

Ararat & Hamilton Family Handbook



WELCOME TO THE Y	3
Access and Inclusion	3
Child Protection (Safeguarding Children)	4
Policies	5
Service Details and Information	6
Program Contacts	6
Pupil Free Days	7
Feedback	7
Complaints, Grievances and Appeals	7
Confidentiality	7
Babysitting and Private Coaching Services	7
ENROLMENTS AND ORIENTATION	8
Enrolment	9
Bookings	11
Changes to Booking Arrangements	11
Signing In and Out	12
Custody Information	13
Transport Scheme	13
PROGRAMMING	14
Staffing	15
Behaviour Guidance	15
What to Bring	16
Sunscreen	16
Lost Property	16
Food and Meals	16
OUTSIDE SCHOOL HOURS CARE FEES	17
Late Collection Policy	18
Direct Debit	18
CHILD CARE SUBSIDY	20
Child Care Subsidy	21
Child Care Subsidy Record of Absences	21
MEDICAL AND EMERGENCY MANAGEMENT	22
Medical Conditions	23
Medication	23
Incident, Illness, Injury and Trauma	23
Emergency and Evacuation	23
Infectious Disease Exclusion	23

Welcome to the Y!

The Y Ballarat is a non-profit community organisation that aims to build healthy, happy and connected communities.

Our Children's Services are approved by ACECQA (Federal) and licensed with the Department of Education and Training (DET). We operate under the Education and Care Services National Law Act (2010) and Education and Care Services National Regulations (2011). This Handbook aims to provide you with all the necessary information you require regarding the Y Ballarat Outside School Hours Care programs.

If you require additional information on completion of reading the handbook, please contact our friendly OSHC leaders within each service. We look forward to providing a quality service, focusing on learning, laughter, leisure and play.

Access and Inclusion

The Y Ballarat Outside School Hours Care supports and encourages the attendance and participation of all children regardless of ability, social, financial or cultural circumstances.

This service acknowledges the diversity within the community and aims to ensure all children have the opportunity to participate in activities in a fun, nurturing environment.

To do this staff will:

- Interact with and include all children
- Model appropriate behaviour in relation to cultural awareness
- Respect the difference in backgrounds of individuals and encourage children and families to do the same
- Commit to professional development relevant to diversity, multiculturalism and assisting children with additional needs
- Liaise with various external agencies to gain assistance and expertise in these areas
- Connect families with services that may be able to provide financial assistance when needed
- English as a second language? If you require assistance accessing our service or would like further information, please contact our staff on (03) 4311 1500 and we will happily provide you with the necessary resources.

Child Protection (Safeguarding Children)

The Y Ballarat is committed to the safety and wellbeing of all children and young people accessing its programs and services. The Y Ballarat supports the rights of the child and will strive to deliver a child safe environment at all times.

The Y Ballarat also supports the rights and wellbeing of our staff and encourages their active participation in building and maintaining a safe environment for children.

Our Commitment to Children and Young People

- We are committed to providing children with positive and nurturing experiences
- We will support families and communities to promote children's healthy development and well being
- We will take action to ensure that children and young people are protected from all forms of abuse
- We will take action to ensure that children are not exploited, abused or harmed during the time they are involved with any of our programs; services or facilities
- We will listen to children and address any concerns they raise with us

Our Commitment to Parents and Carers

- We are committed to supporting parents and carers to protect their children
- We will offer assistance that builds in a family's strengths and empowers them to meet the changing needs of their children
- We are committed to communicating honesty and openly with parents and carers about the safety and wellbeing of their children
- We aim to be transparent in our decision making with parents and carers as long as doing so does not compromise the safety of children or young people

Our Employees Will

- Conduct themselves in a manner consistent with their position as a positive role model to children and young people
- Adhere to the Safeguarding Children and Young People Policy Code of Conduct
- Be committed to the safety and wellbeing of all children and young people attending the Y Ballarat programs
- Have read, understood, and formally agreed to abide by the Y Ballarat policies and guidelines around the safety of children as outlined in the Safeguarding Children and Young People Policy
- Support the rights of the child and strive to deliver a child safe environment at all times
- Remain alert to the risk indicators of child abuse and promptly report suspected incidents to their Supervisor and where required by law, to the relevant authorities

A copy of the Y Ballarat Safeguarding Children and Young People Policy is available for parents/guardians to access, at every OSHC service operated by the Y Ballarat.

