

Asquith Community



After School Care
Centre Inc.

Parent Handbook

2019

Our Statement

At Asquith After School Care Centre we believe in a quality environment for children. This promotes a child's self-esteem and competencies 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 opportunities to be involved in the preparation of the services program
- Staff should to 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 3.00pm 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 www.asquithoosh.org.au 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 110-place service operating on the grounds of Asquith Public School. The service caters for children who attend the primary school.

Most of the children using the service attend Asquith Public School but we welcome other 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.

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

FEE SCHEDULE FOR 2018

Yearly registration fee	Per Family	\$10.00
Refundable Bond Payment (once only)	Per Family	\$100.00
Before School Care	Permanent Booking per session	\$13.50
	Casual Booking per session	\$15.00
After School Care	Permanent Booking per session	\$19.50
	Casual Booking per session	\$22.00
Vacation Care	Daily Rate	\$65.00
	On the Day booking	\$70.00
	Booking Deposit (per week)	\$65.00
Casual BSC	Cancellations within 24 hours	Full Fee
Casual ASC	Cancellations within 24 hours	Full Fee
Vacation Care	Cancellations within 24 hours	\$65.00
Search Fee	If your child is absent and the centre was not informed, a search fee may be charged to your account.	\$10.00

***** PLEASE NOTE - A LATE FEE APPLIES AFTER 6:30PM
\$15 PER 15 MINS (or any part thereof) *****

The Yearly Registration Fee provides families with membership of the centre each year, including the entitlement to vote at the Centre's Annual General Meeting, and covers the insurance and administration costs, which recur each year on 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 assists with the costs of administration associated with initial enrolment at the centre.

Permanent bookings give families security of placement and lower fees, in comparison with casual rates, and continue from term to term. Permanent bookings have priority allocation over casual bookings and must be paid in full regardless of absences. Any requests to change permanent bookings must be made to the Centre with a minimum of two weeks' notice.

Government Assistance

ACASCC is an approved provider and can offer and To register for parents can contact Centrelink on ph.136 150 or visit www.humanservices.gov.au.

CCB and CCR are managed via the Child Care Management System (CCMS). This system puts the onus on parents to keep the Family Assistance Office (FAO) up to date with any changes to details especially income and work details.

Families who do not wish to claim either CCB or Child Care Tax Rebate can still be enrolled and attend our service but are deemed 'informal enrolments' by the Federal Government.

HOW TO ENROL AND MAKE BOOKINGS

ACASCC uses Qikkids software for enrolments, bookings and billing.

NEW ENROLMENTS

Step 1- Go to our website www.asquithoosh.com. Click on the

“MyFamilyLounge” tab and register through the link.

Step 2- Once you have enrolled on Qikkids, we ask that you complete and return a paper copy in person or via email to coordinatoracascc@gmail.com along with any relevant information such as your child’s Immunisation Record, Medical Management Plan, any Court Orders restricting access to your child or information about your child’s disability or additional needs.

Should your child have a disability or additional needs or special circumstances please phone the office and come in to meet with us prior to this process so that we can ensure we are able to provide quality care and support.

All booking are to be made using the “My Family Lounge app”.

1. RE-ENROLMENTS IN BEFORE AND AFTER SCHOOL CARE

Families are required to re-enrol before the commencement of each school year. This is to secure a place and ensure that your child and family details are up to date.

If you wish to re-enrol your child, simply login to your Qikkids account and update the information to ensure accuracy. The next step is to print and complete the Booking Form and return to the centre to note the days of care required. Booking forms are year specific and required annually even if the days you require are not changing from the previous year.

2. CASUAL SESSIONS IN BEFORE AFTER AND VACATION CARE

Are to be made using the “My Family Lounge app”.

Casual sessions in Before and After School Care may be available if there are vacancies.

Non-attendance at pre-booked casual sessions, will incur a Full-cancellation fee.

3. CHANGES/UPDATES TO FAMILY DETAILS OR CARE ARRANGEMENTS

Log into your Qikkids account to make changes to family details e.g. phone numbers, addresses, authorised contacts, and health information.

