

West Ryde

Before & After School Care Inc.

Parent Handbook

2024



6 Endeavour Street, West Ryde, N.S.W. 2114

(02) 9858 5114

info@westrydebasc.com.au

www.westrydebasc.com.au

ABN: 90 393 213 941

Welcome to West Ryde Before and After School Care Incorporated

West Ryde Before and After School Care Inc. service is a not-for-profit organisation and is incorporated in its own right. The Centre caters for children aged between 4-12 years for the services of before and after school care during school terms, as well as Vacation Care during the school holidays. Before and After School Care is only open to children currently enrolled at West Ryde Public School, however Vacation Care is open to the wider community.

We aim to create a caring, fun, safe, and supportive environment where children can choose from a wide and varied range of appropriate activities, which cater to individual needs and interests.

This handbook provides important information about the Centre and its operation.

Please read carefully and keep for future reference.

Please feel free to approach the Centre Director, leadership team or staff members with any questions, concerns or enquires that you may have.

Service Management Structure

The Centre is managed by a voluntary group of parents which comprises the Management Committee of West Ryde Before and After School Care Inc. The Committee decides matters of policy, fees, staffing and all matters relating to the running of the centre in conjunction with the Director. This Committee meets each term or as required. All parents are welcomed to be present at the meetings and are encouraged to voice any suggestions, queries or concerns they may have. To continue to serve as an Incorporated Organisation and run in a not-for-profit manner, the Centre needs parents to volunteer each year to oversee the running of the Centre. Next time you hear about our meeting please consider joining us.

The Management team is committed to managing the service according to National Quality Framework in Out of Hours School care, and in line with relevant legislative requirements.

The centre is a well-established service with excellent facilities and exceptional staff. Both staff and Management team believe in being advocates for the rights of the child and acting in the children's best interests in all that they do.

West Ryde BASC encourages parents to attend meetings to liaise with management or place in writing any concerns or suggestions they may have. These can be addressed to the "Parent Committee" at committee@westrydebasc.com.au or can be handed to the Director.

Team of Staff

Leadership Team

| | |
|---|----------------|
| <u>Director:</u> | Fran Calabro |
| <u>Assistant Director:</u> | Mitch Bates |
| <u>Assistant Director/Educational Leader:</u> | Jade Morgan |
| <u>Educational Leader:</u> | Shannon Anjoul |
| <u>WHS Coordinator/Team Leader:</u> | George Anjoul |
| <u>Team Leader:</u> | Larissa Bagnat |
| <u>Team Leader:</u> | Maddy Clancy |
| <u>Team Leader:</u> | Daniel Azzone |
| <u>Team Leader:</u> | Mia Liu |

Parent Committee

| | |
|--------------------|------------------|
| President: | Stephen Bull |
| Vice President: | Grace Ho |
| Treasurer: | Belinda Tan |
| Secretary: | Asta Stajanovski |
| Public Officer: | Ruiming Zeng |
| Committee Members: | Berry Mak |
| | Andrew Ivanov |
| | Rob Mitchell |
| | Di Fan |

The West Ryde BASC parent committee is made up of community members who volunteer their time to attend meetings. The parent committee has management control of the service and make critical decisions about the budget, fees and the way in which care is provided for the community.

All families who have a current enrolment and have paid the membership fee are welcome to attend all committee meetings. All members are also welcomed to attend the Annual General Meeting (AGM), at which the committee members are elected in Term 2 every year.

If you want to have your say on how the service is run, please attend any committee meetings held, speak to Centre staff or contact the committee president directly at president@westrydebasc.com.au

Hours of Operation

The Centre operates Monday – Friday during School Term and Vacation Care, excluding Public Holidays. The Centre operates “Vacation Care” on Pupil Free Days.

Before School Care: 7:00 am – 8:45 am

After School Care: 3:00 pm – 6:00 pm

Vacation Care: 7:00 am – 6:00 pm

Service Approval

Provider I.D. PR-00008010

Service I.D. SE-00013822

Centre Contact Details

Phone: (02) 9858 5114

Email: info@westrydebasc.com.au

Website: www.westrydebasc.com.au

Address: 6 Endeavour Street West Ryde, N.S.W. 2114

Site Access: Please enter the grounds via the gate on Bennet Street, for your own safety please do not enter via the gate on Endeavour Street and walk through the car park.