The Y Ballarat Children's Services Policies

1. Acceptance and Refusal of Authorisations Policy
2. Administration of First Aid Policy
3. Administration of Medication Policy
4. Anaphylaxis Policy
5. Asthma Policy
6. Child Safe Environment Policy
7. Code of Conduct Policy
8. Complaints and Grievances Policy
9. Curriculum Development Policy
10. Dealing with Infectious Diseases Policy
11. Delivery & Collection of Children Policy
12. Determining the Responsible Person Policy
13. Diabetes Policy
14. Emergency and Evacuation Policy
15. Environmental Sustainability Policy
16. Epilepsy Policy
17. Excursions and Service Events Policy (OSHC)
18. Fee Policy
19. Food Safety Policy
20. Governance and Management of Service Policy
21. Healthy Living Policy
22. Hygiene Policy
23. Incident, Injury, Trauma and Illness Policy
24. Inclusion and Equity Policy
25. Interactions with Children Policy
26. Medical Conditions in Children's Services Policy
27. Nutrition, Oral Health & Active Play Policy
28. Participation of Students and Volunteers Policy
29. Privacy and Confidentiality Policy
30. Relaxation and Sleep Policy
31. Safeguarding Children and Young People Policy
32. Staffing Policy
33. Sun Protection Policy
34. Supervision of Children Policy
35. Water Safety Policy

The Y Ballarat reviews all policies and engages management, educators and families and to contribute to the process. All policies are available at your service or on the Y Ballarat website, yballarat.org.au

Service Details And Information

Outside School Hours Care (OSHC) at The Y Ballarat

Before School Care		
Ararat 800 Primary School Moore St, Ararat, VIC, 3377	e: ararat800.oshc@yballarat.org.au p: 0400 886 524	6:30am - 8:45am

After School Care		
Ararat 800 Primary School Moore St, Ararat, VIC, 3377	e: ararat800.oshc@yballarat.org.au p: 0400 886 524	3:15pm - 6:00pm
Hamilton (Gray St) Primary School 42 Gray Street, Hamilton VIC, 3300	e: hamilton.oshc@yballarat.org.au p: 0447 710 331	3:15pm - 6:30pm

Vacation Care		
Ararat 800 Primary School Moore St, Ararat, VIC, 3377	e: ararat800.oshc@yballarat.org.au p: 0400 886 524	7:00am - 6:00pm

OSHC Program Contacts		
The Y Ballarat Reception p: (03) 4311 1500 a: Barkly Square 25-39 Barkly Street, Ballarat , VIC, 3350 e: info@yballarat.org.au	Elvie Jenkins Outside School Hours Care Program Director p: 0492 836 426 e: elvie.jenkins@yballarat.org.au	Department of Education and Training (DET) p: (03) 4334 0589 a: 109 Armstrong Street North, Ballarat, VIC, 3350

Pupil Free Days

Full Day services may be provided on Pupil Free Days at OSHC site schools only when a viable amount of bookings are confirmed by families via email at least one week before the date of the pupil free day. The Ararat service will operate 7.00am–6.00pm. After School Care Services will be provided as normal for children, from non-base schools when a pupil free day is in operation. Please note: Families with permanent bookings which fall on a pupil free day and who do not require the service WILL BE charged their applicable program fee unless the required notice to the Y Ballarat is provided.

Feedback

Feedback from families, including children, in relation to program delivery and our organisation is valuable to management and all staff involved in the programs' daily operations. The Y Ballarat provides online feedback forms and encourages families using our services to complete these termly. Feedback provided is shared with OSHC management and is considered in future service development and training.

