

KINGSWAY ASC FAMILY HANDBOOK

2025



WELCOME!

Kingsway ASC, welcomes you and your family.

Our OSHC is designed to create an environment of trust, where your children can grow emotionally, intellectually, socially, and physically. We are proud of our ability to provide quality care and education for the children at our service and look forward to a fulfilling and enjoyable association with your family.

Our goals as a service are.

- To promote a healthy and positive self-image in every child
- To develop in each child a healthy respect and attitude towards others, regardless of their race, culture, sex, and belief
- To encourage educator participation, suggestions, interactions, and ideas in all areas
- To provide happy and caring staff that work as a team.
- To provide a program that meets both individual and group needs and is based on the service's philosophy, goals, regular observations, and child / family / educator input.
- To develop positive social and emotional development through various experiences and activities which are tailored to meet both individual and group's needs.
- To provide a program that includes music, literature, cognitive, fine motor, gross motor, and all other domains of learning.
- To provide a calm, pleasant hygienic environment which is aesthetically pleasing to the children, parents, and educators.

OUR PHILOSOPHY

We acknowledge the Wadjak people of the Noongar nation as traditional owners of the land where Kingsway Christian College and Kingsway ASC stands. We would like to pay respect to the elder's past, present and emerging. We pay respect to the deep knowledge embedded within the Aboriginal and Torres Strait Islander communities and their ownership of country.

At Kingsway ASC we have a dedicated approach to continuous improvement by embedding our service practices, using critical reflection and through meaningful engagement with families and the community.

We believe in continuously reflecting and enacting the guiding principles of the National Law, which are laid out within our statement of practice, daily practices and procedures.

Please see the complete service philosophy on our display board within our service.

SERVICE INFORMATION

Our service is licensed for 39 children.

We are open from 7am to 6pm Monday to Friday for fifty-two weeks of the year excluding public holidays. Offering quality care for children from Kindy to 12 years old.

MANAGEMENT STRUCTURE AND STAFFING ARRANGEMENTS

Owner / Nominated Supervisor – Sarah Chemello and Ann Marie Chemello

- Responsible for the overall running of the service

Director / Nominated Supervisor - See staff photo wall.

- Responsible for admin and day-to-day running of the service.

Educational Leader/ECT – Please see management structure.

- Implements and guides educators

Service Programming Manager – See staff photo wall.

- Implement the educational program of the room and assists Director in day-to-day running's of service

Qualified Educators – See staff photo wall.

- Our qualified educators have a diploma degree or ACECQA equivalent qualification in Early Childhood and support the implementation of the educational program.

Educator Assistants – See staff photo wall.

- Educators support the qualified educators in caring for the children and support the implementation of the educational program.

Trainee Educators – See staff photo wall.

- Educators training in the service studying towards a Certificate 3 or Diploma in Early Childhood.

When permanent staff are absent, relief staff are employed to look after your children. We believe continuity of care is important for children, therefore. Every endeavor is made to use a regular pool of relief staff so that the children are familiar with them.

LEARNING AND PROGRAMS

My time our Place framework builds on the Early years learning framework and extends principles, practice and outcomes to accommodate the contexts and age range of the children and young people who attend school care settings.

The Framework ensures that children in school age care have opportunities to engage in leisure and play-based experiences which contribute fully to their ongoing development.

- Belonging is the basis for living a fulfilling life. Children feel they *belong* because of the relationships they have with their family, community, culture and place.
- Being is about living here and now. Childhood is a special time in life and children need time to just 'be'—time to play, try new things and have fun.
- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

We plan holistic programs that are responsive to children's lives, interests and learning styles. Which promotes children's physical, personal, social, emotional and spiritual wellbeing as well as the cognitive aspects of learning.

(Holistic Programs are concerned with the growth of every child's intellectual, emotional, social, physical, artistic, creative and spiritual potentials. It actively engages children in the teaching/learning process and encourages personal and collective responsibility. Its aims are to nurture healthy, whole, curious people who can learn whatever they need to know in any new context.)

