



**WELCOME TO LEAPKIDS**

**Leap! Kids™**

Learn. Engage. Active. Play



**Outside School Hours Care**

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## ABOUT US

Welcome to Leapkids before and after school care at Fitzroy Primary School. We are a family owned and operated children's services provider offering Outside School Hours Care including Before & After School Care, Pupil Free Days and Vacation Care Programs. We are passionate about fostering personable relationships with families, children and their local communities. Our child-focused philosophy means that children are at the heart of everything we do.





## Our Values

At Leapkids, we celebrate kindness and fun in children's lives. We believe that play is key to children's overall development and happiness. We also believe that all children deserve access to quality care when they are outside of school hours, regardless of their social, economic or cultural background.

## Our Approach

We have a genuine 'hands-on' approach and work closely with families and the school to ensure that our programs and services meet the needs of the school community. Our 'open door' policy means that families can access us immediately at the service and through our dedicated phone line.

## Our Educational Programs

Our programs are underpinned by our core values of family, belonging, diversity and engagement. Activities are developed and implemented around the needs of each child and community setting. Each activity is carefully designed to foster positive attitudes in children and encourage confidence and self-esteem.

## Nationally Accreditation

Leapkids is an approved and registered Australian Children's Services provider. We operate in accordance with the National Quality Standards, and comply with the guiding principles of the Children Services National Law and Regulations.



## BEFORE & AFTER SCHOOL CARE

Our before and after school care programs are developed in accordance with [My Time, Our Place](#) – Framework for school age care in Australia. They are an ideal option for busy parents, and an excellent outlet for children to interact with their peers and build on



existing and new friendships. They provide a wonderful opportunity for children to engage in social and life skills and interact with children outside of their immediate classroom.

Our before and after school care service is also the perfect time for children to relax, have a snack and explore interests not always catered to within the school curriculum. Children in our before and after-school care programs benefit from making new friends, learning about the values of friendship and diversity, and having the opportunity to explore interests in a safe and supportive environment.

As part of our before & after care school care programs, we offer:

## FUN ACTIVITIES

At Leapkids, children are at the heart of everything we do. Our well planned and carefully structured educational programs are designed to give children access to a range of age-appropriate experiences and life skills including arts and crafts, cooking, painting, construction, drama, music, imaginative play, sport, outdoor games and more.

## HANDS-ON EXPERIENCES

We love to see children in our care actively engaged. Our programs are informed by the children and their parents/guardians/carers, and planned to give each child practical hands-on experiences. On any given day, our team leaders will incorporate child-initiated activities such as painting, role play and drama into the program.



## INTEREST-BASED CLUBS

We give children opportunities to participate in specific interest-based clubs, that are especially designed to excite, encourage exploration, and extend children's learning. We offer a variety of clubs such as Craft Mania, Mini

Movie Makers, Fitness Frenzy, Mad

Scientists, Baketopia, Mindfulness, Green Shoots and more.

## NUTRITIOUS FOOD

We provide a healthy breakfast and afternoon snack. We regularly provide opportunities for children to

experiment with food and cooking, and

encourage children to make healthy eating choices.

## VACATION CARE (SCHOOL HOLIDAY PROGRAM)

Leapkids school holiday programs are fun, educational and designed to foster a sense of identity and belonging. They provide a safe space for children to enjoy their holidays, especially when parents work or have limited time and resources to entertain them. We engage in age-appropriate learning and fun activities within the school grounds and the broader community.

Our programs offer children endless opportunities to engage with their peers, in friendly and supportive care environments that encourage exploration and curiosity. Especially themed days offer children a variety of ageappropriate activities and opportunities to engage in a variety of interactive hands-on activities including indoor and outdoor games, baking, construction, imaginative play, music, dance, sports, puppetry, karaoke, arcade air hockey, basketball and foosball.

Our action-packed holiday adventures also involve a fun mix of incursions and excursions, to carefully selected places including state of the art indoor play and adventure arenas, ten-pin bowling, the movies, museums, live theatre and much more. No two days are the same!

