

Who Cares? WE CARE! Holiday Care Program

POLICIES & GUIDELINES

OBJECTIVES OF OUR PROGRAM

The "Who Care - We Care" Holiday Program aims to provide a quality service for children and their families. We promote learning and development while recognising the importance of social interaction and recreation. We encourage the principles of building a stronger and more connected community. We will continually improve our knowledge and practices, and maintain a positive relationship with our families.

PARENT/CHILD INFORMATION CONFIDENTIALITY

All records relating to families using our services are secured in a safe location where unauthorised persons will not have access to this information.

HOURS OF OPERATION/LATE FEES

Vacation Care hours are 7am - 6pm. A late fee applies for children not picked up by the 6pm closing time. After this time, an additional charge of \$5 per minute will be incurred per child. This fee will be invoiced to the family's child care fees.

CONDITIONS OF ATTENDANCE

Children must be accompanied into the Centre by the parent/guardian and officially "signed in" to the program each day. Likewise, staff must be aware when the child is leaving the premises for the day, therefore the child must be "signed out". Children are required to wear a hat during outside play.

IMPORTANT: THE CENTRE HAS A NO HAT - NO PLAY POLICY

Therefore, if a child arrives with no hat, the Centre will supply a hat and the cost of that hat will be added to your child care statement.

CHILD CARE BENEFITS

Families are entitled to CCB (child care benefits). Full fees must be paid until confirmation of entitlements have been received by the Centre from Centrelink.

PAYMENT

A non-refundable booking fee of \$25 per child is required at the time of booking in order to reserve your place. This amount will be deducted from your account. Bookings therefore cannot be taken over the phone. An invoice will then be issued for your child care fees - please check that the bookings are correct. Your child care fees must be paid in advance, two weeks prior to the commencement of the school holiday period. *Failure to comply with this policy may result in your child/children being removed from our rolls.*

REFUNDS AND CHANGES IN BOOKINGS

A credit will apply if bookings are cancelled 24 hours prior. All other requests will be considered by the Centre manager in an individual basis.

Parents must notify staff if their children are not going to attend on any given day.

FEES

Fees are \$45 per child per day, and a booking fee of \$25 per child is required at the time of booking. Vacation Care fees need to be paid in advance of commencement of the program. Morning tea, lunch and afternoon tea are provided (serving sizes in accordance with Queensland Health guidelines). Parents may be required to make additional provisions for particularly fussy eaters, or children requiring additional meals.

YOUR FEEDBACK IS WELCOME

At the *"Who Care - We Care" Holiday Program* we are always endeavouring to improve our service to parents and the children, so please assist us by providing any suggestions on ideas or activities.

We encourage any parent/guardian with any special talent that would like to volunteer their time to our service to please approach Raphaëlle Donaldson our co-ordinator.

THE OXFORD & COOMERA COMMUNITY YOUTH CENTRE MISSION STATEMENT

To work in partnership with the community, business and government, to strive for excellence in meeting the needs of the "Total Person", body, mind and spirit and in particular, the needs of the youth, through the provision of supportive, recreational, sporting and welfare programs.

Thank you and we hope your time with us is enjoyable.