Complaints, Grievances and Appeals

In line with our Complaints Policy, any concerns regarding your child and/or the program should be discussed with the Service Coordinator at the service. Any other concerns or any issues you feel are still unresolved after meeting with the Service Coordinator must be referred to elvie.jenkins@ymca.org.au. Please refer to our 'Complaints' policy for further information.

Confidentiality

The Y Ballarat collects sensitive information for enrolment records, with family consent. This information is stored on our database, and in secured filing cabinets on site. The Y Ballarat does not disclose this information without consent. Please refer to our 'Privacy and Confidentiality' policy for further information.

Babysitting and Private Coaching Services

The Y Ballarat does not provide private services (e.g. babysitting). We take all reasonable steps to keep your children safe while they are attending the Y Ballarat OSHC services, and we take this responsibility very seriously. However, if you choose to enter a private arrangement with our volunteers or employees it is outside of our control, and we cannot ensure the safety of your children.



Enrolments and Orientation



Service Details And Information

Outside School Hours Care (OSHC) at The Y Ballarat

Please cut and paste the link below to learn more about the three great platforms you gain access too when you enrol your child into Xplor.

<https://support.ourxplor.com/hc/en-us/articles/900000777683-New-Parent-Guardian-Set-Up->

As a parent/guardian, you have access to up to three of our platforms:

1. Home App
2. Home Web
3. Hub

Opening the link referred to above, you will gain access to a quick video showing the set-up process in action. Below is a brief breakdown of each step.

Accessing Home Web

Home Web is where you can:

- View observations, documentation and plans for your child
- Save your payment information
- View your finances
- Sign your CWA

Accessing Home App

The Home App is where you can:

- View observations
- View your upcoming/previous bookings, request for bookings, notify your centre of absences/late drop offs
- Sign your CWA
- View your CCS entitlements
- View your finances

Create your password

Create a password from the welcome email that was sent to you by your service.

Note: Check your junk mail folder. If you have not yet received an email, please contact your service coordinator.

Set up your Xplor ID and Access Code

After you have set up your password, you have the option of creating an Xplor ID and Access Code. The Xplor ID and access code is used to login to the Hub when you sign your child into the service as an alternative to scanning the QR Code with the Home App.

For a more efficient and contact-free process when signing your child in or out using the Hub, use your Home App to scan the QR code on the HUB at your centre. The Xplor ID and Access Code can be used as a back-up.

You should be setting an Xplor ID and Access Code if you have multiple Xplor profiles (parent profile and educator profile) that you would like to merge into one account.

To set up your access code, please see steps below.

Login to home.myxplor.com with the email and password you set up previously.

Please refer to the Cancellation section of this handbook for information relating to changing or cancelling permanent bookings. Permanent bookings falling on a Public Holiday will incur a discount fee.

- If any of the forms below are required for your child, you will be prompted to complete them during the enrolment process and upload onto your enrolment.
 - Asthma and Medical Management Plans (if applicable)
 - Court Orders (if applicable)
 - Medical diagnosis letters (if applicable)
 - The service will contact the family to provide an opportunity to engage in an orientation visit.

Please note:

- Staff at the programs are not able to accept a child until the enrolment forms have been submitted online and the child has been booked into the program.
- Parents are responsible for ensuring that details and authorisations on the enrolment form are kept current, you can do this by supplying any change of information to the service for them to update.
- Families will be emailed a copy of the family handbook and venue information sheet and reminded both documents can be found onsite at the venue or on our website yballarat.org.au

Orientation Visit

To ensure both child and family feel settled and supported within our YMCA service we encourage an orientation visit is completed prior to the child's first paid day of attendance with any of our OSHC programs. This is where the child's enrolment form will be reviewed by the service educator to ensure all required asthma, medical management plans, court orders and medical diagnosis letters have been provided. This visit also provides families an opportunity to ask any additional questions which may have arisen.