To change bookings for care days, notify the centre as follows: -

- Two full week's written notice is required for changes to or cancellation of permanent bookings - email coordinatoracascc@gmail.com
- Note that permanent bookings will incur a charge even if your child is absent
- You will be informed if a place is not available and your child will be placed on a waiting list

4. RE- BOOKING AT THE START OF EACH SCHOOL YEAR

Booking forms are year specific and required annually even if the days you require are not changing from the previous year.

Vacation Care Programs and Bookings are generally available 3 - 4 weeks prior to each public school holidays starting. Pupil Free Days Care is offered as an extension of Vacation Care on the days of Public School Pupil Free Days.

INVOICING AND PAYMENT OPTIONS

Invoices are sent out each fortnight on the Thursday.

Direct Debit payments will be taken out of your nominated account on the Monday. (all Direct Debit payments will incur a \$.89 fee and Credit cards will incur a 2.35% - Amex 4.40%)

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. 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.

BREAKFAST AND AFTERNOON TEA

Breakfast and 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.

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

Cooking is always a favourite activity. Frequently an afternoon group activity will include preparation and cooking of different foods. Biscuits, pikelets, popcorn, pizza melts and healthy slices are often made. Children can consume these 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.

The service does not provide any Peanut butter or nut-based products. nor should they be brought into the Centre.

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.

Below is a typical day at the Centre -

7.00 am: Centre opens, the children are encouraged eat breakfast. When breakfast is finished at 8:15am, the children are free to read books, involve themselves with construction activities, board games, reading, colouring in or free play

8.30 am: The children can leave the Centre and walk around to the COLA undercover area

8.50 am: Kindergarten children are walked directly to their classrooms.

3.00 pm: Children's names are marked off and daily announcements are made.

3.30 pm: Afternoon tea is served; weather permitting at the lunch area.

- Any special activities like watering our vegetable garden, picking any ripe fruit or vegetables and or filling the compost bin etc. would be completed at this time.

4.00 pm: Free play on oval with organised games or back to the Centre rooms for craft activities, dress-ups and free play

5.30 pm: Pack up time, children offered games

6.30 pm: Centre 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. This policy applies all year round and no exception will be made, unless notification from parent/guardian.

ARRIVALS AND DEPARTURES

A parent, or his or her representative, is responsible for signing the child in each morning and signing out each afternoon with the iPads.

Our staff, understand that only people authorised in writing, are to collect your child/children. Please ensure that you have provided written authorisation for any other person who is to collect your child/children. See end of enrolment form. Other authorised persons need to be able to identify themselves e.g. driver's licence, when they arrive at the Centre. When satisfied of the identity, the child/children can be handed over to that authorised person.

Only in an emergency will we accept authorisation by phone.

PHOTOGRAPHY PERMISSION

Photographs are taken at Asquith OOSH in order to evaluate programs and show parents the types of activities in which children have participated. These photographs are displayed throughout the Centre and may also be used in documents. Please inform the coordinator in writing if you do not wish to have your child's photographs in documents and/or you do not wish for your child's photograph to be taken

ASTHMA /ALLERGIES/ MEDICATION FORMS

If your child has asthma or is required to take any medication within the hours of care with our Centre, it is required that you fill in the necessary forms. Please see staff when you hand in the enrolment form for these appropriate documents.

If child is undergoing medical treatment and requires medication, the following procedures must be adhered to:

1. Continuing medical requirements must be recorded on the child's enrolment form
2. Parents must bring in a letter from their child/children's doctor
3. Directions for times and dosages will be confirmed by staff
4. The medication will be placed in the refrigerator or medical case, located in the locked filling cabinet
5. A staff member will administer medication with another staff member to witness.

*****IMPORTANT*****

- Medication must be brought to the centre in the original packaging, in date, with the child's name and clear instructions on the label from the doctor
- No medication prescribed by another person will be administered
- Staff will only accept the daily requirement of medication

GRIEVANCES/COMPLAINTS

We will support parents', 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/s 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 a code of conduct form.

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 CARE

The Centre is open from 7am to 6.30 pm Monday to Friday, except for Public Holidays. Pupil free days are included and treated as Vacation Care.

