



I.A.S.C

Indooroopilly After School Care Association

PARENT INFORMATION

August 23rd, 2018

Coordinator and Nominated Supervisor:

Pamela Aird

Committee President:

Sarah Flower

Website:

iasca.org.au

To contact us please phone 3327 2334 or email us at admin@iasca.org.au,

Purpose

The purpose of this document is to provide new and continuing parents and guardians that utilise the Indooroopilly After School Care (IASC) Association service with relevant information regarding enrolment, communication, staffing, usage, fees, health and safety, menus, contact details and policies and procedures.

About IASC

Service Philosophy

IASC Association believes that all children should have their physical, emotional and social needs met in a safe, caring and supportive environment which enables them to develop their identity through shared experiences. The best interests of the child are the paramount concern of our Association. We provide care that protects the children from harm whilst respecting their dignity, individual needs and privacy.

Educators are skilled in supporting children to express their ideas, collaborate and ensure a strong sense of wellbeing including through a range of media, communications and technologies. Educators consistently seek to build and reflect on their professional knowledge.

Family involvement is vital to the Association through day-to-day interactions which promote diversity and interactions with the local community. Family feedback is actively encouraged to management and staff through regular face-to-face interactions and attendance at the monthly Committee meetings.

History

IASC Association was established and incorporated in 1986 by concerned parents requiring school-aged childcare for their children due to tertiary studies or full time work.

Organisational Structure

IASC is an incorporated, **not-for-profit community based organisation** that provides an out of school hours childcare service to primary school children, within the Indooroopilly catchment.

IASC and the service provided is administered by a Volunteer Management Committee (the "Committee") which is responsible for ensuring that the service provided meets relevant legislative and accreditation standards. The Committee is comprised of parent representatives in the roles of President, Treasurer and Secretary and a number of Ordinary Members who meet monthly.

Policies and Procedures

IASC has an extensive Policy and Procedure manual which reflects the philosophy and goals of our Association. This manual is a large document and can be viewed through the website (www.iasca.org.au) or by contacting the Coordinator or President.

Caring for your child

Enrolment and Orientation

Children who are attending Indooroopilly State School are able to start Vacation Care in January the year they start school. We find this to be a fantastic way to introduce your child to their new school prior to Term One and our staff will attempt to buddy new attendees up with children in the same year level to build relationships.

On or prior to enrolment, we can organise a tour of the service and basic operational information such as staffing arrangements, programming, menus etc. Contact the Coordinator to arrange a time.

Parents/guardians are required to complete an enrolment form before any child is able to attend the service. A new enrolment form is required every year. Failure to provide a fully completed enrolment form when requested may result in IASC being unable to offer your child a place.

If a child has additional needs, a meeting will take place between relevant parties, including with the ISS Principal, before the child commences at the service.

Non-enrolled child(ren)

If a child does not have a valid enrolment form they are unable to attend IASC Service. They will be escorted to the school office and the Coordinator will then communicate with the school office to ensure collection.

Enrolment Priority of Access

Please be advised that all existing families must reapply for their booking every year. No bookings carry over to the next year.

The 2019 enrolment form has a new section, where we can assess Families/children against the governments "Priority of Access" policy - please clearly answer this new section of the enrolment form.

IASC follows the "Priority of Access Guidelines" set down by the Australian Government as follows.

First Priority	A child at risk of serious abuse or neglect
Second Priority	A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the <i>A New Tax System (Family Assistance) Act 1999</i> (Cth)
Third Priority	Any other child

The children are placed in accordance to their priority on the enrolment form and are dated and time from when they were received. Insure you return your completed application as soon as possible from the release date as places are limited and fill fast from the date of opening.

Within these main categories IASC will also give priority in the following order to:

- Children with a current (2018) permanent after or before school care booking within the service; or siblings of a child with a current (2018) permanent after or before school care booking.
- Children attending, or due to attend, Indooroopilly State School in 2019.

In recent years the service has had more families requiring care than the service has had available placements for. Due to Government Regulations we must abide by these Regulations set by these government bodies.

Communication will be only via email at enrolments.iasca@gmail.com regarding 2019 enrolment queries.

Please be advised that any incomplete enrolments received by IASCA, **WILL NOT BE PROCESSED** if they are not completed correctly or are missing information. As the parents/care givers it is your responsibility to fully complete and sign all information for the 2019 enrolment, Debit Success form and supply your child/ren immunisation records.

