

After School & Holiday Care Mackay

PO Box 568

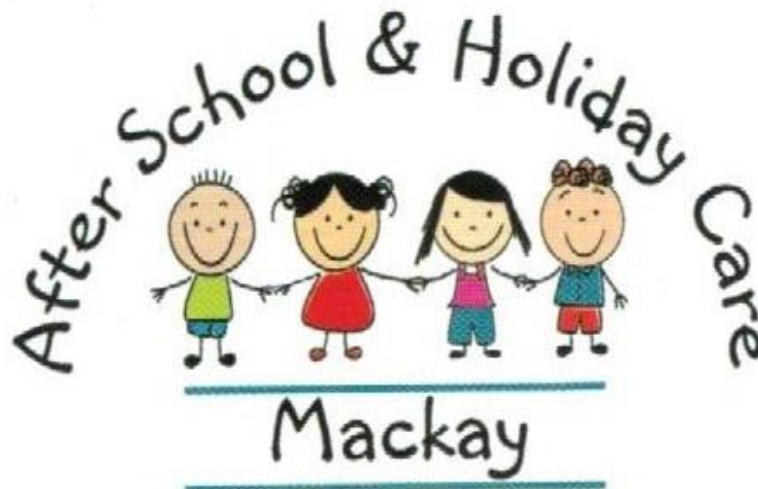
MACKAY QLD 4740

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After School & Holiday Care Mackay Family Information Booklet

**Proudly Sponsored by
Mackay Children's Support Program Inc
This program is open to all children attending school**

**Department of Education & Training
Administers payment of CCS to approved services**

*"Supporting Quality Care for All Children"
School Age Care - Before School, After School and Vacation Care*

After School & Holiday Care Mackay Philosophy

Laws and other provisions affecting this policy include

This Philosophy Statement provides the foundation for all activities, policies and procedures of After School & Holiday Care Mackay. These values underpin After School & Holiday Care Mackay for the provision of a quality service that ensures children's physical, emotional and social needs are met in a safe, caring and supportive environment.

Therefore, we aim to:

Provide a safe and nurturing environment for every child

Foster positive self-esteem and a strong sense of identity in each child

Meet the individual needs of all children and their families as a priority

Employ staff who will engage children in a range of exciting and stimulating activities whilst caring for the social, physical and emotional well-being of each child;

Work together as a team developing each other's skills, strengths and to continually build on our professional knowledge and reflective practice.

Emphasise the development of life skills as well as a sense of enjoyment.

We recognise:

The child's inherent right to feel safe, protected and content and cared for in their environment.

The importance of child-centred play as well as more structured activities in a child's development.

The importance of social and emotional development and communication in learning through play and leisure.

That involvement of families and community in the development of our programs, in an ongoing partnership based on effective communication, will result in continuous improvement for the Centre.

The importance of a child being in an environment centred on core values of dignity, tolerance, freedom, equality.

The value of ensuring that staff are given opportunities for professional development and supported so that they grow as leaders and carers and are therefore able to maintain high standards of resources and programs for the children;

We are committed to:

Providing a quality, fun program that allows the children to choose how their time will be spent at OSHC

Ensuring that Management support and communicate effectively with parents, children and staff.

Providing a stimulating environment where children can be challenged and guided to develop skills in their social, physical and cognitive development

Ensuring that children within in our service are engaged in quality experiences for rich learning, personal development and citizenship opportunities.

Providing activities that will encourage involvement of all children, drawing on the various cultural, ethnic and religious backgrounds.

The laws and other provisions affecting this Philosophy include:

National Quality Standards.

Education and Care Services National Regulations (2011)

National Quality Framework

VISION STATEMENT

All children will realize their full potential, in an atmosphere which reflects each schools' values.

MISSION STATEMENT

We will achieve our vision by:

- Nurturing an environment in which all people are accepted, valued and supported.
- Encouraging in students a sense of dignity, courtesy, compassion and self-discipline.
- Providing a distinctive education with a relevant and inclusive approach to education and the life of the school.
- Educating students to be successful, creative, confident, and empowered to enrich our world.
- Respecting and celebrating the diversity of our community where all cultures are appreciated.

