



2024 OSHC Information Booklet

A more personal way of
learning that values who I AM



WELCOME

We would like to welcome you to St Joseph's School Payneham OSHC. We provide a stimulating and fun program in a safe and friendly environment. Throughout this handbook you will find lots of valuable information to help make your child's stay in OSHC enjoyable throughout the year. If you have any additional queries that are not answered in our handbook, please speak to Karina Forte or Emma Burke. All OSHC Policies, Practices and Procedures are located in a folder which is displayed in our Parents and Caregivers corner. You are welcome to peruse, and discuss, any aspects of our procedures with OSHC staff.

PHILOSOPHY

The St Joseph's School Payneham OSHC is a valuable and integral part of the school community. We provide a stimulating and enriching program for children aged between 4 and 12 years of age to bridge the gap between school and home. We give children the opportunity to have fun, enjoy playing together and to develop friendly relationships while attending before school care and after school care.

VISION STATEMENT

St Joseph's Out of School Hours Care Payneham works in partnership with families and strives to create a community of faith where all are called to live in a loving relationship with God and with each other.

We promote the pursuit of personal excellence and the love of learning in an environment which respects the dignity of each person.

St Joseph's Payneham OSHC works in partnership with families, school and the wider community to provide children's educational and care services during out of school hours. We value our unique heritage, and we work towards creating a better world for the future.

St Joseph's School OSHC philosophy and goals promote:

A safe, secure, happy, friendly and supportive environment where all children, families and caregivers feel self-worth and are comfortable and welcome. Children are knowledgeable beings and our service aspires to encourage their individuality and enhance their skills and experiences.

Together as a team we participate with fairness, inclusion, empathy and respect. All children are encouraged to be creative, have fun, create games and their own play.

We celebrate all achievements and aim to share our experiences, knowledge and create a sense of belonging for each child.

We are all encouraged to explore, accept challenges and work in a team.

Each child is encouraged to grow both socially and emotionally and are responsible for their own actions, environment, personal hygiene and physical well-being.

Our OSHC environment is a place where families and caregivers are encouraged to share their interests, culture and skills.

AIMS

St Joseph's School Payneham OSHC aims to provide a high-quality care for children in Preschool – Year 6, in a warm, comfortable and safe environment while their parents/caregivers work, study or have respite time.

Our aim at OSHC is to provide a safe, interesting and relaxed environment for children to cater for their nutritional, physical, social and intellectual needs. During this time, the children have access to a variety of learning, recreational and social activities whilst focusing on and catering for an individual's strengths and particular requirements.

OBJECTIVES

The OSHC service is a child-centred place where:

- Children and families and staff are treated as equal and valued as individuals
- Children are encouraged to develop to their full potential within a safe, caring and supportive environment
- Children have the opportunity to have a say and participate in activities which are interesting as well as fun and which are inclusive of physical, cultural, intellectual and social needs whilst offering a challenging, rewarding and stimulating environment.
- Children have the opportunity to enhance different areas of development that incorporate their strengths, needs and interests.
- Children are given opportunities to develop self-esteem and independence through positive experiences and providing choices
- Appropriate supervision with adult – child ratios in accordance with the National Quality Standards.
- Relaxing and comfortable surroundings
- Facilities/equipment are maintained in accordance with WHS guidelines.

The OSHC service encourages communication and social interactions by:

- Promoting group activities while still recognizing individual needs.
- Encouraging responsible and positive behaviour guidance
- Encouraging and teaching children to respect the values and cultural differences in others.

