



Uniting Education

**The Lakes College - After and Before
College Care**

FAMILY HANDBOOK

(August 2021)

Before College Care | After College Care | Vacation Care

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WELCOME

The Uniting Church Queensland Synod is pleased to welcome you to Uniting Education Early Learning. The Uniting Church in Queensland has been serving families through childcare services, run by congregations and other church organisations such as Wesley Mission Queensland and UnitingCare since the opening of our first service, the Toowong Kindergarten and Child Care Centre, in 1964. From September 2021, all early learning services operated by the Uniting Church Queensland are consolidated within the Uniting Education Early Learning (UEEL) portfolio. UEEL embodies the Christian principles of love, forgiveness, respecting and serving others. We utilise a play-based learning programme and are committed to the values of equity, inclusiveness and care for the environment.

COLLEGE CARE'S PHILOSOPHY & AIMS

College Care acknowledges the Gubbi Gubbi people as the traditional custodians of the land on which our service operates. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history and respect their continuous connection to community and land. This philosophy provides the foundation of our service's policies and practices and is used in conjunction with the National Quality framework to guide decision making. As a service operating under the governance of The Uniting Church Australia, we welcome all families of The Lakes College and value the diverse cultural background that each family brings. We recognise that the safety and wellbeing of each child is paramount and are committed to providing high quality care that meets the needs of our community. Through meaningful interactions, experiences and equality, we hope to foster a sense of belonging for all.

Our aims for the children who use our service:

- Children have the right to feel safe and be safe.
- Children are respected as individuals and are given equal opportunities.
- Children are supported in their social and emotional wellbeing.
- Children are encouraged to choose; leading personal learning through curiosity, interest and play.
- Children are encouraged to participate in meaningful planned experiences that promote confidence, build practical life skills and open the door to new ideas/possibilities.

Our aims for the parents and families who use our service:

- Parents and families feel valued and are recognised as the most important people in a child's life.
- Parents and families feel welcomed and comfortable to express concerns or provide feedback.
- Parents and families have peace of mind knowing their child is in a safe and well supervised environment.
- Parents and families are encouraged to participate and become involved in the service, contributing to decision making processes and service programs.
- To respect and promote cultures, religions and backgrounds of our parents and families, ensuring sensitivity to differing beliefs.

Our aims for the TLC and wider community:

- To have a positive impact on our surroundings, being mindful of our environmental footprint and role modelling respect for our natural and constructed environments.
- To be an integral part of the TLC Community, supporting the College values of Faith, Courage, Justice, Hope, Love and Community always.

- To be active members of the community, utilising local areas and services to foster each child's capacity for independence and their sense of belonging.
- To recognise and seek knowledge about our nation's first people and promote understanding and reconciliation.
- To promote diversity through demonstrating inclusivity and care for all.

Our aims for our team:

- To attract and retain dedicated staff who show genuine care and compassion for children.
- To ensure all team members have a comprehensive knowledge and understanding of the National Quality Framework and service policies to create consistency in the care we provide.
- To participate in children's play using cues to guide their involvement, whilst maintaining a positive approach when guiding and responding to children.
- To feel supported and encouraged to learn new things, take risks and lead by example.
- To be involved in decision making processes that affect planning and continuous improvement

