

Asquith OOSH Parent Handbook

2023

Asquith Public School

3 Dudley Street, Asquith, 2077, NSW

PH: 9477 1998

Email: Lee-ann@asquith-oosh.com



Contents

Acknowledgement of Country	2
Our Statement	2
Our Philosophy	2
Hours of Operation (Monday to Friday)	3
Contact Details.....	3
General Information.....	3
Fee Schedule For 2023.....	4
Commonwealth Childcare Subsidy.....	5
Payment.....	5
Booking Policy and Cancellations	6
Absentee Policy	6
Vacation Care Cancellations.....	6
My Family Lounge Instructions.....	7
My Family Lounge APP Use.....	7
Enrolment.....	8
Signing In and Out.....	8
Late Pickup	9
Food Nutrition.....	9
Allergies/Anaphylaxis/Asthma/Medical Conditions	10
Medication	10
Injuries and illnesses	10
Staffing.....	11
Management Committee.....	11
Daily Program.....	12
Sun Protection.....	13
Photography Permission	14
Story Park.....	14
Grievances/Complaints	14
Policies and Procedures	15
Complaints against the Service provider need to be addressed to:	15
Vacation/Excursion.....	15

Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of this land, the Guringai people. We pay respect to the elders-past present and future.

Our Statement

At Asquith Community After School Care Centre, we believe in providing a high quality, inclusive environment for children that promotes a child's self-esteem and safety whilst ensuring educators feel comfortable and confident in their role.

In providing a quality service we are guided by the following philosophy:

Our Philosophy

We believe that:

- Families are the paramount influence in a child's life
- The service should provide effective communication to families
- The values, traditions and beliefs of each family should be acknowledged and respected
- The services should support and assist families in undertaking their parenting role

We believe that:

- Each child is unique and should be valued for their individual personality and abilities
- Children have the right to a safe, secure, and stimulating environment
- Children have the right to be treated as capable and competent and should be provided with the opportunities to enjoy, experiment, develop and practice new skills

We believe that:

- Staff should be provided with ongoing opportunities for professional development
- Staff should be provided with the opportunity to be involved in the preparation of the services educational program
- Staff should be valued as individuals with unique skills and abilities and these skills and abilities be acknowledged and utilized

Hours of Operation (Monday to Friday)

Before School – 7:00am to 9:00am

After School – 2:55pm to 6:30pm

Vacation Care – 7:00am to 6:30pm

ACASCC is open on Pupil Free Days and closed on Public Holidays.

Contact Details

Phone: (02) 9477 1998

Coordinator email: lee-ann@asquith-oosh.com

Enquiries email: enquiries@asquith-oosh.com

Accounts email: champ@champenterprises.com.au

Visit our website <https://www.asquithoosh.com> to access service information and booking information.



General Information

Asquith Community After School Care Centre Inc (“ACASCC”) also known as Asquith OOSH (Out Of School Hours) is a 160-place service operating on the grounds of Asquith Public School.

Most of the children using the service attend Asquith Public School but we welcome children from other schools, particularly for Vacation Care. The aim of our service is to provide a quality recreation program for children who require care before the school days starts and at the end of the school day. It is our hope that we can work side by side with parents in ensuring that the program meets the needs of children and their parents. We are committed to implementing high quality, inclusive practices and ensure daily programs respond to the individual abilities and needs of each child. We aim to work closely with parents/carers, School Principal, class teachers, Inclusion Support Unit staff, and other professionals to achieve this, particularly for children with additional, or high support needs.

During the school holiday periods, ACASCC also provides a Vacation Care Program for children. Our staff design and implement this program.

Fee Schedule For 2023

Permanent Bookings	Cost
Before School Session 7:00-9:00am	\$14.50
After School Session 2.30-6.30pm	\$21.00
Casual Bookings	
Before School Session 7:00am-9:00am	\$14.50
After School Session 2.30pm-6.30pm	\$21.00
<i>Cancellation of casual session will incur a payment of full fee if not cancelled within 24 hours of booking.</i>	Full fee
Staff Developments Days (7:00am-6:30pm)	\$70.00-\$75.00
Vacation Care	
Excursions Days - 7.00am- 6.30pm	\$75.00
Incursion Days – 7:00am- 6:30pm	\$70.00
Enrolment	
Family Bond – once off payment – fully refundable once care no longer required	\$100 per family
Yearly registration fee	\$50.00 per year
Direct Debit Payment	
Direct Debit from a bank account	\$0.88 per transaction
Direct Debit from a Visa/Master card	2.35% per transaction
Direct Debit from an Amex	4.40% per transaction
Penalty Fee if payment is dishonoured	\$14.95
General Fees	
Search Fee – if a child is absent and the family do not inform the centre.	\$10.00
Late Pickup Fee	\$15.00 per 15-minute block or part thereof per child
Late payment will be added to the invoice after 4 weeks if account is not kept up to date.	\$10.00

