



Parent/Guardian Handbook

2021

Address: 175 Tallebudgera Crk Rd, Tallebudgera. QLD. 4228.

Phone: (07) 55685990

Email: elc@salc.qld.edu.au

Hours

Monday to Friday

7 am to 6 pm

Closed all public holidays.

Closed Christmas/New Year

Welcome

- Philosophy and Mission Statement.
- Dates

Educational Program and Practice

- Children's Learning
- Image of the Child
- Daily Requirements
- Daily Procedures
- Routines
- Spiritual Links

Relationships with Children

- Interactions with Children
- Relationships in Groups

Collaborative Partnerships with Families

- Communication - Partnerships
- Contact Details
- Daily Communication
- Family Information Board
- Advisory Group
- Family Involvement
- Family Social Events
- Photographs

Children's Health and Safety

- Children's Clothing
- Nutrition
- Rest and Relaxation
- Behaviour Guidance
- Entertainment and Excursions
- Hygiene and Safety

Statement of Commitment – Child Protection

- Illness and Injury Policy
- Medication
- Sun Protection
- Emergency and Evacuation Procedures
- Child Protection
- Immunisation
- Tobacco, Drug and Alcohol Free Environment

Staffing Arrangements

- Our Staff
- Students and Volunteers
- Staff Meetings
- Professional Development

Leadership and Service Management

- About Queensland Lutheran Early Childhood Services.
- Service Approval
- Fees
- Method of Payment
- Child Care Subsidy (CCS)
- Absences
- Discontinuing Enrolment
- Policies
- Inclusion Policy
- Insurance
- Media Involvement
- Feedback and Concerns

Conclusion

WELCOME

We are delighted that you have chosen St Andrews Lutheran College ELC as your child's Early Learning environment. We hope that you will be very happy during your time here with us.

At St Andrews Lutheran College ELC, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes and supports co-operative learning. We support the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service. It contains useful information about St Andrews Lutheran College ELC, the way it is managed and what to expect during your time here.

St Andrews Lutheran College ELC is a 64 place, not-for-profit Service that consists of the following educational rooms:

- Junior Kindy-2.5 to 3.5 years, 4 staff: 20 children 1:5
- Pre-Pep Rooms 3 – 5 years. Two rooms
- 2 staff: 22 children per room. Ratio 1:11

The Service is open from 7am to 6pm, Monday to Friday, 50 weeks per year, closing on Public Holidays and 2 weeks over Christmas and the New Year

Please keep this booklet in a safe place so that you can use it as a reference for general information and policies. Some policies are only summarised in this booklet. The full details of policies are available at the service upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with QLECS (Queensland Lutheran Early Childhood Services), Service staff, families and the community.

We look forward to sharing the coming year with you and your child, and the partnerships the year may bring.

NB

Where you see the term 'Reg' in the handbook, the reference is to the Education and National Laws and Regulations that govern Early Childhood and School-Aged Care Services.

Any information related to the Child Care Subsidy (CCS) can be found at the following link:
<https://www.education.gov.au/child-care-provider-handbook>

Philosophy and Mission Statement

Community –At the heart of St Andrews ELC we are about making meaningful connections with the community. We strive to educate and support the children’s knowledge about the importance of community actions. We are open-minded and welcome children to be natural inquirers and develop connections with others.

Belonging – We believe that staff and families have a strong relationship with our service. A strong cohesive team ensures that children feel safe and connected, “where everyone is someone”. Families are supported in their parenting role and encouraged to share family practices and skills. We look at the ELC as a community that welcomes and embraces all people with worldwide acceptance.

Nurturing – From the beginning, children are supported. We believe in our practices and procedures to ensure that families and children feel nurtured and safe. This empowers the children to be confident and promotes an attitude for life-long learning.

Inquiry – Through play, the children learn to develop strong and healthy play patterns, which provides opportunities to be active learners and inquirers. We have a rich environment that naturally allows children to explore and discover the world in which they live. This enables the children to take ownership in where their learning is going and develop their own inquiry.