If you submit an incomplete 2018 enrolment form you may risk missing out on a permanent placement in BSC/ASC for 2019. All enrolments when received are dated and timed in accordance to their priority level.

To enrol your child/ren in 2019 (Terms 1 to 4) you need to review and complete the enrolment form, Debit Success form and supply your child/ren immunisation records - if you have any difficulty understanding the content, the IASC staff are very happy to help.

- 1) Enrolment Form - print, complete and return to the service on or before the **due date by email preferable to email address: enrolments.iasca@gmail.com** . All enrolments are processed in accordance to Australian Government priority and are **dated and timed** from when they were received by email or in person from the **release date** of the enrolment form. Please be aware that the BSC/ASC places fill very quickly, so **please** return you completed enrolments as soon as possible.
- 2) Debit Success From - print, complete and return with your completed enrolment form
- 3) Parent Information Handbook - please read

If your child is in the third priority group within these guidelines you may be required to relinquish your place to a child who is in the first or second priority group. In this event you would 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.

Once all permanent bookings are filled the service will place all remaining families on the waiting list in order. The children are placed on the waiting list in accordance to their priority on the enrolment form and are dated and time from when they were received.

When a vacancy becomes available on waiting list. Families will be contacted in order via email or phone.

Permanent Bookings – Before School Care (BSC) and After School Care (ASC)

Permanent Bookings for BSC or ASC are made by specifying the days required on the Enrolment form. These permanent bookings will be confirmed with you in writing by the service. Permanent bookings will be for set for the full school year commencing Term 1 week 1 to Term 4 week 10. You will be charged weekly for these 40 weeks of the year unless you permanently cancel your booking by giving two weeks' notice (this notice period applies for a full or partial cancellation of permanently booked days).

IASC attempts to cater for all families with regards to days needed for care. Permanent bookings are recommended as waiting lists apply. Casual use of the service will require pre-payment at the time when you are notified a place is available.

Emergency Care Bookings

The service can provide emergency care for your child/ren in the event of a family/medical/accident emergency. Please contact the service to arrange this booking on 07 3327 2334.

Vacation Care Bookings

Vacation Care bookings are made prior to each vacation care period on the form provided. We require 10 business days' notice to cancel vacation care days or full fees will apply.

Permanent Booking Cancellations

When cancelling your permanent BSC/ASC bookings (either all days or reducing the number of days) you are required to give 10 business days' notice in writing to the service coordinator to permanently cancel your booking/s.

Additional Admin Fee

If your child is unable to attend the service (for any reason, including sickness) on their booked day/s (BSC, ASC or Vacation Care) you must notify the service as soon as possible prior to the booking. Preferable at least 1 hour prior to the start of your booking, to avoid the Non-Notification Charge being charged. Full fees will apply. If no prior notification is provided a fee will be charged for each child due to the additional resources that are required to either locate the child or contact the parents.

For more information refer to the Enrolment Policy and the Communication with Parents Policy.

Daily Routines

Before School Care (BSC) - 6.45am to 8.30am/9.00am

All children must be signed in by an Authorised Person and signed out by an Educator. In circumstances where children arrive at BSC alone (i.e. have been dropped off by the Authorised Person) an Educator may sign the child in.

Breakfast is supplied by the service between 6.45am and 8.15am and consists of a variety of cereals and toast with a choice of spreads. A variety of fresh fruit, tinned fruit, raisin toast and pancakes are available on special occasions.

BSC activities consist of children participating in craft, reading, physical activities or playing board games.

After School Care (ASC) – 3.00pm to 6.00pm

Prep children will be collected from their classrooms by a staff member and escorted to the School Hall for the entire year.

Year 1 children will be collected from their classrooms by a staff member and escorted to the School Hall for the first term of the year.

All other children will walk direct to ASC once their class finishes.

A staff member signs in children immediately after school. A variety of sandwiches and fruits are served at 3.15pm along with a treat for the children that ranges from home baked biscuits, banana bread, crackers and cheese etc. All are in line with nutritional guidelines.

ASC activities consist of children participating in structured activities including cooking, craft, sport and music which are organised daily. Unstructured play is also available to all children including activities such as board games, ball games, reading, Lego and spontaneous craft ideas are also catered for where possible.