Children with Medical Conditions

To best support children with medical conditions, there is a plan which an educator will need to complete as part of the child's enrolment. This must be done in consultation with the family, so you may receive a phone call, or it may be requested that you attend a meeting prior to any bookings being made. *A copy of the letter of diagnosis from the medical practitioner will also need to be provided at the orientation visit at the service.

Children with Additional Needs

To best support children with additional needs, we require on enrolment a copy of the medical diagnosis (if applicable). Prior to bookings being made, OSHC educators will work with families on the orientation visit to develop an individual inclusion plan as part of the child's enrolment. The purpose of the plan is to ensure the child's needs and abilities are discussed and recorded, including agreed strategies for educators to implement to support the child's needs.

Children with Specific Care Needs

Respect for diversity is very important at the Y Ballarat, and to ensure that these needs are met with the knowledge and respect they deserve, staff may contact families prior to bookings being made in order to discuss additional care needs which do not fall into the above categories, such as specific cultural practices, family beliefs or personal lifestyle choices. This may take place over the phone, or a meeting may be requested.

Please note: Educators at the programs legally cannot accept a child into their program until the enrolment and orientation process documented above has been completed. Parents are responsible for ensuring that all contact details and authorisations on the enrolment form are always kept current.

Bookings

Permanent (BSC AND ASC)

A permanent booking is defined as a child booked to attend the service on the same day/s each week. We follow the Victorian School Holidays and Term dates, if your child's school finishes early an Absent, Cancellation of Permanent bookings form will need to be submitted to the service at least 5 days before the required change.

Please refer to the Cancellation section of this handbook for information relating to changing or cancelling permanent bookings. Permanent bookings require payment via direct debit only. Please refer to the direct debit schedule underneath the direct debit heading below.

Casual – (BSC and ASC)

Casual bookings are days that do not fall into a regular weekly pattern. These bookings can be made via Your Home App up until 1pm on the day of requirement. Last minute bookings will be dependent on available spaces directly communicated with the service.

Vacation Care Program

Bookings for our Vacation Programs open three weeks prior to the commencement of the programs. The opening date for each program is advertised on our website, yballarat.org.au, Facebook page and at each service.

Bookings can be made at any time after the opening date through Your Home App, however places for these programs fill quickly and it is recommended that family's book early to avoid disappointment.

Bookings for the Vacation program require payment via direct debit only. Please refer to the direct debit schedule on page 19 of this document.

Changes To Booking Arrangements

Before and After School Care

If there is a change to care arrangements made during the school day, it is the family's responsibility to contact both the school general office and the OSHC service prior to 1pm to notify of the change.

In the event that a child/ren presents to After School Care and they are not on the attendance list, staff will refer the child to the school office. School staff will contact parents and obtain information as to where the child/ren should be. At this point the duty of care remains in the hands of the school.

If a child/ren present to Before School Care and are not on the attendance list, the service coordinator cannot accept the child's attendance. The duty of care remains in the hands of the parent/guardian who brought the child to the program, the parent/guardian will be refused care but will be supported to ensure the required booking procedure using the Home app is understood to be used moving forward. Staff are rostered based on permanent numbers of children booked to attend. using transport, casual bookings for transport is are not a booking option. Children must have a permanent booking to utilise transport provided by the Y. When a child/ren is booked in to travel via the Y transport scheme the following will occur; where a child fails to present at the designated meeting point at their school, the educator on the bus will call the school to check if the child was in attendance that day.

- If confirmed "no", the bus will continue on its usual route.
- If confirmed 'yes' and the child was in attendance, the school will put over an announcement for the child. If the child fails to turn up within five minutes of the bus waiting, it will continue its route and the child will remain in the care of the school who will contact the family to collect the child.

If you are aware of an absence which will affect your permanent booking, a Leave of Absence Form can be submitted at least 5 days prior to the absence to receive the reduced absence fee of 25% of the daily fee (less CCS entitlements). This is to allow for any necessary modifications that may be needed to consumable orders and staff requirements. The Leave of Absence Form can also be used for occasions where child illness prevents attendance and a medical certificate is supplied within 5 days of the absence/s.