Spirit – As children of GOD we welcome all. We celebrate the light of the lord and all that he has given us by acknowledging the small things and showing gratitude for all that is around us. As educators, we look to the light to provide direction and strength for our St Andrews family.

Forest School – Active outdoor learning is promoted and encouraged. Children are exposed to a range of bushland experiences to promote, creativity, imagination, build self-esteem, confidence and life skills. Children are challenged so they can build resilience and team work and cooperation. Opportunities are provided for children to learn about the land of the Kombumerri people.

Dates

St Andrews Lutheran College ELC closes for approximately 2 weeks over Christmas and the New Year. No fees are charged to families during this time.

St Andrews Lutheran College ELC is also closed on the following occasions:

- All Public Holidays
- Australia Day
- Labour Day
- Good Friday & Easter Monday
- Anzac Day
- Queen’s Birthday
- Gold Coast Show Day

Fees will be charged for all public holidays unless indicated. In fairness to all families, public holidays, sick days or holidays cannot be swapped for other days. If you require an extra day, relevant charges will apply.

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

Our Program is based on *Being, Belonging and Becoming: The Early Years Learning Framework (EYLF)* and the *Queensland Kindergarten Learning Guideline*. We focus on children learning through play, enjoyment, freedom and friendship. We believe it is important for children to have opportunities to foster the development of self-esteem, creativity and growth at their own individual pace.

The program provided contributes to the following outcomes:

- children have a strong sense of identity
- children are connected with and contribute to his or her world
- children have a strong sense of wellbeing
- children are confident and involved learners
- children are effective communicators

Play is a context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning
- assists children to develop relationships and concepts
- stimulates a sense of wellbeing.

St Andrews Lutheran College ELC also provides Child Portfolios. These may contain photos, artwork, observations, goals and evaluations for each individual child. Parents/guardians are encouraged to engage with their child's Portfolios and make comments. Observations and samples of your child's work will also be on Xplor our digital learning platform.

Bush Kindy Program

Busy Kindy Program is an active outdoor learning is promoted and encouraged. Children are exposed to a range of bushland experiences to promote, creativity, imagination, build self-esteem, confidence and life skills. Children are challenged so they can build resilience and team work and cooperation. Opportunities are provided for children to learn about the land of the Kombumerri people.

Benefits of Forest School/Bush Kindy

Forest school increases children's wellbeing, Educators wellbeing and bring JOY to the children, providing opportunities to get back to nature and BE in the environment. Children will learn through play and educators setting small achievable tasks to build self-esteem and self-worth. Through regular planned sessions children will be able to experience nature and build a connection to the land.

Forest School connects to Article 31, (Leisure, play and culture)

Children have the right to relax and play and to join in a wide range of cultural, artistic and other recreational activities. United Nations Convention on the Rights of the Child, 1989

Sessional Procedures for Bush Kindy

Sessions will run on a regular basis one day a week over 6 week period during Term 2 & 3 possibly at other times of the year also. Visits depend on weather conditions. Sessions will run

for 2 hours a session. Forest school will be cancelled if conditions change during a session or under the following circumstances. The Forest School Leader is the only person who will cancel a session. See Bush Kindy Handbook

Daily Requirements

What to Bring in your child's labelled bag:

Junior Kindy Room:

- 2 named complete changes of clothing
- Sleep comforters
- Named toilet training pants
- A named set of sheets top and bottom 1200mm x 800mm in a bag

Pre Prep Room

- 2 named complete changes of clothing
- A named set of sheets top and bottom 1200mm x 800mm in a bag

St Andrews ELC provides all children with a Sunsmart hat – Legionnaire/broad brimmed hat that protects the face, neck, ears and crown of the head. No caps are allowed.