DRINKS AND SNACKS:

Children are asked to bring enough drinks and snacks for themselves during the day. Even on days where all food is provided or children buy their lunch, children may need extra drinks and snacks. We ask that all snacks are **Nut-free**.

EXCURSION:

Children are asked to wear appropriate clothing and footwear to suit the excursion. They should arrive no later than 9.00 am on excursion days. Mobile phones and handheld games are not to be brought along on excursions or these must be left at the Centre. All excursions will go ahead on rainy days it is the coordinator's 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 contacted at all times, by calling the centre on (02) 9477 1998.

WHAT TO WEAR:

Children are to be comfortable during Vacation Care, they should be wearing comfortable clothing, appropriate footwear, sunscreen and bring a hat. On excursions away from the OOSH, the children are provided with an orange Centre vest that they are required to wear during the time away from the Centre. This is so that they can be aware of each other and staff can keep an extra eye on the group. These vests are not to be taken home by the child.

On excursions all children should also pack a raincoat in case of wet weather.

Unless it is an excursion to a local park, we go on all excursions no matter what the weather.

GOVERNANCE AND MANAGEMENT

POLICY STATEMENT:

Asquith Community After School Care Centre aims to provide a quality education and care service and will operate according to all legal requirements and recognised best practice in service management. We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the constitution that deals with the key legal requirements for running the organisation. A copy of the constitution will be readily available to all committee members to consult. New members will be given a copy of the constitution as part of their orientation.

For the purpose of Regulations the Management Committee is the Approved Provider.

The Management Committee as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the service Philosophy.

The Management Committee as Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 is available for inspection at the service at all times (as per Regulation 171).

RESPONSIBILITIES:

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

- Compliance monitoring – ensuring compliance with the objects, purposes and values of the service, and with its constitution
- Organisational governance – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them

- Strategic planning – reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the service complies with all relevant laws, regulations and regulatory requirements
- Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service’s budget; monitoring management and financial performance to ensure the solvency, financial strength and good performance of the service
- Financial reporting – considering and approving annual financial statements and required reports to government;
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers

The **Nominated Supervisor** is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies lay down by the Approved Provider, including:

- Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives;
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff;
- Having input into the annual budget and managing day-to-day operations within the budget;
- Maintaining an effective risk management framework;
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation’s

performance

PROCEDURES:

This policy will encompass the following:

- Philosophy and policies
- Financial management
- Facilities and environment
- Equipment and maintenance
- Review and evaluation of service
- Records management
- Work, Health and Safety

(a) Philosophy and policies

- The development and review of the Philosophy and policies will be an ongoing process.
- The philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care “My Time, Our Place”. There will be a collaborative and consultative process to support the development of the philosophy that will include children, parents and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.
- Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
- The Management Committee as Approved Provider will ratify the Philosophy and the policies. The Approved Provider can only alter policies and the changes minuted as a record.
- All documents will be dated and include nominated review dates.
- There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.
- The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

(b) Financial management

- The Approved Provider will be responsible for developing and overseeing the budget of the service and for ensuring that the service operates within a responsible, sustainable financial framework.
- In line with this responsibility the Management Committee will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.
- Financial reporting including an income and expenditure statement and balance sheet will be presented to the Management Committee on a regular basis and the opportunity provided to ask questions or seek further advice from any Management Committee member.

(c) Facilities and environment

- The Management Committee will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times.
- In the event of the relocation of the site the Management Committee will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
- Work, Health and Safety implications will be considered by the Management committee in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

(d) Equipment and maintenance

- Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.
- Processes will be in place for routine cleaning of toys and equipment.

(e) Review and evaluation of the service

- Ongoing review and evaluation will underpin the continuing development of the service. The Management Committee will ensure that the evaluation involves all stakeholders, especially families, children and educators/staff.
- The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at meetings of the Management Committee.

(f) Confidentiality

All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.