**The telephone numbers for After School & Holiday Care Mackay are 07 49511 489/ 0429 361 931
Bus Mobile: 0456 688 985**

Organizational / Communication Information

Chair	Stephanie Sealey
Vice Chair	Kellie McDonald
Treasurer	Leeann Hobbs
Secretary	Heidi McLeod
Maintenance	David Ewald
Program Coordinator	Erin Rutherford
Administration Officer Contact accounts email only	Karen Fisher officemcsp568@gmail.com
Office of Early Childhood Education and Care	1800 637 711
Office for Early Childhood Education and Care	4967 4412
Licence Number	20826
Postal Address	PO Box 568, Mackay QLD 4740
Email Address	mcsp568@bigpond.com
ABN	76 516378390

Reflections and Outcomes

- Children have a strong sense of learning through natural process of exploration to expand and demonstrate a capacity for self-control, negotiating and sharing. Supporting and encouraging children to succeed when faced with challenges.
- Be connected with and contribute to their environment and community. Demonstrate awareness of connections, similarities and differences between people and to react in positive ways. Listen to others and respect diversity
- Have a strong sense of wellbeing
- Be effective communicators
- As professional educators we will focus on critical reflection and examine all aspects of events and experiences from different perspectives (teamwork)
- To become financially viable to create a sustainable and safe environment for children, Educators and visitors.

- We acknowledge the Yuibera people and their ancestors past and present whose land on which we work, support and educate

The National Law

The National Quality framework is being established under an applied law system comprising the National law and National Regulations and will apply to most long day care, family day care, outside school hours care and pre-schools or kindergartens in Australia. The purpose of the National law is to create a jointly governed national approach to regulation and quality assessment of education and care services.

The National Regulations

Set out an application process for.

- Provider approval
- Service approval
- The process for the rating and assessment of education and care services against the National Quality Standard, including the rating levels
- Minimum operational requirements organised around the seven Quality Areas of the national Quality Standard.
- Application process for review of decisions.

The National Quality Standard

Seven Key Quality Areas.

- QA1: Educational Program and Practice
- QA2: Children's Health and Safety
- QA3: Physical environment
- QA 4: Staffing arrangements
- QA 5: Relationships with children
- QA6: Collaborative partnerships with families and communities
- QA 7 Leadership and service management.

The national Quality Standard allows each service to adopt approaches that are most appropriate to the children being educated and cared for at the service.

My Time Our Place Framework for School Age care in Australia.

The aim of the framework is to extend and enrich the well-being and development of school age children. It assists service s to provide children with opportunities to engage in leisure and play-based experiences.

After School & Holiday Care Mackay

After School & Holiday Care Mackay operates at 43 Shakespeare Street at the Shakespeare Child and Family Centre. It offers Before School Care for Victoria Park SS, St Mary`s, Central S.S. After School Care, for Victoria Park and St Mary`s, Central S.S. Vacation Care for the children all school the local community.

Hours of Operation

- Before School Care 6.00 am. – 8.45 am.
- After School Care 2.30 pm. - 6.00 pm
- Vacation Care and Pupil Free days - is provided between 6.00 am. - 6.00 pm. To be viable 15 children need to be present. After school activities are less structured than those offered during the vacation periods, to allow the children to 'wind down' after the school day.

The program's activities are designed to meet the interests of children aged 4 - 13 years. Children are offered the opportunity to participate or choose their own leisure and recreation activities. Children's age, interest's abilities cost, and Risk management and compliance will be taken into consideration when planning excursion.

A breakfast menu is offered for Before School Care. Afternoon tea is provided during After School Care and Vacation Care.

FROM THE COMMITTEE AND STAFF

On behalf of the After School & Holiday Care Mackay, we would like to wish you a very friendly welcome. Our aim is to provide care and recreation for in a safe supervised environment providing a balanced variety of play and recreational activities to meet the individual needs of your child. If you have any questions regarding the ASHC program, please do not hesitate to contact a Committee or Staff member. We hope you enjoy being involved in the program. We are seeking parents to be involved with our committee and as an incentive for parent involvement we offer a reduced rate of fees for parents that are actively involved committee members

The Management Committee

After School & Holiday Care Mackay is a “Not for Profit” community-based organization. The Annual General Meeting is held in **March** of each year. The Management Committee is composed of parents or interested community members. The Management Committee meets monthly. All parents are welcome to attend. This enables you to be active participate in the consultative process. Every attempt is made to ensure adequate information relevant is passed on to parents verbally, noticeboard or flyers.