Daily Procedures

Arrivals and Departures

Upon arrival and departure, the custodial parent or authorised nominee is responsible for following the required sign-in/out procedure. Failure to follow this correctly could result in CCS payments being affected.

This is also a safety requirement in the event of an evacuation or lockdown.

If, in exceptional circumstances, an Educator is required to sign your child in or out, you must confirm these times in the software/App as soon as possible.

If you are going to be on a different contact number during the day, please advise staff.

If your child is to be collected from the Service by someone besides the parent/s or persons on the "Authority to Collect" form, we ask you please phone the Service beforehand, stating the person's name and their relationship to the child. Identification will need to be produced upon their arrival e.g. drivers licence. The authorised collector must be over the age of eighteen.

Parents/guardians, please ensure you notify a staff member about your child's arrival and that your child is left in the care of a staff member. Please also ensure that upon departing, you inform a staff member that your child is leaving.

Arrival is an important time to communicate any information that might be of relevance to your child's well-being during the day. Parent/guardian and staff contact is often limited in the mornings however, if you need to have longer talks with the staff, a convenient time can be arranged for this or perhaps a phone call or email during the day can help.

Custodial Issues: Parents/guardians are required to notify the Service Leader about any details of legal custody of the child and any court orders. An up-to-date copy will be required to be kept at the service.

Routines

In each program you will see a predictable pattern to the day, which is designed to give your child a sense of routine and security. Integrated into the predictable events of the day, interesting and motivating experiences are planned to challenge and stimulate children in the areas of social, emotional, physical, creative and intellectual development. We are committed to the provision of

opportunities for learning and nurturing and to the development of children in ways which are informed by quality research and theory.

Spiritual Links

St Andrews Lutheran College ELC has links with the congregation and Pastor/Chaplain. They are available for Parents/guardians and Families.

RELATIONSHIPS WITH CHILDREN

Interactions with children

“The program offered will

- *Encourage children to express themselves and their opinions*
- *Allow children to undertake experiences that develop self-reliance and self-esteem*
- *Maintains at all times the dignity and rights of each child*
- *Gives each child positive guidance and encouragement toward acceptable behaviour*
- *Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child” (Reg 155)*

COLLABORATIVE PARTNERSHIPS WITH FAMILIES

Communication – Partnerships

We believe that the partnership between parents/guardians and St Andrews Lutheran College ELC staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent/guardian’s concerns or questions, so please be proactive in approaching the Service Leader for discussions. Please arrange a set time to talk to the Service Leader if you have concerns or questions about your child. We may arrange a suitable time to talk outside of the program time so that due time and attention can be given to your concerns or questions about your child. A suitable area for private conversations will be made available when required.

Parents/guardians may enter the Service at any time their child is in attendance. Permission to enter will be withdrawn if a parent/guardian poses a risk to the safety of the children and staff or the parent/guardian has prohibited contact with the child by a court order (Reg 157).

Parent/Guardian Information / Orientation Session are held at the start of the year, if you miss these sessions please ask staff at any time for additional information

Contact Details

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. **Please ensure that authorised nominee names and numbers are current at all times.**

Daily Communication

A communication pocket is provided for each family. They are labelled with your child’s name and are located on the wall hallway wall next to our Foyer. Please check your communication pocket daily.

Communication regarding the day’s events will be available through photographs and a written journal displayed in the sign out area for you to enjoy prior to the collection of your child. These are valuable tools to give insight about the day so you can discuss and reflect with your child about their day.

Regular newsletters help staff to communicate the program, interests and events at St Andrews Lutheran College ELC. Most information will be emailed. Please ensure your email address is current.

Family Information Board

Notices and information for families are placed on the notice board. We ask that you check these information boards each day.

Advisory Group

St Andrews Lutheran College ELC's Advisory Group is comprised of members from the parent group, congregation and local community. The group meets bi-monthly. The QLECS CSM will often attend these meetings.