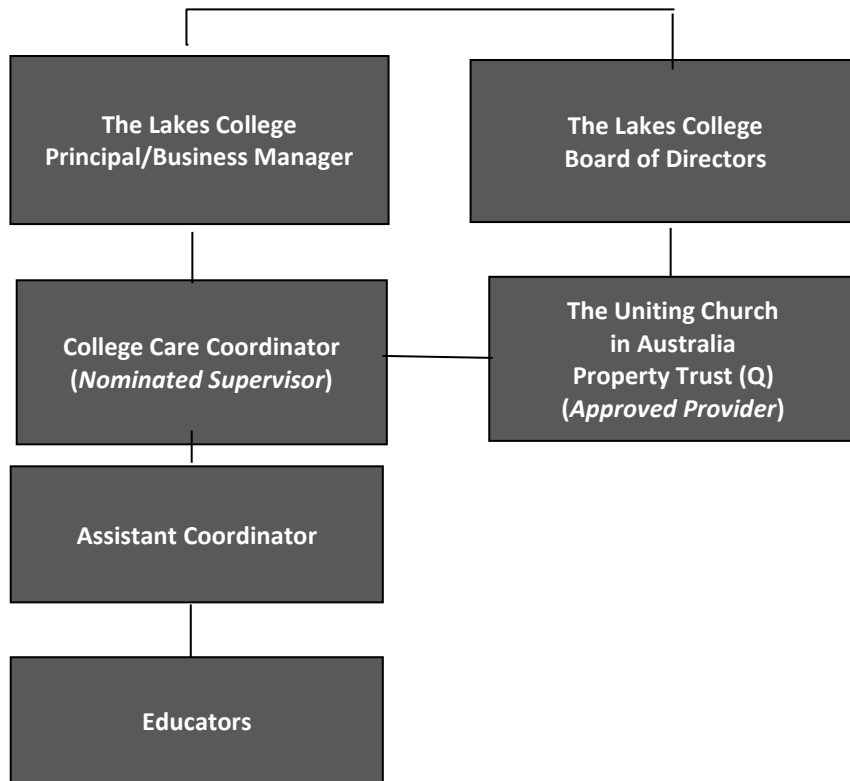
SERVICE INFORMATION

College Care Coordinator	Emily Hanson
Street Address	2 College Street Mango Hill QLD 4509
Postal Address	PO Box 888 Mango Hill QLD 4509
Telephone	College Care Office 07 3491 5512 (answering machine after hours) Mobile 0429 093 815 (for excursions, power failures and emergencies only)
Email	collegecare@thelakes.qld.edu.au ehanson@thelakes.qld.edu.au
College Website	www.thelakescollege.com.au
College Care Webpage	www.thelakescollege.com.au/community/college-care
Hours of Operation:	Before College Care 6:30am – 8:30am After College Care 3:00pm – 6:30pm Vacation Care 6:30am – 6:30pm

College Care closes for three (3) weeks over the Christmas and New Year period, as well as all nominated public holidays throughout the year.

Governance

The approved provider of The Lakes College - After and Before College Care is the Uniting Church in Australia Property Trust (Q). College Care's basic governance structure is as follows:



ENROLMENT & BOOKING POLICY

Enrolment

The Lakes College - After and Before College Care record keeping is independent of The Lakes College, so it is crucial that parents maintain and advise the service of any changes to child and/or family information throughout the year. To register your child please visit The Lakes College website and select the “communities” tab to locate the College Care webpage. Follow the steps to create a “My family lounge” account and enrol your child to access our services.

Once notification is received families will be offered the opportunity for a pre-enrolment meeting with the CC Director to clarify policies, procedures, look around the service and meet the educators.

Permanent Bookings

(where a child is booked into College Care on a regular basis)

A ‘Confirmation of booking’ form is completed, and a regular booking pattern is created for the child. Limited changes these bookings can be made through the online system. We encourage amendments to permanent bookings to be made in writing via the parent message diary or via email. Parents must also advise CC if their child/children do not plan to attend on any booked day, as failure to notify will result in an absence fee being charged to your account. **(See Cancellation Policy below).**

Casual Bookings

(where a child is booked in on an occasional or irregular basis)

A “Confirmation of booking” form is completed, and a casual arrangement is created for the child. Parents will manage their child’s bookings using the online “My family lounge” system, adding and removing as required. The online booking system will not accept bookings made within the minim 24-hour notice period of a session commencing. Please contact the College Care office should you require care on very late notice.

Vacation Care Bookings

The Vacation Care program and booking forms will be made available approximately three (3) weeks prior to the end of each school term and can be accessed online through The Lakes College website.

Bookings for Vacation Care are essential as spaces can be limited on certain days (e.g. excursions). To make a booking log into your ‘My family lounge’ account and select the casual booking tab. Choose Vacation Care from the drop-down tab and highlight your requested date. A completed consent form is also required to secure your booking.

Cancellation Policy

Permanent Bookings

It is vital that parents and carers notify CC of any cancellations or alterations to bookings, *including illness and/or injury*. To avoid incurring an absence fee (full fee), cancellations must be made with the following timeframes:

- Before College Care: 7 days, prior to the session commencing
- After College Care: 7 days, prior to the session commencing
- Vacation Care: 7 days, prior to the session commencing

Casual bookings

To avoid incurring an absence fee (full fee), cancellations must be made with the following timeframes:

- Before College Care: 24 hours, prior to the session commencing
- After College Care: 24 hours, prior to the session commencing
- Vacation Care: 7 days, prior to the session commencing

Please contact College Care on 07 3491 5512 to advise of cancellations or email the Coordinator collegecare@thelakes.qld.edu.au. A phone message service is available after hours.

