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Section 1

About our Service

1.1 Our Philosophy

Wamuran Out Of School Hours Care is dedicated to providing.

A safe environment that is supportive and caring, where all individuals are valued and treated with respect

Programs

• A variety of recreational activities catering to age, skill, interests and abilities, which will enable children to develop physically, emotionally and socially.

We welcome open discussions and parental community participation in all issues relevant to the smooth operation of the service.

1.2 Our Goals

We have a number of goals on which our service is based. They are to:

• Provide all children with a safe, secure and inclusive environment
• Promote the value of play and recreational activities which meet the developmental needs and interests of all children
• Encourage children to be responsible and show respect to others and their property
• Help children enhance their life skills through appropriate programming and stimulating activities
• Utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members
• Provide a secure and stimulating environment for staff
• Encourage and provide professional development for staff to enhance their skills, knowledge of OSHC
• Comply with all legislative requirements by providing ongoing training and regular reviews
**1.3 Our Sponsor/Licensee**

Wamuran Out Of School Hours Care is sponsored/licensed by Wamuran State School P&C Association.

Parent participation is encouraged throughout all aspects of the service; a parent sub committee supports the staff and sponsor/licensee with the day to day running of the service. Members of sub committee must be financial members of the Wamuran State School P&C. The election of sub committee executive is held at the AGM in February. Monthly meetings are held on the second Tuesday of each month on site, 6:00pm until 8.00pm. The meetings have an agenda so that they can be kept short, items for discussion can be submitted to the Coordinator or member of the executive of the sub committee up until 5 pm the day before the meeting.

Policies and management issues should be directed to the P&C via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it is ensuring that our services is the best it can be.

**1.4 Policies and Procedures**

Wamuran Out OF School Hours Care has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept next to the sign in/out book on the Parent/Guardian Information table.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Details in this manual are correct at the time of printing.

Policies and procedures are subject to change.
1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the service. A meeting will take place on enrolment of your child, this is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Information will be required from the parent/guardian. Refer **Enrolment Policy** for details.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences. Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of staff and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest 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. *See Enrolment Policy & Communication with Parents Policy.*

1.6 How we communicate with Families

We have a number of ways we communicate with you as a family. These include a monthly newsletter delivered by hand or emailed to families who have the facilities & the Wamuran State School web site through which we actively market our service. Posters and brochures are available throughout the service and at the parent desk, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups. We provide these in a number of languages if needed and can help with further contacts if you need them.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users.

We were licensed in December 2005 by the Department of Families (State)

We were accredited under the Commonwealth OSHCQA process in August 2006.

Information on QA and Licensing is available at the Parents/Guardians Information Table and updated regularly.
1.7 Respect for Children

The best interests of the child are our paramount concern at Wamuran Out Of School Hours Care and our service endeavors to provide care that respects the child’s dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be 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.

See Respect For Children Policy.

1.8 Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service’s moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All staff have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

See Child Protection Policy.

1.9 Photos

On occasion your child may be photographed participating within the day to day activities we provide at Wamuran Out of School Hours Care service. These photos may be used within the service on walls etc as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.
1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents 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 primarily provide care for primary school age children aged between Prep and Grade 7. We are able to provide care for early high school age children if we have CCB places available and if these children abide by service Policy and Procedures. Prep school children are able to commence care from the first day they are eligible to attend school.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services (See Child Care Service Handbook 2009-2010 Section 6.3. A copy of this is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

First priority
A child at risk of serious abuse or neglect

Second priority
A child of a single parent who satisfies, or have parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act

Third priority
Any other child

If you 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. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

See Access Policy.

1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child’s personal records at any time if you are the authorised guardian who has enrolled the child. Please see Coordinator about accessing these records.
1.12 Parent Code of Conduct

Staff are available for parents to speak briefly to at all times which the service is open. Longer, more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the Complaints Handling Policy outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- There will be no swearing or raised voices
- Staff members have the right to ask a person to leave the premises if they feel intimidated in any way
- Police will be called if person does not respond to request to leave the premises

1.13 Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the Quality Principles and the Child Care Act, 2002 (Qld). Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

- At the Service (under normal circumstances) 1 staff for every 15 children
- On excursions 1 staff for every 8 children
- During water activities 1 staff for every 5 children

The Management of the Service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member's career. All staff have First Aid qualifications and have a wide variety of experience in SAC (School Age Care), recreational, sporting and childcare settings. Staff employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service’s Child Protection Policy. All staff members hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People. Two staff are present at the service at all times. Photos of staff are displayed at the entrance to the service so that you are aware of who is watching your children.

