

Family Handbook



Welcome to Currumbin Kids Club

Acknowledgement of Country

We acknowledge and pay respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Island peoples.

Thank you for considering us for your childcare needs. We look forward to getting to know you and your child.

Our Educators are friendly, highly capable and hold a range of qualifications related to the care of children.

Currumbin Kids Club is operated by Currumbin State School P&C Association, which is an Approved Provider under the *Education and Care Services National Law Act 2010* and *Regulation 2011*. We are licenced and regulated by the Office of Early Childhood Education and Care and comply with all aspects of this Act and Regulation. With a P&C run service, any profit generated from services to our families can go back to our rating, developing better programming, and resourcing. Further, as the P&C is made up of parents are carers within our school, our parents and users of the service can be more involved with the management of the service.

We are committed to the *National Quality Framework* and are committed to the principle of quality improvement.

We hope that you find this handbook helpful and informative. We aim for the material to be accurate and concise. If you have any suggestions or questions, feel free to contact us.



About Our Service

Contact Details

Currumbin Kids Club
6 Philip Street
Currumbin QLD 4223
Access via Mitchell Avenue Park & Ride
E: admin@currumbinkidsclub.com.au
T: 0434 125 461

Approved Provider

P&C President – George Kyriakakis
P&C Vice President – Daniel Jeffries & Sam Burgess
P&C Secretary – Devina Gleeson
P&C Treasurer – Brian Cosgrove
pandc@currumbinss.eq.edu.au

Nominated Supervisor

Carone Anderson

Coordinator

Carone Anderson
co-ordinator@currumbinkidsclub.com.au
M: 0434 125 461 or 0421 656 955

Service CSS Provider Numbers:

1900 22021H

Hours of Operation and Session Times

Before School Care	6.30am – 8.30am
After School Care	2.45pm – 6.00pm
Vacation Care	6.30am – 6.00pm
Pupil-Free Day	6.30am – 6.00pm

Session Fee Schedule

(Before Child Care Subsidy)

Before School Care (Perm)	\$26 per child
After School Care (Perm)	\$33 per child
BSC & ASC Casual Fee	\$5 extra per child
Vacation Care	\$67 per child
<i>plus incursion/ excursion fees</i>	
<i>(total daily fee noted in vacation care program)</i>	

Other Fees

Enrolment Fee	\$30 per family
Annual Admin Fee	\$15 per family
Non-booking Fee	\$20 plus session fee
Non-cancellation Fee	\$20 plus session fee
Late collection Fee	\$30 for first 15 minutes
	Plus \$2 per minute thereafter

*Fees updated as of 02/09/2024

Debit Success Fees

Establishment Fee	\$2.20
(new accounts and updating payment type)	
Payment Default Fee	\$19.95

Our Philosophy

Currumbin Kids Club in partnership with the P&C and the school, provides quality care for students enrolled in our Service.

We provide a safe, secure and supportive environment for children, parents/carers, and Educators. Open discussion is valued and encouraged.

We recognize freedom of choice in experiences, balanced with an age-appropriate program and opportunity to support child-initiated activities. Children are encouraged to participate and express themselves in all forms of play and leisure including imaginative, creative, active and nature play.

We value diversity and welcome cultural input and participation from our families. A range of culturally diverse activities are offered to promote multicultural understanding and the importance of Indigenous culture.

We support children to become independent and confident members of the local and wider communities.

In all aspects of the Currumbin Kids Club, Educators act as role models for the children to support the Currumbin State School expected behaviours of being Safe; being responsible and being respectful.

For more information on this Service's philosophy, please see Policies and Procedures.

Our Goals

Our goals are based on the outcomes for children outlined in the 'My Time, Our Place' Framework for School Aged Care. Our goals encourage children to:

Have a strong sense of identity – The service aspires to build secure, respectful and reciprocal relationships so that each child and young person feels safe, secure and supported in their endeavour to become confident and successful lifelong learners. Children and young people will be given the opportunity to develop their capacity for self-regulation, to succeed when they are faced with challenges, to respect others and to experience a strong sense of self-worth and belonging.

Be connected with and contribute to their world – The service strives to create an environment that reflects cultural diversity, equity, inclusion, and respect for all children, young people, and families. Children and young people are encouraged to become active and informed members of their community by expressing their opinions, being heard, listening to others and being exposed to diverse perspectives.

Have a strong sense of wellbeing – The service acknowledges wellbeing incorporates both physical and psychological aspects and having a strong sense of wellbeing is integral to developing a sense of belonging. We aspire to support children to develop resilience through self-regulation, to manage their emotions in ways that show care, understanding and respect for the feelings and needs of others, and to take increasing responsibility for their own health and physical wellbeing. Our program will reflect children's and young people's abilities to give them opportunities to feel encouraged, confident and positive in their wellbeing.