As part of our school holiday programs, we offer:

- ✓ Safety and compliance with National Quality Standards
- ✓ Dedicated team of supervisors and educators
- ✓ Individualised medical management plans
- ✓ Healthy and nutritious afternoon tea
- ✓ One-point contact parent support
- ✓ Quick and easy booking portal
- ✓ A designated customer support team
- ✓ Great adventures and loads of fun!

Our action-packed  
school holiday  
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## FEE STRUCTURE

SESSION TYPE	FEES	
Before School Care	\$20.00 [Permanent]	\$23.00 [Casual]
After School Care	\$25.00 [Permanent]	\$28.00 [Casual]
Late Collection Fee	\$2.00 Per minute rounded to whole minute	
Pupil Free Day	\$95.00	
Early Finish	\$40.00	
Vacation Care (School Holiday Program)	\$125.00 Excursion \$110.00 Incursion \$95.00 Standard	

Fees published are full fee (per session, per child) before Child Care Subsidy (CCS) is applied. Fees are inclusive of all experiences, excursions and incursions. Families eligible for CCS will receive a rebate according to their CSS entitlements. Use our [CCS Estimator](#) to get an out-of-pocket fee estimate. For more information on Child Care Subsidy (CCS) rebates go to [Child Care Subsidy-Service Australia](#)

## HOURS OF OPERATION

SESSION TYPE	HOURS
Before school care	6:45 AM – 8:45 AM
After school care	3:30 PM – 6:00 PM
Student Free Day	7:00 AM – 6:00 PM
Early School Finish/End of Term Finish	2:30 PM – 6:00 PM
Vacation Care (school holiday program)	7:00 AM – 6:00 PM

## CHILD CARE SUBSIDY (CSS)

Leapkids is approved to administer Child Care Subsidy (CSS). Eligible families can access fee subsidy through the Federal Government's Child Care Subsidy (CCS) scheme. Any questions about individual Centrelink/Family Assistance Office benefits or entitlements should be forwarded to Services Australia - Family Assistance Office on 13 61 50 or via email through the family MyGov account or contact.

Families seeking to claim a subsidy for our service must supply Leapkids with correct CRNs, dates of birth and names. Please do this carefully as CRNs differ between parents and individual children. The information provided must match the information given to the Family Assistance Office, and provided before a child attends our service. All information you provide regarding entitlement to Child Care Subsidy must be correct, up to date, and consistent with the information you provide to Centrelink. **Please ensure that 'Parent 1' on the child's Enrolment Form is the parent who is eligible for CCS.**



## Confirmation of Enrolment

To receive your Child Care Subsidy, the account holder must confirm their Certified Written Agreement (CWA) via their [MyGov](#) account, after making a booking with Leapkids. More information on CWA, and how to confirm enrolment can be found on Services Australia website: [Confirm enrolment for Child Care Subsidy](#)

## ENROLMENT, BOOKINGS & CANCELLATIONS

All enrolments and bookings are made online via our Parent Portal which can be accessed on the [Leapkids](#) website. We have two types of bookings (Permanent and Casual). A 'Permanent' booking is for children who will use our service regularly on specific days each week. A 'Casual' booking is for children who will use our service occasionally on a need basis. Bookings for before and after school care are made via email to [enquiries@leapkids.com.au](mailto:enquiries@leapkids.com.au)

### Cancellations – Before & After School Care

Cancellations to a confirmed booking in Before & After School Care is to be made in accordance with our cancellation policy as follows:

1. Cancellation to a confirmed booking made seven days from the start of a session will not incur the applicable session fee.
2. Cancellation to a confirmed booking made within seven days from the start of a session with a medical certificate will not incur the applicable session fee.
3. Cancellation to a confirmed booking made within seven days from the start of a session without a medical certificate will incur the applicable session fee.

### Cancellations – Vacation Care (School Holiday Program)

1. Cancellation to a confirmed booking made via email seven prior to the closing date that is published on Leapkids website, will incur a non-subsidised \$10.00 cancellation fee, charged per child, per day.
2. Cancellation to a confirmed booking made via email after the closing date that is published on Leapkids website will incur the applicable session fee in full, charged per child, per day.

