



Asquith OOSH

2023 Vacation Care Parent Handbook

OPERATING HOURS - 7:00am - 6:30pm

NOTE: On excursion days, child/ren must be at the centre no later than 8:30am. Please advise if your child/ren require collection earlier than 3:30pm on any day.

Location of Centre:	Located within the grounds of Asquith Public School with entry via Hazelmead Road, Asquith
Phone:	(02) 9477 1998 0425 359 550
Website:	https://www.asquithoosh.com/
Email:	lee-ann@asquith-oosh.com



Important Note: Childcare Subsidy (CCS)

To receive the Childcare Subsidy (CCS) families must provide their correct CRN for the parent and children to the centre on Enrolment form. You will receive confirmation in your in the MYGOV app to ensure you will get your subsidy. This is a parent's responsibility the centre will not be responsible if families have not completed this.

Vacation Care Information, Policies and Conditions **(Important - please read thoroughly)**

Enrolling for Vacation Care



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.asquithoosh.com/> and find the 'Enrolment' tab. Click on the button to 'Register' and follow instructions.

STEP 2 - Follow the instructions on the Register page on MyFamilyLounge website.

STEP 3 - Find email sent to you and click 'Complete Registration'. And Log in.

STEP 4 - Select 'Add Child' button to the right of your child's name under the CHILD section and complete online form and submit.

STEP 5 - 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

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

7. 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

How to Book your child in for Vacation Care

All bookings for Vacation Care are made through your; 'My Family Lounge app. Please see instructional video if you are unsure:

<https://www.youtube.com/watch?v=vefqLLGPwxE&list=UUzK5zRI-kLbdgMlqJSTZyqg>

For your own record you can view the My Family Lounge App for the days your child is attending.

 Available	 Casual Booking	 Absent	 Full - no spaces left
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If you require any assistance in enrolling or booking your child, please don't hesitate to contact the centre on 9477 1998.

Excursion Information

All excursions will begin and end at the centre. We aim to leave the centre between 8.45am and 9am please ensure your child is at the centre by 8.30am for a briefing session on these days. Should your child not be present by 8.45am, you will receive a phone call, failure to respond may lead to your child missing out on the excursion for the day (a sign will be posted on the gate advising the bus has left).

We aim to return between 2.30pm and 3:30pm. Should you wish your child returned prior to 3.30pm or pick-up child from excursion, please let staff know and we will attempt to satisfy this request. Buses used for excursions are driven by a hired bus driver from the supplying bus company.

Excursion Information continued...

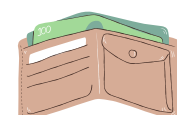
Children are updated on the rules of travel and behavioural code expected on excursions prior to leaving the centre. Children will be wearing reflective traffic vests throughout the entirety of the excursion. We do walk the children the short distance to & from some excursions, and this is supervised by our staff who are also wearing reflective traffic vests. Children are briefed on road rules & safety rules and appropriate behaviour whilst in high traffic environments.

However, every effort is made to avoid busy areas and a full risk assessment is completed for each excursion. St. Johns First Aid recommended first aid kits and asthma kits are taken to all excursions and at least two members of staff hold a senior first aid certificate. Any medication that has been signed in by a parent will be included in our first aid kit.

IMPORTANT: In the case of extreme weather conditions, Vacation Care activities may be subject to cancellations or changes. It is up to the coordinator's discretion to cancel or change any Vacation Care days at any time. Fees will be charged at the same price.

What to Bring:

- **Clothing:** (to get messy/dirty) – jumpers that are clearly marked. Children must wear sun-safe clothing at all times (no singlets, spaghetti straps etc.)
- **Hats:** It is very important that your children are sun protected. Please make sure your child brings a hat every day that is clearly marked with their name.
- **Sunscreen:** should be applied to your child every day before dropping them to Vacation Care. Sunscreen may be reapplied during the day by staff as deemed necessary, please indicate if you do not wish this to occur.
- **Shoes:** closed-in shoes/joggers **MUST** be worn at all times. Most outdoor activities require closed-in shoes/socks. As we do lots of walking, we recommend wearing sports shoes on these days.
- **Backpacks:** Backpacks are highly recommended to carry child's lunch and water bottle on the day.
- **Food & Water:** Children are to bring enough food for the entire day and bring their own drink bottle. Please ensure lunches will not spoil in the warmer days (include an ice pack for example). We do provide meals unless specified in our program, which may include a cooking activity or provided lunch.
- **Valuables/Money:** Children will **not** be allowed to make purchases at any excursion facility unless specified in the program.



Our staff takes excursions very seriously and we have strict guidelines in place. Senior staff members are more than happy to talk you through our excursion procedures at any time.

Vacation Care Policies

Fees & Closing Date

Vacation Care

Excursion Days: 7:00am - 6:30pm	\$75.00
Incursion Days: 7:00am - 6:30 pm	\$70.00
Cancellation within 7 business days (if bookings are cancelled within 7 days full fee will be applied)	\$70/\$75

Staff Development Days - 7:00am - 6:30pm	\$70/\$75
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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 Bank Account	\$0.88 /transaction
Direct Debit from Visa/Master Card	\$2.35% /transaction
Direct Debit from Amex	\$4.40% /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 /15min 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

Payments

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.

Cancellations

If any booked days are cancelled within 7 days full fee will be applied to your account. All cancellations must be communicated through an email to the centre sent to lee-ann@asquith-oosh.com.

For new families there is an annual ACASCC enrolment fee of \$50.00 / family & \$100 bond that is returned if you leave the service. This will register families to include future vacation care and before & after school care services for 2023.

Cancellations continued...

Certain days will have restricted availability imposed on us by the excursion providers, so we urge you to make your booking through My Family Lounge asap. Families are required to give 7 days' notice to Lee-ann@Asquith-oosh.com - enquiries@asquith-oosh.com.au to cancel any bookings.

Pick-Up / Drop-Off

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.

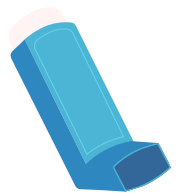
Pick-Up / Drop-Off continued..

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.

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 & 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.

Behaviour

Disruptive and/or aggressive behaviour will be dealt with by the staff following the centre's behaviour management strategies. Disruptive behaviour will be documented and in correlation with our policies; appropriate corrective actions/steps will be taken including:

1. When a child's behaviour is deemed inappropriate or if a child's behaviour is intrusive to another person's enjoyment, the educators will then actively intervene and take steps to attempt to resolve the situation.
2. Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators, or constantly disregarding basic rules. In these instances, appropriate steps will be taken by educators (explanation, redirection of activity, isolation & discussion with parents.)
3. If inappropriate behaviour continues over time, a meeting between educators, nominated supervisor, child and family will be arranged where a mutual strategy for improving behaviour will be implemented.
4. In extreme cases, to protect other children and educators, the service reserves the right to exclude the child from the service; this may be a temporary or permanent measure.



OUR VACATION CARE HAS BECOME SO POPULAR DUE TO OUR FANTASTIC PROGRAM, WE ARE CLOSE TO FULL ON MOST DAYS. BOOK IN AS EARLY AS POSSIBLE, AS CERTAIN DAYS WILL FILL QUICKLY!