Be confident and involved learners – The service strives to create an environment and program through collaboration with children and young people that reflects their voice, ideas and interests. We aim to set up spaces that provide diverse experiences for a range of ages and capabilities that offer challenge, interest and engagement. We aim to support children to use reflective thinking to consider why things happen and what can be learnt from experiences, to communicate and make visible their ideas and theories, to collaborate with others, and to model reasoning, predicting and problem solving; and

Be effective communicators – The service aims to develop children and young people's ability to

convey and construct messages with purpose and confidence, resolve conflicts and follow directions by modeling, and encouraging children to express themselves effectively in a range of contexts and for a range of purposes. Our environment aims to nurture children's desire to partake in the world around them and provide opportunities for dramatic play where they can develop their communication skills, learn to delegate roles and engage in negotiations.

Duty of Care

Our Service seeks to provide an environment which protects from harm. This applies to not only the children within the Service, but also families, Educators and others within the Service's community. Policies and Procedures are available for all families and Educators within our Service and adhered to during day-to-day operation. These policies are regularly reviewed and updated. Through this process we strive to avoid reasonably foreseeable risks which may breach a duty of care owed to people attending Currumbin Kids Club.

Approved Provider

The Currumbin State School P&C Association is the Approved Provider of the Service and we operate on a not-for-profit basis. Although the Service is located on the school grounds, it operates separate to the school. However, there is a strong collaborative relationship between the Service and the School.

Parent / Carer participation is encouraged in all aspects of the Service. A Parent/Carer sub-committee supports the Educators and the P&C Licensee with the day to day running of the Service. Members of the Sub-Committee must be members of the Currumbin State School P&C Association. The election of the Sub-Committee is held at the OSHC meeting following the P&C AGM (generally in March). P&C Meetings are held on the third week of every month at 6pm on a Monday (check school website calendar).

Policies and Procedures

Currumbin Kids Club has an extensive Policy and Procedure Manual which reflects the Philosophy and Goals of our Service. This manual is available on enrolment of your child.

In this Family Handbook we provide an overview of policies which will affect you, your family and individual children during their time with us. Both the Family Handbook (this document) and the

Policies and Procedures are reviewed regularly and will be updated from time to time.

Environmental Management

OSHC Management recognise the need to ensure that activities are undertaken through the program to minimise environmental impact and are committed to establishing procedures that respect and care for our land and its resources.

Enrolment and Orientation

Parents/carers are required to complete and sign an enrolment form before any child is to attend the Service, as this is a legal requirement.

To enrol, please visit our website for the link to our online enrolment form. If you are unable to complete the enrolment online, you may request a paper copy of the enrolment form by emailing us at: <http://currumbinkidsclub.com.au/>

Once you have completed the enrolment form you are placed on our waitlist until we process your enrolment. Our administration will email families once the enrolment is completed with the days in which we can accommodate your child. Families will receive a welcome email which contains the important policies and additional information.

If there is a change in details, please make these updates via the Xplor Home mobile app or advise us via email (admin@currumbinkidsclub.com.au).

Once we have received the enrolment, we will send through an Enrolment Pack with documents on relevant policies, the Child Care Package brochure and other pertinent information.

We will also request you schedule an induction meeting with the Coordinator/Responsible Person to sign the enrolment form, discuss your child/ren's needs, and tour the Service. This is a good opportunity for you to discuss what would make your child's time at Currumbin Kids Club enjoyable, particularly in the initial few weeks.

If your child has additional needs, a meeting may take place between relevant parties (e.g., Parents/ Carers; Coordinator, Occupational Therapist; teacher) before the child commences.

Issues discussed may include:

- Level of support the child requires.
- Duration of support.
- Necessary training of Educators.
- The safety of all children enrolled;
- Environmental factors.
- Sources of information and resources/support that will ensure the best possible care for your child.

The information may assist the Service to meet the needs of your child and where necessary, seek assistance from specialist support workers.

All information obtained through the enrolment procedures is kept in confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

You are encouraged to ask the Coordinator and Educators for information relating to:

- Your child's enrolment at our Service including the activities and experiences provided by the Service;
- Our Service philosophy about learning and child development outcomes and how the outcomes will be achieved; and
- The goals about knowledge and skills to be developed through activities and experiences.

How We Communicate with Families

We have several ways that we communicate with you as a family. These include Comms centre on Xplor, face to face communication, bi- monthly newsletters sent to families via email, the school's Facebook site, and through our website. Posters and brochures are available at our Parent/Carer Information board in Currumbin Kids Club and relate to several subjects such as health and nutrition and community support groups. We can help with further contacts if you need them.

Your feedback is important to us through surveys and discussions with parents/carers and children. Through the more formal 'Concerns, Complaints and Suggestions'(grievance) procedure, families have regular opportunities to also provide feedback. This is important to us and we encourage all parent/carers to use these mechanisms, as well as other more informal ones to have your say.

Your participation in surveys and your feedback about the Service allows you to have your say and

helps to ensure our Service is responsive to our community's needs.