## PAYMENTS & CHARGES

All payments to Leapkids are direct debited fortnightly via ZenPay Pty Ltd (Trading as Childcare Easypay). You will incur processing fees by ZenPay, an external payment provider. The fees and charges applied by ZenPay are not charged by Leapkids. ZenPay fees are: \$0.90c Per Direct Debit transaction, 1.34% for Mastercard transactions, 1.54% for Visa and 1.86% for AMEX.

### Late Collection Fee

Children are expected to be collected no later than the service closing time (6:00 PM). A late collection fee of \$2.00 per minute (rounded to whole minute), per child applies after the service closing time to cover staffing costs. You must notify staff at the Service if you will not be able to collect your child by 6:00 pm due to unavoidable circumstances.

## Refunds & Credits

Our refund and credits policy only applies for vacation care (school holiday program) as follows:

1. Once the vacation care program starts, refunds or credits will not be issued for absences, cancellations and/or unsuspected illnesses or injury, including COVID-19 related illnesses.
2. Leapkids is under no obligation to refund or offer credit for a confirmed session your child does not attend.
3. Leapkids reserve the right to discretion on all decisions concerning refunds and credits.

## WHAT TO BRING TO THE SERVICE

Please ensure your child is provided with the following:

- ✓ A named water bottle
- ✓ Closed-in footwear. No thongs or strappy sandals
- ✓ A wide-brimmed hat (During Sun Protection season –September to April)
- ✓ Appropriate clothing to weather conditions
- ✓ Spare clothing for planned water activities
- ✓ A nutritious lunch box (For vacation care only). Afternoon tea is provided at the service.

## Personal Items

At Leapkids, we do not encourage children to bring any personal items to the service, such as spectacles, electronic devices, toys or games, due to such items becoming lost or damaged. For this reason, we will not be liable for any damage or loss to any personal item/s brought to the service.

## SIGNING IN & OUT

We have strict procedures regarding the delivery and collection of children, and authorised nominees who may collect children from our service. All children must be signed in and out of the service upon arrival and departure by a parent/guardian or authorised nominee on the child's enrolment form. Prior arrangement must be made with Leapkids in writing for any person who is not authorised on the enrolment form to collect children, and will be required to provide proof of identity on arrival.

Children will not be permitted to leave the service unaccompanied without prior written authorisation from the parent/guardian, detailing the time of departure and officially releasing Leapkids from 'Duty of Care'.

## MEDICAL CONDITIONS & DIETARY REQUIREMENTS

### Asthma, Anaphylaxis

The safety and well-being of children in our care is always paramount. We work closely with families to ensure that we have all relevant medical information and documentation. Parents are required to explain any allergies and specify any known triggers on the enrolment form, as well as provide Leapkids with any official diagnosis from a doctor. We have strict procedures in place for staff to follow in order to minimise allergic reactions. For any diagnosed allergy, we will require an 'Action Plan' with a colour photo of your child, completed by your doctor to assist in managing your child's needs; as well as a 'Risk Minimisation plan' that must be updated annually.



## Administering Medication

Our educators can only administer medication prescribed by a doctor. Educators cannot administer nonprescription drugs or dietary supplements, unless we are provided with written authorisation by a doctor. Medication can only be administered to a child by educators from its original packaging with a pharmacy instruction sticker. On arrival, parents/guardians must give the medication to an educator for safe storage, and complete a 'Medication Authorisation Form'. Under no circumstances, should medication be left in a child's bag.

## Dietary Requirements

Written information is required regarding any cultural, religious or dietary requirements. Please avoid providing your child with food that may contain traces of nuts or egg, to protect children at our service diagnosed with anaphylaxis.

## CHILDREN WITH ADDITIONAL NEEDS

At Leapkids, we support all children to participate in our programs and services. In order to provide quality and responsive care that meets the needs of individual children, we will require at a minimum of 4 weeks advance notice to assess applications, apply for inclusion support and allocate appropriate levels of support. We treat each case individually, and make decisions in collaboration with parents/guardians based on the needs of the child, and availability of appropriately qualified staff and support.

