being away by 7am on the day - not if they are sent home during the day.

43.4 INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained). Please find infectious diseases in Appendix B.

43.5 IMMUNISATION

When enrolling your child at our Service you will be asked to provide an Immunisation History Statement as recorded on the [Australian Immunisation Register \(AIR\)](#) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through [myGov](#).

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child will be considered as not being immunised and will not be able to attend the service.

43.6 MEDICATION

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

43.7 INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

44 SAFETY IN OUR SERVICE

44.1 CHILD PROTECTION

All educators at Aranda Afters who work with the children must be aware of the current child protection law for ACT and understand their obligations under that law.

Aranda Afters has a Child Protection Policy which covers the actions to be taken if an educator or parent of becomes aware or reasonably suspects that harm has been done to a child by:

- other staff
- people outside Aranda Afters
- by other children.

More information about our Child Protection processes is outlined in our Child Protection Policy.

44.2 COURT ORDERS AND SHARED CUSTODY ARRANGEMENTS

If there are Family Law court orders, restraining orders, shared custody arrangements or parenting plans pertaining to your children Aranda Afters must be supplied with current copies of such orders.

Parents are expected to keep Aranda Afters informed of any changes to orders or agreements. Failure to provide current orders may result in cancellation of care.

44.3 EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

45 DROP OFF AND PICK UP TIME

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children will be effectively supervised at all times while attending the Service.

- Please always hold young children's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

46 WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

47 SOCIAL MEDIA

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Nominated Supervisor and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form.

We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

Stay connected and find us on Aranda Afters Association on Facebook and @arandaafters on Instagram.

48 PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you.

We do not:

- disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law.
- We do not ask for personal information about you or your child from other professionals or organisations without your consent.

You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.

49 REVIEW

| | | | |
|--------------------|---|------------------|------------------|
| POLICY REVIEWED BY | Shavaun Andreou | Director | 05/10/2022 |
| POLICY REVIEWED | OCTOBER 2022 | NEXT REVIEW DATE | OCTOBER 2023 |
| MODIFICATIONS | <ul style="list-style-type: none"> • Update of Fees • Implementation of Scope | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | | NEXT REVIEW DATE |
| OCTOBER 2021 | <ul style="list-style-type: none"> • Complete re-work | | OCTOBER 2022 |
| OCTOBER 2010 | <ul style="list-style-type: none"> • Implemented | | OCTOBER 2011 |

50 APPENDIX A: SCHEDULE OF FEES – 2023

2023 Schedule of fees (per family)

| | |
|---|-------------------------------------|
| Annual membership and account keeping fee | \$25.00 |
| Fee information | |
| After School Care (ASC) Program – per session | |
| Regular after school care session: 3:00pm – 6:00pm | \$30.68 |
| Casual after school care session: 3:00pm – 6:00pm | \$34.84 |
| School Vacation Care (SVC) Program – per session | |
| Early booking school vacation care program: 8:30am – 6:00pm | \$81.64 |
| Late booking school vacation care program: 8:30am – 6:00pm | \$86.84 |
| Direct Debit charges | |
| Bank account (minimum charge \$0.50 per transaction) | \$0.88 |
| Credit card – Visa or Mastercard (minimum charge \$0.50 per transaction) | 2.35% |
| Credit card – Amex or Diners (minimum charge \$0.50 per transaction) | 4.40% |
| Additional fees and charges (All additional fees and charges are un-subsidised) | |
| Late payment fee – not paying your account by the due date will incur a late payment fee for administration. | \$24.00 |
| Direct Debit failure fee – if a direct debit transaction is declined, the family will incur a processing fee for administration. This fee is set for cost recovery. | \$15.00 |
| No contact fee – not informing us that your child(ren) will not be attending an OSHC or SVC program session, resulting in a phone call being made to verify whether the child(ren) is/are meant to be attending the session. | \$5.00 |
| Failure to sign a child out – resulting in a phone call being made to check that the child(ren) is/are safe. | \$5.00 |
| Late collection fee – charged as follows: | |
| One un-subsidised OSHC session fee (i.e. \$30.68) per five minutes, or part thereof, for the late arrival of a parent and finalisation of pick-up of a child, after 6.00 pm | |
| Late collection fee (sick or inappropriate behaviour) – charged as follows: | |
| 30–45 minutes after initial notification: | one OSHC session fee (i.e. \$30.68) |
| Each subsequent 15 minutes (or part thereof): | one OSHC session fee (i.e. \$30.68) |
| Discounts | |
| Families with third, subsequent, children enrolled in Out of School Hours Care | 10% |