<http://currumbinkidsclub.com.au/feedback-policy-reviews/>

Respect for Children

Our Service endeavours to provide care that always respects the child's' dignity and privacy and that considers children as unique, and valued individuals. Children are considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

Child Protection

The Service regards its role in the protection of children in its care with the utmost importance. This includes the Services moral and legal duties to care for children associated with the Service while not in the care of their parent/carers or primary carers. All Educators are made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

Photos

With your permission, your child may be photographed and videoed to record important events and special activities as part of the program. These materials will be displayed for the families and occasionally external stakeholders to see e.g., Newsletters, profiles, promotional materials, action research, Currumbin Kids Club website. The photos, videos and observations will also be used for the purposes of programming and evaluation.

If parents/carers do not wish to have their child/children's photo taken for any reason, please ensure you do not tick the box "Photos Permitted?" on the enrolment form and confirm this with the Coordinator/Responsible Person when signing the enrolment form.

Priority of Access and Non-Discriminatory Access

This Services ensures that parents/carers and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious, or cultural background, gender or

abilities. We provide care for school age children from any school, primarily those attending Currumbin State School.

The Service will follow the priority of access guidelines set down by the Australian Government Department of Education and Training. These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

- **Priority:** A child at risk of serious abuse or neglect
- **Second Priority:** A child of a single parent who satisfies, or has parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act
- **Third Priority:** Any other child

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. In this situation, the Service will provide you with at least 14 days' notice and seek to resume care for your child as soon as possible.

Confidentiality

All personal records will be stored securely and kept in a confidential manner. All information will be strictly limited to use by the Service. You may access your child's personal records at any time if you are an authorised guardian (recognised in the enrolment or updated information of the child). No information will be given to any other person unless subpoenaed by a court or required by the Department of Human Services for an audit. Please see the Coordinator about accessing these records.

All team members at the Service are required to sign confidentiality agreements in relation to private information regarding families and children attending the Service.

Family Code of Conduct

The Educators are always happy to talk to parents and carers about their child during service hours. Longer in-depth or more confidential appointments can be made with the Coordinator.

It is expected, however, that in your communication with Educators that:

- There will be no swearing or raised voices;
- Educators have a right to ask a person to leave the premises if they feel intimidated in any way;

- Police will be called if a person does not respond to a request to leave the premises.

Staffing

All Educator qualifications and child/Educators' ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are always actively supervised by at least two Educators with a minimum educator to children ratio of:

- **At the Service:**
one Educator for every 12 - 15 children
- **On excursions:**
one Educator for every 8-10 children
- **During water activities:**
one Educator for every 5 children

The Management of this Service supports in-service professional development for all Educators and believes that it should continue throughout each Educator's career. Educator employment and training procedures ensure that the Service employs suitable people. Our Educators are highly capable and hold a range of qualifications related to the care of children. All Educators hold a current Working with Children Check for Child Related Employment, issued by the Queensland Government Blue Card Services. At least two Educators are always present at the Service.

Photos of Educators [and details of their qualifications] are displayed at the Service to assist parent/carers in identifying Educators.

Caring for Your Child

Arrivals and Departures

The Service opens at 6.30am. No child will be admitted prior to 6.30am due to legal reasons. Children should not be dropped off at the school gates. They must be brought into the Service and signed in by a parent/carer. The Service takes no responsibility for children whose parents/carers allow them to walk unsupervised to the door.

When your child has been duly signed in by an authorised person via Xplor Hub which are located at the sign in stations at the service, the Service takes responsibility for the child until they are duly signed out by an Educator in the morning session and the authorised person collecting them in the afternoon session.

Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator/Responsible Person in the first instance. If a satisfactory outcome is not achievable, you are encouraged contact our Approved Provider. Contact details for the Approved Provider available at the Service office, through the P&C Office or at the Administration Office at Currumbin State School.

Other Avenues of communicating your feedback, suggestions or concerns are via the 'Suggestion Box' located in the classroom, feedback form through our website, or through our Currumbin Kids Club Family Satisfaction Survey linked in our website, newsletters, and signage at the Service.

We value and encourage your participation in our service as we believe in enhances the service we provide.

Written authorisation must be provided for any person other than those stated on the Enrolment Form to collect children from the Service. In emergencies, emails authorising a person can be sent to the Service. In addition, you can add additional contacts to your child's profile via Xplor Hub Please advise persons collecting children that they will be required to provide proof of identity and signature.

If children are booked into After School Care and have not arrived within **fifteen** minutes of expected arrival, the Service will ascertain the children's location and if necessary, contact Currumbin State School and/or the parent/carer and/or emergency numbers provided by the

parent/carers. **A \$20 fee will be charged to cover attempts to find your child.**

If you require your child to attend activities within the school grounds, written authority (3.8.1 Extra-Curricular Activities Escort form) must be given prior to commencement of the activity.

Children are not permitted to travel home or to leave the Service unaccompanied unless written authorisation detailing time of departure, is provided, indicating a release of Duty of Care.