Complaints

If you have any complaints about our service, please contact our Centre Director, Fran Calabro, on 9858 5114 or via email: director@westrydebasc.com.au

If the matter is not resolved you can contact the President of the WRBASC Management Committee, Steve Bull, via email: president@westrydebasc.com.au

Alternately you can contact the NSW Regulatory Authority: NSW Early Childhood Education & Care Directorate, Department of Education and Communities via:

Phone: 1800 619 113 (toll free)

Fax: (02) 8633 1810

Email: ececd@det.nsw.edu.au

Website: education.nsw.edu.au

Our Mission Statement

Our Mission is to promote diversity amongst children, families, and staff by engaging in collaborative, respectful relationships and creating a sense of belonging, reflected through meaningful experiences in a safe and fun environment.

West Ryde Before and After School Care Inc. Philosophy

West Ryde BASC encourages input from all stakeholders when creating our philosophy. Our philosophy is the service's guiding document, shaping the program and the way care is provided to the community. The philosophy is updated every year with input from the children who attend the service, the families and community members of the school, the staff and the management committee. With input from all stakeholders the document is designed to uphold the local communities' beliefs and ensure care is provided in the way the community needs.

A copy of the Centre's philosophy is available on our website. We appreciate all parents' input on this document.

Our Educational Program

At West Ryde BASC we have a fun, flexible weekly program that provides children with variety and choice. We believe that children learn and explore their world through play-based experiences, and therefore provide many opportunities for both structured and free play. Our program aims to ensure children are developing all areas and is guided by the OOSH learning framework, My Time, Our Place. Our program encourages children to question, explore and challenge themselves and their world.

We also have skilled staff members who run workshops and skill development over each term. We have run many sport skill courses including soccer, carnival games, netball, gymnastics, hockey and basketball. We have also enjoyed cartooning, art and drama workshops!

Our current weekly program can be found on display in the Centre and on our website. If you or your child have any suggestions, skills or interests please contact staff as we would love to incorporate these into our program.

Policies and Procedures

Policies are available to families at the Centre and are available on our website. All families are encouraged to provide input and feedback on these policies. All Centre policies aim to promote the safety, wellbeing, and autonomy of all children in attendance at the service.

Medication

If a child has a condition that requires medication, parents must complete and sign a medication form detailing the child's name, date, type of medication, dosage, time to be administered, and prescribing doctor's details. Medication must be provided in the original container – **showing name, dosage, doctor's name, and expiry date**. All medications will be checked by a Responsible person, and then double-checked by a second staff member, before administering to ensure dosage given and information are correct.

A medication form must also be filled out for non-prescription medicines (e.g. Panadol, herbal remedies). Children are not to have medications in their bags.

Accidents and Injuries

If a child should have an accident whilst at the Centre, every effort will be made to make the child comfortable until the child is released into care of their parent/guardian. West Ryde BASC aims for all staff members to hold a current First Aid certificate, and we ensure that at a minimum there is always at least two staff members on shift with a current First Aid certificate. Staff will assess the situation and may call the doctor/ambulance, as is deemed necessary. A member of the leadership team or responsible person will accompany children who needs to be transported by ambulance to hospital. Parents will be contacted immediately. Details of all accidents will be recorded on an Injury or Trauma form and emailed to parents.

Illness

A child will be considered as unwell if the child's temperature is above 38 degrees, vomits, has diarrhea, or has been given Panadol or pain relief medication to ease any condition.

We ask that children remain at home and not attend the service if any of the above applies.

If a child arrives at or becomes ill whilst at the Centre, parents will be notified. All unwell children will be treated as contagious and kept apart from other children as much as

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practically possible in the Centre environment. Children will be made to feel as comfortable as possible. Parents will need to collect children immediately to avoid possible infection to other children and staff.

Children and staff will be excluded from the Centre if they have any contagious illness. The period of exclusion will be based on the recommendations outlined by the Department of Health.

