

# St John Bosco BASC & Vacation Care Centre



## Family Handbook

### **HOURS OF OPERATION**

Before School Care - 7.00am - 8.30am

After School Care - 3.15pm - 6.30pm

Vacation Care - 7.00am - 6.30pm

**LOCATION:** St John Bosco Primary School (Mazzarello Centre)

Banksia Ave, Engadine

**POSTAL ADDRESS:** PO Box 370, Engadine NSW, 2233

**PHONE:** 0407 410 161

**Web:** [www.bosco.org.au](http://www.bosco.org.au)

**CRN (Combined OSHC):** 555 007 122S

**(Vacation Care):** 407 104 530X

**Updated October 2019**

## Centre Philosophy

We would like to acknowledge the traditional custodians of this land and pay our respects to Elders past, present and future, for they hold the memories, the traditions, the culture and hopes of Indigenous Australians.

At St John Bosco BASC we are committed to providing recreational care for primary school aged children.

- Children need a safe place to play.
- Children should be spoken to with patience, warmth and cheer.
- Children can be respectful of other children and of adults.
- Children need time to relax and unwind from their school day.
- Children have the right to contribute to the program and routines of each day.
- Children have the right to participate in a wide range of activities.
- Parents show mutual respect of staff, children and other parents
- Staff should possess an empathy towards children.
- Staff will treat each other, children and families with respect.
- Staff will contribute towards creating an exciting, stimulating and safe environment for the children.
- Staff will communicate openly with each other, families and children.

## Governing Bodies

Our industry's national body that ensures high quality early childhood education and care is ACECQA (Australian Children's Education and Care Quality Authority). They facilitate the National Quality Framework which is underpinned by the National Quality Standards, Education and Care Services National Law, Education and Care Services National Regulation and the My Time Our Place Framework.

# Enrolment and Orientation

## Introduction

Welcome to St John Bosco Before and After School Care. We offer out of school hours care for children aged 4.5 yrs – 12 yrs and we are located in the Mazzarello Centre in the grounds of St John Bosco Primary School.

## Policy Statement

At St John Bosco BASC we aim to provide an efficient enrolment and orientation procedure that is clear and concise to all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

## Considerations

Education & Care Services National Regulation 2011 clause 168  
Regulation 157 and 160  
National Quality Standard 6.1  
Family Law Act

## Centre Hours

Bosco BASC is open Monday to Friday during school term, during the school holidays and Pupil Free Days. The Centre is closed for 3 weeks over the Christmas Holiday period.

**Before School Care – 7am to 8.30am**

**After School Care – 3.15pm to 6.30pm**

**Vacation Care - 7am to 6.30pm**

**Pupil Free Day – 7am to 6.30pm**

Please ensure that your children are dropped off and picked up during these hours.

# Schedule of Fees

## Policy Statement

At St John Bosco BASC we aim to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the Centre's required income.

## Enrolment Fee

The annual enrolment fee is essential to cover Public Liability Insurance, Workers Compensation insurance, rent and administration for the centre to operate. It also secures the position of your child and gives you a voting right at St John Bosco Before and After School Care committee meetings.

## Current Fees

### Annual Enrolment Fee

Families with one child - \$20

Families with two or more children - \$30

### Permanent Bookings

Before School Care - \$12.00

After School Care - \$17.50

### Casual Bookings

Before School Care - \$14.00

After School Care - \$20.00

### Vacation Care and Pupil Free Days

\$42.00 per day

### Late Fee

Late collection of your child/children will incur a \$1.00 per minute charge after 6.30pm

### Phone Charge (Non-notification of absence)

\$10 per session

## Payment of fees

Permanent booking fees are due four weeks in advance with a statement emailed on the last Friday of every month. Please ensure you check your email including the spam regularly. Fees are payable for absent days and holidays. Make up days will not be given

Casual bookings should be paid for no later than on the day of the attendance. Absences for casual care will be charged if cancellation is less than 24 hours prior to the care.

Payments can be made in be direct deposit in to the Centre's bank account – details can be found on the statement. Payments can also be made via cash or cheque to the Centre – please see staff.

Queries regarding accounts should be made via email: [boscobookkeeping@bigpond.com](mailto:boscobookkeeping@bigpond.com)

## Overdue Fees

If an account is **5 weeks** overdue an invoice /statement will be posted showing the amount owing and a date by which to pay.

The centre will issue the parents/carers with **first letter** and a due date for fees to be paid in full **2 weeks** from issue date of letter.

The centre will issue parents/carers with a **second letter** and the due date for the fees to be paid in full will be **4 weeks** from issue date of letter.