Late Collection and Fees Payable

Closing time of this Service is 6.00pm. We ask for your cooperation by collecting your child by this time. Late pick-ups are upsetting for your child and stressful for Educators. If there is an emergency and you are unable to collect your child on time, please contact the Service as soon as possible.

Parents/carers who collect their children after this time will incur a late fee as follows: **\$30 (per child) for the first 15 minutes and then \$2 per minute after that.** The fee does not attract Child Care Subsidy (CCS).

The correct time will be recorded on the sign out system (if necessary, the time will be confirmed by calling 1902 212 582 Time Information Service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator /Responsible Person will contact the Approved Provider to collect children who are still at the Service.

Continual late pickups will enact the grievance procedures and may result in possible exclusion of your child/ren from the Service.

Custody

Parents/carers who have custodial rights and do not wish the other parent/carer to have contact with their children must provide a current copy of the custodial papers.

While every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our Educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken, the child's parent/carer will be notified, and the police will be called immediately.

Children Leaving without Permission

If a child leaves the Service for any reason without permission, the Educators will assess the situation immediately and call the Approved Provider and a parent/carer as quickly and as reasonably possible.

Safety

Evacuation and lockdown plans are situated at the Service. We ask all parents/carers, Educators and children to familiarise themselves with the procedures. Evacuations and lockdown drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation/lockdown procedures give the children an opportunity to become familiar with the routine and planned evacuation/lockdown procedures.

All Service firefighting equipment is serviced every 6 months.

Health and Hygiene

The wellbeing of all children is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection. Children who have been excluded from Currumbin State School due to illness or injury will not be permitted in the Service. Please keep your child home until he/she is fully recovered from an illness.

If a copy of your child's immunisation record has not been supplied to the Service, then they will be considered as 'not up to date'. If there is an infectious disease outbreak, then that child will be excluded from attending the Service until such time as there is no risk of infection.

Educators observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that it is well maintained, clean and safe to use. In the case of a minor injury or illness, an Educator will attend to the incident and a report will be completed advising the parent/carer of the details. Please sign this form after speaking with Educators to verify you have been advised of the incident.

COVID-19: additional cleaning of toys, resources and surfaces will be undertaken. Hand Sanitisers are available for parents / carers. Please hand sanitiser on arrival and departure. Please ensure social distancing. CKC is COVID-19 – 19 compliant.

Please do not send your child if they display any cold or flu like symptoms. Please do not drop off / pick up your child if you have any cold or flu like symptoms.

Consistent with the Sun Safety Policy, children and Educators will wear hats and appropriate clothing when outside. Educators encourage children to avoid excessive exposure to the sun and outdoor activities in the sun will be limited during the hours of 10.00am and 3.00pm over the summer. The Service will supply sunscreen (at least SPF 50+) for all children attending. If your child has their own sunscreen, please inform an Educator.

Children and Educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before and/or food preparation activities. Hand sanitiser may be used when soap and water are not accessible. Currumbin Kids Club is a strictly smoke free environment.

Illness and Injury

The Service actively strives to avoid injuries and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents/carers with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from this Service. This is for the safety and wellbeing of the other children and Educators, as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies or a medical certificate.

The Coordinator/Responsible Person will promptly telephone a parent/carer if a child has been involved in an accident or becomes ill. Qualified Educators will administer basic first aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called, and the child will be taken to hospital. Any cost associated with transport and treatment will be the parent's/carer's responsibilities. Please ensure emergency contacts are updated on enrolment forms regularly.

Medication

Educators will only be permitted to administer medication to a child if it is:

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by a Medication Authority form, completed by the parent/carer;
- A risk minimisation plan will be completed by the Educators and signed by the Coordinator and parent / carer;
- A communication medication policy will be completed by Educators, signed and placed on file.

All medication is to be given to the Responsible Person, Coordinator or Nominated Supervisor and checked by an Educator and stored in a lockable cupboard. No medication is to be stored in a child's school bag.

Medication without prescription labelling CANNOT be administered. This includes all non-prescription medication such as Panadol or cough mixtures. If there is no pharmaceutical label with the child's name on the medication and there is no Medical Authority Form the medicine will not be administered.

For epilepsy, diabetes or similar ongoing medications, parents/carers are required to advise the Coordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e., at what intervals) and by whom all such treatment is to be administered. Separate forms are to be completed for children with asthma or anaphylaxis.

Children who become ill at the Service will be taken to our sick bay to rest while their parents/carers are contacted. Parents/carers are requested to advise the Service (via the Enrolment Forms) of their child's health needs, including medication.

Daily Routines

Routines play an important role in the operation of the Service. It allows the Service to operate effectively and efficiently and makes for a relaxed environment for Educators, children, and parent/carers. Routines are flexible where child led activities are ongoing.