The OSHC service is affordable, accessible and addresses the needs of families by:

- Encouraging all parents and caregivers to participate and have a say within the service
- Providing parents with information on Child Care Benefits
- Working in partnership with the children and families as decisions are made in relation to the OSHC program.
- Setting and regularly reviewing OSHC budgets based on standards and needs
- Being transparent in all management, financial and administrative matters

The OSHC service employs appropriately qualified and skilled staff who are:

- Caring and supportive in their interactions with children and families
- Confident in the development of creating and implementing enjoyable and stimulating age appropriate experiences and activities
- Seeking to continually improve and review their professional skills

ACCESS AND AVAILABILITY

The OSHC & Vacation Care Program is accessible to all children inclusive of their physical, social, intellectual, cultural, or religious needs. Our OSHC service is provided within the school grounds, and caters for children from Preschool to Year 6 who are enrolled for the service. Numbers are in

accordance with approved OSHC places which is specific to our school. Enrolment in Vacation Care is subject to availability and in line with the assigned ratio of staff to students.

OSHC STANDARDS

Our OSHC is licensed by the Department of Education and Children's Services under the National Quality Framework. Our registration is displayed on the wall and located within our Parents and Caregivers corner. St Joseph's School Payneham OSHC is registered for up to 80 children in Before School Care, and 80 children in After School Care.

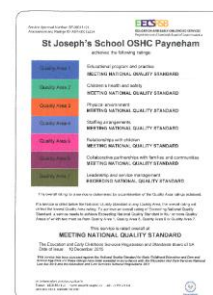
QUALITY ASSURANCE – The National Quality Framework:

The objectives of the National Quality Framework are:

- To ensure the safety, health and wellbeing of children attending education and care services
- To improve the educational and developmental outcomes for children attending education and care services
- To promote continuous improvement in the provision of quality education and care services
- To establish a system of national integration and shared responsibility between participating jurisdictions and the Australian Government in the administration of the National Quality Framework
- To improve public knowledge, and access to information, about the quality of education and care services
- To reduce the regulatory and administrative burden for education and care services by enabling information to be shared between participating jurisdictions and the Australian Government.

The National Quality Framework includes:

1. A **national legislative framework** of the OSHC Education & Care Services ("National Law")
2. The Education and Care Services National Regulations ('National Regulations')
3. A **National Quality Standard** consisting of 7 Quality Areas:
 - QA 1: Educational Program
 - QA 2: Children's health and safety
 - QA 3: Physical environment
 - QA 4: Staffing arrangements
 - QA 5: Relationships with children
 - QA 6: Collaborative partnerships with families and communities
 - QA 7: Leadership and service management.
4. A **national quality rating and assessment** process rating from 1 -5
5. A **Regulatory Authority** with primary responsibility for monitoring and assessment
6. A **national body—ACECQA—to** oversee the new system and guide its implementation.



CONSULTATION

Our OSHC service encourages feedback and engagement with families through its Quality Improvement Plan (QIP) and aims to improve both student outcomes and family satisfaction. Please refer to our National Quality Framework – In Action display where we welcome feedback and suggestions.

PRIVACY STATEMENT

All personal, family or medical information is collected for the purposes of care and supervision of the students. All such documents are kept in locked cupboards and accessed only as required. All shared information between staff is on a need to know basis and kept in the strictest confidence.

PROGRAM

Our OSHC Director and OSHC staff are responsible for developing the OSHC & Vacation Care program. Children are actively involved in programming and planning, including feedback and suggested improvements. At OSHC we use the “My Time, Our Place” Framework to assist in developing a program that reflects individual children's needs, and the needs of the group as a whole. Working with the children we focus on numerous topics throughout the year which they have chosen to learn about. We include physical, thinking and craft activities that capture and teach about these topics.

Children are also provided with the choice of a variety of varied activities, both indoors and outdoors, including but not limited to construction, imaginary play, puzzles, games, drawing, painting, making, ball games, nature play, sand pit, chalk, playground and chalk. Our OSHC service also accesses the Sporting Schools Program when available, encouraging children to participate in free sporting workshops after school.

ENROLMENT

An Enrolment Form must be completed each year prior to commencing. Once form is lodged bookings may be made via Spike Childcare App. Forms are available in the OSHC room, located in the Parents and Caregivers corner, on our School website and also in the School Front Office.

When filling in the enrolment forms, please complete all areas carefully and clearly. If your child has any allergies or illnesses please notify staff prior to your child's commencement of care in order for the appropriate measures to be taken for your child's health and well-being. An annual enrolment fee of \$30.00 per family applies.