Absences

If a child is absent from CC i.e. if parents or carers have not contacted CC to cancel the booking, or notification is late, an Absence Fee for that day will be charged. Families receiving a CCS benefits are entitled to 42 allowable absences per year. If absences exceed this amount, they will no longer be eligible for CCS coverage for the rest of that financial year. All absences must be acknowledged/confirmed by a parent or carer on the next attendance.

COLLEGE CARE FEE STRUCTURE (Updated June 2018)

Before College Care	Permanent Booking	\$15.00
	*Absent (late notice cancellation)	\$15.00
	Casual Booking	\$17.00
	*Absent (casual late notice cancellation)	\$17.00
After College Care	Permanent Booking	\$21.00
	*Absent (late notice cancellation)	\$21.00
	Casual Booking	\$23.00
	*Absent (casual late notice cancellation)	\$23.00
Vacation Care	Daily	\$49.00
	Incursion/Excursion	Varies

Fees are generally revised annually. Deviations from this may occur.

Late Collection Fee

Children must be collected before **6:30pm** during term time and Vacation Care periods. Families failing to do so will incur a late collection fee of **\$10.00** for every 5-minute block after closing time. This fee will be charged in addition to usual fee charges. CCS does not apply to this charge. Families may be excluded from CC services if frequent late collections occur.

Child Care Subsidy

College Care is an Approved Care Provider with the Department of Human Services and therefore families are eligible to apply and claim for the Child Care Subsidy (CCS).

If you have not yet been assessed for the Child Care Subsidy or have not received a Customer Reference Number (CRN) for yourself or your children, please access the following link:
<http://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Accounts & Payments

College Care use a Direct Debit system for payment of fees. Debit Success forms are available from the College Care office and should be provided in your enrolment pack. On the very rare occasion where families access the service on a “one-off” type basis, the following bank details can be used to make a manual transfer:

- | | |
|----------------------------|-----------------------------------|
| ▪ Direct Deposit payments: | The Lakes College 034 073 141 950 |
| Account Name | CC 'family/surname' Westpac |
| BSB | North Lakes |
| Account Number | |
| Reference | |
| Bank | |
| Branch | |

Accounts are issued each Monday detailing the previous and current weeks' usage. It is an expectation that accounts are paid in full on a weekly basis, by the following Monday. Failure to do so may result in your bookings being suspended until fees are paid.

Please inform the Coordinator if there is a preference to pay fees in alignment with your own pay cycle. Unless otherwise agreed, it is an expectation that the fees will be paid weekly. Should you be having trouble paying your account, please come and talk with the Coordinator and we will endeavour to make arrangements that are mutually beneficial.

The processes for resolving outstanding accounts is as follows:

- When a term account reaches **\$200.00** an email notification will be sent requesting that the matter be resolved, and the account paid in full within five (5) working days
- If the five (5) days has lapsed and the account remains unpaid, a suspension from the service may result until the account is settled in full
- Once paid, the Coordinator will notify the family that return to the service is permitted.

All account fees must be paid IN FULL by the end of the term or bookings for the following term will not be accepted, including Vacation Care.

DAILY PROCEDURES FOR PARENTS AND CARERS AT CC

The College Care office is in the fixed demountable building, adjacent to the seniors green. The service operates out of these neighbouring spaces and various other areas around the school, during term time and over vacation care periods. On occasions when groups are utilising other licensed spaces within the school, we use walkie talkies to communicate and direct children back to be collected.

All children MUST be signed in and out each session by a parent and carer or other authorised persons nominated on the child's enrolment form.

We currently use QK Kiosk system on the iPad to digitally sign children in and out at the service.

As the College Care rolls (BCC, ACC & V/Care) are legal documents *only persons over the age of 18 are permitted to sign children out of care*. If a sibling or relative under the age of 18 arrives to sign a child out they will be refused unless written permission is provided by a parent or carer or verbal confirmation is given over the phone and heard by at least two (2) CC staff members.

Photo identification will be required for those people not already on the approved contact list and for those who are not known to College Care educators i.e. first time or once-off pick up. Records will be kept stating the child's name, time of arrival, time of departure and the name of person with whom the child is arriving or departing with.

The Coordinator of CC, or the responsible person in charge, will sign children out of Before College Care at approx. 8:20am and into After College Care at 3:00pm. If a child is absent from After College Care, the Coordinator/responsible person will attempt to contact the parent/guardians for verification of their whereabouts. If a child is collected from CC and is not signed out, the parent/guardians will be contacted and **will need to confirm this on your next sign on**.