A variety of supervised activities will be programmed for each day of Before School Care, after school Care and Vacation Care (e.g., cooking, painting, clay work, crafts, music, and outdoor activities). Opportunities for unstructured and quiet play will also be provided including areas for children to withdraw from all activities. The programming follows the My Time, our Place

version 2.0 – Framework for School Aged Care in Australia. Planned activities are also designed to reflect the multicultural and multilingual nature of our community.

With written permission, children can leave the premises and go to school at 8.15am. Children in Prep are walked to class at 8.30am and picked up from their class at 2.45pm.

Children are signed in by an Educator immediately after school. A light, nutritious snack will be served, followed by time for homework or free play outside and inside. A variety of structured activities such as art, craft, sports, gardening, and music are organised daily. Opportunities for unstructured play or quiet time are also available to all children.

Programming

The activity program at Currumbin Kids Club is arranged around weekly projects and activities chosen by the children utilising the extensive resources in the Service. Children often choose to display their work in the Service for all to see. Some children prefer to take art and craft work home.

Activities are designed to fulfil the outcomes described in the document, "My Time, Our Place", the guideline from the Regulatory Authority for OSHC. These outcomes are:

- Having a sense of identity
- Connecting with and contributing to the world
- Having a sense of well-being
- Being confident and involved learners
- Being effective communicators

Working with the themes of 'Being', 'Belonging', 'Becoming' under the 'Our Time, Our Place' framework we create programmes unique to children and our community.

Play activities are crucial to our Service. Play is essential to the healthy development of children who should have access to a wide variety of safe, stimulating play opportunities. The program is appropriate to the developmental and leisure needs of all children attending. Equipment is checked regularly, maintained, replaced, and/or updated to cater for the changing needs of children.

Our program aims to meet our philosophy and meet the social, creative, physical, intellectual, and emotional needs of the children. There is a balance of structured and unstructured activities, with children free to choose and create their own

learning and play experiences. Current and culturally significant events are incorporated into the program, including visits from community people, experiences with art, music, language, and food in order to ensure that children have the opportunity to explore aspects of their wider community.

Our program allows for a quiet zone for children with high support needs and or children not coping with the session. Our quiet zone is located on our mezzanine area within our classroom and resources are provided allowing children chosen time out of the program.

Educators aim to obtain an "Exceeding National QA Standard" rating as part of the "National Quality Framework for Early Childhood Education & Care", by continued development and programs facilitated to encourage our children to participate in varying activities to promote development and social awareness amongst their peers.

The Coordinator will happily discuss any aspect of the Program. A weekly plan is posted at the Service for all Educators, families and children to view. Our program is also available to view on Playground which is the parent portal of Xplor.

To ensure that our programs are effective and deliver the values, aims and objectives of the Service, we regularly evaluate the structure, process and content programs. We actively seek feedback from parents/carers and children via the suggestion box, newsletter surveys; school-wide surveys.

Homework

The Service will supply time, space and supervision by Educators for children to do their homework. Please discuss your expectation with your child and agree with your child the amount of time he or she will spend doing homework and on what days. Parents/carers and children will have a written agreement (forms available from the Coordinator) on the amount of work to be completed at the Service and provide a copy of the agreement to the Coordinator. Educators will remind children of their agreement and your expectations. While we support the children in homework, we regret that Educators are not able to provide individual tutoring or assistance. Educators will not take responsibility from parents/carers e.g., check and finalise or sign-off on homework.

Nutrition, Food & Menu Management

We will ensure that children are provided with nutritious food that is adequate in quantity and that each child's individual dietary requirements, growth and development needs and any specific cultural, religious or health requirements are considered. Our Service follow the Queensland Government Smart Choices Guide. Our afternoon tea menu is 90% green followed by a small amount of amber and red foods.

<https://education.qld.gov.au/student/Documents/smart-choices-quick-guide.pdf>

Our Service Menu is on display, so you are aware of what your child is being served each and every day. We are committed to providing a healthy diet for the children and Educators attending our Service. We believe it is our responsibility to help children to develop good food habits and attitudes by working in partnership with families to positively influence each child's health and good nutrition at the Service and in the home environment.

For those who need it, the Service will provide breakfast before 8am. Afternoon tea will be provided for all children.

It is the responsibilities of parents/carers to supply adequate morning tea, lunch, and snacks during Vacation Care, unless specified on the Vacation Care program. Please provide lunches that are ready to eat and do not require preparation such as heating or cooking. Children are not permitted to bring lollies or chewing gum to the Service.

If your child has any dietary requirements, you must inform the Coordinator immediately so that we are able to accommodate your child's needs.

Excursions / Incursions

Excursion (where the activity occurs outside of the Service's grounds) and incursions (where an external provider is brought into the Service's grounds for the activity) are planned for the Vacation Care program.

They are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained, and written permissions will be sought from parents/carers before a child may attend any excursion. The same illness and injury procedures

apply on an excursion as apply whilst at the Service.