DROP OFF AND PICK UP PROCEDURE

Only the person/s identified on the child's enrolment form are authorized to collect a child. If these details should change, the OSHC Director must be notified in advance. Each adult who is listed as a “collection authority” will receive an individualized pin to use for signing their child/ren in and/or out of the OSHC service via the OSHC iPad.

This pin is unique to the individual and we ask that you keep your code in a safe place at all times, and accessible at arrival and collection times for signing in and out.

As this is a legal process, please do not allow your child to enter your pin code, this is accessible to parents and caregivers only.

***PLEASE NOTE – to ensure the safety of students who are playing outside, parents are not permitted to drive into the school yard to drop-off or pick-up their child/ren.**

BEFORE SCHOOL CARE:

During before school care (BSC), we aim to provide a quiet and relaxing program. Children have access to computers, games, craft or quiet reading/learning time. Our before school service runs from 7:00am to 8:30am. Children leave at 8:30am when a teacher is on duty. Preschool and Reception children will be walked directly to their classrooms. At special request, children who are starting or new to the program will be assisted by staff to their classrooms.

All children attending BSC must be dropped off a parent/caregiver and signed electronically into OSHC by that person. Toast, with an assortment of spreads, is served between 7:00am – 8.00am. If parents/carers would like to send in other breakfast food for their child to eat in the morning, could you please ensure that it is fully prepared and ready to eat. Please remember that we are a nut free and nut product free school.

AFTER SCHOOL CARE:

During After School Care (ASC) we aim to provide a program which is developmentally appropriate to the learning and leisure needs of the children from Preschool to Year 6. We provide a healthy afternoon tea at 3:30pm and all children are encouraged to have afternoon tea. Allergies and special dietary needs will be catered for with **prior arrangement**.

At 3pm OSHC staff ensure the safe arrival of the children into the Multi-Purpose and individually sign them in. Preschoolers and Reception children are collected directly from their classes. Once all children have been signed in, group time commences and the daily activity choices are explained. Free time commences at 3.20pm and planned activities commence at 4pm.

Our OSHC service offers a Homework Club which runs from 4pm to 4:30pm daily to ensure that children do not miss out on the opportunity to keep up to date with school work and assist with the school/home balance.

VACATION CARE & PUPIL FREE/CLOSURE DAY

We aim to provide a safe, fun, friendly environment where children can enjoy their holidays and experience a variety of excursions, art and craft activities, sports, cooking and lots more. Vacation Care children need to be of Preschool or school age and have completed the OSHC enrolment process.

HOURS OF OPERATION

Before School Care: 7:00 am – 8.30am

After School Care: 3.00 pm – 6.00pm

Vacation Care & Pupil Free Days: 7.30am – 6.00pm

Please be aware OSHC CLOSSES AT 6.00pm. If you are running late fees apply in accordance with the Cancellation and Late Collection Fee Policy (refer to page 9 of the handbook).

PARKING

Parking is available on Portrush Road, Marian Road and Tarcoma Avenue. Please do not drive into or block the Church driveway at any time. Parents/ carers are not to drive into the school yard to deliver or collect their children, especially during after school hours when there is sports training or other outdoor school activities.



FIRST AID & MEDICATION

All personal information and emergency contact details provided to OSHC are used to administer medication or attend to First Aid and any allergic reactions. We are a nut free environment and encourage all parents to promote healthy and safe practices.



UNIFORM POLICY

Normal school uniform and hat policies applies in **OSHC** during the school term. During **Vacation Care in Term 1 & 4, or when the UV Index is forecast to be 3 or higher**, children are required to wear a sun-safe hat. School hats are preferred, especially for excursion days. Please ensure that children are dressed in clothes that are suitable to the planned activity. Please ensure no high heeled shoes or boots are worn. We would prefer children to wear comfortable footwear such as sand shoes, flat sandals etc.

