



YOUTH LEADERSHIP VICTORIA

# FAMILY HANDBOOK



# CONTENTS

ABOUT US	3
OUR OSHC PROGRAM	4
OUR SERVICES	5
OUR POLICIES	6
CONFIDENTIALITY POLICY	7
CHILD CARE SUBSIDY (CCS)	8
QUICK GUIDES	11
FEE-RELATED REMINDERS	12
HEALTH, SAFETY & WELLBEING	14
FREQUENTLY ASKED QUESTIONS	17



# ABOUT US



## What is Youth Leadership Victoria?

**Youth Leadership Victoria (YLV) is a not-for-profit, community-focused provider of Outside School Hours Care (OSHC) and Vacation Care programs across schools in Victoria.** Established in October 2000, YLV has over 25 years of experience delivering high-quality, engaging programs for primary school-aged children. Our long-standing presence in multiple school communities enables us to integrate seamlessly within school settings while maintaining consistent, high-quality service delivery.

## Outside School Hours Care (OSHC)

**YLV OSHC is more than just a care service—we're an active part of your local community.** We believe in connecting children with the world around them, bridging the gap between school life and the broader community they belong to.

Through our programs, children have opportunities to engage with local people, places, and events that enrich their understanding of the community they're growing up in. We encourage children to contribute their ideas, take on responsibilities, and develop the confidence and skills they need to become future leaders.

By fostering these connections and experiences, we're helping to shape children who are not only cared for, but who care—about themselves, each other, and the community they're part of.



# OUR OSHC PROGRAM



## Our Approach

At YLV, your child's wellbeing and safety are at the heart of everything we do. As a not-for-profit organisation, we're dedicated to providing high-quality OSHC services in a caring, inclusive environment.

## Quality and Compliance

Our service operates under the National Quality Framework (NQF), which includes the National Quality Standard (NQS), the My Time, Our Place framework, and the Education and Care Services National Regulations.

We are regulated by the Australian Children's Education and Care Quality Authority (ACECQA) and our state licensing authority, ensuring we meet the highest standards of quality and safety in out of school hours care.

## How We Plan Our Programs

Your family's input matters! We plan our programs collaboratively, listening to both children and families to create activities that are meaningful and responsive to your child's needs. Our educators meet weekly to reflect on what's happening in the program and to build on your child's interests and strengths.

## Stay Connected

You'll find our weekly program displayed at the service so you can see what's happening and share ideas. We believe in working together with families to create the best possible experience for your child, and we welcome your contributions and feedback.



# OUR SERVICES



## Before School Care



Our Before School Care program provides a calm and positive start to your child's day. Children enjoy a nutritious breakfast, a range of quiet and active play options, and time to connect with friends in a relaxed environment. We ensure a smooth, supervised transition to school so every child can begin their day feeling ready and confident.

## After School Care



Our After School Care program provides a welcoming space where children can unwind, play, and connect after their school day. Children enjoy a nutritious afternoon tea with fresh fruit and/or vegetables, plus a variety of indoor and outdoor activities from arts and crafts to sports and games.

## Vacation Care & Pupil-Free Day



Our Vacation Care and Pupil-Free Day programs transform non-school days into memorable adventures filled with themed activities, excursions, incursions, and creative workshops. Each day balances structured activities with free play, ensuring children remain active, engaged, and inspired while building friendships and exploring new interests.



# POLICIES



## Child Safe Policies

Our comprehensive suite of policies covers all seven Quality Areas of the National Quality Standard and can be accessed at any time on the YLV website:



[ylv.com.au/policies/](https://ylv.com.au/policies/)

These policies guide our daily practice across educational programs, children's health and safety, physical environments, staffing, relationships with children, collaborative partnerships with families, and governance and leadership. If you would like to discuss any policy, please don't hesitate to contact us.



# CONFIDENTIALITY POLICY



## Confidentiality

**We are committed to protecting your privacy. We support and are bound by privacy laws and strict that confidentiality is maintained at all times.**

In order to plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.



# CHILD CARE SUBSIDY (CCS)



## What is Child Care Subsidy (CCS)?

Child Care Subsidy is the main Australian Government payment to assist families with the costs of child care. The subsidy is paid directly to approved child care providers (like YLV OSHC) and passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay the provider the difference between the fee charged and the subsidy amount.

Want to estimate your subsidy? Use the Child Care Subsidy Calculator at: <https://www.childcaresubsidycalculator.com.au/>

## Am I Eligible for CCS?

To be eligible for Child Care Subsidy, you must:

- Have a child aged 13 or younger who is not attending secondary school (exemptions may apply)
- Use an approved child care service
- Be responsible for paying the child care fees
- Meet residency and immunisation requirements

You may not be eligible for CCS if:

- Your child doesn't meet their immunisation requirements
- You travel outside Australia for extended periods
- Your percentage of care reduces below 14%



# CHILD CARE SUBSIDY (CCS)



## How much CCS will I receive?

Your CCS percentage and hours of subsidised care depend on three main factors:

- Your family income – Higher income families receive a lower subsidy percentage
- The type of care you use – OSHC is an approved care type
- Your activity hours – The combined hours you and your partner spend in work, study, volunteering, or other approved activities

The more activity hours you do, the more hours of subsidised care you can access each fortnight.

