The Y Ballarat OSHC Family Handbook

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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 withadditional 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 or 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.

Service Details And Information

Outside School Hours Care (OSHC) at The Y Ballarat

Ararat Services

Before School Care		
Ararat 800 Primary School Moore St, Ararat, VIC, 3377	**e:** ararat.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:** ararat.oshc@yballarat.org.au **p:** 0400 886 524	3:15pm - 6:00pm

Vacation Care		
Ararat 800 Primary School Moore St, Ararat, VIC, 3377	**e:** ararat.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	**Chrissie Ashmore** Outside School Hours Care Program Director **p:** 0490 178 638 **e:** chrissie.ashmore@yballarat.org.au	**Department of Education and Training (DET)** **p:** (03) 4334 0589 **a:** 109 Armstrong Street North, Ballarat, VIC, 3350

Hamilton Services

After School Care		
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		
Hamilton (Gray St) Primary School 42 Gray Street, Hamilton VIC, 3300	**e:** hamilton.oshc@yballarat.org.au **p:** 0447 710 331	8:30am - 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	**Emily Griffiths** Outside School Hours Care Program Director **p:** 0429 508 006 **e:** emily.griffiths@yballarat.org.au	**Department of Education and Training (DET)** **p:** (03) 4334 0589 **a:** 109 Armstrong Street North, Ballarat, VIC, 3350

Service Details And Information

Outside School Hours Care (OSHC) at The Y Ballarat

Ballarat and Gordon Services

Before School Care		
Newington Primary School 49 Inkerman St, Newington, VIC, 3350	**e:** newington.oshc@yballarat.org.au **p:** 0491 188 578	6:30am - 9:00am
Saint Patrick's Primary School 1564 Old Melbourne Rd, Gordon	**e:** stpatricks.oshc@yballarat.org.au **p:** 0461 577 843	6:30am - 8:30am

After School Care		
Alfredton Primary School Lawrie Drive, Alfredton, VIC, 3350	**e:** alfredton.oshc@yballarat.org.au **p:** 0492 847 932	3:30pm - 6:00pm
Our Lady Help of Christians School Gillies St, Wendouree, VIC, 3355	**e:** olhc.oshc@yballarat.org.au **p:** 0491 743 126	3:30pm - 6:00pm
Newington Primary School 49 Inkerman St, Newington, VIC, 3350	**e:** newington.oshc@yballarat.org.au **p:** 0491 188 578	3:10pm - 6:00pm
Siena Catholic Primary School 150 Eleanor Dr, Lucas, VIC, 3350	**e:** sienna.oshc@yballarat.org.au **p:** 0447 710 398	3:15pm - 6:00pm
Saint Patrick's Primary School 1564 Old Melbourne Rd, Gordon	**e:** stpatricks.oshc@yballarat.org.au **p:** 0461 577 843	3:30pm - 6:00pm

Vacation Care		
Our Lady Help of Christians School Gillies St, Wendouree, VIC, 3355	**e:** olhc.oshc@yballarat.org.au **p:** 0491 743 126	7:00am - 6:00pm
Alfredton Primary School Lawrie Drive, Alfredton, VIC, 3350	**e:** alfredton.oshc@yballarat.org.au **p:** 0492 847 932	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	**Emily Griffiths** Outside School Hours Care Program Director **p:** 0429 508 006 **e:** emily.griffiths@yballarat.org.au	**Department of Education and Training (DET)** **p:** (03) 4334 0589 **a:** 109 Armstrong Street North, Ballarat, VIC, 3350

Service Details And Information

Outside School Hours Care (OSHC) at The Y Ballarat

BMG Services

After School Care		
Maddingley Campus South Maddingley Road, Maddingley, VIC, 3340	**e:** maddingley.oshc@yballarat.org.au **p:** 0438 154 842	3:00pm - 6:00pm
Woodlea Campus 111 Frontier Avenue, Aintree, VIC, 3336	**e:** woodlea.oshc@yballarat.org.au **p:** 0490 490 392	3:00pm - 6:30pm