The service will provide adequate time, quiet space and supervision by staff to enable children to do their homework (upon parental/guardian request). If you require your child to complete their homework please place their name on the home work list which is kept at the sign in desk (OSHC Room and School Hall). Whilst we support the children in homework, we do not take responsibility for signing off on work.

For more information refer to the Homework Policy.

Vacation Care (VC) – 6.45am to 6.00pm

VC activities consist of a variety of indoor activities including crafts which are changed for variety throughout the day, as well as outdoor activities. We also offer excursions and extra activities for the children to participate in per the program.

During VC we ask that children wear comfortable clothing which enables 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, please pack a change of clothes. Children wear shoes at all times. **Hats** will be worn for outdoor play by staff and children – **No Hat, No Play**. Appropriate clothing should be worn on excursions when exposure to the sun for a short period of time is likely.

For more information refer to the Preventative Health and Wellbeing Policy.

Excursions

Excursions are a valuable part of the IASC program, with provision for enjoyment, stimulation, challenges, new experiences and a meeting point between the IASC's service and the wider community.

Children are required to have footwear for ALL excursions. Children **MUST** wear a hat and sunscreen (provided by service) at all times during outdoor activities. IASC has a limited supply of hats for children who have forgotten their own. (No hat no play) IASC provides

sunscreen and ensures that children apply and re-apply sunscreen throughout the day in meeting with sun safety requirements.

Please check the Vacation Care program for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency (in which case all children will be returned to the service and alternate activities will be provided) or due to changed weather conditions (in which case the activity may be cancelled or appropriate alternative transport arrangements made eg; bus).

For more information refer to the Excursion Policy and Transport for Excursion Policy.

Staffing

IASC ensures that all children are actively supervised by at least two Educators at all times to ensure they are protected from harm.

The current minimum staff/child ratio is:

- One Certified Supervisor at all times
- 1 Educator to 15 children
- 1 Educator to 8 children (Vacation care Excursions) only

- 50% of rostered Educators to be Qualified Educator (i.e. 2 or more years related tertiary study or equivalent)
- One Educator/staff member to hold current First Aid qualifications
- One Educator/staff member to hold current Asthma and Anaphylaxis qualification

Communication with Families

IASC has a number of ways we communicate with families, these include phone, newsletters, via emails, through our website (www.iasca.org.au) or in person.

For more information refer to the Communication Policy.

Photos and/or videos

On occasion your child may be photographed participating within the day-to-day activities at IASC. These photos may be used only 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 in this way. If photos are taken for any marketing material for the service, or if we have a student who wants to conduct a child profile as part of their University studies, parents/guardians will be consulted and be required to give written permission prior to this occurring.

Confidentiality

All personal records are stored securely and kept confidential. All information is strictly limited to use by IASC as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are an Authorised guardian who has enrolled the child. Please contact the Coordinator if you require access to these records.

For more information refer to the Information Handling (Privacy and Confidentiality) Policy.

Family Law Orders

Parents/guardians that have parenting orders that prevent the other parent/guardian from having contact with their child/ren must provide a current copy of their court orders.

Whilst every care will be taken to prevent a child being taken physically from IASC by an unauthorised person (known to them) 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.

For more information refer to the Arrivals and Departures Policy.

Parent/Guardian Code of Conduct

Parents/guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted, to and from the service.

By enrolling a child at IASC the parent/guardian is agreeing to the Parent Code of Conduct. The Code states:

- Parents/guardians will treat staff, visitors, children and other parents/guardians with respect
- Staff members have the right to ask a person to leave the premises if the staff member is feeling intimidated in any way
- If required, staff may request the assistance of the police.

The staff are available and happy to speak to parents briefly at all times during IASC's operating hours so long as they are not taken away from their supervisory activities.

Confidential matters can be discussed by making an appointment with the Coordinator.

Appropriate communication shall include, but not be limited to:

- Appropriate Language; and
- Calm and considerate tone.

Parents/guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent/guardian have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Staff members have a right to ask a verbally abusive or aggressive person on the phone to speak civilly otherwise the phone call will be terminated. Any staff member experiencing verbal abuse will record the incident on an Incident Report and refer it to the Coordinator for action as appropriate.

Parents/guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences, which may result in the suspension of their family's enrolment with IASC. The police may be notified if parent/guardian conduct within the service is threatening or violent.

