

Aranda Afters Association Incorporated



Fees Policy

2023

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1 WELCOME

Aranda Afters Association Incorporated (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.

2 REFERENCES

NATIONAL QUALITY STANDARD (NQS)

Quality Area 6: Collaborative Partnerships

6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

REGULATIONS

Education and Care Services National Regulations

77	Health, hygiene and safe food practices
78	Food and beverages
88	Infectious diseases
90	Medical conditions policy

92	Medication record
93	Administration of medication
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97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
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160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
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181	Confidentiality of records kept by approved provider
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AIM

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Aranda Afters service to promote positive outcomes for children whilst adhering to legislative requirements.

2.1 SCOPE

This policy applies to children, families, staff, management, coordinators, and visitors of the OSHC service.

3 REQUIREMENT

According to the Child Care Provider Handbook (June 2019)

'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or

guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the childcare service.'

The child's carer must provide an enrolment notice for each child attending the service. This enrolment notice reflects the care arrangement between the provider and the family/individual or organisation.

4 IMPLEMENTATION

Our service will only accept enrolments of children who are formally enrolled at Aranda Primary School.

The nominated supervisor/ management will:

- the maximum daily attendance does not exceed the licensed capacity of the service
- a vacancy is available for the booking required
- the adult to child ratio is maintained at the service
- priority of access guidelines is adhered to
- a completed Enrolment Form and supporting documentation is submitted by each family for each child.

Families will:

- ensure that a completed Enrolment form has been submitted for each child
- ensure that all information provided is correct

Enrolment in the Aranda Afters OSHC Program is an enrolment for each week of the school term for the day(s) of the week requested in the enrolment and booking form – and, subsequently, allocated to a family during the enrolment process on an ongoing basis for the school year.

5 PRIORITY OF ACCESS GUIDELINES

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

1. at risk of serious abuse or neglect
2. a child of a sole parent who satisfies, or parents who both satisfy, the activity test under Section 14 of the A New Tax System (Family Assistance) Act 1999.

Within these main Priority categories, a subsequent Category 0.1 priority should also be given to:

- Aboriginal and Torres Strait Islander families.
- families which include a disabled person.

- families on low income.
 - For more information, please refer to the [Services Australia website](#).
- families from culturally and linguistically diverse backgrounds (where the child is identified as receiving support for inclusion in Aranda Primary School's English as an Additional Language or Dialect [EALD] class)
- socially isolated families
- single parent families.

Aranda Afters also has a subsequent, internal Category 0.2 priority for placements which, in priority order, are:

- children of Aranda Primary School teaching staff who are enrolled at Aranda Primary School
- children of Aranda Afters staff who are enrolled at Aranda Primary School
- children of currently elected members of the Aranda Afters Committee, who are enrolled at Aranda Primary School, and who have served at least five (5) months as a committee member at the time of enrolment for the following year.

By following the Priority of Access Guidelines and Aranda Afters internal priorities (Category 0.1 & 0.2 priorities above), applications for enrolment at Aranda Afters are processed in order of the date and time they are received.

If requested, children from the same family will be allocated the same enrolment days wherever possible.

5.1 PROCESSING APPLICATIONS

Where there are more applications for places than those available during the initial enrolment period, **Aranda Afters will:**

- apply the Priority of Access Guidelines and Aranda Afters internal priorities to enrolment applications
- apply an allocation formula to all remaining children based on allocated preferences where families are, in turn, allocated their highest preferences requested given the remaining vacancies available
- generate a waiting list for families who did not receive some, or all, of the days they requested on their enrolment form.

If you intend to apply for a priority placement, it is essential that you complete your enrolment form as accurately as possible. If your priority was either assessed or reported incorrectly, please get in touch with the Director immediately ensure the best possible opportunity of securing a place.

5.2 APPLICATIONS RECEIVED AFTER THE ENROLMENT PERIOD

Applications for enrolment will still be accepted after the close of the initial enrolment period:

- if places are available at the service they will be allocated in order of the date and time of receipt of the application.
- if there are no places available on the day(s) requested the child(ren) will be placed on the waitlist in accordance with the external and internal priorities above in order of the date and time of receipt of the application (i.e. the allocation formula will no longer apply).

Upon notification of enrolled days, families will be notified of their priority. A child with a priority three (3) under the priority of access guidelines may be required to reduce days or

leave to make a place for a higher priority child. This priority rule will be applied to those who are newest to enrol and then progress to those who were first to enrol.