(g) Maintenance of records

- Regulation 177 outlines requirements and includes references to records that services must keep. Regulations 183–184 detail storage of records.
- The service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.
- The Approved Provider assists in determining the process, storage place and time line for storage of records.
- The service's orientation and induction processes will include the provision of relevant information to staff, children and families.
- Clear guidelines on who will have access to which particular records will be given to committee members, educators and families. These will be available at all times at the service.
- The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:
 - Australian Tax Office (ATO)
 - Family Assistance Office (FAO)
 - Department for Education, Employment and Workplace Relations (DEEWR)
- In the event of ceasing to operate, the service Management

Committee will identify where the records will be kept and seek professional advice on the winding up of the service

- A list of nominated contacts for Child Care Management System, Australian Taxation office and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.

(h) Work, Health and Safety

- Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
- The nominated supervisor will report back to the Management Committee on any Work, Health and Safety issues as they arise.
- All committee members will be provided with information to assist them in meeting their obligations under the legislation

(I)Assistant Coordinator

Should the Coordinator be absent for any reason, the Assistant Coordinator will take responsibility for that particular session (ASC/BSC/VAC). Any

Acceptance & Refusal of Authorisations

POLICY STATEMENT:

Asquith Community After School Care Centre will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. For example, if a child is to attend an extra-curricular activity for which authorisation is required, but has not been given; this will result in the child not being able to participate in the activity. Preferably, authorisation is required in written format; however in some circumstances staff discretion may be used.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. For example, the Regulations stipulate an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)

Authorisation from families may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.
- Children are leaving the service to make their own way home.

PROCEDURE:

The Nominated Supervisor or the person in day-to-day charge of the service will:

- Ensure documentation relating to authorisation (permission) from families contains:

- ✓ The name of the child enrolled in the service;
 - ✓ The date;
 - ✓ Signature of the child's parent/guardian or nominated person who is on the enrolment form;
 - ✓ The approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable);
 - ✓ The original form/letter provided by the service;
- Apply these authorisations to the collection of children, administration of medication, excursions and access to records.
 - Keep these authorisations in the child's enrolment record.
 - Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained.
 - Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation has been given.
 - Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
 - In certain circumstances verbal authorisation, may be accepted at the discretion of the senior staff member on duty. This would be relevant in situations where there has been an emergency situation and no one from the child's authorised list is able to collect the child. An email, fax or text message is suitable as written authorisation.
 - Exercise the right to refuse if written or verbal authorisations do not comply with the requirements outlined above.
 - Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the family and emergency services as soon as practicable after the medication has been administered.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
r93, 94, 99, 102, 157, 158, 161	Standard 2.3 and 7.3	Parent Handbook Staff Handbook Enrolment and Orientation Policy Administration of Medication Policy Providing a Child Safe Environment Policy	

Delivery & Collection of Children

POLICY STATEMENT:

Asquith Community After School Care Centre will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

PROCEDURES:

Delivery of Children:

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any person delivering a child to the service must 'sign in' using the electronic sign in provided.
- Any person signing in must use approved credentials provided by parent/guardian.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.
- Parents are not to sign children in at any time before the opening hours of the service (7:00AM)

Collection of Children:

- Children must be collected by the closing time of the service (6:30PM)
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their

contact details. The collection list must be kept current and updated on a regular basis.

- Parents/guardians must inform the service via email if the child/ren are to be collected an authorised nominee or alternate pick up person.
- The authorised nominee who is collecting a child must 'sign out' using the electronic sign out provided.
- Children that are signed out by an older sibling must have written permission from the parent/guardian.
- Educators will be aware of each child's departure from the service to ensure an authorised nominee listed on their collection list only collects children.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Coordinator will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
- If no contact has been made regarding the collection of a child and no communication has been made regarding the absence of an authorised pick up person, the centre will be informing the police.

Absent and Missing Children:

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook.

- If a child only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - a) Ask the other children of their knowledge of where the child might be.
 - b) Ask other educators/Nominated Supervisor and check dairy for absences.
 - c) Check extra-curricular activity sheet for children.
 - d) If the child has no record kept of an absence for that session, call parent/guardian and try to determine the whereabouts of the child.
 - e) If the child was absent from school, inform the child's parent/guardian at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - f) If the child was present at school and the parent/guardian have informed you that the child should be in the centre's care, educators should inform the parent/guardian to allow them time to follow procedures in dealing with missing children.
 - g) Educators are to ask all educators for any information regarding the missing child and proceed to ask the school office if they have any information regarding any possible alternate pick ups or surrounding information for the child.
 - h) Educators will search the surrounding area and ask remaining school staff for assistance.
 - i) If the child is still unable to be located, the educator will return to the service and inform all other educators quietly that a child is missing and to arrange appropriate supervision for the rest of the enrolled children.
 - j) Responsible Person to call police and explain the situation with as much detail as possible.

