



Family Handbook 2024

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QUINNS KIDS HELPFUL	
Quinns Kids during OFFICE opening hours 06:30 – 09:00 14:30 – 18:30	0466 525 104
Quinns Kids out of office hours www.quinnskids.org.au	Voicemail on 0466 525 104 quinnskidsoshc@gmail.com
<p>Booking requests: <i>VAC booking requests must be done via the online booking request and permission form.</i></p> <p>Query about payment of fees:</p> <p>To update contact details or payment details:</p>	<p>Email to request regular bookings: quinnskidsoshc@gmail.com or Via iParent Portal for casual bookings, one week in advance: https://parentslogin.kidsoft.com.au/</p> <p>Email quinnskidsoshc@gmail.com or Via iParent Portal</p> <p>iParent Portal</p>
<p>To notify your child will be absent or attending a club:</p> <p>To apply for Child Care Subsidy, CCS, and confirm enrolments:</p> <p>Quinns Baptist Community Care Inc.</p> <p>ACECQA</p> <p>Dept. of Care and Regulatory Unit for WA</p> <p>FIND US ON FACEBOOK:</p>	<p>Written message – Email, text or via iparent portal</p> <p>My Gov</p> <p>qbccinc@qbcommunitycare.org.au Tim Allan Chloe Morrell 0435 916 609</p> <p>http://www.acecqa.gov.au/</p> <p>https://www.dlgc.wa.gov.au 08 6551 8333, 1800 199 383</p> <p>https://www.facebook.com/quinnskids/</p>
<p>Quinns Baptist Church www.quinnsbaptist.org.au</p> <p>Yanchep Community Church www.yanchepchurch.org.au /</p>	<p>Quinns Baptist Church quinnsbaptist@gmail.com</p> <p>Yanchep Community Church theyanchepchurch@gmail.com</p>

WHAT'S OUR STORY?

Welcome to Quinns Kids!

Quinns Kids is what happened when a bunch of people got together and responded to the need of the families of Quinns Baptist College, to offer high quality out of school hours care. Quinns Baptist Church and the college hold a vision to support families and the wider community, where possible. Friendly, nurturing and accessible out of school hours care is another chapter in the story towards this vision.

A not-for-profit association, Quinns Baptist Community Care Inc. was created to establish the best working practice and to pave the way for more community projects. QBCC Inc. are the approved providers for Quinns Kids.

OUR PHILOSOPHY

Our goal is to provide spiritual, emotional, mental and physical support to families of the Quinns Baptist College and the wider community through and beyond an out of school hours and vacation care.

We see the need for families to have a localised in-house service for their children. We see the need for children to have their worth and wellbeing met through a loving, safe environment which allows children freedom to be the individuals God created them to be.

Through excellence in:

- relationships between children, families, Quinns Baptist College, Quinns Baptist Church and the wider community.
- communications that are transparent, respectful and focused on continual improvement of our service.
- staff, by employing, training, developing and investing in quality educators.
- adhering to all laws and regulations pertaining to Child Care.
- creating an environment which is fun, safe, engaging, meaningful, friendly, personal and nurturing.

What does Quinns Kids look like for families ...

*peace of mind knowing that your children are in safe hands.

*confidence that your children are gaining life skills, having fun and it's time well spent.

*assurance in the qualifications, skills and professionalism of the team.

*shared values

*a friendly, personal and professional service.

children

*friendly and welcoming

*staff who are interested and attentive

*sense of belonging, safety and acceptance

*encouragement and support to try new things, explore interests and take 'safe' risks

*home from home

*high expectations

*fun whilst learning and growing

food, action, interest and rest!

HOURS OF OPENING

Before School Care - BSC	06:30 – 08:30
After School Care - ASC	14:45 – 18:30
Vacation Care - VAC	06:30 – 18:30
Staggered Start Care (beginning of term one for KG)	12:30 – 14:45

Quinns Kids is closed on public holidays and for one week over Christmas and New Year. Fees will not apply on bookings that fall on any dates that Quinns Kids is closed.