COLLEGE CARE PROGRAM

At College Care we aim to provide a fun, dynamic and adaptable program where children can engage in a variety of relaxed, social learning experiences. Emphasis on nurturing growing life skills and promoting confident self-identities is important to our educators and service. We endeavour to create opportunities where children are encouraged and supported to express their ideas, likes and dislikes and actively contribute to the program.

General Activities

The program will provide opportunities for children to choose activities, either as individuals or in small groups to pursue experiences that are their own choice. We also offer lots of opportunity for large group activities, where children can engage in team settings.

Activities are appropriate to the age, skills and interests of the children in attendance. These activities reflect a variety of experiences which allow children to participate in creative and imaginative play, music, dance, art and craft, indoor activities such as board games, computers and construction, and outdoor activities, games and sports. Educators are also mindful of the children's need for down time including quieter opportunities for relaxation and "free time" with friends.

The program and daily routines will be displayed in the College Care room and parents and carers can request to view our reflections / observations at appropriate times. The Journeys app, which is connected through your "My family lounge" account can also be accessed to keep up to date with short stories and images of your child's time in care. To find out more about this feature please speak with one of our friendly team members.

Age Grouping

During the school term, College Care children are grouped according to year level to facilitate age appropriate programming. During Vacation Care, the children are grouped according to interest and activity in conjunction with age/skill appropriateness.

Current groupings are:

- Prep -Year1
- Year 2 – Year 3
- Year 4 and above

Homework

To support families and children, College Care aim to provide adequate time, space and supervision to enable children to complete their homework. Our service encourages quiet activities and a set homework time from 5:00pm -5:20 every Monday through to Thursday afternoon. Please note, ***parents and carers remain responsible for ensuring their child's participation in and completion of homework tasks.*** Parents and carers are encouraged to inform CC if they do not want their child to complete homework whilst in care.

Afternoon Tea

A nutritious afternoon tea snack will be provided each day at no extra cost to parents/guardians. The menu is displayed at the sign in/out area and can be sent home to families on request. Specific dietary needs of students will be considered as per instructions provided by a parent or carer.

It is acceptable for parents or carers to send food from home for their children to eat instead of what is provided (if desired). If children do not wish to have afternoon tea, this is their choice and they will be respected unless parents or carers have indicated that their child must eat something at this specific time.

Leaving CC to attend Extra-Curricular Activities

At the beginning of each term it is essential that parents and carers notify CC of any extra-curricular activity that their child/children will be involved in. This can be done by completing a College Care Extra Circular activity permission form. This form will include; start and finish times, the area and teacher/coach supervising the activity and the number of weeks their child/children will be attending the activity.

Children booked into after school care who will also be attending extra-curricular activities must sign in with College Care first at 3pm

Before attending their activities. Each child will be given a blue card, which they then give to the supervising teacher. This card informs the teacher that the child needs to be brought back to college Care after their activity. Teachers in charge of the activities will return the children to CC after the activity has finished and they will be signed back in with College Care.

Staff / Child Ratio

Staff/child ratio for BCC/ACC/Vacation Care will be:	1:15 for Prep and above
Staff/child ratio for Excursions will be:	1:10 for Prep and above (or as reasoned appropriate)
Staff-Adult/child ratio for Swimming will be:	1:5 for Prep and above

As a requirement of employment at College Care, all staff members are required to have current Senior First Aid and CPR certification. The Senior First Aid training includes Asthma and Anaphylaxis management.

COLLEGE CARE STAFF AND QUALIFICATIONS

- **Coordinator & Nominated Supervisor**
 - Emily Hanson Studying Advanced Diploma in Community services,
Diploma in Early Education and Care
Cert 3 Children's Services

- **Assistant Coordinator & Educational Leader**
 - Tuese Lewis Diploma of School Age Education

- **College Care Educators**
 - Tania Baird Diploma of School Age Care and Education
 - Harry Smith Studying Bachelor of Education
 - Joel Buckett Studying Diploma of School age care
 - Cat Ward Diploma Early Education and Care
 - Karissa Knight Studying Diploma of School age care
 - Caillin Simms Studying Diploma of School age care
 - Michelle Hosking Studying Bachelor of Education
 - Lyndon Harvey Studying Food and Nutrition Science

IMPORTANT POLICY INFORMATION

Accidents & Illness at the Service

The service has an approved first aid kit and manual, which are kept in a secure place, accessible to staff only. In the event of a serious injury or if staff are unsure of the severity, ambulance services will be called immediately and the parent, carers or the emergency contact person will be contacted.