- k) Responsible Person to call parent/guardian after speaking to emergency services to explain that the police have been informed and to comfort the parent that everything possible is being done.
- l) Continue to keep in contact with the school and parent/guardian during this time.
- m) Follow up on any leads regarding children going to a friend's home and check common places in the local area.
- n) Educators to search surrounding areas if supervision of enrolled children remains adequate.
- o) Educators and Nominated Supervisor will follow police procedures.
- p) The Coordinator will notify ACECQA within 24 hours of incident happening.

Acknowledgement of Children's Arrival:

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and arrival time at the service through electronic sign in. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
r99, r158-161, r168, 176.	Standards 2.3 and 7.3	<ul style="list-style-type: none">- Parent Handbook- Staff Handbook- Acceptance and Refusal of Authorisations Policy- Enrolment and Orientation Policy- Administration of Medication Policy- Providing a Child Safe Environment Policy	

Fees

POLICY STATEMENT:

Asquith Community After School Care sets fees in accordance with its annual budget in order to meet the income required in developing and maintaining a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

PROCEDURES:

MEMBERSHIP and INSURANCE

The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.

As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

The annual fee to cover membership of the Incorporated Association and insurance for the children is \$50 per family and is payable when the family first enrolls each year.

FAMILY BOND

A bond of \$100 per family will be levied when the family first uses the centre. This levy is refundable (less any outstanding fees) when care services at the centre are no longer required.

ABSENCES & CANCELLATIONS

Absences and cancellations are treated differently depending on the nature of the enrollment.

- a) Permanent bookings (BSC and ASC)

Fees are charged for each session that has been booked for BSC and ASC. No charge will be made for public holidays and pupil free days or during public school holiday vacations. Absences will be charged. Under the approved absences allowable by the Childcare Management System, up to 42 absences per financial year are allowed each year. Absences should be notified to the centre for security reasons.

b) Casual bookings (BSC and ASC)

It is preferred that at least 24hrs notice is given when cancelling a child for a casual booking. This can be done by email (enquires@asquith-oosh.com) or by phone (9477-1998). Fees are not charged if a cancellation of the session has been noted and received at least 24 hours prior to the session booked.

Vacation care need to be cancelled within 3 day prior to attending.

ASC - Full fee is charged for any sessions not cancelled in advance. A search fee of \$10 will be charged to family's account when no communication has been made regarding the absence of their child for a session.

BSC - Full fee is charged for any sessions not cancelled in advance

VAC – The full daily session rate is charged for any session not cancelled in advance.

SETTING FEES

Fees are to be set on an annual basis by the Management Committee based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Fees will be reviewed yearly based on attendance and the centre's ability to meet the running costs. Parents will be given at least 2 weeks notice of any increase in the fees. (Regulation 172)

SERVICE CLOSURE

No fees are charged while the service is closed over the Christmas/New Year period or on Public Holidays.

FEE PAYMENT

Care fees will be invoiced fortnightly and issued through Qikkids by email and can be paid weekly, fortnightly or monthly with direct debit. (Regulation 168)

Fees will be direct debit fortnightly on a Friday.

Please contact the accounting company on champ@champenterprise.com to make any alternative arrangements.

Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected. (Regulation 172)

CONFIDENTIALITY

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information will be given in writing upon request.

OVERDUE FEES

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Centre Accountant, who will discuss and make suitable arrangements for payment of fees.

If no previous arrangements have been made regarding overdue fees the centre will:

After 4 weeks overdue: An overdue fee of \$10 will be added to the invoice, with mention of the account being overdue and that payment is requested.