If no payment is received or a payment arrangement entered into, the centre will use the services of a debt collector/sheriff. If any additional costs are incurred during this process it will be the parent's responsibility to pay these costs.

## Human Services Child Care Subsidy (CCS)

The Child Care Subsidy assists families with the cost of child care. Parents/carers can access the Child Care Subsidy System through MyGov. The Child care Subsidy will be paid directly to the Centre and families will need to pay the provider the difference between the fee charged and the subsidy amount.

- Phone FAO 13 61 50.
- [www.humanservices.gov.au](http://www.humanservices.gov.au)

## Enrolment

### Procedure for Enrolment

Enrolments are done online via the QK Enrol system. The link is provided on the main page of the website along with a link to instructions on the enrolment process.

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court. All enrolment forms will be kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and /or State Department Officers.

Parents/carers are responsible for updating any relevant information through QK Enrol, if there are any changes.

Depending on availability of care, children may be enrolled at any time throughout the year. Care will be determined by availability and priority of access guidelines. If care is not available, children will be placed on a waiting list.

**Permanent Booking:** A booking that is the same each week eg: Greg Brown Monday AM/PM Tuesday AM Friday PM: Charged at a Permanent rate, fees are payable for absent days and holidays and therefore no swapping or changing. Make up days will not be given

**Casual Booking:** A booking made as you need care. Bookings will only be taken 1 week prior to care charged at a casual rate with previous notice given to staff. If you cancel care less than 24hours prior to care you will still be charged.

**Vacation Care:** Programs and booking forms will be available online at [www.boscobasc.com](http://www.boscobasc.com) prior to each vacation care period. Payment of Vacation Care is required before commencement of care

### Changes to Permanent Bookings

Changes of days to either before school care and after school care need to be done through QK Enrol. Any requests for additional days will be automatically added to the waiting list and families will be informed as soon as a position becomes available.

Cancellation of days requires two weeks' notice and the Centre needs to be advised if the children will be attending during the two weeks' notice.

If you are cancelling all care for either Before School Care and After School Care, you need to complete the Cancellation of Care form which can be found either in the foyer of the Centre or on our website [www.boscobasc.com](http://www.boscobasc.com) under the important forms tab.

# Priority of Access

At Bosco BASC we do try and accommodate the care needs of all our families, however due to strict government regulations we are only licensed to cater for a certain number of children. We allocate places for Before and After School care and Vacation Care based on the Australian Government's Priority of Access Guidelines:

**First:** A child at risk of serious abuse or neglect.

**Second:** A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act 1999.

**Third:** Any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner is on income support
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents.

# Management

The Centre is managed by a community based Management Committee which comprises of parents/carers of children attending the Centre.

The Annual General Meeting is held yearly. Parents are encouraged to attend and to become Committee Members, to assist with decisions and direction of the service.

**President; Vice President; Secretary; Public Officer; Publicity Officer; Treasurer; General Committee**

# Educators and Staff

All staff are employed at the Centre subject to a Working with Children Check clearance before recruitment. Bosco BASC operates with the ratios of 1 educator to 15 children whilst at the Centre and 1 educator to 8 children when on excursions, with a minimum of 2 educators at the Centre at any time.

All executive, staff and volunteers employed by the service including management, full time/ part time will be subject to a Working with Children Check, and clearance provided before recruitment.

# Centre Policies

The Centre policies are available in the foyer of the Centre. Please ask the staff if you have any specific questions regarding policies. All policies are reviewed annually or as required.

## Program

At Bosco BASC we provide care for children aged 5 to 12 years attending primary school. Our program is based on the National Quality Framework “MY TIME OUR PLACE”.

Our programs will incorporate all five outcomes of ‘My Time Our Place’

- Outcome 1: Children have a strong sense of identity
- Outcome 2: Children are connected with and contribute to their world
- Outcome 3: Children have a strong sense of wellbeing
- Outcome 4: Children are confident learners
- Outcome 5: Children are effective communicator

## Educa

Bosco BASC has implemented a web-based portfolio system called Educa, which enables parents/carers to track their child/children’s learning. Educators share photos, videos, stories and reflections and parents can read and respond to posts and stay updated on announcements. Access to Educa is will be enabled once enrolled and can be done through computer, Apple or Android phone app. The Educa system is to provide a secure and transparent programming portfolio only to parents and carers of the children who attend the Centre

## Parent/Carer Participation Statement

We believe that participation by parents and guardians in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained.

Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.

Parents will be informed of all relevant issues in the Centre verbally or via, notice boards, letters, email and the website. Parents are welcome in the Centre at all times and staff will gladly explain activities or answer any questions about the Centre.