The aims of the group are to:

- Concentrate on planning and goal setting;
- Explore, decide upon and co-ordinate fundraising ventures and family events;
- Provide a support network

All parents/guardians are encouraged to become involved in the Advisory Group in whatever capacity you are able. Notice of meetings can be found on the information board.

Family Involvement and Connectedness

We value family input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with families for the benefit of encouraging the full potential of their child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships. We request that everyone who enters our Service speak and act in a child friendly manner.

From time to time, Educators will ask parents/guardians to share their experiences and knowledge with the children. Some examples might be: dental hygiene, the role of a doctor, architecture and building, cooking, gardening.

If you are attending the program, please bring a sun safe hat, enclosed shoes, food and water (if required).

Family Social Events

During the course of the year, we may hold some special social events for all families.

Baby Sitting

Families are requested not to ask staff of the Service if they do private baby-sitting. Educators need to maintain a professional relationship with families. The Service takes no responsibility for such private arrangements.

Photographs

Service photographs are taken once a year and we ask that families read the notices about these days and inform staff if you do not wish to partake in these. At St Andrews Lutheran College ELC we have digital devices that are used daily to photograph the children. These photos become the basis of our daily visual diaries, which are on display in each room. We also use the photos to document your child's development throughout the year in their Portfolios.

Social Media

St Andrews Lutheran College ELC is linked to St Andrews Lutheran College's Facebook and Instagram platforms parents are able to connect with the ELC and College on these platforms.

The Facebook page is a closed group and parents are reminded of their privacy and confidentiality responsibilities when they join this page.

We also ask that you do not 'friend' staff members as this can cause difficulties in maintaining professional boundaries. Should you have any concerns over Social Media issues/posts/comments, please follow the Service's grievance procedure.

CHILDREN'S HEALTH AND SAFETY

Children's Clothing

Please ensure that clothes are marked with the child's name to ensure that all items of clothing are returned to the rightful owner. Please dress your child in clothing that is suitable and appropriate for active play. Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from activities. It is a requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun.

Ideally, sandals or sandals should be worn to the Service. Shoes can often be a hazard in outdoor play areas and in warmer weather children may be encouraged to remove them.

Nutrition

You are required to provide your child with food and drink for both morning tea and lunch each day.

We promote good nutrition and healthy eating habits. As such, please note the following:

- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring.
- For older children, please make sure your child can open all containers and packaging to promote their independence.
- It is better to provide more food rather than less food for your child.
- Please provide a drink bottle (clearly named) each day. 500ml – 750ml are a good size to ensure your child is drinking enough water. Please send your child's bottle filled to the top with water each day. A pop top style is recommended rather than a twist top.
- If we have a child enrolled at the Service with severe or anaphylactic allergies to certain foods or food products, we may ask all families to exclude these items from their child's lunch box. This ensures the health and safety of all children.

We also celebrate other special events or holidays during the year with food, often multi-cultural and endeavour to make cooking experiences a regular part of our program.

Rest and Relaxation

Resting is an important part of the day. An atmosphere conducive to relaxation is provided to allow children to 'recharge' and aims to meet the individual needs of each child. We encourage you to discuss your child's needs with their individual educators.

The service will ensure that the individual needs of the child regarding sleep and rest are met (Reg 81)

Behaviour Guidance

Educators will gently guide children towards acceptable, respectful and considerate behaviour to others. Within the play-based program, children learn about social skills and rules appropriate to their developmental level. Children are supported and empowered to choose the right behaviour which helps them to begin to self-regulate their own and others' behaviours.

If Educators observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having

conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency. An individual plan may be written outlining the agreed strategies, so that all educators are consistent in guiding a child's behaviour.

Please refer to *QLECS Behaviour Guidance Policy (5.02)*

Incursions and Excursions

To complement the curriculum, from time to time we will be inviting visitors into our Service (incursion) or take the children on excursions. All incursions and excursions are carefully planned and risk assessed. Incursions or excursions may incur an additional cost, which will be added to your account. If this is eligible it will also attract some CCS.