ENROLMENT & ORIENTATION

- Step one: Families should submit a waiting list request for a place via the iParent Portal accessed easily through the website, <https://www.quinnskids.org.au/enrol-now/>
<https://parents.kidsoft.com.au/p/QuinnsKids/find-a-place>
- Step two: Quinns Kids contacts the family via the Parent Portal and emails with an offer of a place or the option to be added to the waiting list.
- Step three: Families access the Parent Portal, complete and sign an online enrolment form.
- Step four: Quinns Kids accepts and confirms the enrolment with the family, organises the direct debit and invites you and your child to meet the Quinns Kids team, make some friends and familiarise themselves with the routines. Where there are additional needs, the Supervisor will need to meet you to confirm that everything is in place ready to care for your child.
- Step five: Quinns Kids contacts Quinns Baptist College with the children booked into the service at the beginning of each week. Families should contact Quinns Kids via email or text before each session with any changes, attendance of cross-curricular clubs and days of absence.
- Step six: Please bring your mobile and ID with you the first time you drop off or collect.

ARRIVAL & COLLECTION OF CHILDREN

Whether you have had a smooth, peaceful exit from your home with all lunches made, shoes found and hair brushed, or the opposite, we are here to help.

Please say hello and sign your child in. Chat briefly to a team member about anything that you need to tell us. Then feel free to love your child and leave. Please do not sneak out. Your child will make themselves at home: have breakfast; clear up; brush their teeth; get ready for school; and participate in any activities.

In order to claim CCS you must sign your child in and out via our iCheck In system. You must also confirm with Quinns Kids their absent days.

Quinns Kids Team Before School Drop-Off:

- KG – Y2 A Quinns Kids team member will take your child to their class, help them to organise their belongings, handover to the teacher and settle your child.
- Y3 – age 12 Your child will be able to go to any pre-arranged morning clubs independently or to their classroom when it is opened at 8:15am. Where children are repeatedly late, they may be escorted to the classroom by Quinns Kids.

Quinns Kids Team After School Pick-Up:

- KG – Y2 A Quinns Kids team member will collect your child from their classroom, or after school club. The teacher will have a list of which children are booked in on which days, unless booked in after Monday morning. Please contact the College to let them know.
- Y3 – age 12 Your child is expected to come immediately to the service, only visiting the toilet, after school or after school club. The teacher will have a list of which children are booked in on which days, unless booked in after Monday morning. Please contact the College to let them know. Where children are repeatedly late, they may be collected from the classroom by Quinns Kids.

Quinns Kids will encourage your child to be organised for when you arrive but please check that they have everything you would expect and sign them out. Your child may be excited to show you something that they have done and we have good news to share with you about your child too.

We will not release your child to anyone who is not authorised to collect them. We may also request photographic ID from the adult, over 16, collecting them. We will always seek confirmation from the parents before releasing your child as we have your child's safety at heart.

THE QUINNS KIDS TEAM

The [Quinns Kids team](#) are hand-picked and take their roles and responsibilities educating and caring for your kids seriously.

What you can expect from the Quinns Kids team:

- They meet or exceed the qualifications and training required by ACECQA to be an excellent qualified educator.
- They participate in all induction and ongoing training sessions. E.g. first aid, child protection, emergency procedures.
- They strive for excellence within the National Quality Framework.
- They will always offer you a warm welcome for you and your children and a sense of peace that your child is in good hands.
- They put your child first and do their best to get to know them.
- They are excellent role models with professional boundaries.
- They are kind, attentive, fair and trustworthy.
- They put your child's safety first.
- They work well with the rest of the team, collaborating, encouraging and communicating well.
- They understand the importance of the values of the Christian faith and the values of Quinns Baptist College.
- They are enthusiastic, positive and fun.
- They have a sense of humour!

HOME FROM HOME (OUR CURRICULUM)

When your child arrives at Quinns Kids they will feel happy, safe, familiar with the routines, expectations and know that they belong. The Quinns Kids approach is to involve the kids in the routines and activities of the service as much as possible. Our aim is for them to have lots of fun, whilst feeling safe, relaxed and learning (without really knowing it).

'In the school age setting, all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children's wellbeing, development and learning'. My time, Our place p6



HOME FROM HOME (OUR CURRICULUM)

Our home from home approach fits beautifully within the school age framework and the Quinns Kids philosophy for learning for education and care settings. We implement our programmes using the approved learning framework/s; Being, belonging, and becoming: The Early Years Framework and My Time Our Place (Framework for School Aged Care in Australia).