To change or cancel a permanent booking a Change or Cancellation of Permanent Bookings Form will need to be submitted at least 5 days before the required change. Once submitted, forms will be processed and families notified of the outcome.

Casual bookings can be removed without charge via Home App up to 2 business days before the absence.

Vacation Care Program

A vacation care booking can only be canceled prior to the Monday morning of the first day of the Vacation care program commencing. Once the vacation care program commences there are strictly no refunds or cancellation fees for absences. If for some reason your child/ren cannot attend, please contact the service to notify the staff team.

The only discounted fee to be applied is in the instance of illness and this requires a medical certificate to be provided within a week of the booking. Also, a Request for Absence Form will need to be completed via the website: yballarat.org.au

Signing In and Out

Please note that only individuals identified as a hub guest on a child's enrolment form are authorised to sign them in or out of a service. Written permission must be given for children to be collected by anyone not already identified on the enrolment form. ID may need to be shown upon pick up. ****Under no circumstances will any staff member allow a child to be removed from the service by an unauthorised person.**

Please remember: Only the person who enrolled the child can make changes to the enrolment form and it is solely the responsibility of the parent/guardian to ensure the enrolment authorisations are kept up to date at all times. Aggressive behaviour or interactions towards educators regarding releasing a child to a friend/relative who is not listed on the authorisations will not be tolerated and will result in cancellation of future bookings.

Before School Care

Children must be signed in upon arrival at program. Educators will sign children out of the service at the end of the before school care session.

After School Care

Educators will sign children in upon arrival at the service. Preps will be collected at an agreed meeting point, discussed prior with the school, by an educator at the end of each school day for the duration of Term 1 only. All other children are required to find their way to the After-School Care service. Children must be signed out by an authorised person upon pick up.

Vacation Care Program

Children must be signed in upon arrival, and out upon pick up at our Vacation Care programs by an authorised person. Please refer to our 'Delivery and Collection of Children' and 'Acceptance and Refusal of Authorisations' policies for further information.

Custody Information

If there is any custody information that the staff need to be aware of, please notify accordingly and provide copies of all legal documents to staff in accordance with our regulation requirements. We appreciate any information you can provide in caring for your children and will maintain complete confidentiality. Please note that educators cannot legally refuse the release of a child into the care of a parent without a provided copy of current court order.

Transport Scheme (WALKING BUS)

After School Care Walking Bus Route To Service 2021

ARARAT- Walking School Bus Transport route to St Mary School

Ararat 800 Before School Care		Ararat 800 After School Care	
Est Time	School	Est Time	School
8:45	Leave Ararat 800	3:15	Collect children from St Mary's
	Travel approx. 300 metres down Moore St	3:20	Depart St Mary's, travel 300 metres down Moore St
8:50	Arrive St Mary's School	3:25	Arrive Ararat 800



Programming



Programming

The Y Ballarat OSHC team are committed to providing engaging programs which support each childrens needs and interests. Our programs align with the 'My Time, Our Place' Framework for School Age Care in Australia and through this target five developmental outcomes; identity, community, wellbeing, learning and communication.

Our services utilise both indoor and outdoor spaces and use a combination of flexible and structured components in the delivery of their service. We pride ourselves on providing programs that are enjoyable and beneficial for all involved.

Each OSHC service provides a unique experience, with their own philosophy and pedagogy reflective of their staff, children, families, environment, local & school community.

The services' current program and philosophy are on display at each site and we encourage family contribution and feedback at all times.

Staffing

The Y Ballarat Outside School Hours Care programs are licensed by the Department of Education and Training. Our staff hold relevant qualifications in accordance with the Education and Care Services National Act and Regulations. The name of the person responsible for the service (Lead Educator) will be on display each day at the service. There will always be a minimum of two staff on duty with child to staff ratios implemented at all times as follows: 1:15 children at the service, 1:12 for excursions and 1:5 for water activities.