## How do I activate my CCS for YLV services?

STEP

1

### OBTAIN YOUR CHILD'S CUSTOMER REFERENCE NUMBER (CRN)

If your child doesn't already have a CRN:

1. Log in to your myGov account and link to Centrelink
2. Select Child Care Subsidy from the menu
3. Go to Manage Children and select Add a child
4. Enter your child's details (name, date of birth, etc.)
5. Services Australia will generate a CRN for your child – make note of this number

If you don't have a myGov account, you'll need to create one at [my.gov.au](http://my.gov.au) and link it to Centrelink first.



# CHILD CARE SUBSIDY (CCS)



## STEP

2

### COMPLETE A CCS ASSESSMENT

1. In your myGov account (linked to Centrelink), go to Child Care Subsidy
2. Select Apply for Child Care Subsidy or update your existing assessment
3. Complete the assessment questions about your family's income, work/study hours, and circumstances

Submit your assessment – you'll receive an estimate of your CCS entitlement

## STEP

3

### ENROL YOUR CHILD AT YLV OSHC

1. Complete the YLV OSHC enrolment form and provide your child's CRN
2. We will enter your child's enrolment into our system and submit it to Services Australia
3. You will receive a notification via myGov that you have a new enrolment to confirm

## STEP

4

### CONFIRM YOUR ENROLMENT ON MYGOV

**Please note that this is a critical step. Your Child Care Subsidy will not be applied until the enrolment is confirmed from your end.**

1. Log in to myGov and go to Centrelink
2. Select Child Care Subsidy then Manage Enrolments
3. You'll see the YLV OSHC enrolment waiting for confirmation
4. Review the enrolment details and select Confirm
5. Your CCS will now be applied to your sessions



# QUICK GUIDES

## ENROLING, BOOKING, AND CANCELLING

### How to enrol my child to OSHC



Enrolling your child is easy! Simply complete our online enrolment form—you'll need your child's and primary parent's Customer Reference Number (CRN) for Child Care Subsidy (CCS) purposes, payment card details (credit or debit card), and your child's medical information.

[ylv.com.au/enrol/](https://ylv.com.au/enrol/)

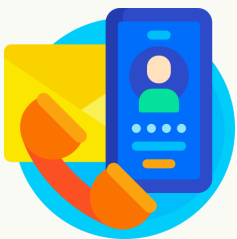
### How to make a booking



You can make bookings for Before School Care, After School Care, or Vacation Care by contacting our OSHC Coordinator or through our online booking system. For same-day or urgent bookings, please contact the OSHC Coordinator in your service.

[ylv.com.au/book/](https://ylv.com.au/book/)

### How to cancel a booking



Cancellations can be made up to 24 hours before the session with no charge—simply contact your service's OSHC Coordinator. Cancellations within 24 hours of the session will incur the full fee.



# FEE-RELATED REMINDERS

## Absences

All absences are charged as per your regular booking. If your child is absent due to a medical condition, please send a copy of the medical certificate to [admin@ylv.com.au](mailto:admin@ylv.com.au).

## Cancellations

### Before and After School Care

Cancellations can be made up to 24 hours before the session with no charge. Cancellations made within 24 hours of the session will incur the full fee.

### Vacation Care and Pupil-Free Day

Vacation Care and Pupil-Free Day fees are paid upfront to secure excursions and incursions with external providers, so these bookings are non-refundable. If your child cannot attend due to a medical condition, please send a copy of the medical certificate to [admin@ylv.com.au](mailto:admin@ylv.com.au).



# FEE-RELATED REMINDERS

## Closing Time

Please ensure you collect your child by the service closing time. In accordance with National Regulations and licensing requirements, children cannot remain at the service after closing time. If we are unable to contact you or an authorized person within one hour of closing, we are required to contact the Department of Education and the Police to take responsibility for your child.

## Late Collection Fees

A late fee of \$15 per child applies for every 15 minutes (or part thereof) after closing time. This fee will be added to your next account and is strictly enforced, as two staff members are required to remain at the service until all children are collected.



# HEALTH, SAFETY & WELLBEING

## Arrival and Departure

For safety and security reasons, **all children must be signed in on arrival and signed out on departure**, with times noted. No child will be permitted to leave the service with a person who is not listed on the enrolment form, unless prior arrangements have been made with the Nominated Supervisor.