Staffing

The Management Committee employs the staff of the Program. The educators are experienced in providing care and recreational activities for children. All educators have or are working towards a Qualification in Children’s services and will be in possession of a current “Working with Children” Blue Card. The Program Coordinator is responsible for overall conduct of the Program and is the person with whom parents should communicate regarding the Program and matters affecting their children.

Enrolment

Parents who wish to enrol their children must sign an Enrolment Form and Escorting children permission form. These are available at the Centre. Children need only enrol once each year for Before, After and Vacation Care. The program does not always operate for entire vacation periods, particularly at Christmas time, and parents should check the days that care will be available. It is the responsibility of parents to provide the Program Coordinator with notice of both enrolment and non-attendance of their children. Where appropriate notice is not given of non-attendance, a fee will be charged. (As per the Bookings and Cancellation Policy)

Finances

Fees are required to fund the weekly operation of the Programs. Fees and charges are reasonably set at a level which is affordable for all families. Any fee increases will be notified to families ahead of time. All new enrolments must be accompanied by a bond. **Permanent bookings are 2 weeks FULL FEES and casual bookings are \$100.** The bond will be held until we are advised the service is no longer required. At that time our records will be checked, if there are any outstanding amounts owing, they will be deducted from the bond. However, if your account is in credit, we will notify you in writing requesting bank account details to refund this money back to you. If this money is not claimed in 21 days after notice it will be reabsorbed into the program as a donation. All accounts are required to be maintained in this manner. An annual maintenance levy of \$65 is charged to accounts each May and the \$25 Resource Levy is charged at the start of each term. (Per family).

Accounts will be issued on a weekly basis and a monthly statement sent to families. We require weekly or fortnightly payments. **Note: Payment is due in the week of care and this is important for the ongoing financial success of the organization. ASHC does not receive funding to operate these programs.**

**Before School Care - \$20.00 per child per session (\$25 Casual)
Monday to Friday -6.00am to 8.45am**

**After School Care - \$28.00 per child per session (\$35 Casual)
Monday to Friday -2.30pm to 6.00pm**

Vacation Care Day - \$57.00 per child per day (\$65 Casual)
Excursions additional payment
Monday to Friday - 6.00am to 6.00pm

BEFORE SCHOOL CARE General information

- Bookings are essential - a booking must be made prior to attendance
- Children must be signed in on arrival
- Breakfast is available
- All children will be walked to school. Children in Prep will be taken to their classroom.
- Parents need to sign an Escorting Children Permission form.
- Before School care Activities a permission form for children to participate in extra-curricular activities must be signed

AFTER SCHOOL CARE General information

- Bookings are essential - a booking must be made prior to attendance
- A nutritionally balanced afternoon tea is provided
- Children must be signed out before leaving the Centre.
- Children are not permitted to leave the program until they are collected by an authorized person, or written permission by a parent or guardian is given to staff.
- Parents need to sign an Escorting Children Permission form
- Children cannot not be signed out by siblings aged 17 or under

The procedure for children attending After School Care: -

- Victoria Park children in Grade 1 – 6 meet staff in the designated area. (Tuck shop area)
- Victoria Park Prep and will be collected by a staff member from their classroom
- Central Children will wait in the bus area at Central school and a bus owned by the program will bring them to our Centre
- St Mary`s prep will be collected by a staff member from their classroom. Children grade 1-6 wait outside library until staff meet children to walk to bus at the bus stop, bus then will bring them to our Centre.

VACATION CARE AND PUPIL FREE DAYS General information

- Bookings are essential
- Children must be signed in on arrival and out on departure
- Breakfast and Afternoon tea is provided
- Lunch will be provided at a cost of \$5.00 per child or a packed lunch can be provided.
- If parents do not provide lunch for their child a cost of \$5.00 for a service provided lunch will be added to the account.
- Children should be dressed appropriately in accordance with the day's planned activities and sun safety
- Children are not permitted to leave the program until they are collected by an authorized person or written permission by a parent or guardian is given to staff.