Commonwealth Childcare Subsidy

For information regarding Childcare Subsidy please refer to:

<https://www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees>

To claim Childcare Subsidy families must be registered and assessed by Centrelink for eligibility and have confirmed their child's enrolment at the Centre via your MyGov account. You also need to have provided After school care with your family's CRN details.

Changing fee liability from one individual to another: As an approved before and after school service, it is Champ's responsibility to ensure that each child's attendance is submitted under the enrolment of the parent/individual with whom we have an agreement with. This individual is liable for paying the fees for care, subject to the correct CRN details being provided.

Payment

Direct debit payments are processed each week on the day you have requested, for any balance owing on your account. Your statement will be emailed each week. Families can update their direct debit details via the My Family Lounge App. A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

Families are responsible for ensuring they check their statement for any issues with childcare subsidy entitlements.

If there is an issue with the childcare subsidy, families should contact Centrelink. If a family fails to pay the required fees on time, a written reminder will be issued after four weeks and then again after six weeks if the fees are still outstanding. A child's position will be terminated if payment has not been made after six weeks, for which the family will receive notification of terminating the child's position. At this time ACASCC will initiate its debt collection process, following privacy and conditional requirements. If a family is experiencing financial difficulties, please contact the coordinator to discuss payment options.

The Yearly Registration Fee provides families with membership of the centre for the year. This includes the entitlement to vote at the Centre's Annual General Meeting, and covers the insurance and administration costs, these recur each year upon enrolment.

Bond payments carry over each year and will be refunded or deducted from your final bill when your child no longer uses the Centre. This one-off payment per child that assist with the costs of administration associated with initial enrolment at the centre.

Booking Policy and Cancellations

Permanent Bookings - 2 weeks' notice is required for cancellation.

To reduce the number of sessions or to change the days of an existing booking, families should edit their child's existing booking via the My Family Lounge [website](#).

Permanent bookings are requested via the My Family Lounge website. Once an offer has been issued, families are required to accept and confirm or decline the offer. If you wish to cancel all booked days for a session type, please email the coordinator on Lee-ann@Asquith-oosh.com.

Casual Bookings - 24 hours' notice is required to cancel. Casual booking cancellations are via the 'Sessions' icon on the My Family Lounge App.

New casual bookings are via the My Family Lounge App. To check availability please refer to the App's 'Sessions' calendar.

Absentee Policy

Fees are applicable for the days your child is booked into the Centre, including times when absent due to illness or holidays.

Child Care Subsidy is paid for absentee days, up to 42 absent days for each child per financial year.

Families are required to notify OOSH of all absences via the My Family Lounge App. Select the session type on the 'Sessions'

Calendar and then select 'Absent Booking'.

NOTE: Should families not notify OOSH regarding absences, an additional fee will apply as per our 'Fees Schedule'.

Vacation Care Cancellations

Bookings for vacation care require 7 days' notice to cancel without incurring the booking fee.



My Family Lounge Instructions

My Family Lounge website and App are available to access 24 hours/7 days a week.



STEP 1 - Go online to

<https://www.qkenhanced.com.au/Account/Embeddable/?databaseId=10203>

Click on the link to 'sign in/register here' and follow instructions.

STEP 2 - Login to My Family Lounge via the school website link (refer to Step 1.) Review your family's details.

STEP 3 - Select ' Start Enrolment' button to the right of your child's name under the CHILD section and complete online form and submit.

STEP 4 - Download the My Family Lounge App from your Google or Apple App store to your mobile device. Use the same email and password to login to the App.

NOTE: The App login will only work once you have followed the instructions in the Welcome email from My Family Lounge.