## SUN PROTECTION

Our 'Sun Protection Policy' will be enforced from September until the end of April. Our 'Sun Protection Policy' and procedures have been developed to ensure that all children, employees and visitors attending our service are protected from skin damage caused by harmful overexposure to UV radiation from the sun. Children are required to bring a broad-brimmed legionnaires or bucket hat and sun screen (if you are providing your own) during the sun protection period. Children who do not have an appropriate hat will be required to remain inside or play under the shade for the duration of the session.

## STAFFING & SUPERVISION

Leapkids strives to maintain consistency of staffing at the service at all times, ensuring continuity and trust with families and children. Educator to child ratios is strictly adhered to within the service, ensuring compliance with the Education and Services National Regulations. Our experienced educators are actively engaged with the children, ensuring a high level of supervision and safety. Our educators are adequately trained in child protection and mandatory reporting, and committed to safeguarding all children in our care.



## BEHAVIOUR GUIDANCE

Our Educators will always encourage children to foster positive attitudes, confidence and self-esteem. Our Educators follow our 'Interaction with Children Policy' which give consistency of expectation. This policy allows children to develop self-discipline and respect for themselves, respect for others and property whilst learning to regulate their behaviour. In the event, a child's behaviour becomes disruptive, dangerous or threatening to themselves and/or others, we will work closely with the parent/guardian to support the child to correct the behaviour.

## CODE OF CONDUCT

At Leapkids, we believe that parents, guardians and carers play an important role in the modeling of appropriate and respectful behavior. Parents, guardians and carers are expected to conduct themselves appropriately and respectfully towards our staff at all times. We encourage parent, guardians and carers to communicate any concerns in accordance with our policies and procedures. We are committed to handling complaints and concerns that may arise respectfully and professionally.

## GRIEVANCE PROCEDURE

The service welcomes all parent/guardian feedback including concerns and complaints about our educators, programs and activities and any other aspect. We have an 'open-door' policy that gives access to parents/guardians to raise grievances without prejudice. We aim to resolve grievances in a respectful, professionally and amicable manner. We would encourage parents/guardians, in the first instance, attempt to resolve any grievance with our staff at the service. Where a parent/guardian is not satisfied with a resolution to their grievance, they have access to escalate their complaint/concern to levels of management for guidance and resolution.

## PRIVACY & CONFIDENTIALITY

All personal information collected will be managed openly and transparently in a way that protects an individual's privacy and respects their rights under Australian Privacy Laws. We have systems and practices in place to ensure personal information is secure and can only be accessed by those who need the information or may legally access it. We only collect or use personal information needed to educate and care for children at our service, or to comply with our legal obligations. We collect personal information directly from the child's parent/guardian. We may also collect information through the Family Law court orders or agreements and health professionals.



## POLICIES & PROCEDURES

At Leapkids, we have government approved policies and procedures which guide our best practice, core business processes, methods and standards for how we operate our service. We regularly review our policies procedures, and welcome contribution from parents, guardians and carers to ensure that our processes are responsive to the needs of our school community. A copy of policies and procedures manual is available at the service

## TERMS & CONDITIONS

Leapkids has established Terms and Conditions that apply between users of our programs and services. It is the parent/guardian's responsibility to read and understand our terms and conditions prior to any new enrolment or booking. By enrolling your child with Leapkids, you indicate your agreement to be bound by Leapkids Terms and Conditions. If you have any questions about any of these terms and conditions, please contact us on 1300 366 235 or [enquiries@leapkids.com.au](mailto:enquiries@leapkids.com.au), prior to enrolling your child or making a booking. For more information see Leapkids [Term & Conditions](#)



## LEAPKIDS PHILOSOPHY

LEAP: Learn. Engage. Active. Play. These are the four 'key' words that underpin our practices and form the foundation of Leapkids. Our core goal is to provide quality OSHC s giving primary school aged children opportunities to extend their learning beyond the classroom, engage with their peers and wider community and to become actively involved in sport/recreation and community activities.