Please ensure all children wear sun-safe tops (shoulders must be covered - no strappy tops).

OSHC SUN PROTECTION POLICY

St Joseph's School Payneham, including OSHC is a SunSmart School.

The aims of the Sun Protection Policy are to promote:

- Positive attitudes toward skin protection
- Lifestyle practices which can reduce the incidence of skin damage
- Personal responsibility for, and decision making about, skin protection
- An awareness of the importance of environmental conditions in our school with the aim of reducing the level of exposure to the sun.



The OSHC Sun Protection Policy is implemented in Term 1 & 4 and when the UV levels rise to 3 or above at other times. When the UV radiation levels are below 3, sun protection is not required to allow sun exposure for vitamin D.



OSHC & Vacation Care Sun Protection Policy ensures children, staff and visitors use a combination of sun protection practices whenever the UV is 3 and above. The UV can be monitored daily via the Bureau of Meteorology website www.bom.gov.au/sa/uv. Children attending before school care do not need to practice Sun Smart behaviours as the UV radiation levels are rarely above 3 before this time. For Vacation Care, children are encouraged to apply sunscreen at home and it will be reapplied if necessary during the day before commencing outdoor activities.

HATS

All students are expected to wear the school broad brimmed hat whenever outside; including before and after school during Term 1 & 4 and at other times when the UV index is 3+. A “No Hat, Play in the Shade” policy operates within the OSHC service. Caps are not a suitable hat. Any student not wearing a hat will be expected to play in the shade under the verandah.

SUNSCREEN

All staff & students are asked to supply their own (SPF 30+ or higher) broad spectrum, water resistant sunscreen throughout the year whenever the UV Index is 3 or above. On these days, sunscreen will be applied 20 minutes before outside activities, and reapplied every 2 hours.

WEATHER DURING VACATION CARE

If there is wet/extreme weather conditions, the activity may need to be cancelled and another activity will be planned. You will be notified by the Director if planned activities are cancelled.

INTERNET & PHOTO CONSENT

Within our enrolment form we specifically ask permission to use student images for school purposes like newsletters, blogs, school website and marketing. Students also sign an ICT agreement for the proper use of internet, email, school publications and digital media. This also applies to the students while they are in OSHC or Vacation Care.

SUPERVISION & BEHAVIOUR

All children are expected to behave in a manner in line with School policies and the underlying ethos of the School under the direction of the OSHC Staff. By signing the OSHC enrolment form, you accept that OSHC and Vacation Care reserve the right to exclude/suspend a child for serious or continued breaches of the OSHC rules/expectations of behavior (in consultation with the Principal or Deputy Principal).

SUSTAINABILITY

We like to promote care for our environment and therefore we have garden beds near OSHC and we also promote recycling. Our making tables are a great way to recycle cereal boxes and cardboard cylinders, cartons and other items for the children to do modeling. Yellow lid bins are for recycling paper and cardboard. Our OSHC participates in school initiatives regarding sustainability and environmental awareness. You are welcome to recycle with us or contribute flowers or plants for the garden beds.



PARENTAL INVOLVEMENT

OSHC welcomes participation on the OSHC committee, volunteering with OSHC activities or suggestions and contributions for quality improvements. The committee comprises of the OSHC Director, School Principal, a School Board representative, a P&F representative, and any OSHC family members who wish to participate. Please contact the OSHC Director if you are interested in joining the committee.

COMMUNICATION

Day to day changes in OSHC times may be made via the OSHC phone to our Director, or contacting the Front Office.

Regular communication within the OSHC service includes term newsletters, regular SeeSaw messages, posts and updates, emails, individual text messages and face to face conversations.



Your ideas, suggestions and feedback are most welcome in our Parents and Caregivers suggestions box, our weekly questions book, on our National Quality Framework – In Action board or emailed directly.

CHILD CARE SUBSIDY (CCS)

Our OSHC Service uses CCS software to record child enrolment and attendance information. This data is submitted to the Department of Education & Training to allow the calculation/payment of Child Care Subsidy (CCS) and fee reductions on behalf of children in OSHC.