Parents/guardians will be notified of any upcoming events and be required to complete any necessary authorisations.

Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross-infection. The following procedures are implemented:

- The Service is cleaned at the end of each day and during the day, if the need arises.
- Children are taught and expected to wash their hands, particularly after toileting and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.
- Softfall areas have been established under climbing and swing areas to absorb the impact if a child were to fall.

Illness and Injury in Care

Educators are required to maintain their First Aid qualifications. This includes CPR, Anaphylaxis and Asthma training. The care environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Guidelines in QLECS Policies 2B:08 and 2B:11) have been written on the premise that children who have been ill will not return to the Service until they are fully recovered. A letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to care and non-immunised children will be excluded (as per Policies 2B.08 and 2B.11). As per your enrolment agreement, the Service must be advised of any contagious illnesses.

In the case of injury to a child whilst in care, staff will administer appropriate first aid immediately. Please refer to Policy 2B:8 and 2B:10 for more detailed information on the Service's procedures in relation to illness and injury.

If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign.

Medication

Please refer to Policy 2B:13 for specific information in regards to medication.

St Andrews Lutheran College ELC has a policy for managing medical conditions which sets out practices if a child enrolled has a specific health care need, allergy or relevant medical condition.

Parents/guardians will be required to provide the service with a medical management plan for their child for any specific health care need, allergy or relevant medical condition. St Andrews Lutheran College ELC will develop a risk minimisation and communication plan in conjunction with parents/guardians, to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised (as per Reg 90).

St Andrews Lutheran College ELC has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy (Reg 91).

If medication of any type is required to be given during your child's attendance, then a medication form is required to be completed by the parent/guardian or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed; staff will complete and sign their section when the medication is administered.

In cases of emergency a parent/guardian or person nominated on the enrolment form can consent to the administration of medication verbally or if parent/guardian or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent. If staff need to administer medication for an anaphylaxis or asthma emergency, they will notify the parent/guardian and emergency services as soon as practicable.

The medication administered will be from its original container before the expiry or use-by date, in accordance with any instructions attached to the medication or provided by a registered medical practitioner, prescribed medication, from a container that bears the original label with the name of the child to whom it is prescribed, with a second person checking the dosage of the medication and witnessing its administration, details of the administration must be recorded in the medication record.

(Regs 92-95)

Immunisation

Immunisation is the most reliable method of preventing some infections. The Federal Government recommends that parents/guardians have their children immunised. The immunisation status of your child must be completed on your child's enrolment form and a copy of your child's immunisation history statement must be provided. Families who choose not to immunise their children, other than for medical exemptions, will not receive government subsidies (<http://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>).

Parents/guardians are responsible for providing staff with updated immunisation information. Children who have not been immunised will be excluded from care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. For information relating to fee payment during exclusion periods, please refer to Policy 2B.09 and the Immunisation enrolment agreement.

Sun Protection

As you are aware, Queensland has the highest incident of skin cancer in Australia. Staff will apply sunscreen several times a day. The Service provides sunscreen, however, if your child requires a specific brand, you will need to provide this to the Service, clearly labelled with your child's name. Please apply sunscreen to your child prior to or on arrival at the Service. Please ensure that clothing is sun smart. Sleeves are recommended for all children to protect shoulders. ***Sun Smart hats are compulsory for all children and staff. Caps are not permitted.***

Emergency and Evacuation Procedures

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to staff and visitors. These procedures include emergency services, contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for the Service is distributed to all new staff and volunteers on their first day at the service. Parents/guardians, staff, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down. If you arrive at the Service during an evacuation or lock-down, please follow the direction of the Service's staff.

All children are regularly familiarised with evacuation/lockdown procedures.

Child Protection

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and well-being. (See QLECS' Statement of Commitment Appendix 1)

All early childhood educators are mandatory reporters.