We aim to deliver fun outside the classroom; in a 'play' based safe environment which we believe is cornerstone to outstanding children's s and children's overall development and engagement. We value each child as an individual and empower children to strive to achieve at their own pace, having a strong sense of personal worth and belief in their own abilities. We believe children's undesired behaviour should be managed with care, respect and equality ensuring each experience enhances their learning self-esteem and self-worth.

We embrace, respect and operate in accordance with the Education and Care National Quality Framework and Child Safe Legislation leading to safe, nurturing environments where children are stimulated, challenged and free to make choices and voice their opinions.

We believe role modelling inclusive and supportive practices by welcoming and accepting families with the establishing and maintaining of compassionate respectful relationships enhance children's sense of belonging. We agree that families are the child's primary nurturers and teachers and each child deserves the right to be an active member in their community, including an awareness of Aboriginal and Torres Strait Islander cultures as a core part of our shared nation's history, present and future.

We believe community engagement will lead to families having a stronger commitment to education and healthy lifestyles. We are committed to 'Giving back' to the community and aim to achieve this through continuous reflection and improvement, sponsorships and scholarships for disadvantaged children, supporting different community/charitable agencies and developing strong affiliations and partnerships with community and volunteer groups.

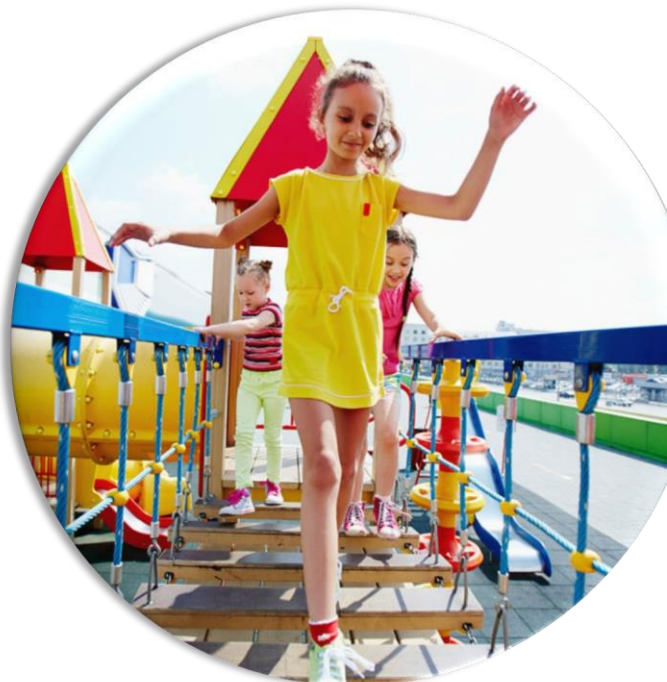


## LEAPKIDS GOALS

We strongly encourage communication between families and our educators to ensure continuity in what we are delivering to your child, and acknowledge that the role of our educators is to work in partnership with families, who are the children's first and most influential educators. Our goals for children are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care in Australia.

Our goals are to encourage children to:

- ✓ **Have a strong sense of identity** – We aim to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- ✓ **Be connected with and contribute to their world** – We demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- ✓ **Have a strong sense of wellbeing** – We aim to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- ✓ **Be confident and involved learners** – We aim to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- ✓ **Be effective communicators** – We aim to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language



and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

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## HOW TO GET STARTED

Getting started is quick and easy via our Parent Portal which can be accessed on our website

[www.leapkids.com.au](http://www.leapkids.com.au)

We are ready to assist and guide you step-by-step through the enrolment process. For immediate support contact us on 1300 366 235 or email [enquiries@leapkids.com.au](mailto:enquiries@leapkids.com.au)

## Frequently Asked Questions

For information and answers to common questions, please check our [Frequently Asked Questions](#)

## CONTACT US

1300 366 235

[enquiries@leapkids.com.au](mailto:enquiries@leapkids.com.au)

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