To make Child Care Subsidy claims and view the status of your claims, you will be able to go to myGov and sign in to access your Centrelink online account. If you do not have a myGov account, you can create one and link it to your Centrelink online account.

Parents/Guardians wishing to claim Child Care Subsidy must provide the **enrolling parent's** CRN number and date of birth, together with the **child's** CRN number and date of birth to our service.

Families who have enquiries regarding their eligibility and entitlements for CCS or who require a Customer Reference Number (CRN) should visit Centrelink Office or telephone 136 150.

Under this scheme, parents/guardians will continue to deal with Centrelink for all their CCS payments. Parents/Guardians are still required to advise Centrelink about any changes to their situation such as changes to income or a child commencing school.

Families who do not access OSHC services for a period of 14 weeks or more (i.e. families who use Vacation Care only, and do not use OSHC during the term), will have to submit a new claim with Centrelink. This can be done by logging into MyGov and confirming the new enrolment.

FEES

Before School Care:	7:00am – 8:30am	\$12.00 per child per session
After School Care:	3:00pm – 6:00pm	\$19.00 per child per session
Vacation Care:	7:30am – 6:00pm	\$68.00 per child per day

PAYMENT OF FEES CAN BE MADE BY:

- QKR app – ***Preferred Method***
- Credit card via telephone: T (08) 8206 5100
- Direct Debit from your bank account or credit card on a weekly or fortnightly basis. – forms to be completed at the School Office
- **Payment for Vacation Care is accepted via the QKR app ONLY.**



OSHC & Vacation Care fees are due and payable within 7 days of the invoice date.

Payments made on or after Monday of the following billing period will be shown on the next week's account.

DIFFICULTIES WITH PAYMENT OF FEES

Families who are experiencing financial hardship or an alteration to family circumstances and consequently find difficulty paying their fees need to inform the Director to negotiate a suitable arrangement for fee payment. The agreement will be written and signed by both parties and it will be filed for future reference.

NON PAYMENT OF FEES

Families who have an account which is outstanding will receive notification on their account. This will be highlighted as fees owed. Continued nonpayment of fees owed to the service or failure to make contact with the Director will result in a letter or email being sent to the family. The letter or email will clearly state that the child/children's attendance at OSHC will be refused until outstanding fees are paid in full.

LATE PICK-UP FEES

OSHC & VACATION CARE: Late fees apply for collection after 6:00pm – \$10 for the first 10 minutes, or part thereof, followed by \$5 each minute thereafter, per child. If you think you are going to be late to pick up your child you are required to notify OSHC staff by calling the OSHC mobile number.

BOOKINGS AND CANCELLATIONS

A 2024 enrolment form needs to be completed and returned to the front office or to OSHC staff prior to making bookings.

The Spike Parent App, allows you to book and view your child's bookings, immunisation status, health and dietary conditions as well as your invoices and statements.

Via the app we will also be able to send messages, activities (including photos), notes and alerts.

Use your phones camera app to scan the QR code below.



Your username is your email address and your password is your PIN.

If you do not know your PIN, or your PIN is not working click on 'reset your password'.

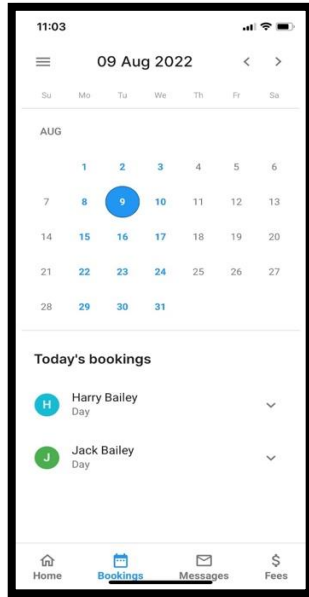
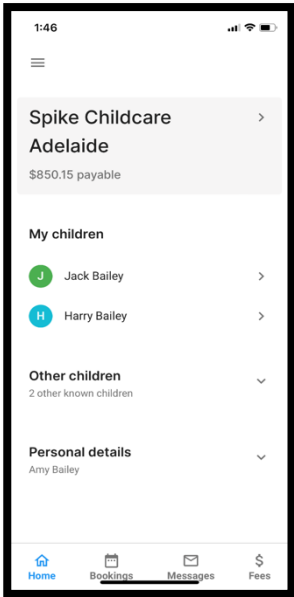
You will receive an email from Economic Outlook with the subject 'reset password'.