ACTIVITIES AT THE CENTRE

In The school Age setting, educators encourage children's engagement in a range of play and leisure experiences that will allow children to feel happy, safe and relaxed. Children will learn interaction skills with other children of various ages, practice social skills, solve problems, try new experiences and learn life skills. Educators will work within the My Time My Place Framework with the emphasis on the importance of play and spontaneous play.

CHILD CARE SUBSIDY

The Commonwealth Government offers assistance to reduce the cost of care for families. Families first

do their assessment through their online Centrelink account. Families will receive an email to go on MyGov online www.humanservices.gov.au to your Centrelink online account to confirm details are correct after we submit details required (individual CRN & birth date) on our system for your eligibility to receive Child Care Subsidy.

Under the Child Care Management System parents need to provide their and their children's **Customer Reference Number (CRN)** this is a nine-digit number with a capital letter at the end. Your date of birth and your children's date of birth are also needed.

PARENTS WISHING TO PAY BY ELECTRONIC FUNDS TRANSFER

Bank: BANK OF QUEENSLAND
BSB: 124 001 **ACCOUNT NUMBER:** 100013500
Account Name: MACKAY CHILDRENS SUPPORT PROGRAM INC

For identification please use your Surname or the name of your child as proof of payment.

Or

Pay by Eftpos – Tyro Machine located in the ASHC Office.

BOOKINGS - PHONE 07 49511 489 or Mobile 0429361931

ENROLLING YOUR CHILD AND BOOKINGS

An Enrolment form and Escorting Children permission form **MUST** be completed by parents/guardians before a child can attend the After School & Holiday Care.

It is essential to make a booking and have a Booking Agreement with the ASHC Program for your child to attend. Please book at least one day in advance to enable us to make arrangements for the appropriate number of educators.

Phone 07 49511489 and leave a message if the Centre is unattended.

Advance bookings for Vacation Care and Pupil Free days are essential, to enable us to make arrangements for the appropriate number of educators.

CANCELLATIONS

Cancellation of bookings for before and/or after school care (in writing) will only be cancelled if the Service can fill your booking or a fee for that session will be charged. Cancellations of bookings for vacation care must be made on or before the close of bookings (in writing) or a fee, equal to the fee for that session will be charged.

If families cancel bookings 2 consecutive weeks without a medical certificate the service will begin to review your Enrolment.

ADDITIONAL BOOKINGS

Any additional or extra bookings for before and/or after school care must be made in writing this can be by email (mcsp568@bigpond.com) or the additional days booking form which is located in the parent sign in area.

Additional bookings will not be accepted unless they are in writing and numbers allow for additional children to attend the service.

COLLECTION OF CHILDREN

For safety and security, children will only be released to authorized person as named on the enrolment forms. Children must be signed out by their parent, or other authorized person, before they leave the Out of School Hours Care.

Children must be collected by 6.00pm. If, because of an emergency situation, you are late, then please notify the Centre as soon as possible so that appropriate arrangements can be made.

LATE FEES APPLY AFTER 6.00PM. (Refer to late fee policy)

ARRIVALS AND DEPARTURES

Children must be signed in and out on the iPad each day by an authorized person. We have digital sign in & sign out each person collecting the child needs to have their **own login** as this is a legal requirement. Please advise persons collecting children that they will be required to provide proof of identity. If another person is to collect the child, you will need to email the Centre and provide their name and phone number so they can be added to the system. In emergencies faxed letters of authorization can be sent to service.

If you require your child to attend activities within the school grounds, written authority must be given. Where possible staff will escort children to these activities and pick them up when finished. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the Service unaccompanied unless written authorization detailing time of departure indicating a release of Duty of Care.

Parents and Guardians are advised that we pick up Preps every afternoon and deliver the Preps to their respective classes every morning and wait with them and help them settle into their classroom for the first term. During the 2nd and 3rd term the educators will take the prep children to the junior undercover waiting area and let the children make their way to their classroom by themselves. By the 4th term the prep children will be dropped at the gate and encouraged to go to the junior waiting area by themselves to help them to develop their independence and self-help skills. Any prep children that struggle with this will be supported in the development of the skills required to meet these goals.