Clothing

During Before School and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable SunSmart clothing which will enable them to participate in activities. All children will be encouraged to wear a wide brimmed hat or legionnaire caps and CLOSED IN shoes to the Service. Children with baseball-style caps will be asked to wear additional sunscreen on exposed areas. Hats will be worn in accordance with Currumbin Kids Club Sun Safety Policy. Children who do not bring a hat to the Service will have to observe the 'No Hat – Shade Play' agreement.

Clothing may get dirty during sport or craft activities. If you have a child who may possibly need more than one change throughout a Vacation Care day, please pack them additional clothing.

Currumbin Kids Club will provide a coloured logo hat for children to wear on Excursion days so we can easily identify the children from our Service. Hats will be worn in accordance with Currumbin Kids Club Sun Safety Policy.

Behaviour Support and Management

Educators are trained to respond to various developmental stages and differing ages of the children who attend the Service. We will comply with appropriate behaviour support and guidance techniques which will be consistent with the Philosophy statement of this Service.

Educators are required to discuss the behaviour expectations with the children on a regular basis, reinforcing why they are necessary.

Educators are required to:

- Model appropriate behaviour including using positive language, gestures, facial expressions, and tone of voice;
- Monitor children's play, pre-empting potential conflicts or challenging situations and support children to consider alternative behaviours.
- Constantly and consistently use positive guidance strategies when reinforcing the Service behaviour expectations.
- Support children to make choices, accept challenges, manage change, cope with

frustrations and to experience the consequence of their actions.

- Acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.

Educators are not permitted at any time to use physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Our behaviour support program is similar to the Currumbin State School Behaviour Matrix where possible. Our strategies align with school strategies and include whole body listening, reteach positive reinforcement, time out, pause and wait for compliance, mindfulness, and our new decompression zone.

Behaviour support plans will be implemented if deemed necessary by the Coordinator. Support plans will be developed collaboratively with the Coordinator, parent/carer child and other health/educational professionals as required.

Parents/carers are not permitted to approach other children attending the Service regarding behaviour incidents and/or issues.

Rules of Behaviour

The Service acknowledges and supports the Currumbin State School expected behaviors which are

- be respectful,
- be responsible and
- be safe.

Personal Effects

We understand that children enjoy bringing personal items from home to use at the Service (books, toys etc). We strongly encourage that all personal belongings are to be left at home as the service doesn't take responsibility for lost or broken items.

Electronics (e.g., Nintendo Switch/DS, iPods etc) are NOT permitted at the Service. If mobile phones are brought, they need to be kept in the child's bag at all times.

Whilst every care is exercised, the Service assumes no responsibilities for damage or loss to any item belonging to any person.

Damage to Equipment or Facilities

As part of everyday experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parents/carers.

Payment for Care

Payment of Fees

Our Service aims to provide a quality service to families at an affordable price. The Sub-Committee recommends the fee structure to the P&C Association and will set fees based on the annual budget required for the provision of quality childcare in keeping with our Philosophy and other goals, and the Service's Policies and Procedures.

The primary carer can view their account statement and balance at any time via their Xplor app. Live balance will show new and arrears charges as well as CCS payments and cancellations.

Calculation of fees takes place on Monday each week and our default payment day is weekly on a Friday. If you require an alternative day please contact our administration to organise. Extra casual day charges that are made after Monday of the current week will be charged on the current Friday and will be reflective on your live balance, please ensure that you are monitoring your balances to ensure successful payment.

Payment is through Debit Success – an automated payment system is our preferred method of payment. We direct debit your credit card or bank account each week or fortnight as specified. A separate Direct Debit form (online or paper form) must be completed as part of your enrolment process. Alternately you can make manual payments via Xplor app on our Pay Now option. Payments are taken immediately with Pay Now option using a credit or debit card.

When making a booking, you agree to the session fee as per the Session Fee Schedule on page 2.

Accounts must be paid within a week of the statement date.

All fees in relation to Vacation Care must be kept one week in advance unless otherwise stated. Excursions are an important part of the programming at our Service. As numbers may be limited, it is best to book promptly as places are given on a first in, first served basis. An extra charge applies to all excursions; however, it is kept to a minimum.

Overdue Fees

If parents/caregivers are experiencing financial difficulty paying their account, the Service should be contacted ASAP to discuss alternative arrangements/payment plans.

If there are outstanding fees, or where no payment has been made for at least two weeks:

- in the first instance, a reminder will be included on statement, for parents/carers to pay account,
- if no payment has been received by the following week, the Service will remind the parents/carers verbally and record when the parent/carer has agreed to pay the account,
- if no payment has been received when agreed, written notification by email will be sent,
- a debit collection agency may be used if payment of fees has not been received. Any accounts referred to a debt collector will incur additional fees that the account holder will be liable for,
- the Service may exclude the child temporarily or permanently from further attending the Service if parents/carers have not met the requirement as advised to them,
- If an account is in arrears of \$100 or more, children will be suspended from the Service until the debt has been paid off unless other arrangements have been made (e.g., payment plan) with the Service and this arrangement is fulfilled.