Resetting your password does not change your PIN for the electronic attendance system.

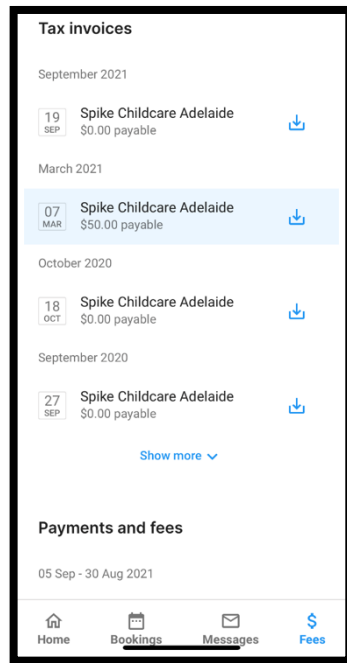
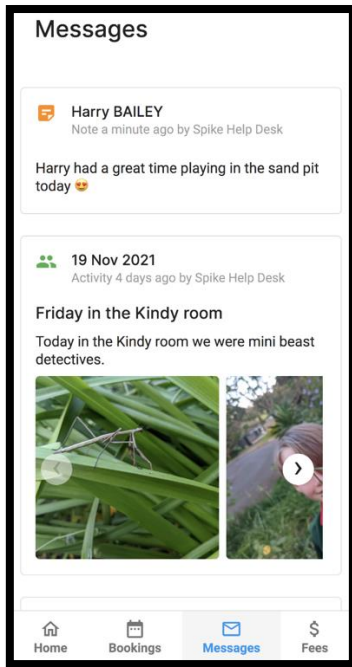
You will be guided to install the app.

With increasing numbers we suggest that you book your child/ren into all required OSHC sessions at the beginning of each term. There may be times when we are completely booked out and cannot provide care; in this situation the online system will not allow you to book your child/ren into the session.

Here's some of what you will see on the Spike app



The bookings screen above right displays your child's current bookings (in blue).



The messages screen above left displays all messages, activities and alerts sent from your child's service.

The fees screen above right displays all of your tax invoices, child care fees, CCS payments and receipts.

Please Note: Only the account holder can access the parent app

BSC and ASC Cancellations: Cancellations need to be made by 5:00pm the night prior to a BSC booking and by 9:00am the day ASC is required. Cancellations can be made by unlicking the booking on the spike childcare app. In the case of an emergency and missed cut off times, parents/caregivers can notify OSHC staff on 0409675738 regarding cancellations. You will still be charged if you have not cancelled your child's booking.

Vacation Care Cancellations: Cancellation of bookings are required by 9:00am the day prior to a booked session. Full payments of fees apply if cancellations do not occur by 9:00am the day prior.

MEDICATION

All children who require medication during their time at OSHC, in both Before/After School Care or Vacation Care, will require a medication form filled out and signed by their doctor with an accompanying action plan. These forms are kept in the OSHC office and the School Front Office First Aid Room.

If a child is sick or has an accident, appropriate action will be taken by the OSHC staff. Families need to provide up-to-date medical and contact information with Vacation Care enrolments. Medication is administered according to the school guidelines and following current action plans. Please make sure that all details are up to date for your child.

Infectious Disease: If a child is suspected of carrying an infectious disease, all attempts will be made to contact the parents and isolate the child to avoid cross contamination.