My Family Lounge APP Use

- Select My Family Lounge app on your mobile device
- Select 'GET STARTED'
- Select 'Sessions' (NOTE: Both Permanent and Casual bookings will appear on the calendar as colour coded)
- Select 'ASC' or 'BSC' and applicable date
- New Bookings - Select 'Create Booking'
- Notify Absence for permanent session - Select 'Absent Booking'
- Cancel casual booking - Select 'Cancel Booking'

After selecting the above applicable option, you will receive a 'Success!' notification as confirmation your request has been processed.

Enrolment

To enrol, an online registration form must be submitted.

The following is required as part of the registration process.

- Child's Immunisation Statement
- Parent Conduct Form
- Asthma, Allergy or Anaphylaxis Action Plan if applicable
- Court orders if applicable
- Letter of diagnosis (if applicable)
- Direct debit payment form



Signing In and Out

Parents/guardians are responsible for signing their child in when dropping the child off and signing them out when collecting them from ACASCC. The kiosk is a legal document and as such should only be used by the person authorised to collect.

The kiosk records the name of the contact person linked to the contact phone number being used on the kiosk as the person who legally signed the child in/out of the Centre. Families should ensure they provide a unique contact phone number for each authorised person on their account.

Initial use of the kiosk please use pin 0000, you will be asked to set a 4-digit pin number. Parents are not permitted to share phone numbers for kiosk use.

If a parent/guardian drops a child off for the Before School Session without signing the child in, they will be contacted and instructed to return to the Centre to sign their child in. Until your child is signed in, they are not the responsibility of ACASCC. The authorised person who is collecting a child from After School Care must ensure that a staff member is aware that they are taking a child from the Centre.

We cannot accept verbal requests for collection of a child, this must be done in writing. If the person collecting the child isn't known to staff, they must present photo ID and be added to your list of contacts on your enrolment form on the "My Family Lounge" website. Please ensure you let your authorised person know this when you organize for them to collect your child.

Older siblings are permitted to collect their younger sibling if they are 16 years or older, if they are an 'authorised contact'. If not known to staff will need to show photo

ID (student ID is acceptable). They will be required to follow the usual sign in/out process.

Where a child is attending extra-curricular activities such as dance, music or band lessons during their session at ACASCC, the relevant paperwork needs to be in place for your child to attend, if we do not have the relevant paperwork for your child/children they will not be able to attend. OOSH staff will sign them out and in to attend the activity.

No biological parent can be refused the right to collect his or her child unless a copy of a court Custody Order has been provided to OOSH. Court Orders should be uploaded to your family's My Family Lounge account.

Late Pickup

Children must be collected by 6.30 pm. Late fees will apply as per the schedule.

If a child has not been collected by 6.30pm and no contact has been made with the Centre, staff shall attempt to contact the parent/guardian/s. If these attempts are unsuccessful the contact persons listed on the enrolment form will be contacted.

Food Nutrition

Breakfast - ACASCC provide breakfast (e.g., toast, cereal or fruit with water or milk) between 7am and 8.00am, for children attending Before School Care.

Afternoon Tea - is provided daily for the children attending After School Care. The service aims to provide nutritious and varied afternoon teas. A rotating menu is used and is displayed on the Centre's notice board and sent out to parent on our Facebook group.

Consideration is given to children with special dietary and or cultural dietary needs. The afternoon tea provided is adjusted based on these needs.

Program cooking - is always a favorite group activity that includes preparation and cooking of different foods including sweet and savory dishes which the children can consume during the afternoon. Staff on a weekly basis, involve the children by enquiring what food items they would like to learn to make for the first time or enjoy again. These suggestions are then implemented into the Centre Program.

Anaphylaxis- is the most acute and serious form of allergy. Approximately 1 in 200 individuals will experience such a reaction. Nuts are responsible for many such reactions. ACASCC is an Allergy Aware Service. There are several children that attend ACASCC who have severe allergies to nuts, we also have children with other food allergies. Please do not send your child to the Service with any foods that

contain any type of nuts (this includes Peanut butter, Nutella, muesli, or breakfast bars)

(The service does not provide any peanut butter or nut-based products, nor should they be brought into the centre).

Allergies/Anaphylaxis/Asthma/Medical Conditions

Parents/guardians are required to inform the Centre of any allergies, asthma, or other medical/mental health conditions their child may have at the time of enrolment. Action Plans must be submitted with your child's online enrolment form. Where a child has an allergy or asthma further information including risk management strategies may need to be provided and discussed with the Coordinator and an Authorisation to Administer Medication Record form signed. Asthma, allergy, and anaphylaxis actions plans will be displayed in the ACASCC kitchen as part of your child's health risk management plan. Actions plans must include a small photo of your child, so they are clearly identifiable in an emergency.