Refer Staff Policies and Staffing Ratios Policy.
1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the ‘Suggestion Box’ at the signing desk, at regular (P&C; Management; Licensee meetings), parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

Refer Complaints Handling Policy.
Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Sample signatures shall be required from all such authorised persons. In emergencies faxed letters of authorisation can be sent to the school. If you require your child to attend activities within the school grounds, written authority must be given. Staff will not be available to escort children to these activities due to staffing ratios. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the Service for care have not arrived within ten minutes of expected arrival, parent/guardian will be contacted on the numbers provided. Refer Arrivals and Departures Policy.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.15pm for ASC and 6:00pm VC & PF days. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of $10.00 will be charged immediately after 6.15pm for ASC and 6:00pm VC & PF days, with a further $10.00 payable every 15 minutes thereafter. The correct time will be recorded on sign out sheet (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 will contact the police to collect children who are still at the service. Refer Arrivals and Departures Policy.

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. Refer Arrivals and Departures Policy.
2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within "their" space and are display prominently throughout the service.

- We will walk inside
- We will respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see staff (and they can see us) at all times
- We have the right to feel safe
- We say no to bullying

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

Whilst 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 staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

See Arrivals and Departures Policy.

2.6 Safety

Evacuation and harassment plans are situated in the entrance area. We ask all parents, staff and children to familiarise themselves with the procedures. Fire, evacuation and harassment drills are practiced regularly should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service fire fighting equipment is serviced every six months.

Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.
2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Staff observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children’s use. In the case of a minor injury or illness, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Wamuran Out Of School Hours Care is a smoke free environment. Refer Health and Wellbeing Policies.

2.8 Illness and Injury

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

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re inclusion of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified staff 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. Please ensure emergency contacts are updated on enrolment forms regularly. Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.
2.9 Medication

In the case of your child/children requiring medication whilst in our care, staff will only be permitted to administer medication to a child if it is:- a prescribed labeled medication in its original package with the pharmacist’s label that clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date, accompanied by a doctor’s letter stating time it is to be administered and letter of authority from the parent/guardian. All medication must be supplied in its original container with the child’s name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there no PHARMACEUTICAL LABEL on the medication, it will not be administered. Separate forms are to be completed for children suffering from Asthma. All medication will be administered by the Co-ordinator or staff member nominated by the Co-ordinator and will be recorded in the Medication Register which will be signed off by another witness. Children who become ill at the service will be provided a quite area with a sick bed to rest while their parent/guardians are contacted. Parents are requested to advise the service (via enrolment forms) of their child’s particular health needs including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form. Refer Health and Wellbeing Policies.

2.10 Daily Routines

Children are signed in by parents each morning. If your children have not yet had breakfast they may have some supplied by the service. Breakfast is provided each morning 6:00am-7:30am. Morning routine can consist of children completing home work, reading, playing board games or watching appropriate TV. Year 2 - 7 children are allowed to leave the premises and go to school at 8.30am. Prep and year 1 children are walked over to line up at 8.45 am by staff. Staff stay with the children until a teacher arrives.

Children are signed in by a staff member immediately after school. A light, nutritious snack will be served at 3.10pm. A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to children.

2.11 Homework

The Service will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. A home work book is kept at the sign in desk if you require your child to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on work. Refer Homework Policy.
2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavor to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Our weekly menu is displayed at the entrance to the Service. Detailed information about our Nutrition Policy is available in our Policies and Procedures Manual located at the sign in/out desk. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behaviour Management

The aim of Wamuran Out Of School Hours Care is to provide an atmosphere where children have positive and active experience during their stay. We aim to provide an environment that minimizes the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what not to do. Therefore, we endeavor to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

The Service’s Rules of Behaviour have been developed in consultation with the children and staff. Refer Behaviour Support and Management Policy.

2.14 Damage to equipment or Facilities

As part of every day 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 parent.
2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

Refer Volunteers Policy.

2.16 Excursions

Excursions 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 permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The required child/staff ratio required
- Names of the persons who are in charge

Children are required to have footwear for ALL excursions. Children MUST wear a hat and sunscreen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Refer Excursion Policy.

2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

Refer Transport for Excursion Policy.
2.18 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 clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them. Children wear shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn on excursions when exposure to the sun for a short period of time. Refer Preventative Health and Well Being Policy.