In the case of default, enrolment details may be listed on the National Default Register for a period of six (6) years and 30 days or until paid. This information may be accessed by other providers at the time of enrolment.

Child Care Subsidy (CCS)

CCS is a payment made to eligible families to assist with the costs of Approved childcare services.

It is the family's responsibility to contact the Department of Human Services (DHS) office to ensure their eligibility to claim Child Care Subsidy (CCS) and to link your family to the Currumbin Kids Club Service. The DHS calculates fee reductions using family eligibility information. Centrelink

Reference Numbers (CRN) and birth dates are requested through the Service's enrolment process.

For parents/caregivers starting with the Service who have a childcare subsidy percentage, the percentage will be applied upon the Coordinator being supplied the CRN's. For parents/caregivers starting with the Service who have not applied for the Child Care Subsidy, an adjustment may be placed on the account after the CRN is supplied and successfully CWA is created and confirmed by the parent within 28 days of enrolment start date.

On a weekly basis our Service submits online attendance records for each child. Child Care Subsidy calculations are made based on family eligibility details and attendance information as reported by the Service. Child Care Subsidy reductions are paid directly to the Service and are itemised on the family account.

Bookings

At Currumbin Kids Club we attempt to cater for all families with regard to days needed for care. It helps our planning for Educators and activities if you book your children on regular days according to need. We understand that some families will be unable to predict their need and we will try to accommodate. Due to licensing restrictions, there may be some days we are unable to accommodate casual bookings. Casual bookings requests can be made via our Xplor app. You will be notified whether your booking has been accepted or rejected via the Xplor app.

Any child attending the Service needs to have a confirmed booking before attendance. A **non-booking fee of \$20 per child** will be charged for any children that are **NOT booked** into a session.

Failure to **book** less than 24 hours before the commencement of the booked session will result in an additional casual fee (refer to Session Schedule Fees page 2).

Bookings for Vacation Care will not be accepted via Xplor until the coordinator receives the signed permission form.

Any changes to your permanent booked sessions must be given in writing with two weeks' notice.

Attendance

Parents/carers must notify the Service of cancellations to a session booking. Children are not to phone to cancel or make a booking. You can mark your child absent via the Xplor app, simply by marking the child as absent under the booking tab, select day, select new, mark as absent.

It is not sufficient to contact the school about a Currumbin Kids Club cancellation as the Service operates separate to the school. Conversely, it is not sufficient to contact the Service about a school cancellation.

Failure to **cancel** a *Casual* Before School or After School booking by 24 hours prior to the booked session commencing will incur the normal session fee being charged. *Permanent* bookings require 14-days' notice to cancel days or bookings in full.

Cancellation of bookings for Vacation Care must be made with 7 days' notice prior to the start of the Vacation Care period or a fee, equal to the fee for that session will apply unless otherwise advised. The cancellation date for Vacation Care is stated in the Vacation Care Program, and other communications with families.

Allowable Absences

Australian Government Family Assistance Guide
1.1.A.05 Absences (CCS, ACCS)

Where an approved child care service (1.1.A.90) has commenced operating under the CCSS for the purposes of CCS and ACCS, initial absences are absences when a child is absent on a day on which care would otherwise have been provided if the child was not absent and the family was charged for that care. Each child is allowed an initial 42 absence days from care across all approved child care services during each financial year which can be used for any reason and without the need to produce supporting documentation (includes public holidays). The number of absence days is cumulative across approved CBDC, FDC, IHC and OSHC services. CCS and ACCS is payable for any absence days up to 42 days regardless of the reason for the absence.

If a child is absent from one or more sessions of care (1.1.S.40) on a day, the absence is only counted once, i.e. if a child is absent from both before and after school care on the same day, only one absence is counted.

These initial 42 absence days must be used before additional absences (1.1.A.17) can be claimed.

The initial 42 absence days cannot be used to enable CCS or ACCS to be paid where the individual would not otherwise have been eligible for CCS or ACCS for the child. This includes where:

fees are charged to reserve a place for a child who has not yet commenced care,
fees are charged for a period after a child has already ceased attending care, or
the child has already attended their maximum number of CCS or ACCS eligible hours in previous sessions in the same week.

Act reference: FAAct section 10(1) Basic rule about when a session of care is provided, section 10(2) Up to 42 absences

References:

<https://guides.dss.gov.au/family-assistance-guide/1/1/a/05>

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

Approved Additional Absence Days

CCS is also payable for approved additional absences taken for the following reasons:

- Illness (with a medical certificate),
- Non-immunisation (with written evidence),
- Temporary closure of school or pupil free days'
- Periods of local emergency,

- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan.

There is no limit on the number of these days for which CCS may be paid as long as:

- They are taken for the reasons specified; and
- Supporting documentation (where required) is provided; and
- They are days on which care would otherwise have been provided.