The Y Ballarat OSHC & Behaviour Guidance

For each program to run smoothly and safely, we expect that all families and children will act in a safe and sensible manner whilst participating in activities at the service and out on excursions in the local community. If educators experience any concerns with a child's behaviour being a potential risk to themselves, to other children or educators. Then parents/guardians will be contacted and depending on the level of risk they may be required to collect their child early or immediately from the service or excursion.

Having supportive relationships with the educators supports children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.

It is so important to inform staff at the time of enrolment or orientation if your child requires any assistance with settling or behaviour guidance. This ensures your child is set up to have a successful and positive experience at the program, inclusive of their individual needs. If so, educators will require a meeting time at the service or over the phone to ensure a behaviour plan developed and documents agreed strategies which are consistent with the child's school and home environment. Please refer to our 'Interactions with Children Policy' for further information.

What To Bring For The Day

An appropriate Sunhat (Sun Smart recommends broad-brimmed, legionnaire or bucket-style hats) for outdoor activities. Hats must be worn from September 1st to April 30th. Children without hats will be encouraged to access shaded or undercover areas. Hats will not be provided by the service.

- Personal sunscreen if allergies exist
- A refillable drink bottle
- **Vacation Care Program Only** – Morning tea, lunch and afternoon tea
- Clothing should be;
 - Suitable for weather conditions (warm coat, raincoat, long sleeves, no singlets or thongs to be worn)
 - Comfortable and allow for easy participation in activities. All belongings should be labelled

Please note that valuables, including mobile phones, and money must be left at home. The Y Ballarat will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program

Sunscreen

- Sunscreen will be supplied by the program and applied in accordance with the manufacturer's directions (apply at least 20 minutes before going outdoors and reapply every two hours or more frequently if sweating or swimming)
- Children are encouraged to apply their own sunscreen, educators supervising and ready to assist if requested or required
- Sunscreen is stored in a cool place, out of the sun and the expiry date is monitored
- Please provide your own personal sunscreen clearly labelled if allergies exist
- Please refer to our 'Sun Protection' Policy for further information

Lost Property

Families are requested to take home children's property and artwork at the end of each day. We also encourage families to label ALL items brought from home with the potential to be misplaced (hats, jackets, lunchboxes, drink bottles etc).

Lost property will be displayed at each service and it is encouraged each family regularly stops to browse through the items. Any items that remain unclaimed at the end of each term will be used by the service or donated to a local charity.

Food and Meals

The following food is provided by the Y Ballarat:

Before School Care

- Breakfast (cereals and/or toast)
- Water

After School Care

- Fruit & Vegie Platter
- Water

Vacation Care

- Whole Fruit
- Water



OSHC Fees



Outside School Hours Care Fees

Prices are BEFORE any Centrelink Benefits are applied and Transportation is accessible ONLY to permanent bookings. (Fees effective from July 1st, 2020- NO FEE INCREASE has been applied from July 2021- December 2021.

Programs	Permanent Booking	Casual Booking
Before School Care	\$25.00	\$30.00
After School Care	\$30.00	\$35.00
After School Care End of Term Fee	N/A	\$40.00
Vacation Care/Pupil Free Days	N/A	\$85.00
Vacation Care/Half Days	N/A	\$50.00

Late Collection Policy

When children are collected after closing time, the account holder will incur a late fee. The fee is charged at \$1.00 per minute. CCS cannot be claimed against this amount. If your emergency contacts cannot be reached by 6:30pm, the Police and Child Protection will be contacted, and arrangements will be made for the care of the children. If late collection occurs more than 2 consecutive times your position will be cancelled at the service. Any aggressive or threatening interactions/behavior with educators from parents will not be tolerated and will result in the parent/ guardian having their authorization to collect from the service cancelled.

Direct Debit

The payment method for all Outside School Hours Care programs is Direct Debit.