We empower children to take charge of their learning by offering choices in experiences, interests, and routines. We use conversations, actions, and play as foundational teaching methods, treating children as collaborative partners who contribute ideas, opinions, thoughts, and questions.

Our service utilises a paper based program as well as a digital platform to document and share children's learning and development. Dependent on the requests and requirements of the service at that current time. Our educators observe children throughout the day, using these insights for forward planning. They compile this information to tailor an 'Educational Program' for both individual children and groups.

We value family involvement in our service and encourage all families to participate actively in their child's educational journey. We warmly welcome all suggestions and contributions.

ENROLMENT

Families are required to complete the enrolment form prior to us caring for your child. All sections of the enrolment form must be completed for the service to provide high quality care and education to your child. We ask parents to amend any details when necessary.

Prior to enrolment, we encourage all families to bring their children to meet our educators and fellow school students so that they can familiarise themselves where they will be during their time with us to become familiar with their new surroundings.

At Kingsway ASC, we have an open-door policy where all families are welcome to visit at any time. We also encourage all families to give as much input into our service policies, procedures, practices, and educational program.

If any family member has any special talent, whether it be a musical talent, cooking talent or just enjoy reading stories, we would love for you to share them with us!

We have regular special days throughout the year, some include parent evenings, grandparent days and a special Christmas party at the end of the year.

It is vital that the service is notified of all Court Orders affecting the children within our service and a copy provided.

Without a Court Order we cannot stop a parent collecting a child.

FEES FOR 2025

BSC: \$ 35 ASC: \$45 VAC CARE: \$100

All pick ups from the farm incur an additional \$3 charge

per session, before Child Care Subsidy (CCS) has been applied.

Please note that BSC/ASC casual bookings incur an additional \$4 and Vacation care \$7. Please note some excursions incur an additional fee. This will be on Vacation form. Some Vacation care days will incur an additional fee, this will be highlighted on the vacation care form.

Families are required to complete the online Child Care Subsidy assessment via [MyGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, as long with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

All bookings are to be made in writing. No booking is confirmed without written correspondence.

PAYMENT

We offer 2 payment methods at our service, deducted from your designated bank account or debit / credit card. Fees are taken the week prior to enrolment, should CCS not process before this, full fees are to be paid until it is.

Fees at our service are to be paid at least 2 weeks in advance and a non-refundable enrolment fee of \$30 is required on booking.

All accounts are charged weekly or under certain circumstances fortnightly when arranged with the Director. Full fees are charged for public holidays and sick days. If your child is absent without notification and your fees are outstanding, the centre reserves the right to allocate your child's placement to another child. When fees are paid to date, the enrolment will stand until that paid period ends. If your fees are not paid, this will result in your enrolment being ceased with the service.

- A \$10 late charge will be added to your account if your account declines.
- 2 weeks' written notice is required when ceasing care or decreasing days
- Due to CCS requirements, we **do not** accept cash payments.

CHILD CARE SUBSIDY

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [MyGov](#). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

Should your CCS drop out or display incorrect % or hourly entitlements, the service cannot alter these, and you will need to contact Centrelink directly to rectify.

ALLOWABLE ABSENCES

Your childcare subsidy will be paid for absences for up to 42 days per child per financial year. The parent gap fee is still payable. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

Public holidays will be counted as an absence if the child would normally have attended the Service on that weekday, and fees have been charged for that day for the child.

PRIORITY OF ACCESS

The Australian Government has priority of Access Guidelines for allocating placements when demands exceeds supply. The three levels of priority which our service follows when filling vacant places is as follows;

1. A child at risk of serious abuse or neglect
2. A child of a single parent who satisfies the work / training / study test under section 14 of the A New Tax system (Family Assistance) Act 1999
3. Any other child

Priority shall be given to the following children.

- Children in Aboriginal or Torres Strait Islander Families
- Children in families which include a disabled person.
- Children in families with a low income
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parents.

ARRIVALS AND DEPARTURES

Our service has a license and insurance between the hours of 7am and 6PM. This means children cannot be on the premises outside of these hours.