The outcomes are:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any time, or place. Developing life skills and a sense of enjoyment are emphasized. The Framework recognizes the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities.

Quinns Kids values the contribution of the community and draws from the ideas, skills and expertise to create rich, meaningful, enjoyable experiences for the kids. All are welcome to input ideas, offer contributions and feedback after activities and experiences.

The children are also encouraged to participate in our reflective process through involvement in our Floorbook programme and learning stories. This allows children to reflect on their day through photographs, mark making and recording their voice and gives them an opportunity to express what experiences they enjoy the most about their day or a theme or topic.

Quinns Kids child-inclusive approach includes:

1. Promoting child-safe environment
2. Children are active participants in decisions that affect them.
3. Recognize and are sensitive to each child's unique perspective and experiences.

The children and staff love to share what they have been up to and we invite you to look at the programme shared in the service, via email and social media. A scrapbook in the service holds many precious moments that your child will take pride in sharing with you. You can also expect to receive 'learning stories' which are news about your child's activities and precious moments. The team loves to hear your feedback from these. You can chat, email, text or click the 'guardian feedback' button in the iParent Portal.

Quinns Kids values:

- The children's' input
- The families' input.
- The Quinns Kids Team's input
- The community and college input
- The learning frameworks

PARENT PARTNERSHIPS

We acknowledge your family as the experts of your child and aim to support you, where possible, with information about community services and resources for parenting and family well-being.

At the time of enrolment, we seek a little information about your child, to help us get to know them and settle them in easily.

In addition to your child being involved in the service, we invite each family to be involved too. This could be constructive feedback, suggestions of activities or excursions as well as choices about your child:

- Would you prefer your child to begin homework at the service?
- Would you encourage your child to have a rest for a while?
- Do you give permission for your child to go on frequent excursions, e.g., MacDonald's, without a form for every outing?

The Quinns Kids enrolment pack also includes the communication policy outlining the family's responsibilities regarding which information needs to be communicated or shared.

POLICIES & PROCEDURES

A full set of our policies and procedures can be accessed at the Service at any time.

The Quinns Kids Quality Improvement Plan is also available for you to read and comment on. Below is key policy information that will give you peace of mind when entrusting Quinns Kids with the care of your child.

SUN SMART POLICY

Quinns Kids adopts a strict, 'NO HAT, NO OUTSIDE PLAY' policy in the 1st and 4th term. Children and the team will wear hats that give reasonable sun protection.

Regular sunscreen will be provided, and children will be strongly encouraged to apply sunscreen and seek shade in the heat of the day and in extreme heat. If your child requires a particular sunscreen, you are welcome to let us know and send it with your child.

SUPERVISION OF CHILDREN

Quinns Kids aims to meet or exceed the adult: child ratio at all times. Staff are trained to be active, engaged, and attentive whilst supervising, and are flexible to the ages and stages of development and what is appropriate to each.

FOOD AND HYGIENE

Meals, snacks, and drinks are healthy and nutritious with the occasional treat. Children are invited to help plan the meals and prepare the snacks. At the time of enrolment each family is asked about any food allergies or dietary needs. Where a food allergy poses a risk to the child, Quinns Kids partners with the family to adopt the child's medical management plan.

All families are reminded regularly of which foods are not to be allowed at Quinns Kids, to minimise the risk of an allergic reaction. Emergency information is displayed on the walls. Children are encouraged to exercise appropriate hygiene during all routines.

FOOD AND HYGIENE continued

Quinns Kids Example Menu

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
BREAKFAST	Choices of whole meal or fruit toast with a variety of spreads, Cereals including Weetbix, Rice Bubbles, Corn Flakes, Fresh fruit, fruit juice, yogurt, milk, or Milo.				

Offered during Term and Vacation Care

AFTERNOON TEA	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
WEEK ONE	Banana Bread with fruit	Jatz/Salada crackers and veggie sticks with dip	Wraps with a selection of fillings and fruit	Pretzels, cheese, sultanas	Yoghurt and muesli with fruit
WEEK TWO	Custard and tinned fruit	Popcorn with fruit	Croissants with ham and cheese and fruit	Flatbread and dip with veggie sticks	Mixed muffins or cake with fruit
WEEK THREE	Muesli bars with fruit	Pikelets with jam and fruit	Polony, cheese, and crackers with fruit	Guacamole with corn chips and veggie sticks	Cheese pizza muffins and fruit

Please note:

- The above menu options or examples like it will be offered any child hungry thereafter can have access to more fruit or other menu items such as crackers and cheese.
- Biscuits, icy poles, cordial, ice cream and any cooking or baking may also be offered on hot or cold days or as the program activity dictates.