Vacation Care		
Woodlea Campus 111 Frontier Avenue, Aintree, VIC, 3336	**e:** woodlea.oshc@yballarat.org.au **p:** 0490 490 392	7:00am - 6:30pm

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	**Chrissie Ashmore** Outside School Hours Care Program Director **p:** 0490 178 638 **e:** chrissie.ashmore@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 & Ballarat services will operate 7.00am–6.00pm. BMG services will operate 7.00am-6.30pm. 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:

- Program Director for BMG, Chrissie Ashmore - chrissie.ashmore@yballarat.org.au
- Program Director for Ballarat, Emily Griffiths - emily.griffiths@yballarat.org.au
- OSHC Manager for Ararat and Hamilton, Elvie Jenkins - elvie.jenkins@yballarat.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

the Y

Service Details And Information

Outside School Hours Care (OSHC) at The Y Ballarat

Enrolment Process

- Go to Ballarat website **https://yballarat.org.au/**
- Click on what we do
- Find a program and click on the service you would like to enrol into
- Click on Enrol Now which will take you to an enrolment page
- Complete enrolment
- The service will receive your enrolment
- Service Coordinator will contact you via phone and email to confirm your enrolment

Next step to finalise the enrolment

- Families will receive a link to setup username and password
- Families will need to sign their CWA on the Home app (refer to Home App guide on next page)
- Confirm your CCS on your MyGov account
- **Please be advised your child needs to attend their first and last booked days or there is a possibility the CCS willbe revoked, and you will be charged full fees for all absent days**
- Create Hub guests on your HOME App (Emergency contacts on enrolment are not hub guests

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

Banking Details

Once you submit your enrolment form you will be directed to complete your bank details with Debit success.

To update bank details at any time follow the steps below

1. Login to home.myxplor.com
2. Click Finance > Auto Debit Setup

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 Y 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, 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, ilf your child is going to be absent on a end of term day, you are still required to give the 5 days notice via email to have a discounted fee applied.

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 24 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.

In the event that 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 casual/ unannounced care but will be supported to ensure they understand our required enrolment and booking procedure which need to be followed through your Home app. Rostered staffing and transport are planned and based on permanent numbers of children due to attend. 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 request through your Xplor App for an absence should 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 will be confirmed via email. This is to allow for any necessary modifications that may be needed to consumable orders and staff requirements. If a medical certificate is supplied within 5 days of absence families will receive the 25% discount to bookings.

To change or cancel a permanent booking an email to the service at least 5 days before the required change needs to be submitted, Once submitted, the change will be processed and families notified of the outcome.

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

Vacation Care Programs

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 5 days of the booking. The certificate can be submitted to the service.

Signing In and Out

Please note that only individuals identified as a Parent/Guardian or 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 & BUS)

Ararat - Walking School Bus Transport route to St Mary's School

Ararat 800 Before School Care			
Est Time	**School**	**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

Ararat West

Children from Ararat West Primary School travel on a school bus organised and coordinated only by Ararat West Primary School) to Ararat 800 Primary School. An educator meets the children at the bus stop on Moore St and sign the children into the OSHC program on the iPad. They all walk together as a group into the OSHC site located at Ararat 800 Primary School.

St Mary's & Tarrington Hamilton

Children from St Mary's & Tarrington Primary Schools travel on a school bus)organised and coordinated only by the 2 Primary School) to Hamilton Gray Primary School. An educator meets the children at the bus stop on Kenndy St and sign the children into the OSHC program on the iPad. They all walk together as a group into the OSHC site located at Hamilton Gray Primary School.

Ballarat Transport Scheme

The Y Ballarat OSHC Transport scheme is provided in partnership with Ballarat Coachlines Bus and Ballarat Maxi Cabs. All drivers hold a current Working with Children Check and are committed to providing a safe travel experience for each of our OSHC children. A copy of the Y Ballarat Transport Scheme and the relevant Venue Information Sheets are available on our website for further informaion.