Parents are advised to encourage their children to come to ASHC pick up area as soon as school has finished for the day. It can take 15 minutes to mark the roll at school pick up. If children who are booked in to the Service for care have not arrived within ten minutes of expected arrival, the parent/guardian will be contacted on the numbers provided a fee of \$1.00 per call will be charged to the account. If parents are unable to be contacted the responsible person will call the school office and advise that they have waited for 15 minutes for the child to arrive at the pickup area and they have not shown up and that they are leaving the school grounds to go to the service. In the event the child turns up at the office the responsible person will advise the office to call the service and an educator will return with the bus to pick up the child. To make this process easier for all educators and children Parents, please be advised you need to contact the Centre if you take your children from school or they have not attended school for the day.

Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged between Prep and Grade 6. Consultation with Coordinator will consider the enrolment of children in grade 7

The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services (See Child Care Service Handbook 2012-13 Section 6.3. A copy of this is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

First priority- A child at risk of serious abuse or neglect

Second priority- A child of a single parent who satisfies, or has parents who both satisfy, the work/ training/ study test under section 14 of the Family Assistance Act

Third priority- Any other child If you child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days' notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available

Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the Director about accessing these records.

AFTER SCHOOL & HOLIDAY CARE MACKAY POLICIES

A folder of Policies is located in the parent sign out area of the Program. The After School & Holiday Care Program supports all general School Policies. It is necessary however to adapt some policies because of the role of the After School & Holiday Care Policies are regularly reviewed at Committee, Staff and Parent level. The process for reviewing, endorsing, implementing and distribution of policies is as follows:

1. Policy is reviewed / created to meet changes in requirement.
2. Policy is updated for endorsement by Management Committee.
3. Policy is reprinted and distributed to Staff, Parents and Children.
4. A copy of the current policy will be placed in the Folder of Policies.

FAMILY GRIEVANCES

Families have the right to question or put a complaint to the program coordinator in a reasonable and calm manner. Educators are not required to engage in an aggressive confrontation. If the coordinator cannot reach a suitable solution, then the Committee will be contacted to resolve the issue. Families are encouraged to negotiate a reasonable outcome. Families are reminded that our care provision is legislated and underpinned by various government regulations. All grievances must be of a program related issue and will all be documented and signed by the complainant and the Coordinator.

CHILDREN'S GRIEVANCES

Children should feel confident and safe to approach a staff member with a complaint. Staff will work with children to reach an acceptable outcome for all. Staff are committed to giving each child a fair hearing if they have genuine grievances all grievances must be of a program related issue and will all be documented and signed by the complainant and the Coordinator.

EDUCATOR GRIEVANCES

Educators have the right to question or put a written complaint to the coordinator in a reasonable and calm manner. Do not engage in aggressive confrontation. If the Coordinator and staff cannot negotiate or reach a solution your complaint will be addressed by the committee. **All grievances must be of a work-related issue and will all be documented and signed by the complainant and the Coordinator.**

The Management Committee and Educators

Samples of our policies, please take a moment to read them. Feedback is an important part of our programs as family, children's and educators needs change from year to year.

Children Leaving Without Permission (policy 1.4 Arrivals and Departures of Children)

If a child leaves the Service in any other circumstances and for any reason without permission, the Nominated/Certified supervisor will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.

Educators will not leave the Service to pursue a child if:

It will or may leave the other children in the Service with insufficient supervision; or it will or may expose that staff member to an unacceptable risk of personal harm.

9.8 Parent Conduct Policy

After School & Holiday Care Mackay strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area 6.1.1; 7.1.1; 7.3.2, 7.3.4.*
- *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 7.3 – Harassment and Lockdown, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.6 – Parent and Community Participation, 9.7 – Management of Intoxicated or Persons Under the Influence.*

Procedures

Parents shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

- Appropriate Language; and
- Calm and considerate tone.

Parents shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Parents who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The Police may be notified if Parent conduct within the service is threatening or violent.

Child Code of Conduct

As part of our commitment to quality care for the children at our Centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within "their" space and are displayed prominently throughout the service.