We ask that children are brought and collected from the service at the booked times. When changes occur, please contact the Director. This will enable us to make sure the staffing is within the correct ratios.

All children must be signed in and out every day of attendance. Please make sure you advise an educator of your arrival and departure every day.

Our service has a late-free policy as follows.

- A charge of \$1 per minute will be made for any child left after 6pm
- Should late pickups become reoccurring, after 3 late pickups families will be charged \$5 per minute until pick up.

The service will contact families if children are still on the premises after 6PM. Failure in contacting the service will contact emergency numbers on enrolment forms. If no response the service will contact Crisis Care or the local Police department.

ILLNESS

We are sure families would appreciate our concern for protecting the health of all children attending the service. The Director reserves the right to send home or refuse attendance to any child who is considered not well enough to attend, or whose illness may affect the health of other children. For the protection of well children and educators, sick children are asked to be excluded from care until the infectious period is over and the child is well enough to attend.

Our service has a 24-hour exclusion period after medication has commenced or injections. This means children cannot return to the service for 24hrs after they have started antibiotics, have had immunisations or flu injections.

As a protection for all children and educators the service follows strict illness exclusion guidelines. For more information on this please refer to the service Incident, Injury, Trauma, and Illness policy.

IMMUNISATION

From 22 July 2019, children who are not vaccinated due to family choice can no longer be enrolled in care. You must provide a copy of your child's immunisation history from your mygov account. We cannot begin the enrolment process until this is provided.

MEDICATION

All medication is to be handed to the Senior Educator and not left in your child's bag.

All educators have been advised that unless there is an "Authority to Administer Medication" form completed by the parent, medication will not be given to any child. Parents may give authority for children to self-administer medication.

ALLERGIES / MEDICAL CONDITIONS

If your child has any allergies or medical conditions, we cannot stress this enough to please make these clear to the Director upon enrolment. The health and safety of all children within the service is of the utmost importance to us. Please include all relevant information on these conditions. By law, our service requires all children with allergies or medical conditions to have a 'Risk Minimisation and action Plan' and any relevant Action Plan's your child has been given by your Doctor. Please discuss this with the Director. This form is attached to the enrolment package. Food and Meals

We provide all meals at our service. There are a range of different allergies that enter our service every day. To ensure the health and safety of all children and staff we have a firm, no outside food policy. If your child has any allergies / dietary requirements our service will offer alternative meals that suit their needs.

We provide a seasonal menu with a variety of meals that meet the health and nutrition standards for young children. Our cook reflects upon all meals served to ensure children are enjoying what they are eating. These reflections are used to drive the menu and change where necessary.

Mealtimes are approximately as follows;

Breakfast	7am-7.45am
Afternoon tea	3.30-4.30 Late snack
	5.30pm

WHAT TO BRING

Each day your child attends our service we ask that you clearly label all your child's belongings and bring along with you;

- Water bottle
- A SunSmart approved hat
- A change of clothes appropriate to the season during vacation care
- Any special sun creams

Remember, children are hard at work here and often the most beneficial experiences come from messy play e.g. sandpits, painting, slime etc. Please dress your child in weather appropriate clothing that they can manage easily as we encourage children to try do things themselves.

Please check the lost property box regularly for items belonging you.

Treasures from home – it would be appreciated if children did not bring along toys from home unless required for special days.

COMMUNICATION

It is important to maintain open communication between families, staff and children to ensure the service is meeting all family and children's needs.

We encourage all families to read all notices provided by the service to ensure families are kept up to date on the happenings within the service and Early Childhood sector in general. These notices can be made available through.

- Email
- Newsletters
- SMS
- Verbal communication
- Online communication portals

PARENT CONCERNS

Communication is an extremely important part of our service. If you have any concerns, our service has a comprehensive 'Grievance' procedure for families. Please see the 'Grievance Procedure for Families' as well as the 'Family Conduct Guidelines'.

We will endeavor to resolve any queries or concerns you may have and work collaboratively with families for a positive outcome for all.

Education and Care Regulatory Unit Boorloo

Campus

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