All staff at the service who work with children are aware of the current child protection law in the provider's jurisdiction and understand their obligations under that law. (Reg 84)

Smoking, Drug and Alcohol Free Environment

The Service maintains an environment free from the use of tobacco, e-cigarettes, illicit drugs and alcohol. (Reg 82).

Please note that there are specific exclusions boundaries in regards to smoking and the use of e-cigarettes - 5 metres beyond the property boundary.

All parents/guardians/visitors are required to adhere to these legislated conditions.

STAFFING ARRANGEMENTS

Children at St Andrews Lutheran College ELC are in the care of qualified and suitably trained early childhood specialists. This team provides a collective wealth of knowledge, skills and expertise that directly relates to the provision of a high quality early childhood program for your child. Notices of current staff are displayed on the doors to each group.

Our Service is staffed by:

Service leader, 2 Early Childhood Teacher, 3 Lead Educators, 2 school-based trainee's and 5 Educators working either part-time or full time. We hire casual relief Educators and Teachers.

Service Leader

The role of the Service Leader is to work closely with educators, QLECS and families to ensure the effective and efficient day to day running of the Service. The Service Leader takes whatever action is necessary to ensure the health and safety of the children at our Service. The Service Leader is responsible for ensuring high standards in both the administrative and educational programs and for planning and overall supervision of the children.

Educational Leader

The role of the Educational Leader is to work in consultation with the Service Leader and with all educators, children and families to lead, develop and implement the educational program. This includes program reflection/evaluation, children's developmental outcomes, documentation and portfolios, and any Service operations which are related to the curriculum. The Educational Leader is available for families to discuss individual children's development and goals.

Students and Volunteers

Our Service welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at our Kindergarten, they must be approved by the Service Leader, hold a Positive Suitability Card, sign confidentiality and policy agreements and undergo an induction process. Families will be notified if a student will be visiting the Service.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Positive Suitability Card.

Professional Development

The Service actively supports on-going Professional Development of all staff. Staff members attend courses, seminars, conferences and workshops throughout the year. Suitably trained relief staff will be employed in the absence of staff members.

LEADERSHIP AND SERVICE MANAGEMENT

Queensland Lutheran Early Childhood Services (QLECS)

QLECS support and oversee the running of the Service, including financial, staffing and compliance matters. QLECS is the Approved Provider's representative for Lutheran Early Childhood Services in Queensland and a support and management branch for Victorian and New South Wales Services. Each service has its own Children's Services Manager and their details are displayed in the Service. The Children's Services Manager (CSM) is part of the QLECS Operations Team and works closely with the staff of the Service in areas such as programming, regulatory requirements, grant applications, staffing, financial administration and any other areas as required.

Fees

Our Service is a not-for-profit organisation that relies on the prompt payment of fees to remain financially viable. Fees are set by QLECS in conjunction with the Service Leader and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities and building improvements at the Service. Fees will generally be reviewed annually and maintained as low as possible. It is important that your fees are kept up to date at all times. Your statement will show amounts due up to the end of the current week.

Fee accounts are issued weekly. Your statement will show amounts due up to the end of the current week.

Payments must be continued during a child's absence for illness, holidays or for any other reason. Statutory holidays must be paid for however fees are not charged during the Christmas/New Year closure.

Failure to pay fees will result in your details being referred to QLECS where the debt recovery policy will be implemented. Your child's continuing enrolment may be placed at risk. Please talk to the Service Leader if you are having difficulties paying your fees so that a payment plan can be implemented.

Full fees are payable until enrolments meet CCS requirements. Adjustments will then be made.

Late fees are charged to families who have not arrived by the Service's closing time. As late pick-up can be disruptive to staff and your child, we ask that if you know you are going to be late,

please contact the Service and/or try and make other arrangements. If a parent/guardian has not made contact five minutes after the closing time, staff will try to contact the parent/guardian. If no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form 30 minutes after closing time, the police will be called and we will follow their recommendations. The late fee is listed below:

\$5.00 at 6.05pm then \$2.00 per minute after this, or if late for a booked Session, the longer Session fee may be charged.