- We must always stay in view of a staff member.
- We keep our hands and feet to ourselves.
- We do not run inside or outside the Centre.
- No swearing
- No bullying

2.7 Exclusion for Behavioural Reasons Policy

ASHC Mackay has a Duty of Care to all children who attend and educators who work within, the Service. If:

- A child exhibits inappropriate behaviour or behaviour which threatens the safety or wellbeing of any child or other persons in the service;
- In the Co-ordinator's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in the service; and
- The behaviour support and management procedures (see policy 2.6) have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures; then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from the Service temporarily or, in some cases permanently.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.1.1; 2.3.2; 4.2.1; 5.2.2, 5.2.3; 6.1.1; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: 2.1 - Respect for Children, 2.6 - Behaviour Support and Management, 3.10 – Observational Recording, 9.3 – Communication with Families, 9.5 – Complaints Handling.*

Procedures

If, after following the Behaviour Management and Support Policy, the unacceptable behaviours continue;

- The Management Committee will be notified and;
- A letter will be sent to the parent/guardian detailing the child's behaviours, exclusion time and expected return date.

Prior to the child's return, a meeting will be held between the Coordinator, parent and child to discuss possible strategies. A behaviour support plan may be developed for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be excluded permanently from the Service.

Physical danger to child or others:

If a child's behaviour causes or may reasonably cause physical danger to other children, educator or the child themselves, the parent/guardian of that child will be contacted immediately and asked to collect the child.

The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and Management Committee

Damage to equipment or Facilities

As part of everyday experiences involving children, we recognize that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

10.4 Fees Policy

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunization guidelines.

- May be excluded from the Service temporarily or, in some cases permanently.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Child Care Service Handbook (for current year)*
- *NQS Area 6.1; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: 3.5 – Excursions Policy, 9.2 – Enrolment Policy, 9.3 – Communication with Families Policy, 10.3 – Budgeting and Planning Policy, 10.17– Strategic Planning Policy*

Procedures

Fees will be paid, for all days booked for the week ahead, on the last day of each week.

Statements will be issued detailing all the requirements according to the Department of Education and Training Child Care Service Handbook. (A copy of which is held at the Service for access by parents and other genuinely interested persons).

Accepted payment methods include cash, direct debit or internet transfer and eftpos at the office.

All cash monies will be banked on behalf of After School & Holiday Care Mackay as soon as possible after receipt.

Childcare Subsidy

The Coordinator will keep parents informed about the availability of Childcare Subsidy (CCS) by: -

- advising all parents of the ability to apply for Childcare Subsidy by first to do their assessment through their online Centrelink account.
- after details have been submitted on our system and we send Families an email so they can then confirm details though myGov using your Centrelink online account.

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until the service receives current and correct information from the family.

Credit for fees already paid will be made in accordance with the Department of Education & Training Child Care Service Handbook.

All CCS records will be kept for 3 years from the last entry on the record in accordance with the Department of Education & Training Child Care Service Handbook.

Late Fees

Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a late fee of \$45 per 15 minute or part thereof per child then \$1 per minute per child thereafter (This is to compensate employees for overtime rates as required by relevant industrial instruments.)

Overdue Fees

If there are outstanding fees of over \$100.00, or where no payment has been received in at least 2 weeks: -

- in the first instance, the Co-ordinator/administrator will remind the parent verbally and record when the parent has agreed to pay the account;
- if no payment has been received when agreed, written notification by the Management Committee will be sent;
- if no arrangements have been made the parent will be contacted by the Management Committee where the terms of payment are discussed, and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;
- a debt collection agency may be used if payment of fees has not been received;
- The Management Committee may, in its discretion, exclude the child temporarily or permanently from further attending the Service if the parents have not met the requirements as advised to them by the Management Committee under the previous paragraph.

Cancellations and Refunds

There shall be no refunds given for cancellation unless the Management Committee decides otherwise in the sole and absolute discretion of the Management Committee in the particular circumstances.

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.

A \$65 maintenance levy will be added to accounts in May of each year. This levy is to help offset maintenance works required throughout the year

A \$25 per family resource levy will be added to accounts every term. This levy is to help offset the costs of new resources and art and craft supplies.