Medication

Medication will only be administered to your child under written authorisation from the parent/guardian. A parent/guardian is required to complete and sign the appropriate form, which is available from the Coordinator or First Aid officer. All medication must be in the original packaging, clearly marked with child's name, as well as the dosage and time of administration. Non-prescription medication will not be administered without written instructions from the child's GP. Medication that has expired will require replacement. All medication must be handed to the staff and not left in the child's bag.

Injuries and illnesses

If your child has an injury or an illness while attending before school care, after school care or vacation care, it will be documented via our online compliance management system '1Place'. For head injuries and illnesses, the parent will be notified via phone call at the time of the incident and asked to sign the incident form when they pick up their child. Minor injuries do not require a parent signature but will be documented via '1Place'. Parents can request for the incident form to be emailed to them.

If your child is ill or showing symptoms of a cold, please do not bring them to the centre and follow the most recent NSW Health guidelines. If your child is sent home sick from the centre, our policy states that the child should not return to the centre for 24 hours.

Staffing

Our staff at ACACCC are dedicated and motivated to meet the needs of the children. The staff will listen, respond to, and respect each child whilst promoting good self-esteem and modelling positive behaviour. ACASCC staff consists of a Coordinator, Assistant Coordinator, Educational Leader, First Aid Officer, Responsible Educators and Educators. A ratio minimum of 1 educator per 15 children ratio will be provided during before school care, after school care and vacation care. On excursions during vacation care, our ratio changes to 1 educator per 8 children in accordance with the appropriate risk assessment. All staff are subject to a Working with Children Check. All shift Supervisors hold first aid qualifications including asthma and anaphylaxis training and accredited Child Protection training. Please do not hesitate to speak with our Coordinator or Assistant Coordinator with any questions, concerns, or feedback that you might have. An appropriate time will be arranged to discuss any issues if they cannot be discussed at that time.

Management Committee

ACASCC is a non-profit association providing a much-needed service for the community. ACASCC is operated and run by a volunteer parent committee who are elected at the Annual General Meeting. Members of the committee are elected on an annual basis:

1. President
2. Vice-President
3. Treasurer
4. Secretary

And ordinary members.

All money made by the Centre is used to cover the Centre's operational expenses and to improve facilities and programs.

The Centre holds a meeting of committee members once every term. At these meetings all matters relating to the care of the children and the running of the Centre are discussed and policies are made and reviewed.

The fees paid by parents cover all our costs such as wages, materials and running costs. Therefore, it is important to the smooth running of the Centre that fees are paid promptly.

The Centre is committed to ensuring that we meet the National Standards for Out of School Care and consistently strive to comply with National Education and Care Regulations.

Daily Program

We aim to provide daily routines that meet the dietary needs of individual children and to implement a balanced program that is stimulating, interesting and exciting. This allows opportunities for children to play, explore, communicate with others, and develops new skills and is appropriate to the developmental and leisure needs of the children. The current week's program can be viewed at the Centre and on our Facebook page and parent communication platform Storypark.



Below is a typical day at the Centre:

BEFORE SCHOOL CARE

7:00am: Service opens

7:00– 8:20am: Breakfast / Activities – craft, cards, games, handball, drawing, sport etc.

8:20 – 8:30am: Clean up

8:30 – 8:40am: Discussion time and Roll Call

8:40am: Children dismissed to school

8:40 – 9:00am: Staff complete clean up and prepare for afternoon

8:50am: Kindergarten and Inclusion support children are walked to classrooms

AFTER SCHOOL CARE

2.30pm - 2:55pm: Preparation of afternoon tea

2:30- 2:55pm: Preparation of afternoon activities

2:55pm: Collection of Kindergarten and Inclusion support children

2:55pm: School bell

2:55pm– 3:35pm: Children arrive, roll call and afternoon tea

3:35pm – 3:40pm: Discussion about the day events on the program.

3:40 – 4:50pm: Programmed activities

5:10 – 5:30pm: Pack up, roll call.

5:30 – 6:10pm: Outside play depending on the weather.