Parents/carers can join their child on their first visit if they feel this is needed.

The new child will be introduced to staff and children and shown around the Centre e.g. Toilets/ outdoor areas etc. and daily feedback given to the parents/carers, regarding their child’s care.

We have a formal Kindergarten enrolment night at the end of the year.

Parents are encouraged to become involved in the Centre’s activities.

We will actively seek this involvement by:

- Keeping them informed and updated on current issues in the Centre
- Informing them of our participation policy through the parent information booklet.

- Inform them of the management structure and how they can be involved.
- Inform them of relevant management decisions.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the Centre.
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre

### **Considerations:**

Australian Children's Education & Care Quality Authority

Education Care Services National Law Act 2010

Education & Care Services National Regulations 2012

## **Delivery and Collection of Children**

### **POLICY STATEMENT**

At St John Bosco BASC we aim to provide a procedure for the delivery and collection of children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care of their children.

#### **Arrival and Departure**

Children are not to be left at the Centre at any time prior to the opening hours of the Centre. On arrival children must be signed in via our electronic sign-in QK Kiosk. Each contact must use his/her own phone number and PIN. Please note that as per Government regulations your PIN must not be used by any other contact. In the event that a staff member has had to sign a child in/out, parents/carers will be asked to confirm this the next time they use QK Kiosk.

Children are to place their belongings in the appropriate place and the person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the Centre and that any special needs are communicated.

Children must be collected by 6.30pm and the authorized person must ensure that a staff member is aware that they are taking the child from the Centre

The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the Centre as soon as possible.

If the child is to be collected by anyone other than a contact enrolment form, parents must have informed the appropriate staff member prior to pick up. This change should be confirmed in writing/text or email, if possible, and the person picking up the child is required to bring identification.

#### **Absence Notification**

If a child is to be absent the Centre must be notified. This can be done via phone, text message, in person or email to [boscobasc@bigpond.com](mailto:boscobasc@bigpond.com). Please note that St John Bosco Primary School does not inform the Centre if your child is away. A \$10 fee will be charged for failure to inform the Centre of any absence.



# Child Management

At St John Bosco BASC we aim to provide an environment where all children feel safe, cared for and relaxed and which encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

## **Consistent Unacceptable Behaviour**

**Where a child demonstrates consistent unacceptable behaviour the staff will:**

1. Ensure the child is aware of the limits and what is appropriate behaviour.
2. Ensure the expectations are appropriate for the child's level of development and understanding.
3. Review the consequences to ensure they are not inadvertently encouraging the behaviour.
4. Look for and assess possible causes for the behaviour.
5. Discuss the issue with the parents and the child.
6. Record all incidents, indicating what happened before and after the incident, time, date and who was involved.
7. Develop a plan of action involving behaviour management in discussion with all staff, parents, school, and other professionals as required.
8. Record the plan of action, ensuring all are aware of how to implement this and develop an evaluation system and review date.

**If the child physically hurts other children or adults the staff will:**

1. Remove the child from the situation.
2. Ensure the other person is all right and given proper attention and care.
3. Record the incident, indicating date, time, victim, injury, offender and attendant.
4. Ensure that both sets of caregivers are notified of the incident.

## **Exclusion for Unacceptable Behaviour**

Should unacceptable behaviour continue and the above strategies are not working, the staff will inform the Management Committee. The Management Committee, in consultation with the staff, will discuss the issue.

Where, in the interest of the child and other children at the Centre, exclusion is seen to be the only step to be taken, this will be decided by the Management Committee/Director. It will be considered only after

1. Adequate support and counselling.
2. Parents have been notified and given the opportunity to discuss their child's behaviour.
3. Parents have been referred to other agencies, where necessary.
4. Careful consideration has been given to the problem by staff and management.
5. Clear procedures have been established for accepting the child back into the Centre.

The Centre has the right to exclude any child who causes ongoing disruption, or any child who is not following the policies of the Centre, on the advice of the Centre Coordinator

## **Mobile Phones and Electronic Devices**

Children must leave their mobile phones in their bags at all times while attending care at Bosco BASC. Electronic devices can be accessed from 8am during morning care and from 5pm during afternoon care at the educator's discretion. Children can access age appropriate games and cannot access the Centre's internet.

Inappropriate use of mobile phones and electronic devices will result in those devices being confiscated and a meeting with the parent/carer will be organized to discuss the matter.

## **Additional Needs/Medical Condition**

If your child has an additional need or suffers from a medical condition that requires special care, it is required that you include details of the condition, and any directions of care required in your child's enrolment form, or in the form of a letter.