How we communicate with Families

We have several ways we communicate with you as a family. These include a monthly newsletter delivered by hand or sent to families. We also have a Facebook page and a website which are regularly updated with information, photos, video's, newsletters and booking forms. Posters and brochures are available throughout the service and at the parent area, relating to several subjects such as health and nutrition, through to contact numbers for various community support groups. We can provide these in several languages and can help with further contacts if you need them. Your feedback is important to us. We have several surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We are licensed by the Office for Early Childhood Education and Care and operate under licensing recommendations. We are accredited through the Accreditation process, which occurs every 2.5 years we are yet to be assessed under the new NQF system our QIP is in place and we are always seeking parent input into our quality improvement processes.

Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained, and written permission will be sought from parents before a child may attend any excursion.

Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return

- Method of transport used
- Activities to be undertaken
- The required child/staff ratio required
- Names of the persons who are in charge
- Risk Assessment

Children are required to have footwear for ALL excursions. Children MUST always wear a hat and sun screen (provided by parents) during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained, and parent permission will be obtained before a child travels on any type of transport.

Clothing

During before school and after school care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack extra clothing. Hats will be worn. Appropriate clothing should be worn on excursions when exposure to the sun for a short period of time will be encountered.

Babysitting

The service does not encourage or endorse staff and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

Programming

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (e.g. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups.

Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the Newsletter can be used to convey parent's and children's thoughts and input into the program. The weekly program is posted on the Parent Notice Board. In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly video games, hand held computer games etc, this is not encouraged. The only occasion this is allowed is when the service has planned a technology day. Staff should be made aware that children have personal items and they should be clearly named with permanent identification. If personal items and toys brought to the service, the children will be encouraged to keep them in their bags, or they will be placed in the office for safe keeping. Whilst

every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

Medication

In the case of your child/children requiring medication whilst in our care, please supply written authority from the parent/guardian stating the medication, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. Separate forms are to be completed for children suffering from Asthma or Anaphylaxis. All medication will be administered by the responsible person and 1 staff member. This will be recorded in a Medication Register which will be signed off by both staff administering the medication.

Children who become ill at the service will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's health needs, including medication. If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form.

Illness and Injury

The Service actively strives to avoid injuries occurring at the Service and to minimize the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be considered in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well-being of the other children and staff as well as your child. Re inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as Department of Health. Posters relating to this exclusion are displayed at the parent's table on the wall.

The responsible person will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified staff will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called, and the child will be taken to hospital. The cost of the ambulance is the parent/guardian's responsibility. Please ensure emergency contacts are updated on enrolment forms regularly

Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection.

The Service does not have facilities to care for sick children. Staff observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. ASHC is a smoke free environment.

Safety

Evacuation and harassment plans are situated in the entrance area and on the door to the playground. We ask all parents, staff and children to familiarize themselves with the procedures. Fire, evacuation and harassment drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation procedures

give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service firefighting equipment is serviced every six months.

Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers. Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

Daily Routines

Routine plays an important role in successful school age care setting. It allows the service to operate effectively and efficiently and makes for a relaxed environment for staff, children and parents. Routines provide consistency, prevent confusion, reduce staff workload, reduce behavioural problems, promote and ensure general hygiene practices. Weekly programs are posted near the Office for all staff, families and children to view. Children are consulted on a regular basis to decide on future programming activities. Children will be consistently consulted for ideas and feedback on their activities.

Homework

The Service will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. Whilst we support the children in homework, we cannot force them to complete their homework and staff are not expected to personally tutor each child.

Breakfast, Lunch and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh foods. Water and fresh drinks are always available to children. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Lunch will be provided during Vacation care for an additional charge.

Our menu is displayed in the parent area on the notice board. Detailed information about our Nutrition Policy is available in our Policies and Procedures Manual, located in the office. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed, and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies

Respect for Children

The best interests of the child are our paramount concern at ASHC and our service endeavours to provide care that always respects the child's dignity and privacy and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All staff have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

Photos

On occasion your child may be photographed participating within the day to day activities we provide at ASHC service. These photos may be used within the service on walls etc. as part of our programming process. The

children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission. If parents do not wish to have their child/children's photo taken they are asked to contact the Coordinator. A photo permission form is used to gain permission to post photos and videos of the children at play on our website or Facebook page and will not be posted if you have not given the service permission to do so.