Child Code of Conduct

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

- 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 where they can see us) **at all times**
- We have the right to feel safe
- We say “NO” to bullying

Concerns, Complaints or Suggestions

If you have any concerns, complaints or suggestions please speak to the Coordinator in the first instance. If you have a complaint or grievance and wish to speak to someone other than the Coordinator, please follow the Complaints Handling Policy and contact a Committee Member. This process will ensure you have the opportunity to express any concerns in an appropriate manner.

For more information refer to the Complaints Handling Policy.

Arrivals and Departures

Authorised Person

An Authorised Person is classified as someone nominated on the child’s enrolment form, or subsequently in writing by the parent/guardian. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from IASC. Carers must advise persons collecting children that they will be required to provide proof of identity. In emergencies, emailed letters of authorisation can be sent to IASC. Authorisation for children to be collected by any person must be stated in writing for IASC’s referral.

Cancellations of bookings will only be accepted from the child’s parent / guardian or authorised persons.

Children leaving without permission

If a child leaves IASC in any other circumstance and for any reason without permission, the Nominated/Certified Supervisor will assess the situation immediately and will call the parent/guardian as quickly as reasonably possible.

Children arriving late to After School Care

If a child who is booked in for care has not arrived within 15 minutes of expected arrival, a message is sent to the school office and a call over the school’s loudspeaker system will be requested. If the child is not located within 5 minutes after the loudspeaker call, the parent/guardian is contacted by phone. If the parent/ guardian is unable to be contacted then the emergency numbers on the child’s enrolment form will be called.

Extracurricular activities within school grounds

If a child attends extra-curricular activities within the school grounds (eg sports, swimming etc), written authorisation from the parent/guardian must be given to allow the child to leave IASC. Staff will not permit children to leave IASC unaccompanied unless written authorisation is provided detailing time or departure indicating a release of Duty of Care.

IASC staff are available to escort children to these activities. Parents/guardians are required to let IASC know if they require this service when enrolling children in these activities so that appropriate staff numbers are available.

For more information refer to the Arrivals and Departures Policy.

Late Collection

The IASC operating hours, as indicated by our Service License, we close at 6.00pm and late pick-ups are upsetting for the child involved and stressful for staff. If your child is not collected by 6.00pm for any reason, a late collection fee of \$15.00 per fifteen minutes per child, or part thereof, will be charged.

If you are unable to collect your child on time, you are required to contact the service immediately on 07 3327 2334. If a child is not collected by 6.30pm and emergency contacts as provided in the Enrolment form cannot be reached, the Coordinator will contact the police to collect the child.

For more information refer to the Arrivals and Departures Policy.

Emergency Evacuation and Lockdown Procedures

Fire, evacuation and lockdown drills are practiced as required by legislation (generally quarterly). Should you be present during a drill, please participate fully. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/ lockdown procedure. All service fire-fighting equipment is serviced every six months, coordinated by the school.

For more information refer to the Workplace Health & Safety Policy, Emergency Equipment and Facilities Policy and/or the Harassment Policy.

Health and Hygiene

All children who are identified as having an infectious disease will be excluded from the service to prevent others being introduced to the infection. IASC does not have any facilities to care for sick children. Re-inclusion of your child once the infectious disease has ceased, will be considered once a doctor's clearance has been provided in addition to IASC's consultation with appropriate health agencies such as the Queensland Department of Health (eg reference to "Time Out" which is a schedule of illnesses and exclusion periods from Department of Health QLD).

For more information refer to the Health & Wellbeing Policy.

Sun Safety

The purpose of this Sun Safety policy is to ensure that all children attending our IASC are protected from the harmful effects of the sun throughout the year. IASC will provide environments that support Sun Safe practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices.

Parents/guardians will be asked to provide a broad brimmed Sun Smart hat for their child and encourage them to wear it. Parents/guardians will be asked to provide appropriate Sun Smart clothing when IASC participates in water related activities.

For more information refer to the Sun Safety Policy.

Injury, Injury and/or Trauma

In the case of a minor injury or illness, a staff member will attend to the incident and an Incident Report will be completed advising you of the details of the incident and first aid provided. You will be provided with the Incident Report to review and we ask that you sign the form to confirm you have been advised of the incident. A copy of the Incident Report will be provided on request.