2.19 Babysitting

The service does not encourage or endorse staff and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

2.20 Programming

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child’s social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the Newsletter can be used as a means to convey parent’s and children’s thoughts and input into the program. The weekly program is posted at the entrance to the service.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings. Refer Program Policy.

2.21 Personal Effects

We understand that children enjoy bring personal items from home to use at the service, particularly video games, hand held computer games etc. Staff should be made aware that children have these items and they should be clearly named with permanent identification. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.
Section 3

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. Fee schedule is included with the Family Enrolment Package. The Management Committee will set fees based on the annual budget (see Service Policy) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent/Guardian Information Table.

Wamuran Out Of School Hours Care charges a yearly $5.00 Family Enrolment to all families. This amount is tax deductible under the guidelines for Deductable Gift Recipient (DGR).

Accounts are issued weekly and payment is due no later than the following Friday. Payment can be made directly to Coordinator, by cash, cheque, EFTPOS or using our direct debit facility. Receipts will be issued a time of payment.

Fees outstanding for more than two weeks will result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re attending the service when a place becomes available.

A debt collection agency will be appointed to recover monies outstanding for more than four weeks. Contact Coordinator to discuss payment of outstanding fees, confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family’s entitlement.

3.2 Childcare Benefit (CCB)

Childcare Benefit is a payment made to families to assist with the costs of child care. Australian residents using child care provided by approved child care service may receive Childcare Benefit. CCB is based on an income assessment. This can be applied for through the Family Assistance Office. All childcare details are confidential. It is the parent’s responsibility to obtain and forward to the Coordinator, parent/guardian and children’s CRN numbers. You must also ensure you have contacted Family Assistance Office to link your family to this service. Failure to do this will result in paying full fees until the FAO has been notified.
3.3 Bookings

At Wamuran Out Of School Hours Care we attempt to cater to all families with regard to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit places there may be some days we will have to refuse care to casual bookings.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will not be attending on a particular day. Fees will not be charged if notice is given:
- by 6:00pm previous afternoon for following day morning care
- by 9am same day for afternoon care

Allowable or Approved Absences will be used for all other instances including Vacation Care cancellations.

3.5 Allowable Absences

Families receiving Childcare Benefit are allowed 30 days per calendar year, per child, for ‘allowable absences’. Allowable absence days can be taken for any reason. Once the 30 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are ‘approved absence days’.
3.6 Approved Absences

CCB is also payable for absence taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation
- rostered days off
- rotating shift work
- temporary closure of school or pupil-free days
- public holidays
- periods of local emergency
- court ordered shared custody

Absence taken for the above reasons are called ‘approved absence days’. There is no limit on the number of approved absence days a child’s family can claim provided they are taken for the specified reasons. Copies of paperwork will be retained by service.
## Section 4

### Important Contact Numbers

#### Centre Contacts

Wamuran Out Of School Hours Care 0405419959  
Wamuran State School 54299444

#### Emergency Numbers

<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Police</td>
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<tr>
<td>Ambulance</td>
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<td>Fire Station</td>
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#### General Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrelink</td>
<td>131021</td>
</tr>
<tr>
<td>Department of Family Services</td>
<td>1800 811 810</td>
</tr>
<tr>
<td>Family Assistance Office (FAO)</td>
<td>1360150</td>
</tr>
<tr>
<td>Morteon Bay Regional Council</td>
<td>32050555</td>
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</tbody>
</table>

#### Health

**Caboolture Community Health Service Centre** 54338300

**Caboolture Health Care/Special Needs Support Services**
- Child Development Assessment Services Team 54338330
- Child Health Centre (Redcliffe) 38837300
- Play Care 32659326

Queensland Department of Health 1800 803 788

#### Counselling and Support

<table>
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<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Lifeline</td>
<td>131 114</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>1310125</td>
</tr>
<tr>
<td>Special Needs Support Service - see Child Development Play Care</td>
<td></td>
</tr>
<tr>
<td>Women’s Infolink</td>
<td>1800 177 577</td>
</tr>
<tr>
<td>Domestic Violence (Caboolture) (Crisis)</td>
<td>54989 533, 1800 811 811</td>
</tr>
<tr>
<td>Parentline Counselling Health</td>
<td>1300 301 300</td>
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<tr>
<td>Kids Help Line</td>
<td>1800 551 1800</td>
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Insert JET Application Form Here