Orientation Procedure

Procedures for Orientation:

We have developed a comprehensive and effective orientation process to ensure that you and your child have a smooth transition into our service. Orientation procedure will depend on the needs of each family. It is preferable that children are shown around the ASHC area before commencing to become familiar with the layout of the service. We recommend that all families should complete this process, as we feel it is very important that both you and your child to feel welcome, comfortable and settled into the program, before commencing care. The orientation process may take one or more visits and is tailored to meet the individual needs of your family. Only under extenuating circumstances will we enrol your child without adequate orientation. Under no circumstances will we allow your child to commence care without all appropriate forms being completed.

Orientation procedure for the Child:

Upon commencement, your child will be shown around the service. Important areas will be highlighted including the location of toilets, bubblers, boundaries, food storage and equipment and behaviour expectations. All staff will be introduced to the child, as will other children within the group. The child will also be assigned a Buddy with a child in ASHC who is already familiar with the routine

Orientation for the parents/ guardians:

An appointment will need to be made with either the coordinator or assistant coordinator to go through the orientation process at which time an orientation checklist will be given to the parent/guardians and the following information will be provided to the parents/ guardians

Location of General Policy Handbook

Location of the *Education and Care Services National Law Act 2010*

Introduction to ASHC staff

Location of digital sign in/out iPad and parent info area

Accident/Medication forms location and explanation of procedures

Location of program and location of parent comments sheet

Discussion of how programs are created

Location of toilet areas

Location of Kitchen

Parent complaints procedure

Location of outdoor play areas

Room emergency evacuation procedure

Fee payment procedure

Child Care Subsidy details given to Service

Explanation of items to pack for the child

Centre Sun Smart Policy

Explanation of cancellation of care and exit procedure

Give code to open the door

Behavior Management Policy

Copy of latest Newsletter

PROVIDING INFORMATION FOR PARENTS AND GUARDIANS.

Section 106A of the Child Care Regulation 2003 requires that parents and guardians be given written information about the legislative requirements and the operation of the service in order to meet the requirements of this provision, services may explore options for the format in which they supply this information to parents and guardians. This information must be given to parents and guardians before the child commences care at this Centre

Information current as of 16/12/20

Dear Parents and Guardians,

This letter is to provide specific information relating to your child's enrolment at After School & Holiday Care Mackay. Your child will be enrolled at After School & Holiday Care Mackay in our Before School, After School, and Vacation Care programs.

The ages of the children attending are all school age. Educators and committee as of above date are

Coordinator	Erin Rutherford	Studying Diploma Early Childhood Education & Care, Cert 3 Children's Services 1st Aid /CPR, Anaphylaxis, Asthma. Community Coach, Blue card, Nominated Supervisor
Qualified Educator	Michael Roberts	Diploma Children's Services 1st Aid /CPR, Anaphylaxis, Asthma. Blue card, Community coach, qualified archery coach
Qualified Educator	Karen Fisher	Diploma Children's Services, 1 st Aid CPR, Anaphylaxis, Asthma, Community coach, Blue card
Qualified Educator	Alison Rutherford	Diploma Early Childhood Education & Care, 1 st Aid/CPR, Anaphylaxis, Asthma, Blue card
Qualified Educator	Ana Barnes	Diploma Early Childhood Education & Care 1 st Aid/ CPR, Anaphylaxis, Asthma, Blue card
Qualified Educator	Vanessa Coleman	Diploma Children's Services, 1 st Aid/CPR, Anaphylaxis, Asthma, Community Coach, Blue card
Qualified Educator	Natalie Thomas	Cert 3 Early Childhood Education & Care, 1 st Aid/CPR, Anaphylaxis, Asthma, Blue card.
ADMINISTRATOR	Karen Fisher	Financial and Administrator
CHAIRPERSON	Stephanie Sealey	COMMITTEE
VICE CHAIRPERSON	Kellie McDonald	COMMITTEE
TREASURER	Leeann Hobbs	COMMITTEE
SECRETARY	Heidi McLeod	COMMITTEE
MAINTENANCE	David Ewald	COMMITTEE

After School & Holiday Care Mackay is licensed by the Office for Early Childhood Education and Care under the Child Care Act 2002, Child care Regulations 2011. Education and Care Services National Law Act 2010