In the case of more significant injury, illness or trauma, the Coordinator will promptly telephone a parent/guardian if the child has been involved in an accident (other than with minor abrasions), or becomes ill and/or has a temperature. IASC 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 may be taken to hospital. The cost of the ambulance is the parent/guardian's responsibility. Please ensure emergency contacts are updated on enrolment forms regularly.

For more information refer to the Illness, Injury and Trauma Policy, General Health and Safety Policy and Infectious Diseases Policy.

Medication Policy

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

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date (having not expired); and
- Accompanied by a Medication Authority form completed by the parent/guardian.

These procedures include any non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication it will not be administered.

All medication will be stored in a locked cupboard /fridge in office or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines eg. some may require refrigeration. All unused medication will be returned to the parent/guardian on collection of the child.

Severe pre-existing conditions

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between IASC, the parent/guardian and health professional to ensure immediate appropriate action in the case of an incident. This information is to be provided on the child's Enrolment form and updated as necessary.

In all instances of children self-administering medication, the relevant Authority Form must be completed by the parent/guardian, prior to the child administering the medication.

For more information refer to the Medication Policy, General Health and Safety policy, Anaphylaxis Management policy, Emergency Health and Medical Procedure Management policy, Asthma Policies.

Behaviour Management

Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- Applying appropriate measures (in keeping with community standards);
- Focusing on supporting children to develop skills to self-regulate;
- Preserving and promoting children's self-esteem;
- Having regard to the other principles set out in the Philosophy Statement of IASC.

IASC staff should endeavour 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.

All children are to be treated with dignity and respect, regardless of social background, gender, ethnicity or abilities. Positive encouragement is also consistently utilized to reinforce positive behaviours. Physical, verbal or emotional punishment are regarded as unacceptable and will not be justified in any instance. If a child is exhibiting inappropriate behaviours they will be given no more than 10 minutes of “reflection time” and respectfully spoken to about the reasoning behind why the behaviour is deemed inappropriate by the staff member. If unacceptable behaviour continues, parents/ guardians are notified and if the behaviour persists, a consultation with the parent/guardian, child, coordinator and management committee may be necessary. A written report will then be sent to the parent/guardian and if the behaviour does not cease the child may be suspended from the program if the behaviour threatens the safety or wellbeing of any other child or Educator in IASC.

Behavioral expectations are regularly enforced, child focused and made very clear for easy comprehension. These expectations will be displayed throughout IASC and made clear for new parents/guardians and staff through inductions. Educators are expected to remind children of expectations on a regular basis and reinforce why they are necessary.

For more information refer to the Behaviour Support and Management Policy.

Damage to equipment or facilities

Whilst IASC recognises that fair wear and tear will occur as a part of everyday experiences involving children, damage that is attributed to a malicious or intentional act on the part of a child will become an expense to the parent/guardian.

Students, Volunteers and Visitors

Childcare students, volunteers and visitors 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/guardians 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 students, volunteers and visitors to our service will be required to show their Blue Card and will be required to operate within the IASC philosophy and policies.

Personal Effects

IASC does not allow personal items to be used in the service, this is due to conflicts that personal items can cause in the service. Personal items need to be left inside the child’s bag or given to office to be looked after until the child is picked up.

Exceptions to the rule may be given from the Lead Educators only under special circumstances.

Whilst every care is exercised, IASC assumes no responsibility for damage or loss to any item belonging to any person.

No Smoking

No smoking at or about IASC is a condition of entry for all people, including educators, parents and others entering the premises. From September 1st 2016 smoking is banned at early childhood education facilities and for five metres beyond their boundaries

Payment for Care

Fees

The below fees are effective from 19 December 2016. Please refer the Enrolment Policy, Fees Policy and Cancellation Policy found in the full Policy and Procedures Manual.

	Fees	Inclusions	Note
Enrolment Fee (annual payment)	\$20.00 per child \$30.00 per family		
Bond (once only at initial enrolment)	\$100 per child		
Permanent Before School Care	\$15.00	Includes breakfast	Cancellation requires two weeks' notice 10 business days
Permanent After School Care	\$22.50	Includes afternoon tea	Cancellation requires two weeks' notice 10 business days
Vacation Care (incl. Pupil Free Days)	\$50.00	Includes breakfast, lunch, morning and afternoon tea	5 days' notice to cancel days *All vacation care only
Vacation Care - Incursions (eg go-karts, jumping castle, rock climbing etc)	\$60.00	Includes breakfast, lunch, morning and afternoon tea and special activity	Full cost of special activity will be subject to CCB and/or CCR discounts *All vacation care only
Vacation Care - Excursion (eg movies, including small drink & popcorn)	\$65.00	Includes breakfast, lunch, morning and afternoon tea and excursion activity (including food at the movies)	Full cost of excursion will be subject to CCB and/or CCR discounts *All vacation care only
Late Collection fee Minimum fee charge after 6pm	\$15.00 per child per 15 minutes or part thereof	Pickups after 6.00pm	
Non- Notification Fee Extra charge on top of normal fee's	\$10 per child per booking		