After 6 weeks overdue: A letter will be issued outlining the centre's policies for payment. The Coordinator will also personally approach the parent and discuss the reason for non-payment. In consultation with the Coordinator, an agreement of future payments can be discussed. A meeting can be organised with the accounting company and the Coordinator to discuss a payment plan.

After 8 weeks overdue: Failure to negotiate a payment plan and/or continued non-payment will result in a second and final letter notifying

the family that unless payment is made within 5 working days or a payment plan entered into the child will be unable to attend the service.

If the above procedures are not effective, details of unpaid fees will be referred to the Centre Accountant and Management Committee to commence debt recovery procedures and the family will be responsible for all fees associated with recovering the debt.

LATE FEES

The hours and days of operation of the service will be displayed prominently within the service. (Regulation 173)

The service operates from 7.00am to 9.00am and 3.00pm to 6.30pm Monday to Friday. Any parent who collects their children after 6.30pm will be charged a late fee of \$10 for every 15 mins (or part thereof) after 6.30pm.

Wherever possible parents should advise the centre when they will be late to collect their child. If a parent continues to collect their child after 6.30pm the Coordinator will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

CONFIDENTIALITY

POLICY STATEMENT:

Asquith After School Care Centre, will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- Family of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information.

PROCEDURES:

(a) Collection of personal information

- Before collecting personal information, the service will inform individuals of the following:
 - ✓ The purpose for collecting the information;
 - ✓ What types of information will be disclosed to the public or other organisations;
 - ✓ When disclosure will happen;
 - ✓ Why disclosure needs to occur;
 - ✓ How information is stored;
 - ✓ The strategies used to keep information secure;
 - ✓ Who has access to the information;
 - ✓ The right of the individual to view their personal information
 - ✓ The length of time information needs to be retained; and
 - ✓ How information will be disposed of.
- All information regarding the children and their families attending the service is to be used solely for the purposes of providing childcare and meeting the administration requirements of operating the service.
- All information regarding any child/family enrolled in the service will only be accessible to authorised persons. The Approved Provider and the Nominated Supervisor will determine who is authorised to access records.

(b) Retention and Storage of Records

- The Service will ensure that documents set out in the Education and Care Services National Regulations (Regulation 177) are kept in a safe and secure place for the length of time outlined in Regulation 183 (2).
- The Approved Provider will develop a practice in relation to the retention and disposal of records.
- In the event that approval of the service is transferred, the requirements of Regulation 184 will be followed.

(c) Disclosure of Information

- Personal information regarding the children and their families is not to be discussed with anyone outside the service, except in circumstances outlined in Regulation 181.
- Families may seek access to the personal information collected about them and their child by contacting the Nominated Supervisor at the service. Children may also seek access to personal information about themselves. However access may be denied where access would impact on the privacy of others; where access may result in a breach of the service's duty of care to the child; or where the child has provided information in confidence.
- Lists of children's or families names, emails and phone numbers are deemed confidential and are not for public viewing and will not be issued to any other person or organisation without written consent.
- No personal information regarding a staff member is to be given to anyone without his/her written permission.

(d) Personal Conversations

- Personal conversations with families about their children, or other matters that may impact on the child's enrolment, for example, fees, will take place in an area that affords them privacy.
- Personal conversations with educators and staff about matters relating to their performance will take place in an area that affords them privacy.

(e) Maintenance of Information

- The Nominated Supervisor is responsible for maintaining all service records required under the Education and Care Services National Regulations (Regulation 168) and other relevant legislation, for example, Work, Health and Safety, Australian Taxation Office, Family Assistance Office, Department of Education, Employment and Workplace Relations (DEEWR) and for ensuring that information is updated regularly.
- The service takes all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date.
- Individuals will be required to advise the service of any changes that may affect the initial information provided.
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- CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
145 – 152, 168, 174 – 177, 183.	4.2, 5.1, 7.3	Governance and Management Policy. Enrolment Form. Parent Handbook. Staff Handbook. Personnel files.	My Time, Our Place. Network <i>OSHC Code of Conduct</i> . Network <i>Record Keeping</i> Factsheet. Work, Health and Safety Act (2011). Privacy Act (1988). Child Care Service Handbook (DEEWR). Child Care Benefit legislation.

