



Welcome to

# Fun Squad!

Seriously Fun!



PCYC  
QUEENSLAND





## Acknowledgment

PCYC Queensland would like to acknowledge and pay our respects to the traditional custodians of the lands on which our services are placed and their continuing connection to the land, sea and community. We also acknowledge and pay our respects to Elders: past, present and emerging.



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# Welcome to PCYC Queensland Fun Squad!

## About Fun Squad

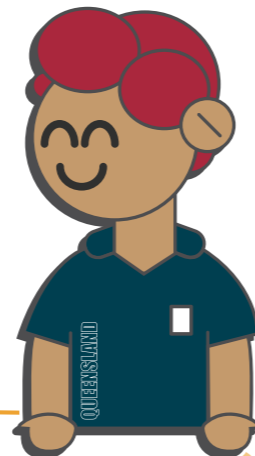
PCYC Queensland is one of the state's largest approved provider of outside school hours fun. More than 20,000 children participate in Fun Squad before school, after school and during school holidays.

All PCYC Fun Squad members and families are entitled to PCYC Queensland membership, providing unique access to our 55 clubs across the state.

We know that fun fuels minds: we have experience and research behind us, and children and young people are at the centre of all we do.

Our Fun Squad is designed to make sure our children are happy, healthy, thriving and having serious fun.

Your child will be supported to thrive through engaging activities that fire up their curiosity, enhance their wellbeing and boost their resilience and confidence.



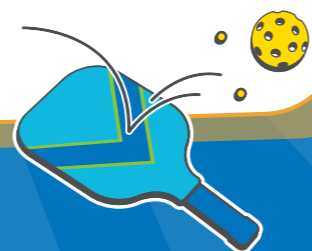
## About PCYC Queensland

By being part of Fun Squad, you're not just having serious fun, making memories and learning – you're part of an organisation that gives back to the community and has youth wellbeing at its core.

Here's some things you might not know about PCYC Queensland:

- ✦ PCYC Queensland is a trusted organisation and an award-winning charity. Building safer, healthier communities through youth development is at the heart of everything we do.
- ✦ We partner with the Queensland Police Service – and have been delivering youth and community programs, services and facilities with them since 1948.
- ✦ Our three pillars of youth development, crime prevention and community engagement underpin all our youth programs and activities. And now, you are part of our mission too!

*PCYC Queensland Fun Squad follows policies, procedures, and guidelines to ensure every reasonable precaution is taken to protect Fun Squad children. Our policies and associated documents address a range of topics and we encourage you to view these policies at our services and on our digital learning portal, Storypark. Please contact us if you require assistance with translating and interpreting any of our documents.*



# Privacy Statement

PCYC Queensland respects the personal information you provide when enrolling your child at Fun Squad. The way we manage your personal information is governed by the *Privacy Act 1988 (Cth) (Privacy Act)* and the Australian Privacy Principles (APP) established under the Privacy Act.

Our full Privacy Policy is available at [www.pcyq.org.au/privacy-policy](http://www.pcyq.org.au/privacy-policy) and describes the types of personal information that we may collect and hold, how that information is used and with whom the information is shared. It also sets out how you can contact us if you have any queries or concerns about this information.

# Program Philosophy

PCYC Queensland understands the importance education plays in developing and changing the stories of young people. We give children a great start by:

- ✦ Having agile and responsive services staffed by capable, confident and innovative Educators
- ✦ Developing programs that include a balance of play, learning, respect, awareness, safety and leadership
- ✦ Matching our programs with the objectives of schools, children, families, Educators, teachers, community and support groups, and organisations.

Our programs give every child the best chance to succeed and help develop safe and thriving local communities.



# Contact Us

PCYC Queensland  
PO Box 985  
Slacks Creek QLD 4127

P 07 3909 9555  
E [admin@pcyc.org.au](mailto:admin@pcyc.org.au)  
W [pcyc.org.au](http://pcyc.org.au)

f PCYC Queensland  
@ PCYC Queensland

## Feedback and Complaints

PCYC Queensland recognises that feedback provides opportunities for our organisation to continuously improve. Families are encouraged to provide feedback and suggestions directly with Educators or PCYC Queensland.

PCYC Queensland treats all feedback seriously and investigates and responds to all complaints received. Complaints should be lodged in writing (where possible) to ensure the information is accurately received by PCYC Queensland. Complaints, where appropriate, should first be directed to the Service Manager.

P 07 3909 9555 E [complaints@pcyc.org.au](mailto:complaints@pcyc.org.au)

# Program

Fun Squad children are happy, healthy, thriving and having some serious fun! Your child will be supported through:



## Most importantly for your child: it's seriously fun!

Children are in the driver's seat and will be integral to creating their own journeys through the activities, play and learning at Fun Squad. They'll be encouraged to try new experiences and challenge themselves as they make new friends and use their imaginations.

At Fun Squad we focus on sustainability, friendship, leadership, inclusivity, diversity, wellbeing and community spirit. Fun Squad children are resilient, kind and curious – the next community leaders!



## Food

Daily menus are displayed in the family area, and we welcome ideas from families for favourite recipes! Our food is nutritious, healthy, inclusive and diverse.

We'll accommodate any dietary requirements – please be sure to let us know about them!

We want to work together to ensure all children are safe at Fun Squad; if any of our Fun Squad children have allergies, we'll display the foods so we can ensure our Fun Squad is a safe place for them.