6:10 – 6:30pm: Inside play

6:30pm: Service Closes

VACATION CARE

7:00am: Service opens

7:00 – 9:00am: Breakfast / Activities – craft, cards, games, handball, drawing, sport etc.

8:30am: Preparing the activity for the day or preparing children to leave for excursion

9:00 - 6:30pm: Free play and programmed activities, incursion or excursion

9:00am-9:15am: Morning Tea

12:30 - 1:00pm: Lunch

3:00pm - 3:30pm: Afternoon Tea

6.30pm: Service Closes



Sun Protection

At our Centre, we follow the ‘**no hat, no play**’ policy, as well as ensuring that children are provided with sunscreen before they are allowed outdoors. Staff will apply SPF30+ broad spectrum, water-resistant sunscreen before going outdoors and reapply every 2 hours. If your child is sensitive or allergic to sunscreen, please provide your own. Our program and routines are planned to avoid children being exposed to the sun when UV levels are high. All children are to wear a hat when outside. We ask that you dress your child in sun safe clothing (i.e., clothing with sleeves) when they are not in school uniform.

Photography Permission

Photographs are taken at ACASCC to evaluate programs and show parents the types of activities in which children have participated. These photographs are displayed throughout the Centre and are used in documents on Story Park or Facebook. These can only be accessed by families that attend the service. All families will be asked to sign a permission form to publish all photographs.

Story Park

ACASCC uses Story Park as a documentation platform to record and reflect on the daily activities that occur within the centre during before school care, after school care and vacation care.

Parents are sent an invitation via email to gain access to these reflections and given permission for their child/ren to be photographed and posted in these reflections. If you do not want your child to be part of our documentation, please remember to tick on your enrolment form that you do not want your child to be photographed.

These reflections are only accessible to families who attend the service.



Grievances/Complaints

We will support parent's, children's' and the wider community's right to feedback for the OOSH and or complain. Our aim will be to help them to make any complaints clear and try to resolve them. A complaint can be informal or formal. It can be anything a parent thinks is unfair or which makes them or their child unhappy with the service.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. If the complaint is not handled to the individual's satisfaction at this level, they should discuss the issue with the Management Committee either in writing or verbally.

The Management Committee will discuss the issue with the Coordinator and develop a strategy for resolving the problem. This would be discussed further with the person raising the complaint or if necessary, a meeting will be organised with the Coordinator and the individual/s to discuss a solution to the problem. The

Coordinator or Management Committee will inform the individual/s of what has been decided regarding the issue. Staff will also be informed of any relevant concerns that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Coordinator will write personally to all involved.

On enrolment all parents are to sign our Code of Conduct form.

Policies and Procedures

Policies and procedures are kept at the Centre. Parents wishing to access these are most welcome. The Centre Manager can arrange a time for parents to read the documents if required. Policies and procedures are reviewed regularly.

Complaints against the Service provider need to be addressed to:

NSW Early Childhood Education and Care Directorate, Department of Education and Communities

Address: Locked Bag 5107 PARRAMATTA, NSW 2124

Website: www.dec.nsw.gov.au/ecec

Email: ececd@det.nsw.edu.au

Phone: 1800 619 113 (toll free) Fax:(02) 8633 1810

Vacation/Excursion

We open at 7:00am-6:30pm for Vacation Care. Children are not to be left unattended prior to the Service opening. When on an excursion, all children will wear a ACASCC orange vest. All children attending excursion days must be at the centre by 8:30am. Mobile phones and handheld games are not to be brought along on excursions and these must be left at the Centre. All excursions will go ahead on rainy days. It is at the Coordinators discretion if the excursion is to be cancelled for any reason.

The Centre holds no responsibility for lost or damaged items brought to the Centre. In case of emergencies the OOSH has a mobile phone so that we can be always contacted, by calling the centre on (02) 9477 1998.

Child are to be comfortable during Vacation Care, they should be wearing comfortable sun safe clothing, appropriate footwear, and a hat.

During vacation care we ask all children to pack a raincoat in case of wet weather, lunch, a water bottle, and plenty of snacks, as Asquith Vacation care doesn't supply food unless specified on the program.

The vacation care program is sent out to families between week 6-7 during the term. We provide permanent families with access to bookings first and then open bookings to all other families a week later.

If you need to cancel a vacation care booking, we require 7 days' notice.

***We can't wait to welcome you at our
centre!***

Asquith OOSH