Government regulations state that 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
- are given at least 14 days' notice of the need for your child to vacate their places(s).

6 ENROLMENT

Each year families will need to apply for their days of care and submit a new enrolment form.

Permanent placements in one year of enrolment do not roll over subsequent years.

An enrolment and booking form is required when families apply for child(ren) to attend Aranda Afters.

An annual, non-refundable account keeping and membership fee is charged upon the submission of an enrolment form, and each year of attendance to maintain membership.

The online Enrolment Form is accessed via a link sent to families at the commencement of the enrolment period or via the Aranda Afters website once enrolments have opened.

Depending on the demand for enrolment, regular places cannot be guaranteed:

- once daily limits have been reached, all subsequent applications will be placed on a waiting list

- children will not be considered for enrolment and/or be placed on a waiting list unless an enrolment form has been correctly completed and submitted to Aranda Afters.

When a family has indicated their interest in enrolling their child in our service, the following will occur:

- the family will be provided with an enrolment and booking form and handbook and will be referred to the Aranda Afters website to obtain further information
- if requested, a meeting and/or tour of the service will be organised to familiarise families with the service and staff. This provides an opportunity to consider and address any special requirements (which may be identified by the service and/or the family).

6.1 BEFORE THE FIRST DAY OF ATTENDANCE

We encourage families to look at our website for further information about the daily activities, menu and program offered by Aranda Afters. The website can be found at www.arandaafters.org.

We encourage families to visit the service and familiarise themselves and their child(ren) with the program's daily operations.

Families may need to contact the Family Assistance Office through Services Australia – or use the link <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy> – to have their eligibility for Child Care Benefit assessed.

Before the child begins their first day, the service must have all required documentation for the child. The child will not be accepted into the service without this being completed.

6.2 ON THE CHILD(REN)'S FIRST DAY

Aranda Afters understands that the first day in a new environment can be stressful. As such, the process for the first day is as follows:

- parent(s) must inform their child(ren)'s schoolteacher if their child(ren) will be attending Aranda Afters
- the child is welcomed
- kindergarten children will be collected from their classroom; all other years make their way to their designated roll area unless an alternate arrangement has been made previously
- the child(ren) will be shown where to sign in and place their belongings
- the child(ren) will be buddied with another child and introduced to the staff
- families are invited to be present for the first hour of their child(ren)'s attendance at Aranda Afters

6.3 RE-ENROLMENT

Each year families will need to apply for their days of care and submit a new enrolment form.

Permanent placements in one year of enrolment do not roll over to the next or subsequent years.

The online Enrolment Form is accessed via a link that is sent to families at the commencement of the enrolment period or via the Aranda Afters website once enrolments have been opened.

6.4 REQUIRED INFORMATION

Families will be asked to provide the following information on the enrolment form:

3. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
4. Each parent's occupation and work hours
5. The full name, residential address, and contact telephone number of a person or persons authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee).
6. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the service (authorised nominee).
7. Full name of the child.
8. Child's date of birth.
9. Child's birth certificate.
10. The child's address.
11. Gender of the child.
12. Cultural background of the child.
13. Provision of care – if care will be a routine and/or casual etc.
14. Relevant details regarding of child's school and class.
15. Any court orders or parenting agreements regarding the child.
16. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
17. Any special requirements of the family, including for example cultural or religious requirements.
18. The needs of a child with a disability or with other additional needs.
19. A statement indicating parental permission for any medications to be administered to the child whilst at the service (only a parent on the enrolment form can authorise the administration of medication).
20. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:

1. medical treatment for the child from a registered practitioner, hospital or ambulance service
2. transportation of the child by an ambulance service

21. Child's Medicare number.
22. Specific healthcare needs of the child, including allergies and intolerances.
23. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
24. Details of any dietary restrictions for the child.
25. The name, address and telephone number of the child's doctor.
26. Authorisation for regular occurring outings/excursions.
27. Immunisation status of the child (Immunisation History Statement).
28. CRN for child and claimant.

Although Aranda Afters services are regulated under the Education and Care Services National Law Act, children attending OSHC are exempt from the immunisation/enrolment requirements that apply to other early childhood education and care services (long day care, family day care & preschools). The immunisation status of the child is however required to be kept in the enrolment record for each child enrolled at the education and care service- Regulation 162 Education and Care Services National Regulations.