There may be changes to the menu from time to time, to suit the programmed activities or theme. If there is a lack of supply, then something healthy and nutritious will be provided, like our general menu items.

Your child may have specific dietary needs or preferences. It is the responsibility of the family to communicate the details clearly with the service and check the menu and programme for any changes that may have implications for your child.

MEDICAL CONDITIONS AND ADDITIONAL NEEDS

Quinns Kids can administer ongoing medication when given written permission and instructions. Where there are additional needs, the team will do their best (within the limitations of resources) to offer access to the full programme. Quinns Kids works with the parents and outside agencies to support families, to offer the best possible experiences and opportunities to every child.

INCIDENT, INJURY, TRAUMA AND ILLNESS

Procedures are in place to prevent incident and injury, but in the unlikely event of an accident, the Quinns Kids team are trained in what to do to treat the injured person effectively whilst caring for the other children and communicating with the parents and any emergency services.

EMERGENCIES

Our service aims to ensure that detailed procedures are in place for all foreseeable emergencies arising. All key staff will be required to hold up to date with First Aid Certificates and training will be provided as required both to address the National Regulations and further, specific to any child's individual needs and conditions.

Emergency evacuations are prepared for as mock emergency evacuations are conducted at least once a term. Evacuation and emergency procedures are found at each door.

EXCURSIONS

Vacation Care provides opportunities for some fun excursions and incursions. For each one-off excursion: the family's permission is sought; a risk assessment is carried out and procedures and strategies in place to minimise the risk; an excursion checklist is completed, and supplies and information checked.

POSITIVE BEHAVIOUR

We aim to build respectful, warm, and trusting relationships with children and families and to support children to foster good, respectful and appropriate relationships with other children and adults. Our service holds relationships with others at its heart and aims to promote positive behaviour and relationships throughout every practice and activity in the service.

We have high expectations that all children and staff are kind, considerate and respectful towards each other and belongings. Quinns Kids encourages the children to contribute towards any rules needed to promote ownership of their service and its values.

Where there is undesirable behaviour, the team follows the 'bumping model' to manage behaviour which aims to diffuse the behaviour using a low-level response and addresses each negative behaviour with the appropriate 'bump.' The rights and dignity of the child is maintained throughout. Quinns Kids staff will contact parents if behaviour is a concern or jeopardising the enjoyment or safety of Quinns Kids for others.

The Rules at Quinns Kids

Maximum respect

- We listen to others.
- We are respectful, kind and polite towards others.
- We are respectful towards the environment, equipment, toys and belongings.

Maximum safety

- We listen to and follow instructions.
- We look after ourselves and each other.
- We come to Quinns Kids straight away.
- We ask an adult before going to the toilet or going outside.

Maximum example

- We use positive, polite language.
- We show others what a positive attitude looks like.

Maximum participation

- We take turns and share.
- We invite others to play.
- We can choose to play alone.
- We have choices in play and activities.
- We help to set up and pack away.

Behaviour Management at Quinns Kids - Consequences	
<i>low level responses adopted first.</i>	
1	Verbal warning. Conflict resolution strategies may be adopted.
2	Time out from part or all of an activity. Calm down time away from an activity. Toy may be confiscated for part or all of an activity.
3	Parents contacted at pick-up time. May be followed up with 6,7 or 8.
4	Parents contacted within session time. May be followed up with 6,7,8, 9 or 10.
5	Parents contacted within session time and asked to collect their child early. May be followed up with 6,7,8, 9 or 10.
6	Written warning. May be followed up with 3,4,5,7, 8 or 9.
7	Meeting with parents. May be followed up with 8,9 or 10.
8	Contract and action plan. Consequences detailed within contract and action plan. <i>Quinns Kids reserves the right to withdraw or suspend the place at Quinns Kids in the event where communication from Quinns Kids to parents has not been acknowledged.</i>
9	Suspension for some or all of a session– fee structure still applies, and child marked as absent. <i>Quinns Kids reserves the right to withdraw or suspend the place at Quinns Kids immediately.</i>
10	Withdrawal of a place – fee still charged if future bookings are within 48 QK business hours. <i>Quinns Kids reserves the right to withdraw or suspend the place at Quinns Kids immediately.</i> <i>Three severe incidences in a year will result in the withdrawal of a place at Quinns Kids.</i>