## **Medication**

The Centre will only administer medication, once all related forms are complete (please read Other Forms Required).

## **Asthma/Anaphylaxis**

If your child suffers from any of these conditions an action plan from your doctor is required prior to your child attending the service. Parents/carers will also be required to complete a medical management plan.

## **Illness**

No child is permitted to attend the Centre if he/she is suffering from an infectious disease. (please refer to table) If your child becomes ill whilst at the Centre, you will be notified as soon as possible, and be asked to arrange for your child to be collected. In case of an emergency or accident, medical treatment will be sought for your child at the cost of parents.

# **Code of Conduct**

## **Code of Conduct for Children**

**Staff discuss children's conduct each term. Please ensure your child is aware of their rights/limits.**

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- Travel to and from school & excursions safely and without harassment

## **Children's responsibilities**

- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- Express themselves in an acceptable manner

## **Children's Limits**

- We keep our hands and feet to ourselves
- We keep within our own personal space
- We walk inside
- We get permission from the owner before we borrow something
- We inform staff when attending toilets
- We stay in the grounds of the Centre unless we are accompanied by a staff member or parent
- We use good manners when we speak
- We respect others and their feelings
- We ask for permission before touching or taking things
- We speak politely to staff, children, volunteers and parents
- We allow the speaker to finish speaking before replying
- We respect our property as well as other people's property

## **Code of Conduct for Parents/Caregivers**

- Parents/caregivers do not have the right to speak to other children.
- Parents/caregivers cannot discipline other children.
- There will be no swearing or raised voices

## **Code of Conduct for Staff**

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing

## **Staff's responsibilities**

- To ensure the safety of all children and staff
- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- To role model acceptable manners and behaviour at all times

**Staff members have the right to ask a person to leave the premises if they, or the children feel intimidated or threatened in any way**

# Management of Complaints

## Complaints Procedure

- The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal.
- Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the President either in writing or verbally.
- The Management will discuss the issue with the Director and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Director and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Director or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues 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 Director will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

## ADMINISTRATION OF MEDICATION

- Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date.
- The only non-prescription medication that will be administered is Panadol syrup 5-12 years. In the event of a high temperature over 37.5 parents verbal consent over the phone and enrolment form checked for evidence.
- Medication will only be administered by a certified supervisor during service operating hours
- Medication and permission for a child to self-medicate will be administered with the parents/guardians written permission only, or with verbal approval of a medical practitioner or

parent in the case of an emergency

- In the event that a case of emergency requires verbal consent to administration of medication the service will provide written notice to the parent as soon as practical after administration of the medication.
- Authorisation from anyone other than the parent/guardian or medical practitioner cannot be accepted
- Authorisation from anyone other than the parent/ guardian or medical practitioner cannot be accepted.
- Parents/ guardian who wish medication to be administered to their child or have their child administer the medication at the service will complete the medication form providing the following information:
  1. Name of child
  2. Name of medication
  3. Details of the date, time and dosage to be administered. (General time, e.g. lunchtime will not be accepted.)
  4. Where required, indicate if the child is allowed to administer the medication or the educator.
  5. Signature of parent /guardian
- Medication must be given directly to a certified supervisor and not left in the child's bag. Educators will store the medication in the designated secure place, clearly labelled and ensure that medication is kept out of reach of the children at all times.
- If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.

*No authorisation is required in the event of an asthma or anaphylaxis emergency however in doing so as soon as possible after that time the parent is notified and/or emergency services*

An exception to the procedure is applied for asthma medication for severe asthmatics in which case the child may carry their medication on their person with parental permission. Where a child carries their own asthma medication they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.

## **FOOD**

Breakfast and afternoon tea are provided daily. The Centre will provide for children with special diets or parents/carers may bring specific food for their child/children.

Vacation Care – children are required to bring morning tea, lunch and afternoon tea and a piece of fruit to share unless otherwise stated on the Vacation Care programme.

Children are encouraged not to share their drinking and eating utensils. Children are encouraged to be involved in food preparation to assist them to have opportunities to learn more about hygiene practices.

when preparing food. This participation is always supervised and explanations provided to children on the reasons why hygienic conditions are maintained. Food is stored in tightly sealed containers, away from any chemicals. Kitchen equipment is cleaned and stored appropriately and surfaces are cleaned before and/or after food preparation. All perishable foods are stored in the refrigerator and the temperature is monitored to ensure it is less than 5°C.

Bosco BASC provide food handling and hygiene information to parents and will regularly review and evaluate food handling and practices in line with current best practice guidelines from recognised authorities.