If there are outstanding fees of \$20.00 or more a **late fee penalty of \$20.00 per week** shall be applied. A fee becomes outstanding 7 days after the statement has been sent. The late fee penalty occurs every 7 days until the fee has been paid. (This statement for late fee penalty must remain in for Centrally Managed Services)

Under the Queensland Kindergarten Funding Scheme, each Approved Kindergarten Program must offer a program for 15 hours per week. A child must be enrolled in the program for a minimum of 15 hours for the Service to be eligible for funding that is paid directly to the Service to support the kindergarten program. Children who attend more than one Service must nominate only one service to receive the funding.

Method of Payment

We are a cash free service. All fees are to be paid by Debit Success/Xpay. *Please note that where parents/guardians set up this platform using a credit card, there will be a surcharge issued to the cardholder.*

Daily Fee

Junior Kindy Room \$107.00 11hour session
Junior Kindy Room \$101.30 9 hr session
Pre Prep Room \$105.00 11 hr session
Pre Prep Room \$101.00 9 hr session

9 hour sessions are only available to parents who receive little or no child care subsidy from the government to help with the cost of child care fee's. Parents are required to provide a copy of Child Care Assessment Notice with hours of approved care to qualify. 8.00 am – 4.00 pm

10 hour session for families attending 5 days between the hours of 7.30 am - 5.30 pm

Waitlist Fee \$44.00 per child
Bond payment: \$100.00 per day is refunded to your child's account once child commences care and two weeks notice is given.

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this with the Service Leader. A payment plan may be established for you.

Child Care Subsidy (CCS):

St Andrews Lutheran College ELC is an Approved Care Provider and eligible parents/guardians can access Child Care Subsidy to assist with the payment of their fees. Child Care Subsidy (CCS) reduces the amount eligible families pay for child care (your 'out of pocket' or 'Gap' fee). To claim CCS, families must apply for Customer Reference Numbers (CRNs) through Centrelink. Once you have been issued with yours and your child's CRNs you need to submit a claim for Child Care Subsidy to Centrelink using your Centrelink online account (through MyGov). If you are assessed as eligible to receive CCS, you will need to supply the CRN and date of birth for both you and your child to the Service Leader so that the information can be entered into the Service's

software system. The Service uploads child enrolment and attendance information weekly via the Service's software system to the government's Child Care Subsidy System. It calculates the CCS and fees are charged to the family minus your CCS entitlement.

If there are any changes made to the primary carer or CRN details (**as registered with Centrelink and linked to the Child's CCS application**, e.g. incorrect information has been given and needs to change), this will not be backdated past 14 days when the correct information is provided.

In order to receive CCS, you must enter into a Complying Written Agreement (CWA) with the Service, which you are required to confirm online and after 14 weeks of non-attendance.

Parents who receive CCS have an obligation that fee payments are kept up to date. Failure to do so may result in CCS being required to be paid back to the government.

Shared Care

If a family shares the care of their child, that is, the child spends time living with one parent for one week, and the other parent the next week, both parents should have their own account at the Service (with separate enrolment forms) and separately apply for CCS. CCS calculations will be based upon each parent's individual circumstances and their gap fees may differ.

We realise this is a lot to comprehend and urge families to contact Centrelink on 13 61 50 should you require further information.

Absences

Each child is eligible for CCS for 42 days for allowable absences from care across all approved child care services during each financial year without the need to provide documentation, such as medical certificates. Absences beyond the first 42 days (up to a maximum of 10 further absences) will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Please note that these are total absences across all Services your child may attend; not a per Service allowance.