QKO-003 STATEMENT OF FEES

Quinns Kids aims to offer an excellent OSHC service to the community including:

- Longest opening hours as requested by families, 06:30 – 18:30
 - Highly competitive fees, when compared to nearby OSHC services
 - Fees absorbed by service for days that we are closed
 - A diverse and experienced staff
 - Regular and casual places for before and after school care
 - A range of sessions to suit families' needs and CCS conditions during vacation care
 - Not-for-profit and community focused
1. Fees to be paid one week in advance.
 2. Families should apply for Childcare Subsidy, CCS in their My Gov account. Full fees are due until CCS is approved.
 3. Families must provide Quinns Kids with each family member's date of birth and CRN at time of enrolment in order to claim CCS.
 4. Families must confirm enrolments with Quinns Kids in their My Gov account in order to release the CCS.
 5. Quinns Kids notifies Centrelink of each child's attendance. It is the responsibility of the family to communicate any changes in circumstances to Centrelink to avoid a change in subsidy amount.
 6. Regular before or after school care bookings follow a regular weekly/ fortnightly pattern for at least a term.

Conditions of the Service for enrolment

All children attending the outside school hours care program must be at least 4 years of age by 30 June in the year they attend the program.

Only children who are currently enrolled in, and attend or will attend, a school in the current year attend the outside school hours care program.

e.g., A child beginning KG in 2024 may attend the vac care programme from Jan 2025, but not Dec 2024.

Please be aware of these additional costs that may be applied:

* Updated

<p>Early/ Late Fee</p>	<p>Guardians drop off before the opening times or after the closing times of Quinns Kids. Places may be withdrawn if continually early/ late.</p> <p>e.g. a child is dropped off before 6:30am BSC, VAC; a child is collected after 6:30pm ASC, VAC</p>	<p>\$20 per fifteen minutes or part thereof.</p> <p>CCS does not apply.</p>
<p>*Change of Session Surcharge for VAC care, staggered start care</p> <p>Applies to ten hour sessions in vac.</p> <p>Applies to staggered start sessions.</p>	<p>Guardians book a ten-hour session during vac care but drop off before the ten hour session begins or after the ten hour session ends and the ten minute grace period.</p> <p>e.g. a guardian books the middle ten 07:30 – 17:30 session but collects their child at 18:00; a guardian books the late ten 08:30 – 18:30 session but drops off their child at 07:30; a guardian books the early ten 06:30 – 16:30 session but collects their child at 17:00.</p> <p>A parent books a staggered start session only, 12:30 – 14:45 but collects their child at 15:30.</p> <p>Please get in touch if you are going to be late so that we can adjust staffing if necessary and reassure your child. Thanks.</p>	<p>A surcharge will automatically be applied equal to the difference between the session booked and the new session required.</p> <p>e.g. A Surcharge is applied equal to the fee for a full day, inclusive of CCS. The guardian is now paying the equivalent of a full day session.</p> <p>e.g. Surcharge is applied equal to the fee for a staggered start and after school session, inclusive of CCS. The guardian is now paying the equivalent of a staggered start & ASC session.</p>
<p>No Show Fee</p>	<p>A child booked in to Quinns Kids for after school care, vacation care or staggered start care, does not attend Quinns Kids but no written notice via email or text was received by the service before the start of the session.</p>	<p>\$5 per session.</p> <p>CCS does not apply.</p>
<p>Direct Deposit Admin Fee</p>	<p>Admin fee applies to all direct deposit transactions to Quinns Kids bank account.</p> <p>Direct deposits via the Iparent portal do not attract an admin fee.</p>	<p>\$2 per transaction,</p> <p>CCS does not apply.</p>
<p>Late payment Admin Fee</p>	<p>The service has requested payment via email or software provider and no payment has been made by the guardian within 14 Quinns Kids business days from the notification.</p> <p>Places may be withdrawn if payments are continually late.</p>	<p>\$20</p> <p>CCS does not apply.</p>

Before care, After school care and Staggered start care – Full fees before CCS applied.