Accounts are debited on Tuesdays on a fortnightly basis. The amount debited will include bookings for the previous 2 weeks. We will debit the amount shown as your outstanding balance in your OSHC account. In the case of a public holiday, the direct debit will occur on the following business day.

Statements can be viewed via the app when accessed by the parent or guardian.

Please Note: Only Primary carers will be able to see financial information

- 1- Log into your Home App
- 2 - Click into accounts and then Finance
- 3 - Click on "Show Statement". The statement view shows the current week.

You can view the opening balance at the start of the date range, the fees incurred during this period, estimated subsidy and total amount due. If the date range is for weeks after your subsidy has been processed by the government, the actual subsidy will be displayed instead of the estimated.

Changing Date

Pressing on the date range will allow you to select. Only Mondays may be selected.

Downloading a detailed Statement

Pressing the download button on the top right of the screen will download a PDF of the detailed transactions which have occurred during the specified date range.

Set Up Fee

Once only fee per new family	\$2.20
------------------------------	--------

Transaction Fee

Bank, Cheque, Credit Union or Building Society account	\$0.70
Visa and MasterCard	1.87%

Please note that we are not responsible for these fees as our direct debits are processed by a third party. As such, these fees are subject to change.

Your Direct Debit Obligations


It is your responsibility to ensure that sufficient funds are available in your account and that you have provided us with correct bank or credit card details. It is your responsibility to let us know if any of these details change.

If the direct debit is declined for any reason you need to be aware of the following.

- You will be charged a \$15.00 administrative fee per occurrence by the Y Ballarat and you may incur bank fees imposed by your financial institution. Debit Success will also apply an administration fee.
- You must arrange for payment by contacting the Y of Ballarat within 24hrs or 5pm the following business day of receiving an SMS notifying you of the rejected direct debit
- You will then receive a suspended SMS. The Y Ballarat will remove future bookings and will only reinstate them when a payment agreement has been entered into and a payment received. Please note: Removing bookings opens up availability to families on the waiting list, this may result in the days you require being booked. If this occurs you will be placed onto the waiting list until a space becomes available.
- The Y Ballarat will refer your account to a debt recovery service if payment is not made within 28 days, with all costs of recovery being returned to the account holder.

Direct Debit Dates	
20/01/2022	7/07/2022
3/02/2022	21/07/2022
15/02/2022	4/08/2022
1/03/2022	18/08/2022
15/03/2022	30/08/2022
29/3/2022	13/09/2022
12/04/2022	27/09/2022
26/04/2022	11/10/2022
10/05/2022	25/10/2022
24/05/2022	8/11/2022
7/06/2022	22/11/2022
21/06/2022	6/12/2022
	20/12/2022

Childcare Fees are processed by Direct Debit. Accounts are debited on a fortnightly basis.



**Child Care
Subsidy
(CCS)**



Child Care Subsidy

Childcare Subsidy (CCS) enables families to receive a discount directly off the daily service fee. The amount of subsidy families will receive will be based on three things.

1. Their combined family income
2. The level of 'approved' activity they undertake
3. The type of childcare service they use.

If your child attends the service on a:

Casual capacity you will need to tick and confirm "Casual" on your myGov.

Permanent capacity you will need to tick and confirm "Routine" and "Casual" on your myGov.

As YMCA Ballarat services are approved for CCS, please ensure you provide us with your CRN number and the date of birth of both your child/ren and the parent/guardian who receives CCS.

Families will receive their Child Care Subsidy (CCS) off the fee once they approve their booking through their myGov account. It is important that families approve their attendances, as you will not receive or be backdated any CCS for any days that are attended before this approval occurs. Please note that you will need to confirm your enrolment in your myGov account if you have not attended one of our programs in the last 14 weeks, as Centrelink will cease the enrolment due to inactivity. CCS will not be applied if you begin or end your bookings with an absence.

Department of Human Services sends our service updated listings via internet connection every day; however, the contract remains between the DHS and individual families. It is therefore your responsibility to notify the DHS of any changes to your income.