### Important safety reminders:

- Never leave children unattended in cars while collecting children from the service
- Car parks are dangerous places for children—always hold children's hands when arriving and leaving
- Never leave a door or gate open
- Children are not permitted in the kitchen

## Incidents and Accidents

If a child is involved in a serious accident or incident at the service, the Nominated Supervisor will contact parents immediately.

An incident report will be completed for all accidents, injuries, and illnesses, containing:

- Details of the accident/injury/illness
- Any first aid administered
- Signatures from an educator, the Nominated Supervisor, and the parent

Please ensure the service always has up-to-date emergency contact numbers.



# HEALTH, SAFETY & WELLBEING

## Medical Administration

Educators can only administer medication prescribed by a doctor and cannot administer non-prescription drugs or dietary supplements unless authorized in writing by a doctor.

### **Medication requirements:**

- Medication must be in its original packaging with pharmacy instruction sticker
- On arrival, give medication directly to educators for safe storage
- Complete a medication authorization form
- Never leave medication in children's bags



# HEALTH, SAFETY & WELLBEING

## Our Educators

### Qualifications and Ratios

We meet all legal requirements in relation to child-to-educator ratios and educator qualifications. Our educators:

- Maintain a 1:15 educator-to-child ratio for OSHC
- Hold current First Aid, CPR, and asthma/anaphylaxis management qualifications
- Hold valid Working with Children Checks
- Engage in ongoing professional development and training

### Continuous Improvement

Our educators continually evaluate how our curriculum meets the educational needs of children and reflect on ways to improve children's learning and development. For further details on educator qualifications, please speak with our Nominated Supervisor.

## Health and Safety Feedback

We welcome all feedback regarding the safety of our service. If you see something that concerns you regarding safe work practices, the safety of buildings and equipment, or general workplace health and safety, please contact the Nominated Supervisor immediately.



# FREQUENTLY ASKED QUESTIONS

## Enrolment and Bookings

### **How do I enrol my child at YLV OSHC?**

Complete an enrolment form available from the service or our website at [www.ylv.com.au](http://www.ylv.com.au). You'll need to provide your child's details, emergency contacts, medical information, and your Child's Customer Reference Number (CRN) for Child Care Subsidy purposes. Once submitted, we'll process your enrolment and send you an email to confirm.

### **What is the difference between casual and permanent bookings?**

Permanent bookings are regular sessions where your child attends on the same day(s) each week or fortnight (e.g., every Monday and Wednesday). These bookings guarantee your child's place and are ideal for families with consistent care needs.

Casual bookings are sessions that don't follow a regular weekly or fortnightly pattern and are subject to availability.

### **Can I change my child's bookings?**

Yes. Contact our service coordinator or email [admin@ylv.com.au](mailto:admin@ylv.com.au) with your requested changes. Please provide as much notice as possible.

### **How do I book Vacation Care or Pupil-Free Days?**

Vacation Care programs are released several weeks in advance. Bookings can be made online, via email, or at the service. Places are limited and fill quickly, so early booking is recommended.



# FREQUENTLY ASKED QUESTIONS

## Fees and Payments

### **How much does OSHC cost?**

Kindly check our most updated fees with the OSHC Coordinator in your service. Fees are subject to annual review and families will be notified of any changes in advance.

### **How are payments made?**

Payments are processed via direct debit from your nominated bank account or credit card. Accounts are billed weekly and payments are automatically deducted on the due date.

### **What is Child Care Subsidy (CCS) and am I eligible?**

CCS is an Australian Government payment that helps families with child care costs. Eligibility depends on your family income, activity levels (work, study, volunteering), and individual circumstances. Contact Services Australia on 136 150, visit [servicesaustralia.gov.au](http://servicesaustralia.gov.au), or check via your myGov account to find out if you're eligible.

### **How do I apply for Child Care Subsidy?**

You'll need to obtain your child's Customer Reference Number (CRN) through myGov, complete a CCS assessment with Services Australia, and confirm your enrolment and bookings through your myGov account. Detailed step-by-step instructions are available in this handbook or speak with our service coordinator for assistance.



# FREQUENTLY ASKED QUESTIONS

## Absences and Cancellations

### **What happens if my child is sick or absent?**

Absences are charged as per your regular booking. If your child is absent due to a medical condition, please email a copy of the medical certificate to [admin@ylv.com.au](mailto:admin@ylv.com.au).

### **Can I cancel a booking?**

Before and After School Care bookings can be cancelled up to 24 hours in advance with no charge. Cancellations made within 24 hours of the session will incur the full fee.

### **Are Vacation Care bookings refundable?**

Vacation Care bookings are non-refundable as costs are paid upfront to secure excursions, incursions, and external providers. If your child cannot attend due to a medical condition, please send a copy of the medical certificate to [admin@ylv.com.au](mailto:admin@ylv.com.au).





YOUTH LEADERSHIP VICTORIA  
2026