Booking Type	Regular	Casual	Inclusions
Before School Care BSC 06:30 – 08:30	*\$34.00 p/session Requires ten full Quinns Kids business days to change or cancel via email written notice.	*\$38.00 p/session Requires two full Quinns Kids business days to change or cancel via email written notice.	Breakfast until 8am included
After School Care ASC 14:45 – 18:30	*\$45.00 p/session Requires ten full Quinns Kids business days to change or cancel via email written notice.	*\$47.00 p/session Requires two full Quinns Kids business days to change or cancel via email written notice.	Afternoon tea until 4.30pm included
Staggered Start Care 12:30 – 14:45 Please see surcharge above: *Change of Session Surcharge for VAC care, staggered start care	*\$42.00 p/session Requires ten full Quinns Kids business days to change or cancel via email written notice.	*\$47.00 p/session Requires two full Quinns Kids business days to change or cancel via email written notice.	Small, healthy snack included. Children should bring morning tea and a packed lunch.
Staggered Start & After School Care 12:30 – 18:30	*\$85.00 p/session Requires ten full Quinns Kids business days to change or cancel via email written notice.	*\$97.00 p/session Requires two full Quinns Kids business days to change or cancel via email written notice.	Small, healthy snack and afternoon tea included. Children should bring morning tea and a packed lunch.

Vacation Care – Full fees before CCS applied.

Some families have 100 hours entitlement of CCS per fortnight. Ten hour sessions are offered to assist families in planning according to their needs and CCS entitlements. We charge per session rather than hours.

VAC Hours	VAC Fees	VAC Notice Required
<p>CHOOSE SESSIONS</p> <p>Drop off and pick up between these times:</p> <p>Early ten hour session 06:30 – 16:30</p> <p>Middle ten hour session 07:30 – 17:30</p> <p>Late ten hour session 08:30 – 18:30</p> <p>Please see surcharge above: *Change of Session Surcharge for VAC care, staggered start care</p>	<p>Same fees regardless of the ten hour session</p> <p>Fun at Quinns Kids *\$98.00 p/session</p> <p>Incursion/Excursion *\$112.00 p/session</p>	<p>Requires ten full Quinns Kids business days to change or cancel via email written notice.</p>
<p>Or a Full day</p> <p>Drop off and pick up anytime between</p> <p>06:30 – 18:30</p>	<p>Fun at Quinns Kids *\$105.00 p/session</p> <p>Incursion/Excursion *\$122.00 p/session</p>	<p>Requires ten full Quinns Kids business days to change or cancel via email written notice.</p>

COMPLAINTS PROCEDURE

We welcome input from the families of Quinns Kids along with a range of outside services. We acknowledge that there is always room for improvement and that others may have many valuable ideas to contribute. Communication is a priority and keenly encouraged at all levels. We encourage honest, open, respectful interactions between staff, leadership and families, and outside parties. We aim to address and resolve any conflicts and complaints in a prompt, professional and fair manner.

- Stage 1 –** Contact Quinns Kids staff. Staff will attempt to address and resolve your issue immediately.
- Your issue is resolved. No further action is required.
 - Or issue not resolved to your satisfaction.
- Stage 2 –** Contact the Quinns Kids Supervisor. You may wish to email requesting that we call you back. You will receive an acknowledgment within two working days and a response within ten working days. quinnskidsoshc@gmail.com
- Your issue is resolved. No further action is required.
 - Or issue not resolved to your satisfaction.
- Stage 3 –** Contact Quinns Baptist Care Inc. You will receive an acknowledgment within five working days and a response within twenty-eight working days.
- Your issue is resolved. No further action is required.
 - Or issue not resolved to your satisfaction.
- Stage 4 –** Contact the regulatory body.
- Your issue is resolved. No further action is required.
 - Action required as per the advice of the regulatory body.

Mobile Quinns Kids: 0466 525 104

Email Quinns Kids qbccinc@qbcommunitycare.org.au
Supervisor and QBCC Inc. Chloe Morrell 0466 525 104

QBCC Inc. Tim Allan
Email QBCC Inc. qbccinc@qbcommunitycare.org.au

[The Department of Communities Education and Care Regulatory Unit \(ECRU\)](#)

Email ECRU@communities.wa.gov.au

08 6277 3889 or

Free call 1800 199 383

FREQUENTLY ASKED QUESTIONS

What will my exact out-of-pocket expense be for out of school hours care?