51 APPENDIX 2: INFECTIOUS DISEASES – 2023

| Condition | Exclusion of cases | Exclusion of contacts |
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| Amoebiasis (entamoeba histolytica) | Exclude until diarrhoea ceases. | Not excluded. |
| Campylobacteriosis | Exclude until diarrhoea ceases. | Not excluded. |
| Chicken pox (varicella and herpes zoster) | Exclude until the last blister has scabbed over. The child should not continue to be excluded only because of some remaining scabs. | Not excluded. Any child with an immune deficiency (e.g. with leukaemia, or because of receiving chemotherapy) should be excluded for their own protection. Urgent medical advice should be sought, and varicella-zoster immunoglobulin (ZIG) administered if necessary. |
| Conjunctivitis (acute infectious) | Exclude until discharge from eyes ceases. | Not excluded. |
| Cryptosporidiosis | Exclude until diarrhoea ceases. | Not excluded. |
| Diarrhoea | Exclude until diarrhoea ceases. | Not excluded. |
| Diphtheria | Exclude until: <ul style="list-style-type: none"> at least 2 negative throat swabs have been taken (the first not less than 24 hours after antibiotic treatment ceases and the second not less than 48 hours later); and a certificate is provided by a doctor recommending that the exclusion should cease. | Exclude family and household contacts until approval to return has been given by the chief health officer. |
| Giardiasis | Exclude until diarrhoea ceases. | Not excluded. |
| Haemophilus influenzae type B (HIB) infection | Exclude until a certificate is provided by a doctor recommending that the exclusion should cease. | Not excluded. |
| Hand, foot and mouth disease | Exclude if: <ul style="list-style-type: none"> child is unwell; or the child is drooling, and not all blisters have dried or an exposed weeping blister is not covered with a dressing. | Not excluded. |
| Hepatitis A | Exclude for at least 7 days after the onset of jaundice and a certificate is provided by a doctor recommending that the exclusion should cease. | Not excluded. |
| Herpes (cold sores) | Exclude young children unable to comply with good hygiene practices while the lesion is weeping. Lesion to be covered by a dressing in all cases, if possible. | Not excluded. |
| Impetigo (school sores) | Exclude until appropriate treatment has begun and sores on exposed surfaces are covered with a watertight dressing. | Not excluded. |
| Influenza and influenza-like illnesses | Exclude until well (not including Covid-19) | Not excluded. |
| Leprosy | Exclude until approval to return has been given by the chief health officer. | Not excluded. |

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| Measles | Exclude for at least 4 days after the rash appears. | <ul style="list-style-type: none"> • Immunised contacts not excluded. • Exclude non-immunised contacts until 14 days after the first day of appearance of the rash in the index case. • Non-immunised contacts immunised with measles vaccine within 72 hours after their first contact with the index case are not excluded after being immunised. • Non-immunised contacts who are given normal human immunoglobulin (NHIG) within 7 days after their first contact with the index case are not excluded after being given NHIG. |
| Meningitis (bacterial) | Exclude until well. | Not excluded. |
| Meningococcal infection | Exclude until adequate carrier eradication therapy has begun. | Not excluded if receiving rifampicin or other antibiotic treatment recommended by the chief health officer. Otherwise, excluded until 10 days after last contact with the index case. |
| Mumps | Exclude for 9 days after onset of symptoms, or until parotid swelling goes down (whichever is sooner). | Not excluded. |
| Poliomyelitis | Exclude for at least 14 days after onset of symptoms and until a certificate is provided by a doctor recommending that the exclusion should cease. | Not excluded. |
| Ringworm, scabies, pediculosis (lice), trachoma | Exclude until effective treatment has begun. | Not excluded. |
| Rotavirus | Exclude until diarrhoea ceases. | Not excluded. |
| Rubella (German measles) | Exclude for 4 days after the appearance of the rash. | Not excluded. Female staff of child-bearing age should ensure that their immune status against rubella is adequate. |
| Salmonellosis | Exclude until diarrhoea ceases. | Not excluded. |
| Shigellosis | Exclude until diarrhoea ceases. | Not excluded. |
| Streptococcal infection (including scarlet fever) | Exclude until the person has recovered or has received antibiotic treatment for at least 24 hours. | Not excluded. |
| Tuberculosis | Exclude until approval to return has been given by the chief health officer. | Not excluded. |
| Typhoid and paratyphoid fever | Exclude until a certificate is provided by a doctor recommending that the exclusion should cease. | Not excluded unless the chief health officer notifies the person in charge of the school. If the chief health officer gives notice, exclusion is subject to the conditions in the notice. |

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|-----------------------------------|---|---|
| Whooping cough (pertussis) | Exclude for 21 days from start of cough, or for at least 5 days after starting a course of antibiotics recommended by the chief health officer. | Exclude non-immunised household, home-based care and close childcare contacts under 7 years old for 14 days after the last exposure to infection, or until 5 days after starting a course of antibiotics recommended by the chief health officer (whichever is sooner). |
| Worms (intestinal) | Exclude until diarrhoea ceases. | Not excluded. |