Explanation of how CSS is calculated

CCS is calculated on a per hour basis not the overall fee. Below are the caps for each type of care. Hourly Caps JULY 2021- JUNE 2022

Transaction Fee		
Centre Based Day Care (Long Day Care and Occasional Care)	\$12.31	\$10.77
Outside School Hours Care (Before, After and Vacation Care)	\$12.31	\$10.77


Example: CCS for OSHC is capped at \$10.77 per hour. Most of our services cost \$16 per hour. If a parent receives a rebate of 85% the government withhold 5% of this. This means that the parent then receives 80% of the \$10.77 per hour of care. They are then paying the \$7.39 that is not left over from the ccs deduction per hour.

Additional Child Care Subsidy

Some families may be eligible for an additional subsidy to reduce the overall cost of childcare in an approved service. To get this you must be eligible for Child Care Subsidy and you need to meet at least one of the following criteria:

- an eligible grandparent getting an income support payment
- transitioning from certain income support payments to work
- experiencing temporary financial hardship
- caring for a child who is vulnerable or at risk of harm, abuse, or neglect

The Y Ballarat directs all queries regarding grandparent, transitioning and temporary hardship to Services Australia for assessment. The provider may claim on behalf of the family for cases where there is a vulnerable or at-risk child involved. The Y Ballarat collects and documents all required information to support the claim prior to processing the application.



Medical And Emergency Management

Medical And Emergency Management

Medical Conditions

To ensure quality care for all children, we insist families communicate all medical conditions information applicable to their child. Providing all relevant and required details to ensure educators are informed and know how to cater to the child's medical condition at all times.

A copy of the child's medical management plan signed by the doctor must be provided with their enrolment form. In addition, a Risk Minimisation Plan, which includes a Communication Plan, will be developed by educators in consultation with families prior to booking. Please refer to our 'Medical Conditions in Children's Services', 'Anaphylaxis', 'Asthma', 'Diabetes' and 'Epilepsy' Policies for further information.

Medication

Families are required to sign in all children's medication. Full details, including dosages, times, child's name, doctor's name and expiration date must be provided and staff will co-sign once medication has been administered. Medication must be in its original container, bearing the original label with the name of the child to whom the medication is to be administered and be within its expiry date. All medicines will be kept in a secure location, out of reach of children. Medication is not to be kept in school bags. The medication register can be found when signing children in/out. Please ask one of our staff for assistance. Please refer to our 'Administration of Medication Policy' for further information.

Incident, Illness, Injury and Trauma

All incidents, injuries, illnesses or traumas and the treatment given for these will be recorded on our Incident, Injury, Trauma and Illness Record. Authorised contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately. Parents are requested to ensure that all contact numbers and contact details on the enrolment form are correct and up to date at all times. If either parent cannot be contacted, emergency contacts will be called. The cost of the ambulance or any medical expenses will be covered by the child's family.

Please refer to our 'Administration of First Aid' and 'Incident, Injury, Trauma and Illness' policies for further information.

Emergency and Evacuation

Individual Emergency Management Plans are in place at each OSHC service. Evacuations and lockdowns will be rehearsed each term with the children at the service. Please refer to our 'Emergency & Evacuation Policy' for further information.

Infectious Disease Exclusion

If the case that any infectious disease occurs at the service, affected child/ren may be excluded for the communicable period of the disease or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease the program will put up a notice to advise parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in early childhood education and care services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from nhmrc.gov.au. You can also refer to our 'Dealing with Infectious Diseases Policy' for more information.

Covid-19 Precautions

Our aim as the Y Ballarat is to keep our staff, volunteers, families, and communities safe by being proactive in implementing and following the most current guidelines around service operations as provided by DHHS and DET. The Y Ballarat commits to ensuring an up to date COVID risk assessment and COVID-19 site plan are kept onsite as a working document for staff to refer to and change as required. A copy of both can be located at each service.

**Thank You for choosing
the Y Ballarat as your
OSHC Provider.**