6.5 ORIENTATION OF THE SERVICE

During the orientation of the Aranda Afters service, families will be:

- provided with the enrolment form to be completed or shown how to complete this through an online platform, Xplor.com
- Child Care Subsidy is explained to families and assistance may be offered to assist with the application process
- provided with an outline of the service policies which will include key policies such as Fees policy, Incident, Injury, Trauma and Illness policy, Infectious Diseases policy and Medication policy
- shown the signing in/out process
- advised of appropriate clothing for children to wear to the service for mufti days or vacation care, including shoes
- informed about policies regarding children bringing in toys from home
- introduced to their child's Educators
- taken on a tour around the service and environment

- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- informed of the daily report and how parents can view this or informed about the online platform/App the service may use
- introduced to the routines and service program, including the observations to aid programming
- informed about service communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child
- confirm preferred method of communication.

7 THE APPROVED PROVIDER WILL ENSURE:

- the enrolment form is completed accurately and, in its entirety
- a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service
- the child's Medical Management Plan is recorded, and this information is shared/distributed to Educators
- Action Plans are completed in full
- Medication Authorisation forms are completed
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
- educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths
- the enrolment is lodged through Xplor.com.

8 CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0–13 years. The number of hours of Child Care Subsidy a family is entitled to per fortnight is determined by an activity test. The more hours of activity parents do, the more subsidised care they can access, up to a maximum of 100 hours per fortnight for each child.

[Child Care Subsidy activity test](#)

- CCS is based on the combined family income, activity test and the type of early childhood education and care service

- families must complete the Child Care Subsidy activity test online through the myGov website
- documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate
- families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- families will contribute to their childcare fees and pay the service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance.

9 ENROLMENT RECORD KEEPING

Aranda Afters' Record Keeping and Retention Policy outlines the information and authorisations that we will include in all child enrolment records.

10 ENROLMENT OF CHILDREN WITH DIAGNOSED BEHAVIOUR AND SOCIAL DIFFICULTIES

We will also work with each child's family to support any children with diagnosed behaviour and social difficulties.

A child's enrolment at our service may be terminated if the Director, or their nominated delegate, decides the child's behaviour threatens the safety, health or well-being of any other person at the service.

11 OTHER RELEVANT INFORMATION

Aranda Afters will try to accommodate families so that children from the same family can attend our service on the same days. This will be carried out in line with our obligations under the Priority of Access information outlines above.

We encourage all families to consider immunising their children. Please see our Immunisation Policy for further information.

In accordance with the National Law and Regulations, our educators will support each child to manage their own behaviour, respond appropriately to the behaviour of other children and communicate effectively to resolve conflicts.

12 ENROLMENT AND BOOKING PERIOD

Enrolments for the upcoming school year will open on the first Monday of November each year and close on the second Friday of November each year. When completing the enrolment form families will need to prioritise their days of requested care in order of preference from one (1) and up to five (5).

Families will be advised, by email, of the outcome of their application for enrolment. Families who submit their application to enrol or their request to continue their enrolment after the second Friday of November will be advised of the outcome, by email, by the end of January the following year.

Notifications will be sent via your nominated email address.

13 CASUAL ENROLMENTS

A casual enrolment is one which may be made available to families on a short-term basis. Casual enrolments may occur when the service has been advised that a family, holding a permanent enrolment, has notified the service of a variation to this enrolment or if a place is available whilst not exceeding our licenced numbers and staffing ratios.

- A casual enrolment is offered under the same conditions as a permanent enrolment as outlined in this policy.
- The acceptance of a casual enrolment does not modify a family's placement on the waitlist or ensure a permanent enrolment.
- The offer of a permanent enrolment, and place of care, will be determined by the family's status on the waiting list for permanent places at the service.

14 PERMANENT WAITING LIST

Should you need 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.

15 HIGH RISK FAMILY ENROLMENTS

Aranda Afters recognises the need for families in a high risk situation to have access to OSHC. A high risk family is a family identified by Aranda Primary School as needing care to support the family and reduce risks to the child that may lead to Harm or Neglect. The Family is required to fill out all Aranda Afters enrolment information such as an enrolment form.

Aranda Afters will work with Aranda Primary School with the aim to get these identified families into care under an approved Child Care Subsidy (CCS), where this is not possible Aranda Afters will accept a child into program at no charge under the following criteria:

- Aranda Primary School has provided a written referral
- the family is not eligible for CCS due to residential circumstance
- the primary carer is undertaking work or study and this is the purpose of their need for Afters.

We will only approve each family for a period of 10 weeks within a school year at a time (equivalent to one term). This will be reviewed if needed to be extended. Access is open to After School Care and Vacation care enrolments.