FOOD AT OSHC AND VACATION CARE

St Joseph's School Payneham OSHC and Vacation Care is a nut free environment. Therefore, we aim to have no nut products consumed in the service. This includes; Peanut Butter, Nutella, sweet biscuits with nuts or chocolate bars with nuts etc. We ask that you support us by NOT sending products that could contain nuts with your child.

During Before School Care Sessions, Breakfast of toast is provided between 7:00am-8:00am, and a healthy afternoon snack is provided at 3:15pm daily. Children are encouraged to contribute to the weekly menu at OSHC. We aim to provide a variety of new, exciting, healthy and culturally diverse foods.

Vacation Care, it is essential that a water bottle, packed lunch and brain food are brought every day, unless otherwise specified on the program. Please name all items. We prefer children to have cut lunches rather than food that needs to be heated. Please inform the staff if your child has any specific dietary requirements.

Breakfast of toast is provided between 7:30am-8:00am, and a healthy afternoon snack is provided at 3:15pm daily.

Snacks: Children will generally be offered a variety of fresh fruit and/or vegetables. We aim to make the menu interesting and varied although this is a snack only and children should enjoy their evening meal.

EXCURSIONS

Your child must be dressed in comfortable clothes and footwear suited to the weather and excursion. Activities may change at short notice due to numbers, weather etc. The Director will advise families where possible of the activity changes. Please note the departure times. Your children must be at Vacation Care 20 minutes prior to leaving for the excursion.

EVACUATION PROCEDURE AND FIRE DRILLS

Fire drills and Lock-In drills are completed once per term. The OSHC Director is responsible for scheduling emergency drills, in consultation with the School Principal.

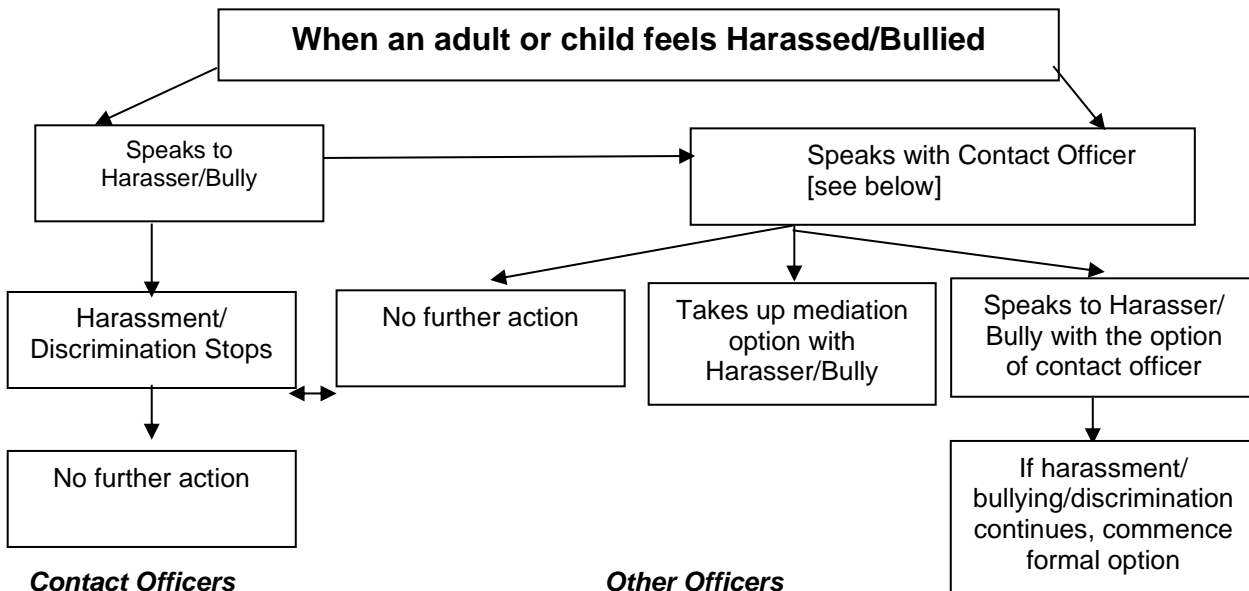
DECISION MAKING

Management decisions are made by the Management Committee, via suggestions and comments by parents, carers, staff and children which are brought to the meetings which are held each term. The Director, the Principal and parent representatives attend these meetings. Families, children, management and staff have opportunities to contribute to the improvement of services.