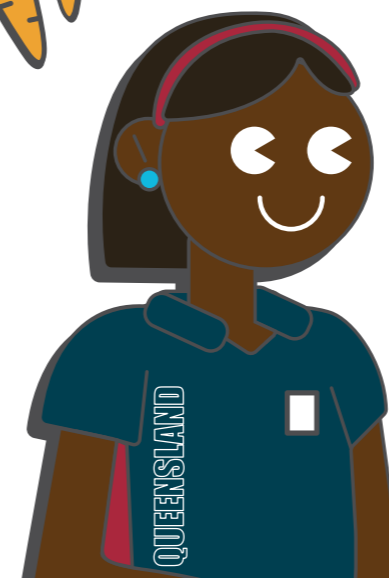


## Staffing

Our Fun Squad teams are always ready to be Seriously Fun! With our highly qualified Educators and Service Managers, your children are in safe – and fun – hands.

We will always have two Educators onsite at a minimum, as well as our experienced Service Manager.

Our allocated Responsible Person will be your point of contact, answering any questions you have when you come to Fun Squad.



## Extra-Curricular Activities

Fun Squad children get busy! If your child is attending an extra-curricular activity at school, that's great – please let us know, fill out our form, and we'll ensure they get there and back safely.



# Enrolments

## Setting Up Your Enrolment

**1.** Enrol by heading to [parent-portal.kidsoft.com.au/create-account/PCYC](http://parent-portal.kidsoft.com.au/create-account/PCYC) or scanning the QR code, and selecting **Log In** or **Register Now** to access Kidsoft our enrolment system.



Scan the QR code to enrol now!

**2.** Choose the service you would like to enrol with and complete a waitlist enquiry. When your form has been accepted, you will receive an email directing you to log in to the Parent Portal and complete the enrolment form.

**3.** Once all information is received: **great news!** Your enrolment is accepted.



**4.** We recommend visiting the service or booking in time for an enrolment to meet our Fun Squad team and find out all about what we'll be getting up to!

**5.** When your enrolment has been created by the Fun Squad team, you will be able to log into MyGov and accept your Child Care Subsidy (CCS) enrolment.

## Download Our Apps

Get behind the scenes of your child's Fun Squad experience & stay in the know on Storypark.

Manage your enrolments, bookings & account on Kidsoft.



# Child Care Subsidy

Check out our website for everything you need to know about the Child Care Subsidy!

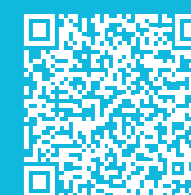


# Fun Squad Fees and Fine Print

At Fun Squad, we make keeping up with payments as easy as possible, so you can focus on the fun times. Simply set up a regular weekly direct debit in the Parent Portal – we'll take care of the rest!

We know that sometimes things don't go quite as planned – that's life! – but rest assured, we're here to help. If you fall behind in payments, we will reach out to you and, wherever we can, work with you on a payment plan if needed.

For more information and to read our full policy, please scan the QR code.



## When life gets in the way: last minute bookings and running late

We know life gets busy, but to ensure our Fun Squad is as fun as possible, we need 10 days' notice to secure a booking. There will be a small fee of \$4 for those that are made later than this, to help us make sure everybody and everything is ready for your child!

If you are running late for pick-up, there is a five-minute grace period. After that, there will be a late fee of \$20 for every 15 minutes past closing time. This helps us to make sure we can keep things running smoothly for our Fun Squad children and team members.

## Cancellation

We require seven days' notice to cancel a booked session. If we don't receive notice within this period, the booking will be marked as absent, and the session fee will apply.

**Kidsoft Parent Portal allows you to manage cancellations with ease.**

A non-communication fee applies if a booking isn't cancelled and we need to contact you or an emergency contact to confirm your child's whereabouts - \$5.00 per family, per day.

Please notify your Fun Squad service if you are running late.



# Fun Squad Essentials

## What To Bring

Children need to be prepared for fun and learning.

That means bringing:

- ✦ a hat,
- ✦ a water bottle,
- ✦ any medication or specific sunscreen,
- ✦ food items if your child has additional dietary requirements,
- ✦ closed shoes,
- ✦ sun smart clothing,
- ✦ and homework items.

## Hellos and Goodbyes

Fun Squad children are safe children – so they need to be signed in and out of our service. To do this, each person authorised to pick up children requires their own PIN to log in.

For any last-minute collections, you will need to email the Fun Squad and the person collecting your child will need photo ID with them upon collection.

Your Fun Squad service will need to be provided with any current court orders, parenting orders, or parenting plans, and kept up to date with any changes regarding these.

## Transport

Some Fun Squad services provide transport. Check with our Fun Squad team what transport options are at your service and the specifics of how to book.

## Individual Child Support Requirements

At Fun Squad, we celebrate every individual child – and know that each child responds to different kinds of support. We'll take care of that, making sure they are set up for success and fun!

Sometimes support looks like an individualised plan, an NDIS plan, or monitoring and providing care for a medical condition. No matter what your child's needs, please work with our Fun Squad team to cater for the individual needs of your child/ren.

All enrolled children with a medical condition are required to have a Medical Management Plan.

Educators will provide first aid and seek medical attention as required, and will administer medical treatment when reasonably necessary. In this instance we will notify you or your emergency contacts.



Scan the QR to view our Medical Conditions Policy



## Safeguarding Children



In accordance with *Child Protection (Mandatory Reporting – Mason's Law) Amendment Act 2016*, Fun Squad team members must report concerns to Child Safety, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent/carer able and willing to protect the child from harm.

Use our Child and Youth Safeguarding Concern online form to submit any concerns or complaints relating to the safety and wellbeing of a child or young person in our programs. We encourage you to speak up.

Police-Citizens Youth Clubs (PCYC) Queensland  
PO Box 985 Slacks Creek QLD 4127  
P 07 3909 9555  
W [pcyc.org.au](http://pcyc.org.au)  
ABN 58 009 666 193

