



Frequently Asked Questions

How will the Child Care Subsidy (CCS) be paid?

Child Care Subsidy (CCS) will be paid directly to Currumbin Kids Club and we will pass this onto families as fee reductions. Families will pay Currumbin Kids Club the difference between the subsidy and fee charged. Families will need to complete an assessment for CCS when (or before) each child starts attending care

What is a CWA?

Under the Government's CCS funding arrangement, a Complying Written Arrangement (CWA) is an ongoing agreement between an Early Childhood Education Centre (ECEC) service provider and a Parent/Carer, to provide care in return for fees. A CWA is required to access CCS funding. You can view the status of your CWA via your myGov account.

Why might I be charged full fees?

There are a number of reasons a family might be charged full fees:

- You have not started or fully completed your myGov assessment
- You have declined to accept your CWA in myGov
- Your household income is above are not entitled to CCS

I haven't had an opportunity to complete the myGov assessment, will I be charged full fees?

Yes, you must complete your myGov assessment in order to access CCS entitlements. If you have an incomplete assessment please ensure that you:

- Link your Centrelink account with your myGov account
- Provide the correct CRN & DOB for both you and your child
- Ensure the correct parent/ guardian is the Account holder

What happens at the Before and After School Care and Vacation Care Program?

The 'My Time, Our Place' framework for school age care in Australia guides programming. The Framework assists educators to provide children with opportunities to maximise their potential and develop the foundations for future success. Working with the themes of Being, Belonging, Becoming, Currumbin Kids Club creates programs unique to the children and community in which they operate. Underpinned by ACECQAs National Quality Framework, our before and after school and vacation care programs are guided by a focus of closely observe and interact with children in order to fully understand individual needs and interests.

Programs are created in the Centres and reflect these observations, ideas and suggestions.

- Typical activities include
- Clubs and interest groups lead by children
- Quiet areas for reading
- Homework Club
- Outdoor games and sports
- Creative and imaginative play
- Art and craft
- Cooking
- Projects and construction

What Qualification do our Educators hold?

Currumbin Kids Club provides support and development opportunities for our team members, helping them to achieve formal qualifications. Our team members are qualified as per National Quality Framework and Legislated regulations. All team members employed by Currumbin Kids Club must provide the appropriate security checks before they are accepted.

What happens if I am late paying my fees?

Unfortunately, if you are late paying your fees your child's place at the Service may be jeopardised. Fees are required on or before due date.

What happens if my child is sick or has an accident at the Centre?

The Coordinator and Assistant Coordinators are trained in emergency response procedures (including Anaphylaxis and Epi Pen administration). Clear communication with parents is a priority and tested procedures are in place at every centre.

What will my child eat?

Food, menus and good nutrition are among our favourite subjects! We aim to provide healthy and inviting food that is prepared and presented in an appetising manner. We make a big deal of our catering, accounting for cultural diversity; special tastes and diets

What do I do if my child has a food allergy or a medical condition

Currumbin Kids Club caters for all children – including those with special needs, medical conditions or allergies. Each medical condition is dealt with individually, with management plans developed for all allergies.

What is the difference between casual and permanent booking?

Permanent Bookings are for regular attendance at nominated sessions. They are booked in advance and must be paid for regardless of whether your child attends the booked session or not. Two weeks written notice using the **Change of Booking Form** must be given to change or cancel a permanent booking and avoid paying the session fee. Casual bookings are made on an ad-hoc basis and require minimal notice. They carry a higher fee than the permanent booking.

Who can I talk to if I am unhappy about something at the service?

We find that most issues can be resolved by talking to the Centre Coordinator. Our Coordinators are fully trained to answer most questions, or you can contact the P&C at Currumbin State School.

What happens if I am running late?

We understand that in emergency situations you may be running late. We try and balance the needs of our families and the needs of our dedicated staff and therefore, children collected after the closing time may be charged a late pick up fee.

Do you have an Enrolment Fee?

Yes, a once off Enrolment fee applies of \$25 per family applies. This is put towards the administration costs of setting up a family in our systems. An Annual Administration fee of \$10/child is charged for the second or subsequent year.

What happens if my child is hurt at OSHC?

Parents/carers will be advised if any accident/injury has occurred. Minor incidents will be notified to the parent/carer on collection. Major incidents will be notified as soon as possible. Detail description of the incident and any action taken by staff, will be filed in the Accident/Incident folder. In the event of a serious injury, a local doctor/ambulance will be contacted immediately, then the parent/emergency contact notified.