16 VARIATIONS TO ENROLMENT

16.1 CANCELLATION OF ENROLMENT AT OSHC

- A minimum of four weeks' written notice is required if an OSHC enrolment is to be cancelled. Fees are charged during the cancellation period.
- If a replacement enrolment commences in this timeframe, fees will only be charged for the period of time that the place has been left vacant by the cancelled enrolment.
- This includes full enrolments or a reduction of the number of days being attended.
- All cancellations of enrolment must be in writing from the account holder responsible for payment.

16.2 VARIATION OF ENROLMENT AT OSHC

Families may seek to vary their enrolments for a range of reasons. Variations will be considered using the following guidelines.

- Should a family wish add days to their enrolment, this will depend on the availability of the additional session(s) being requested and the number of families currently on the waiting list for the day(s) being requested.

Families are placed on the waiting list in accordance with the priorities outlined in our enrolment guidelines. All Variations of enrolment must be in writing from the account holder responsible for payment.

16.3 TEMPORARY REDUCTION OF ENROLMENT AT OSHC

A family may request a temporary reduction in the enrolment due to changing circumstances such as a family holiday, change of work rosters, or other reason.

Families can request one period of a temporary reduction in their enrolment per school academic year.

- A minimum of four weeks' written notice is required if a family requests a temporary reduction of enrolment. Early return from a period of temporary reduction of enrolment is subject to the availability of a place to accommodate this request. Fees will still be charged during this time unless a temporary or casual enrolment, from another family, is available to utilise the space created by the temporary absence. Fees will then be credited back to their account on a pro-rata basis.
- Temporary reductions of enrolment are available for up to a maximum of twenty (20) school days. The only exception to this limit will be when a family is going on an extended trip and the child(ren) will be absent from school for the temporary reduction of enrolment. The above guidelines still apply to fees, however.
- All Temporary Reductions of enrolment must be in writing from the account holder responsible for payment.

16.4 CANCELLATION OF SCHOOL VACATION CARE (SVC)

A minimum of two business days' notice is required for cancellation of attendance at the SVC Program.

16.5 CANCELLATION OF CASUAL PLACE

A minimum of one week notice is required for cancellation of attendance of a Casual place at After School Care.

17 ABSENCES

Parents need to notify Aranda Afters if a child is going to be absent by 2:00pm on the day of absence.

Please note that this is separate to notifying Aranda Primary School if a child is absent from school.

Any absence unless covered by the above section, 'Temporary Reduction of Enrolment', will incur the regular fee for the session(s) not attended.

A No Notice Fee will be charged if notice of an absence is not provided by the 2:00pm daily deadline.

The fee will be added to the next account for the child(ren) when follow-up contact is required if notification of an absence has not been provided. Fees can be found in the Fees Policy.

18 UNACCOUNTED FOR CHILDREN

If a child who is enrolled to attend the service has not been signed in and notification of absence has not been provided by the 2:00pm daily deadline, Aranda Afters will commence contacting all listed authorised contact(s)/collector(s) for the child, listed on their enrolment form. If the call is not answered, a voice message will be left, instructing the authorised contact to return the call as soon as possible.

If at such time as all authorised contact(s)/collector(s) have attempted to be contacted and 30 minutes has elapsed since contact without any response, the child will assume to have been unaccounted for and Police will be contacted to notify of the unaccounted for child.

19 COLLECTION OF CHILDREN

All children must be signed out by their parent or an authorised person.

A late collection fee will be charged at the rate of one OSHC session fee per five minutes, or part thereof, for the late arrival of a parent and finalisation of pick-up of a child, after 6.05 pm.

Parent(s) and other people authorised to pick up children may need to identify themselves to the senior member of staff when collecting their child(ren) and have available photo identification upon request.

19.1 PERMANENT AUTHORISATIONS FOR THE COLLECTION OF CHILDREN

Authorisations to collect children from Aranda Afters are provided on the enrolment form.

Additional authorisations can only be added by the parent via the Xplor Home app using the Hub Guest option.

Any changes to permanent authorisations must be completed and submitted at least 24 hours before they come into effect.

To assist with the safe and prompt departure of children from the service, you must inform us, in writing, if someone else will be picking up your child(ren). Please also provide any required information upon request by the service.

19.2 TEMPORARY AUTHORISATIONS FOR THE COLLECTION OF CHILDREN

We appreciate that emergency, or “one-off” situations arise that may require families to request an alternate arrangement to pick-up a child to those indicated in their enrolment information.