The Coordinator has on hand the Child Care Package brochure which details the definition of these absences if required. Copies of paperwork will be retained by the Service.

CCS Fortnightly Hours

As part of your CCS entitlement, Centrelink allocates a specified number of fortnightly hours per child. Please check your entitlements if you are unsure of your fortnightly hours allowance.

Please be aware that our session hours are deducted from your fortnightly hours allowance (per child) and not your child/ren's total attendance time. This is important to remember especially during vacation care.

- Before School Care = 2.25 hours/per child
- After School Care = 3.17 hours/per child
- Vacation Care = 11.5 hours/per child

If you go over your fortnightly hours allowance, Centrelink will prorate their cover up to your allowance. Any session hours over your allowance, will be paid in full by the parent/carers.

Reading your Weekly Statement

At the beginning of each week, we charge our rolls for the current week. All current charges are available to families by 9am on Monday Morning. The balance that you will see is reflective of any arrear's balances and all charges for the current Monday to Friday week. If you book in a casual day within the current week, you can view your live balance at any time after you make this booking. Your payment for the week will include all casual bookings made in the current week so please be aware that your payment will change to be reflective of any additional charges for the current week.

The parent/carer designated as the Primary Carer is the only one who has access to the Finance screen in the Xplor Home app. Statements can be viewed and downloaded at any time via the Xplor Home app.

Example statement:

Payments made via Pay Now option via Xplor

Payment processed via Debit success that have been unsuccessful

Date	Description	Hours	Debit	Credit	Balance
19 Jun 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$57.20
18 Jun 2024	Daily Pay Now:1928436986			\$120.00	\$25.20
18 Jun 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$145.20
17 Jun 2024	Weekly CCS subsidy [REDACTED]			\$27.64	\$113.20
12 Jun 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$140.84
11 Jun 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$108.84
10 Jun 2024	Weekly CCS subsidy [REDACTED]			\$27.64	\$76.84
05 Jun 2024	Daily Pay Now:1923955113			\$70.00	\$104.48
05 Jun 2024	[REDACTED] - After School Care Permanent (ASC)	3.17	\$32.00		\$174.48
04 Jun 2024	Refund: XPay Reversal:177876171		\$70.00		\$142.48
04 Jun 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$72.48
03 Jun 2024	Weekly CCS subsidy [REDACTED]			\$27.64	\$40.48

 Page 1

From 1 July 2023, families using child care must pay the gap fee using electronic methods.
Sign up for Direct Debit by using Home app or visiting home.myxplor.com.

31 May 2024	XPay Payment:177876171			\$70.00	\$68.12
29 May 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$138.12
28 May 2024	[REDACTED] After School Care Permanent (ASC)	3.17	\$32.00		\$106.12
27 May 2024	Weekly CCS subsidy [REDACTED]			\$27.64	\$74.12

cancellation and make alternative payment arrangements.

The Xplor Home app also gives you an option to "Pay Now" in which you can make a manual payment. Please do not make a manual payment on the same day as your scheduled direct debit date. If you use the Pay Now option, please let us know you have made a payment so we can ensure your direct debit has been cancelled. Please be aware it can make 1-2 days before your payment is reflected in our system.

If you have any questions about your account or how to read your statement, please send us an email to admin@currumbinkidsclub.com.au or come see us and we will be happy to assist you.

Please keep in mind Debit Success will charge a payment default fee if your payment does not clear. A schedule of Debit Success fees can be found on page 2 of this Family Handbook. Scheduled direct debits can be cancelled up to midday of the direct debit date if you will be unable to meet your payment. Please email us no later than early morning before your scheduled direct debit date to request a payment

Community Resources

Emergency Numbers

Police 000

Ambulance 000

Fire Station 000

General Department

Centrelink Self Service Line 13 62 40

(otherwise see Dept of Human Services)

Office of Early Childhood Education and Care (Early Childhood Information Service) 137 468

Dept of Human Services 13 2011

Health

Community Child Health Service

Queensland Health 13 43 25 84 (for health advice and information)

Counselling and Support

Lifeline 13 11 14

Poisons Information Centre 13 11 26

Disability Information Services 1800 177 120

Women's Infolink 1800 177 577

Domestic Violence Telephone Service (Women) 1800 811 811

Domestic Violence Telephone Service (Men)

1800 600 636

Kids Helpline 1800 551 800

Relationships Australia 1300 364 277

PPP – Positive Parenting Program 13 74 68

(Additional community support service contacts can be found on our website.)

Regulatory Authority

Department of Education

Hope Island Regional Office

Building C, Level 1

340 Hope Island Road

Hope Island QLD 4212

Phone: 07 5656 6688

Email: southeastregion.ecra@qed.qld.gov.au

Currumbin P&C Association

E: pandccurrumbiss@eq.edu.au P: (07) 5534 7503

Currumbin State School

E: admin@currumbiss.eq.edu.au P: (07) 5559 6333