Although not excludable, colds can cause discomfort and general feelings of being unwell. A cold can also spread throughout the Centre environment very quickly. We know that colds are inevitable, but we do ask that you consider the welfare and wellbeing of all the service users, including the staff, and keep children away from the Centre during these times.

Any chronic illnesses, such as Diabetes and Asthma must be discussed with the Director and documented on the enrolment form. Parents will be informed via email, at the breakout of any excludable diseases/illness in the Centre. All individuals' rights of privacy will be upheld at these times.

Child Management

The staff at West Ryde Before and After School Care use positive guidance and reinforcement techniques to ensure an environment which encourages co-operation and positive interactions between all persons. All staff members listen to children and encourage them to discuss problems in order to help them determine solutions for themselves. When a child displays inappropriate behaviours, staff will discuss the situation with the child, and together decide on alternative behaviour choices that could be adopted in the future.

(Please refer to Policy D-21 "Guiding Positive Behaviours" located at the Centre, or on the website for further information)

No bad language or behaviour will be tolerated at any time. Consistent bad behaviour or language will result in the parent being contacted and possible cancellation of booking.

Enrolment

An enrolment form must be completed in full prior your child attending the Centre. Forms are completed online via Qikkids. More information on how to enrol can be found on our website. This form contains medical consent and important information you must provide

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for your child's safety and wellbeing while at the Centre. The form also allows you to specify who may collect your child from the Centre. If your child has any medical conditions e.g. anaphylaxis, allergies or asthma, the Centre must be given a copy of the action plan or medical management plan, prepared by a medical practitioner.

Your child will only be able to attend the Centre when:

- the enrolment form is fully completed
- the Centre Director has approved your enrolment form
- the membership fee is paid

If any of your information changes throughout the year, please ensure that you inform the centre staff immediately.

NB: The Centre MUST be informed of any court orders relating to the custody of the Child. The Centre Supervisor MUST sight and keep a copy of any such order affecting custody of children in the Centre's care.

Priority of Access Guideline:

Under agreement with the Commonwealth Government the main priority for a place in the Centre will be given to:

1. Children at significant risk of harm or neglect
2. Children of a family that satisfies the CCS Activity Test
3. Any other children

Within these categories, priority will be given to families in the order enrolment is completed.

PLEASE NOTE: Family Assistance Law dictates that in the case of a waitlist, lower priority families may be asked to vacate the service to provide care for a higher priority family. The centre will endeavour to accommodate both families in such an instance.

Fees and bookings

Membership fee: \$30.00

A membership is charged per family. This is a yearly fee which allows your family to apply to attend Before School care, After School Care and Vacation care. Your membership with West Ryde BASC also entitles you to attend committee meetings and to vote to elect

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committee members at the Annual General Meeting. For more information about membership fees please see 'fees and payments' on our website.

Fees are to be paid weekly, one week in arrears and are payable by Direct Debit only via DebitSuccess. Families can change their direct debit/credit account at any time by updating their details in their My Family Lounge Phone App.

Transaction fees apply for direct debit. These charges will be automatically deducted with your total balance each week.

For more information about Fees, please see our "Fees" Policy available on our website.

Before and After School Care Bookings

Before School Care

Permanent bookings can be applied for via Qikkids. You will automatically receive an email confirming your application, this is not a confirmation of bookings. When a place becomes available for your family at After School Care you will be emailed asking that you confirm the bookings are still needed.

Casual bookings can be made via the "My Family Lounge" app. Casual Booking availability may vary. Casual bookings may be cancelled without charge provided the Centre is advised prior to the end of the morning session or the commencement of the afternoon session. If the Centre is not informed by this time the casual session will be charged.

After School Care

Permanent bookings can be applied for via Qikkids. You will automatically receive an email confirming your application, this is not a confirmation of bookings. When a place becomes available for your family at After School Care you will be emailed asking that you confirm the bookings are still needed.

Casual bookings can be applied for via email to the Centre (info@westrydebasc.com.au) Casual bookings may be cancelled without charge provided the Centre is advised prior to the end of the morning session or the commencement of the afternoon session. If the Centre is not informed by this time the casual session will be charged.

Permanent Bookings

- Morning Session \$13.00
- Afternoon Session \$24.50

If a child is to attend the Centre on a regular basis a permanent booking is required. **A permanent booking must be paid for whether or not the child attends.** There is a small

discount (relative to the casual booking rate) for booking your child or children on a permanent basis.