These requests will be accepted on a once-only basis provided by email to admin@arandaafters.com no later than 1.30 pm on the day that the temporary authorisation is required.

Temporary authorisation notifications need to provide the name and contact phone number, of the person who will be picking up the child(ren) and indicate the approximate time that the child(ren) will be picked up.

If the person is unknown to the staff member on duty at the rolls table they will need to show photographic identification before being able to sign the child(ren) out of the service.

If the parent or authorised person forgets to sign the child out they will be contacted by telephone to ensure the safety of the child(ren). This will incur a cost to the parent to cover the staff time required to make contact. If the departure is verified the child(ren) will then be signed out by the Director or another member of staff.

Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child.

Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion. This written authorisation must be provided to the service via a completed 'Children Departing the Aranda Afters Service Signing Out Authorisation' form at least one day prior to the proposed departure day.

It is our policy that we do not allow anyone under the age of 16, without the account holder's authorisation, to collect children.

No child will be released into the care of an unauthorised person. Parents must give prior written notice where:

- the person collecting the child is someone other than those mentioned on the enrolment form (e.g. in an emergency); or
- there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity they will not release the child into that person's care.

If the person collecting the child appears to be aggressive, intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:

- discuss their concerns with the person, if possible without the child being present
- suggest they contact another parent or authorised nominee to collect the child
- trigger a service lock down procedure
- educators will inform the police of the circumstances, the person's name and vehicle registration number (if it can be obtained) if the person insists on taking the child
- educators cannot physically prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.

If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:

- attempt to contact the parents or other authorised nominees (earlier attempts may have also been made to contact the parents and nominees)
- leave a voicemail or SMS message on the parent's phone if they do not answer advising they will wait up to 30 minutes before ringing the police or Child Protection Hotline
- wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.

At the end of each day educators will check the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.

Children may leave the premises in the event of an emergency, including medical emergencies.

Details of absences during OSHC and SVC programs will be recorded.

20 COLLECTION OF CHILDREN WHO ARE SICK OR DUE TO UNACCEPTABLE BEHAVIOUR

If a child becomes ill or their behaviour is unacceptable, the Director, or their delegate, will assess the ongoing risk to the health and safety of all children and staff and notify parent/s accordingly.

We do not have the facilities to look after sick children. Parent(s), or an authorised person, will be required to collect their child(ren) as soon as possible.

This above will also apply when the Director or the delegate considers a child is behaving in an unacceptable manner and is not responding to guidance from educators.

When a child is not collected within half an hour of contact, an additional fee will be charged to cover the additional supervision costs incurred. After the first half an hour, a fee of a full session cost, will be charged per quarter hour, or part thereof, that the child remains in the care of Aranda Afters.

21 SCHOOL VACATION CARE (SVC) PROGRAM

Aranda Afters provides a SVC 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 January 2, or the first business day immediately after this date, the following year during the Christmas vacation).

Detailed information on our SVC program and the enrolment forms will be available in Week 6. Enrolments will open in Week 7. Information about costs for the SVC program is included in the enrolment form for each SVC program.

21.1 ATTENDANCE RECORDS AT THE SVC PROGRAM

It is a legal requirement that this information is completed correctly and on a daily basis.

Parents are required to sign their child(ren) in and out of the SVC Program using the Xplor Home App for each day that their child(ren) attend the SVC Program.

Children must be signed in and out by an authorised adult, as specified on the enrolment form for the SVC Program. These records are used for attendance checks.

The attendance records (sign-in and sign-out) are used to ensure that:

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

21.2 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
- 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.

Children are not to bring:

- toys, trading cards or any other items banned from school.
- electronic games, devices or equipment.

21.3 EXCURSIONS AND ONSITE ACTIVITIES

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.

Note: Two business days' notice is required for cancellation of attendance at the SVC Program.

21.4 TRANSPORTATION

As part of our service, we provide transportation between our service location, 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 always adequate. Educator to child ratios is strictly always adhered to.

22 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.

23 SOURCE

Australian Children’s Education & Care Quality Authority (2014)

Australian Government Department of Education, Skills and Employment (2019) Care Provider handbook: <https://www.education.gov.au/child-care-provider-handbook-0>

Australian Government Services Australia:
<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Department of Human Services (Centrelink):
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Law Act 2010 (Amended 2018)

Education and Care Services National Regulations (2011)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations (2020)

Revised National Quality Standard (2018)

24 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	

25 APPENDIX 1: 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%