Overdue Account Fee	\$20 per month after 30 days outstanding		
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NOTE: The above fees are the maximum fee payable BEFORE Commonwealth Child Care Benefit (CCB) and Child Care Rebate (CCR) reductions.

No fees will be charged for gazetted public holidays.

Maximum Allowable Absence days

If you receive CCS you may be entitled to receive 42 allowable absence days per child per years.

Payment of Fees

Accounts are issued weekly (to your registered email address) **with payment required by the Debit Success system**. Each weekly account will show the amount incurred for the prior week (Monday to Friday) and the money deducted via the Debit Success system.

Amounts outstanding after 30 days may incur a \$20 administration fee each month per 30 days that the amount remains outstanding. IASC may appoint a debt collection agency to recover monies outstanding over 30 days. If you are having difficulties making payment, contact the Coordinator as soon as possible to discuss, confidentiality is assured.

Child Care Services (CCS)

The CCS is a payment made to families by the Australian Government to assist with the costs of childcare. Australian residents using child care provided by an approved child care service may receive the CCS. Entitlement to CCS is based on an income assessment. This can be applied for through the Family Assistance Office (Ph: 13 61 50).

A CCS statement is obtained after you have followed the below four steps:

1. Provide identification to Centrelink
2. Provide income details to Centrelink
3. Provide family and child customer reference numbers (CRNs) to IASC
4. Provide correct date of birth and fully names for all family members to IASC

It is the responsibility of the parent/guardian to obtain and forward to the IASC Office, a current CCS statement of your entitlement. Failure to provide the correct details will result in the Family Assistance Office being unable to calculate your CCS. Errors such as incorrect parent/guardian dates of birth, incorrect spelling of Child/ren, Parent/s and/or Guardian/s and all CRN details for CCS need to be correct for this to be claimed. Incorrect information as caused significant problems in the past. You will need to create a **mygov** account <https://my.gov.au> to be able to claim CCS. Please ensure the correct information is provided to us.

Centrelink enter relevant information into the Child Care System (CCS) which will upload your CCS into IASC's accounting system. **If any of the above four steps have not been undertaken or are incorrect, you will not receive your rebate (and will be required to pay IASC the full amount owing).**

Important Contact Numbers

SERVICE	PHONE	DETAILS
Indooroopilly After School Care Office	3327 2334	Pamela Aird Coordinator
Indooroopilly State Primary School	3327 2333	Keith Warwick – Principal
EMERGENCY NUMBERS Police (Indooroopilly) Ambulance/Fire Station	3377 9444 000	
GOVERNMENT DEPARTMENTS Centrelink Office for Early Childhood Education & Care Dept Education, Training & Employment Family Assistance Office Brisbane City Council	13 61 50 3350 9127 1800 637 711 13 61 50 3403 8888	Nundah Regional Office
HEALTH Community Health Service Centre Child Health Care QLD Department of Health	3858 4444 1300 366 039 1343 2585	Toowong
INCLUSION SUPPORT	1300855508	as.intake@ucommunity.org. au
COUNSELLING & SUPPORT Lifeline Poisons Information Centre Women's Infolink Women's Domestic & Family Violence Relationships Australia Parentline Counselling Service Kids Help Line Child Protection Service Lone Fathers' Association Qld	13 11 14 13 11 26 1800 177 577 1800 811 811 1300 364 277 1300 301 300 1800 551 800 3235 9999 3831 0893	

Document Owner		Document Approver
Coordinator, Indooroopilly After School Care Association Inc.		Committee President, Indooroopilly After School Care Association Inc. Management Committee
Version	Date	
5	REF-COMM-03	
General Description of Changes from Previous Version		

Updates to Daily Routines
Updates to Personal Effects