If a child is ill while attending CC, parents and carers will be contacted immediately and will be required to collect their child as soon as possible. The child will lie down in a cool, quiet place while they wait to be picked up.

If an infectious condition is suspected the child will be isolated from the group immediately and will remain separate from other children and staff until collected. A medical note/certificate from a

medical practitioner will be required prior to the child returning to the service. Exclusion periods apply for certain common childhood illnesses (e.g. chicken pox, whooping cough).

Medication

College Care may only administer medication if it is clearly labelled with doctor's name, chemist's details, student's name and dosage.

All medication administered will be recorded on the Medication Record form and will be checked by a second staff member before it is given. Medication forms must be completed in full by the parent/guardians prior to medication being administered to the child and must include the name, dosage and frequency of use of the medication. A College Care staff member will provide the form for the parent or carers to complete. Medication will not be administered without this form, otherwise parents or carers will be required to return to CC to administer the medication.

When the medication is administered by a staff member, this staff member will sign the medication form noting the time and another staff member will be present as a witness. Under no circumstances are students permitted to self-administer medication. The only exception to this is for asthma 'puffers'. They then may carry the medication on their person or in their bag.

Sun Protection

Our CC program is structured to maximize the use of available shade for outdoor activities and reduce time spent in the sun between 10.00am to 3.00pm. However, always when children are involved in outdoor activities SPF 50+ sunscreen will be applied 20 minutes prior to children go out in the sun and **hats are compulsory**. During Vacation Care children are to wear sun safe clothing at all times; i.e. hats and shirts/dresses that cover the wearer's shoulders – no singlets/tank tops for boys or girls and closed in footwear is to be worn at all times. Please also note that Rash shirts are a compulsory item of clothing for children during all swimming activities/excursions. Please indicate on your CC enrolment form if you do not want your child to use the sunscreen provided by CC. If you do not, then your child **must** bring their own sunscreen to use.

Evacuation & Lock-down Procedures

CC conducts mandatory emergency evacuation and lock down practises every 3 months. Children and families in attendance on these days will be expected to participate in these drills. Our designated evacuation area is currently the large oval and our lock down space is currently the College Care room.

In the event of an external physical threat to staff or students our lockdown procedure will take place. Carers will ensure that all students remain in a room where all doors will be locked and made secure.

Complaints & Grievance Policy

Any complaints or concerns should be addressed and discussed with the CC Coordinator. If concerns are unresolved, the Head of Primary can be contacted or you can reach the service's Area Manager, who can be contacted through the Director. Alternatively, you can call Yolanda Borucki, who is the Manager- Early Learning Operations, on 0455886358. Yolanda can also be reached by letter at 60 Bayliss Street Auchenflower QLD 4066 OR Email: Early.Learning@ucaqld.com.au. Parents are also able to contact the regulating authority (you can find these details on the back page of this handbook).

College Care will not tolerate inappropriate behaviour such as raised voices / physical threats and staff and families should respect each other's roles and concerns.

Child Protection Policy

The Lakes College Child Protection Policy states “Members of the College community (including) CC, reflecting Christ's example, have the right to enjoy an environment free from intimidation, threat, humiliation and illegal acts. The Board regards any unwelcome activities relating to the (personal) emotional, social and physical environment of any person as a threat to the protection and nurturing that is promised to each College family.”

Following on from this:

1. All employees, volunteers, members of the College Board and Approved Provider – are required to have a current “*Working with Children*” police check, known as a Suitability Card which is issued by the Commission for Children and Young People.
2. The Coordinator of CC will provide staff with knowledge of all legislative requirements and changes relating to the protection of children including the Child Protection Act 1999, Commission for Children & Young People Act 2000 and other relevant legislation

When a child protection complaint is made:

- It will always be treated seriously
- If the complaint is made by a student who is an alleged victim, immediate steps will be taken to protect the student and to provide immediate professional counselling support
- Parents or carers will be notified by the College in all cases where the alleged perpetrator is not a member of the student’s family. Notification concerning a family member is a police responsibility.
- The complaint will be investigated immediately by two (2) members of the College's Senior Executive who will maintain a signed, written, confidential record of interview/s.