Your exact out-of-pocket expense is determined by your eligibility for Child Care Subsidy, CCS, among other factors. Quinns Kids advises you to get in touch with Centrelink via My Gov to gain further information and to apply for any rebates that you may be entitled to. We can assist you with an estimated gap fee once your CCS and enrolment is confirmed with us. Full fees are charged until CCS applications are approved and enrolments are confirmed by the guardian in My Gov.

Will I receive a discount if more than one child attends from our family?

No. We believe that the cost is competitive and offers good value for money. As we are not-for-profit, you can rest assured that any profits will benefit the children, families and wider community.

Will I be charged if my child is absent?

Yes. Quinns Kids team still have to be on the ground, therefore, you will be charged if your child is absent. However, Centrelink offers a set number of absent days per year and you are required to confirm for each absent day in order to benefit from this. You will not be charged for any days that your child is booked in and the centre is closed.

Please see the Statement of Fees regarding fees relating to children who are absent without notifying Quinns Kids via text or email in advance of the session.

My child does not attend Quinns Baptist College. Can they still come to Quinns Kids?

Before school care and after school care is offered to the children of Quinns Baptist College. Vacation Care is offered to everyone in the wider community. We'd love to meet you and see you during vacation care.

How old does my child have to be to attend Quinns Kids?

We are able to accept children who are currently attending Kindy up to children aged twelve. Children going to attend Kindy during the same year may attend Quinns Kids. For example, a child going to begin KG in February may attend Quinns Kids in January.

Your child is welcome to attend up to the age of twelve, although they may not be eligible for CCS once in high school. We advise you to contact Centrelink to check your eligibility.

What if my child has a toileting accident?

All children who attend must be toilet trained and able to dress/ undress themselves.

Where a child has a wet toileting accident, Quinns Kids will instruct them to change into their spare clothes. Where a child soils themselves, Quinns Kids will instruct them to clean up and change themselves. If unable to do this then parents will be called to collect their child. If spare clothes are borrowed from Quinns Kids, they must be returned promptly.

My child needs to take regular medication. What should I do?

Quinns Kids can administer the medication so long as the guardian has completed the medication record form (overleaf) in advance with all instructions.

My child begins to feel unwell or has an injury at Quinns Kids. What will happen?

These things happen. If your child has a medical emergency action plan, then that will be actioned, and you will be notified.

If your child has a minor accident or injury at Quinns Kids, we will administer first aid treatment or give them any medication agreed at the time of enrolment e.g. paracetamol or ibuprofen. You will be asked to sign a form at the time of collection. Quinns Kids may contact you during the session if deemed necessary.

Any more serious illness, injuries or accidents will be actioned according to our emergency procedures and you will be notified immediately.

My child would like to attend an extra-curricular club at the College. Can they still go if booked in to Quinns Kids?

Yes. When you sign your child up for the after-school club, you should let us know. It is up to the College and yourselves to take them to the club. Once the club has ended, usually around 4pm, the club leader or coach will take all the children to the area outside Kindy near the kiss 'n' drive. A Quinns Kids Educator will collect all club children from this area, sign them in to Quinns Kids, then offer them afternoon tea.

Please see the Statement of Fees regarding fees relating to children who attend a club without notifying Quinns Kids via text or email in advance of the session.

COMMUNITY LINKS

Playgroup WA 1800 171 882

<http://playgroupwa.com.au/>

NGALA provides support and parenting training for children in the early years

<http://www.ngala.com.au/>

The raising children network

<http://raisingchildren.net.au/>

Beyond Blue (depression and anxiety)

<https://www.beyondblue.org.au/>

Headspace dedicated to mental health for young adults

<https://www.headspace.org.au/>

Sonshine FM – a Christian community radio station with links, encouragement, events and information <http://98five.com/>

ACECQA Australian Children's Education and Care Quality Authority

<http://www.acecqa.gov.au/>

The National Quality Framework

<https://www.acecqa.gov.au/nqf/about>

National Approved Learning Framework adopted at Quinns Kids, [My Time, Our Place](#)

Please see our [website](#) and find us on [Facebook](#) for an up-to-date list of community links and events.