COMPLIMENTS, COMMENTS, FEEDBACK

The OSHC Grievance Policy outlines the procedures to follow if you would like to make any comments or raise any issues about the care or make any complaints about the services provided. Additionally, there is a feedback box for your convenience in the Parents and Caregivers Corner located in the OSHC room.

GRIEVANCE FLOWCHART at St. Joseph’s Payneham O.S.H.C.



Contact Officers (Informal)

OSHC Directors: BSC & ASC
Class teachers

Other Officers (Formal)

Principal: Simon Mechis
Deputy Principal: Michael Musolino

GRIEVANCE PROCESS FOR PARENTS /CAREGIVERS

At St. Joseph’s Payneham OSHC, if parents/ caregivers have a concern or query:-

- STEP 1:** Make an appointment to see the OSHC Director.
- STEP 2:** If necessary, make an appointment to see the Principal and the OSHC Director together, if there is a need for further clarification/discussion.
- STEP 3:** If not completely satisfied, present the issue or concern to the School Board or the OSHC Coordinator from the Catholic Education Office.
- STEP 4:** Parents / Caregivers can approach Human Resources Services in the Catholic Education SA, if the matter has not been resolved.

IMPROVING OUR SERVICES

During the year, families, children, management and staff have various opportunities to contribute to the evaluation of our services. Please ask about our policies, practices and procedures. These documents are located in the OSHC room and are available for you to reference. Keep an eye out for our feedback forms and suggestions box.

T \ OSHC \ 2022 \ 2023OSHC Information booklet

Service Approval Number: SP0051131
 Approved on: 14 July 2023
 Address: 140 Payne St, PAYNEHAM SA 5095

ECS
 EDUCATION AND CARE SERVICES
 REGULATORY AUTHORITY

St Joseph's School OSHC Payneham
 achieves the following ratings:

Quality Area 1	Substantial programs and practices MEETING NATIONAL QUALITY STANDARD
Quality Area 2	Children's health and safety MEETING NATIONAL QUALITY STANDARD
Quality Area 3	Physical environment MEETING NATIONAL QUALITY STANDARD
Quality Area 4	Staffing arrangements MEETING NATIONAL QUALITY STANDARD
Quality Area 5	Relationships with children MEETING NATIONAL QUALITY STANDARD
Quality Area 6	Collaborative partnerships with families and communities MEETING NATIONAL QUALITY STANDARD
Quality Area 7	Leadership and service management MEETING NATIONAL QUALITY STANDARD

This report is up to date as at the date of publication of this Quality Area ratings update.

This service is rated against the National Quality Standard (NQS) for early childhood education and care services. The NQS is a national standard for early childhood education and care services. It sets out the minimum standards for the quality of early childhood education and care services. The NQS is based on the following principles: safety, health, wellbeing, learning and development, and equity and inclusion.

This service is rated overall as **MEETING NATIONAL QUALITY STANDARD**.

The Education and Care Services National Quality Standard (NQS) was developed by the Education and Care Services Regulatory Authority (ECSRA) in consultation with the Education and Care Services National Quality Standard Advisory Committee (ECSNQSAC) and the Education and Care Services National Quality Standard Working Group (ECSNQSAG). The NQS was published on 10 December 2015.

This service has been assessed against the National Quality Standard (NQS) for early childhood education and care services. The NQS is a national standard for the quality of early childhood education and care services. It sets out the minimum standards for the quality of early childhood education and care services. The NQS is based on the following principles: safety, health, wellbeing, learning and development, and equity and inclusion.

For information on the NQS, visit www.ecsra.gov.au.
 Email: enquiries@ecsra.gov.au | Phone: 1800 000 000
 1800 000 000 | 1800 000 000