Parents/guardians are required to sign the attendance sheet for absences. Additional absences do not include public holidays. If the Absences occur at or before the child's first day of physical attendance at the service, or directly after their final day of physical attendance, no CCS will be paid for that absence as it is considered to be a Cessation of Care. Full fees will be charged in this instance. If CCS is applied, it will be withdrawn by CCSS when the CCS enrolment ceases. In this instance, the account holder will be responsible for any outstanding amounts

Discontinuing Enrolment

You are required to give ***two weeks written notice*** to the Service Leader if you are discontinuing your child's enrolment. ***Fees are payable up to and including end of the notification date. Please note that Cessation of Care rules apply regardless of the notice period.***

POLICIES

The Service has a range of policies and procedures readily available as per regulatory requirements. These are accessible to families and can be found in the family lounge at the end of the hallway.

A condition of enrolling your child at St Andrews Lutheran College ELC, is that you agree and abide by the Service's policies. These policies cover all aspects of operation and management in accordance with regulations. The policies also incorporate the Code of Ethics produced by

Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Service Leader and/or the Children's Services Manager.

Inclusion Policy

Children have a wide variety of backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability. Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Service Leader prior to enrolment. Medical/diagnostic information will be required. Families may be eligible for inclusion Support funding or QKFS Plus funding. (If eligible, parent/carers must choose one source of funding).

Insurance

The service is fully covered by Public and Products Liability through the LCA Insurance Fund.

Feedback and Concerns

Family input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child's experiences at the Service. Please take the time to read and respond to these requests as they assist us to improve the quality of our Service. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents/guardians to follow if a concern arises:

1. In the first instance, please approach the Service Leader to discuss the matter. Be willing to express how you feel clearly and be open to working with the Service Leader to resolve this matter. This may involve more than one discussion.
2. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing. Contact details for your CSM will be on display at the Service.
3. Unresolved concerns can also be raised with

Office for Early Childhood Education and Care

PO Box 492

Oxenford Qld 4210

Telephone: (07) 5656 6688

Email: southeastregion@det.qld.gov.au

CONCLUSION

It is our hope that your family will enjoy being a part of St Andrews Lutheran College ELC. Should you require further information or explanation regarding this booklet, please do not hesitate to contact us.

Appendix 1

STATEMENT OF COMMITMENT – CHILD PROTECTION

- 1. We are committed to promoting and supporting environments which:**
 - Protect children and young people from actual or potential harm.
 - Enable and encourage concerns to be raised and responded to openly and consistently; through
 - the provision of training and education for staff, families and children.

- 2. We recognise that we have a duty of care and shared responsibility to:**
 - Protect all children and young people from all forms of harm and abuse.
 - Ensure our organisation's culture provides a sense of safety for children and young people.

- 3. We will endeavour to safeguard children, young people and their families in all our Services by:**
 - Valuing, listening to, engaging with and respecting children, young people and their families.
 - Establishing and implementing best practice for working with children, young people and families, meeting all statutory obligations.
 - Developing skills that encourage children, young people and their families to speak up if they feel uncomfortable with the way they are being treated by staff, other children and/or adults, at all times.

- 4. In our recruitment of staff and volunteers, we will:**
 - Follow procedures that provide for the careful selection and recruitment of suitable employees and voluntary workers.
 - Provide education, training, support, supervision and resources in all statutory requirements and the organisation's policies and codes of ethics, to keep children, young people and families safe.

- 5. In our publicity we will:**
 - Share information about the organisation's practices and mandatory responsibilities in safeguarding staff, children, young people and their families from all forms of harm and abuse.

- 6. When concerns are raised, we will:**
 - Respond without delay to every concern that a child, young person or their family, may have been harmed, or be at risk from harm or abuse.
 - Work with our stakeholders and appropriate statutory bodies during an investigation into harm or abuse.

- 7. In responding, our organisation will:**
 - Make available pastoral care to any child, young person, their families or staff involved in any allegation of harm or abuse.
 - Facilitate connections and access to professional organisations, support agencies or para-professionals.

We are committed to the continuing and ongoing review and implementation of our organisation's child safe standards.