Permanent bookings falling on a public holiday are non-chargeable.

The minimum booking and cancellation time for a permanent booking is two weeks. For a booking to be charged at the permanent rate, a family must book for two or more weeks and need to give a minimum of two full weeks' notice to cancel a permanent booking.

Casual Bookings

- Morning \$18.00
- Afternoon \$29.50

Vacation Care Bookings

Vacation Care costs between \$70 and \$120 depending on the planned activity for the day. Vacation Care program is made available via the West Ryde BASC Website (<http://www.westrydebasc.com.au/>). The program will contain descriptions and prices for each day of care offered, including Pupil Free Days. Vacation Care bookings are made via the Qikkids Family Lounge until the advertised "cut-off date". After the advertised date, families may apply for Vacation Care days via email. Days may no longer be available, and if available a one off \$15 late booking fee will be charged for any bookings made.

Late Pick Up Fees

The Centre closes at 6.00 pm. A late pick up fee will be applied any time a child is collected after 6:00 pm. The fee is calculated as; after 6.00 pm a \$20 fee for the first 10 minutes and an additional \$10 for every 5 minutes or part thereof.

If a child is not collected by 6:30 pm and no contact can be made with parents or emergency contacts, then staff members are to place the child under the supervision of a carer organised by the Supervisor. This may be a staff member of the Department of Communities and Justice, or the Police, or a member of the Management Committee.

Absenteeism

If your child will not be present at a pre-booked session, whether a casual or permanent booking, you must let the Centre know to avoid unnecessary confusion and concern. A roll is called in each session to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call. You will still be charged for this session.

Non-Notification

A non-notification will occur when the Centre is not notified of a child's absence from the service by:

- 8:45 am for a Before School Care session
- 3:00 pm for an After School Care session
- 8:30 am for a Vacation Care Excursion
- 11:00 am for any other Vacation Care day

A non-notification warning will be issued for the first 3 occurrences of the calendar year. All further occurrences during the calendar year will incur a \$15 non-notification fee.

Not Signed In / Out

Parents must sign their children in to Before Care and Vacation Care.

Parents must sign their children out of After Care and Vacation Care.

Failure to do so will incur a \$15 "Not signed in/out" fee.

Use of Incorrect Sign in Credentials

Every parent and authorised nominee receive a unique username. This unique username must be used only by the person it is linked to. Any occurrence of incorrect credentials being used will incur a \$15 fee.

Child Care Subsidy (CCS)

Families attending West Ryde RBASC can claim the Childcare Subsidy (CCS) if they are eligible. Please ensure you provide the below information when you enrol (or shortly after) so WRBASC can create an enrolment with Centrelink:

1. Guardian registered to receive CCS
2. Guardian's CRN
3. Guardian's DOB
4. Each child's CRN
5. Each child's DOB

National Quality Framework

The Australian Children's Education and Care Quality Authority (ACECQA) is the national body who oversees the National Quality Framework (NQF).

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The NQF aims to raise quality, and drive continuous improvement, of education and care services through:

- a national legislative framework
- a national Quality Standard
- a national quality assessment and rating process

Each state and territory will have its own Regulatory Authority, which is responsible for ensuring the NQF is being upheld by all services under their jurisdiction. In NSW, the Regulatory Authority is the NSW Early Childhood Education and Care Directorate, Department of Education and Communities.

National Quality Standard

There are Seven Quality Areas which all services must comply with:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

The National Quality Standard aims to promote:

- the safety, health, and wellbeing of children
- a focus on achieving outcomes for children through high-quality educational programs
- families' understanding of what distinguishes a quality service

National quality rating and assessment process

Approved Services will be assessed and rated in each of the seven Quality Areas and against the National Regulations. The service will be given a rating in each of the seven areas and an overall rating based on these results.

At West Ryde BASC we underwent our Assessment and Rating in June 2019 and received the overall rating of "Meeting National Quality Standards"

For more information please visit: www.acecqa.gov.au

The national Law and the National Regulation are available here:

www.acecqa.gov.au/nqf/national-law-regulations