

I'm the co-ordinator of a medium sized OSHC in Queensland.

Our families need to travel about 20 to 30 minutes to work so our Before school has about 30 children in of a morning. We open at 6.30am. We have about 2 or 3 families that need care before this time. We're not able to help these families.

Many of our families don't require care every day so we have many casual bookings. We cancel bookings up until our session starts. We also quite often fill those places with casual vacancies. Occasionally we can end up being overstaffed and this gives us the opportunity on those days to catch up with cleaning or documentation. It also means that our families are only paying for the care they require. The service still makes a healthy profit each year and for the last three years has not increased fees for the families.

Of the 10 staff who work here 8 are over 21 and 3 are qualified and the rest are studying. 60 % to 70% of our income is spent on wages.

Staff are getting burnt out. There's so much pressure on what is required to work with children now. The record keeping and documentation is putting a big toll on the senior members of the service that many hours are spent doing this in their own time. Time is taken away from being with children while they do this at work.

Qualified Educators are paid the same rate of pay no matter what qualifications they hold - so we lose good educators who can work elsewhere for better wages.