Inclusion Policy

College Care supports the principles of equity through implementing inclusion and anti-bias practices. We believe that inclusion is about acknowledging the uniqueness of each human being and endeavour to provide enriching and responsive experiences. It is our belief that children and families of all abilities and backgrounds are valued and have a right to be included in all aspects of the service. We feel inclusion of special needs children fosters a caring community and responds to the rights of all children. Inclusion also plays an important part in providing a safe and welcoming environment for all.

Behaviour Management

At College Care, our Behaviour Guidance Policy focuses on encouraging children to learn acceptable self-managed behaviours when interacting with peers, adults and the wider community. We recognise that encouraging children to self-manage in different social and emotional environments is an important life skill that takes time and understanding from educators and families. Behaviour guidance will always be respectful and considerate of the individual child’s development whilst maintaining their rights and dignity. The Lakes College - After and Before College Care promotes The Lakes College’s three Guiding Expectations:

Be Safe; Be Respectful; Be a Learner

We believe this continuity between school and care helps provide clear guidelines for all children to follow in both settings. The full policy is available for parents/guardians at the CC room or alternately can be emailed directly to you. The below chart outlines the steps we take when inappropriate behaviour may occur:

College Care Behaviour Management Table

Step 1.	Verbal reminder - from College Care educator about expectations/rules. Re-direction if appropriate.
Step 2.	One on one discussion – from College Care educator about the choices being made by the child, and what may occur if the behaviour continues.
Step 3.	Move to quiet space (Reflection time) – child to be seated away from the area or activity for approximately 5-10 minutes. Child is encouraged to think about their actions and reflect on how they may have affected others.
Step 4.	Discussion with Coordinator or Responsible person – Restorative chat with the Coordinator/ Responsible person to occur <i>prior</i> to re-engagement with group. Incident will need to be discussed with child’s caregivers on arrival.
Step 5.	Collection by Parent/Caregiver - Child is collected by a caregiver. Details of the incident will be recorded and kept in the child’s folder. Feedback from the parent and child is expected before the child is to re- enter the service.
Step 6.	Temporary Suspension from College Care – Persistent inappropriate or dangerous behaviour will result in an initial suspension for 24 hours with a week probation period when attendance recommences. A Behaviour Contract will be put in place and discussed with Child/ Caregiver/ Coordinator and Head of Primary. If the parents are contacted during this period, a further suspension of one day will occur. Enrolment may be terminated if inappropriate behaviours persist.
Step 7.	Termination of College Care enrolment - Care will be terminated for a period of one Term after reasonable measures have been taken to encourage positive involvement. Negotiation of terms for possible re-enrolment will occur after this period.

The Coordinator reserves the right to bypass any step if the behaviour is deemed serious and considered to be endangering the safety and wellbeing of College Care children and staff.

NATIONAL QUALITY STANDARDS, ASSESSMENT AND RATINGS

The Lakes College - After and Before College Care is bound, by law, to adhere to and satisfy all requirements as stated within the National Quality Framework and more specifically the outside school hours care guidelines “My Time, Our Place”. For more information on the National Quality Framework (NQF) and its requirements you can visit the *Australian Children’s Education and Care Quality Authority*

(ACECQA) website at <http://acecqa.gov.au/>; and *My Time, Our Place Framework for School Age Care in Australia* at <http://www.mytimeourplace.com.au/>.

The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children’s education and care. College Care is currently rated as “meeting” the national standards, with the aim of always improving our practices. The service has a Quality Improvement Plan (QIP) available to be viewed by families, that document changes being made to maximize day to day running of the service and outlines service goals that we are working towards.

The Lakes College After & Before College Care has Operational Approval to have a maximum of 120 children for each of its care type – after, before and vacation care. A copy of the current Education and Care services National Law and National Regulations can be accessed in the College Care Office. These documents are also available online.

CONTACT INFORMATION

QLD Regulatory Authority for School Aged Care Services

Early Childhood Education and Care / Department of Education and Training (Northlakes)

Phone: 5433 6106

E-mail northlakes.ecec@dete.qld.gov.au

North Lakes Regional Office

Level 3 – 10 The Corso

North Lakes QLD 4509

PO Box 248

KALLANGUR QLD 4503

OR

Early Childhood Education and Care / Department of Education and Training

PO Box 15033

CITY EAST, QLD, 4002

Telephone 13 74 68 (*Early Childhood Information Service*)

Email ecec@dete.qld.gov.au

Website www.qed.qld.gov.au/earlychildhood