Before School Transport Route to Schools

Taxi routes may change depending on the schools that need to be dropped off

Run 1	
Est Time	**School**
8:30	Dana St
8:45	OLHC

Run 2	
Est Time	**School**
8:35	Siena
8:45	Alfredton

After School Transport Route to Schools

OLHC Transport	
Est Time	**School**
3:18	St Francis Xavier
3:30	St Columba's
3:40	Forest Street

Programming

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Programming

The Y Ballarat OSHC team are commited 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 (Service Coordinator) 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 and or educators, parents/guardians will be contacted. 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 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 an inclusion plan is developed which documents agreed strategies which are consistent with the child's school and home environment.

What To Bring For The Day

- An appropriate Sunhat (Sun Smart recommends broad-brimmed, legionnaire or bucket-style hats) for outdoor activities. Services will use a combination of sun protection measures for all outdoor activities. This includes but is not limited to sun screen, protective clothing, hats, timing of outdoor experiences, and built and natural shade. When the UV is above 3 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

the Y

Outside School Hours Care Fees

Prices are BEFORE any Centrelink Benefits are applied. Fees effective from July 1st, 2023.

Ararat & Hamilton Fees

Programs	Permanent Booking	Casual Booking
Before School Care	$30.00	$35.00
After School Care	$35.00	$40.00
After School Care End of Term Fee	N/A	$45.00
Vacation Care/Pupil Free Days	N/A	$95.00
Vacation Care/Half Days	N/A	$60.00

Ballarat & BMG Fees

Programs	Permanent Booking	Casual Booking
Before/ After School Care (no bus transport)	$40.00	$45.00
Before/ After School Care (with bus transport)	$45.00	N/A
After School Care End of Term Fee (no bus transport)	N/A	$55.00
After School Care End of Term Fee (with bus transport)	N/A	$60.00
Vacation Care/Pupil Free Days	N/A	$110.00

Gordon Fees

Programs	Permanent Booking	Casual Booking
Before/ After School Care	$40.00	$45.00
After School Care End of Term Fee	N/A	$55.00

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 authorisation 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, depending on your bank processing the payment may affect the day the payment comes out of your account. The amount debited will include bookings for the previous and current week, including the Friday after the Direct Debit is processed. 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 haveoccurred 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	$0.75
Visa and MasterCard	1.97%

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.

A. You will be charged a $15 administrative fee per occurrence by the Y Ballarat and you may incur bankfees imposed by your financial institution. Debit Success will also apply $19.95 administration fee.

B. You must arrange for payment by contacting the Y of Ballarat within 24hrs or 5pm the following buisness day of receiving an SMS notifying you of the rejected direct debit

C. 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. Pleasenote: Removing bookings opens up availability to families on the waiting list, this may result in the daysyou require being booked. If this occurs you will be placed onto the waiting list until a space become savailable.

D. 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.

OSHC Direct Debit Dates - 2024

Direct Debit-Tuesday
02/01/2024
16/01/2024
30/01/2024
13/02/2024
27/02/2024
12/03/2024
26/03/2024
09/04/2024
23/04/2024
07/05/2024
21/05/2024
04/06/2024
18/06/2024
02/07/2024
16/07/2024
30/07/2024
13/08/2024
27/08/2024
10/09/2024
24/09/2024
08/10/2024
22/10/2024
05/11/2024
19/11/2024
03/12/2024
17/12/2024
31/12/2024

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

Child Care Subsidy

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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 Y 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 26 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, 2023- 2024

Transaction Fee		
Centre Based Day Care (Long Day Care and Occasional Care)	$13.73	$12.02
Outside School Hours Care (Before, After and Vacation Care)	$13.73	$12.02

Example: CCS for OSHC is capped at $12.02 per hour. Most of our services cost $18 per hour. If a parent receives a rebate of 90% the government withhold 5% of this. This means that the parent then receives 85% of the $12.02 per hour of care. They are then paying the $5.98 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.

- 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

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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.

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