

Annandale After School Centre Inc



Information for Parents & Carers

2023

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Welcome to Annandale After School Care Centre (the Centre), a community-based centre providing care for children for almost 30 years.

We recognise that you have entrusted to us your most precious possession - your child. Your child's safety and happiness are our first priority.

To assist us in maintaining the high standard that you expect from us, please read this booklet carefully and keep it for future reference. If you have any questions, please do not hesitate to contact the Co-ordinator or a member of the Parent Management Committee.

It is a condition of enrolment that families accept and abide by the policies of the Centre. This booklet provides an overview of the Centre, its policies and operation. It also outlines some of the responsibilities of parents and children.

This booklet is for information only, and does not constitute a statement of policies and procedures. Parents and carers are welcome to refer to the Policy and Procedures Manual at any time, available at the Centre. These policies are constantly under review, and parents and carers are encouraged to make suggestions and provide input to the policy development and review process.

If you have any suggestions for improvement or modification of this booklet, or of the Centre's policies and procedures in general, we welcome your ideas.

We hope your child enjoys their time at the Centre, and look forward to building a positive relationship with you and your family.

OUR PHILOSOPHY

Children are a valued and important part of our community. At Annandale After School Care Centre, we aim to provide a safe, caring and fun environment for children to learn through play.

We value the relationship between children, staff and families, and the needs of children are central to the planning and management of our centre.

We support learning through a range of planned and spontaneous activities that promote the natural world and environmental awareness as well as activities that are developmentally and culturally appropriate and based on individual and group needs of children, educators, families and community.

We respect the privacy of families and staff, and take seriously our responsibility to protect their personal information.

Our goals

- To provide a safe, caring and fun environment for children
- To provide a reliable, flexible facility that families can utilise with confidence, and that suits their work and family situation.
- To encourage the social, emotional, creative and physical development of children through stimulating, interesting, challenging and age-appropriate equipment and activities – both structured and unstructured, through the frameworks “My Time, Our Place” and “The Early Years Learning Framework, Belonging, Being and Becoming”.
- To employ and retain quality staff who are committed to providing a caring, interesting and challenging environment for the children in their care.

Hours of operation

The service operates from 7.30 – 9am, and 3.00pm – 6.00pm Monday to Friday during school term. During Vacation Care and Pupil Free Days the centre operates between 7.30am – 6.00pm. The Co-ordinator is available for brief meetings with parents during opening hours. If more detailed discussions are sought, a meeting should be arranged outside opening hours.

Centre management

The Centre is an Incorporated Association led by a volunteer parent-based Management Committee that is responsible for the financial affairs, staffing, and general operation of the Centre. All parents and carers are encouraged to attend the termly management meetings, and to get involved in management of the Centre.

We work closely with Annandale Public School, the Preschool and the P&C Association, although the Centre operates autonomously and independently from them.

We are committed to providing a quality service, and we have been assessed under the National Quality Standard.

The National Quality Standard has been implemented since the beginning on 2012. The new standard has been designed to ensure a continuity of care across all areas of childcare.

The 7 Quality Areas of the National Quality Standard are:

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. Leadership and service management

A copy of the National Quality Standard as well as the “My Time, Our Place Framework” and “Early Learning Years Framework” are available for families to view next to the sign in/out sheets and the link is also on the school website for the National Laws & Regulations.

<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

<https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full>

https://www.acecqa.gov.au/sites/default/files/2018-03/Guide-to-the-NQF_0.pdf

Family involvement

This is a community-based Centre. Parents and carers are encouraged to take an active role in the operation of the Centre through the Management Committee, and to discuss any issues of concern in relation to the Centre’s policies/practices, or the experiences of their child, with the coordinator. We also welcome parents and carers with special skills or interests to contribute to the Centre.

Communication with families

Regular updates on the Centre's program and activities are displayed on the parent notice board as well as through our own termly newsletter.

Fee statements, receipts, and other notices will be emailed on a regular basis, please be aware that it will be sent from our software company which is **Hubhello**. Please ensure the email address on your enrolment form is correct. A noticeboard above the sign-in desk provides information and reminders, and there is a Parent Information File near the sign-in desk.

Centre policies and procedures

Detailed policies and procedures have been developed to cover all aspects of the Centre's operation. They are constantly under review, and parents and carers are encouraged to make suggestions and provide input to the policy development and review process.

A copy of the Centre's policy handbook is available for parents to view at any time, located next to the sign in/out table. The policies cover all aspects of how the Centre is run, and we encourage parents and carers to read and become familiar with them.

Staffing

The Centre operates with appropriate staff to child ratios of 1:15 for the children in Year 1 to Year 6 who are based at the Aftercare Centre and a ratio of 1:10 for the Preschool and Kindergarten children who are based at the Preschool grounds. During the school holidays we will operate with the same ratios except for when we go on excursions, we will operate with a staff to child ratio of 1:8. The preschool children who attend the service during the Vacation Care period will not be taken out on excursions.

The Centre Co-ordinator and Assistant Co-ordinator are qualified in OOSH (Out of School Hours), and staff are qualified and experienced in childcare, particularly OOSH childcare. We encourage staff to undertake ongoing professional development, and they undertake a variety of relevant training courses each year to keep up-to-date with all aspects of the "My Time, Our Place and The Early Years Learning framework", The National Quality Standard and The Education and Care Services National Law.

<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

<https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full>

<https://www.acecqa.gov.au/nqf/national-quality-standard>

This service complies with the Working with Children Check as required by the Office of the Children's Guardian, and all staff and volunteers undergo screening checks.

Centre program

We aim to provide children with a fun environment. A range of interesting and varied activities are offered to cater for the special needs of different age groups, as well as the interests of individual children. Our activities are organised around the Principles, Practices and Outcomes from the School aged care Framework "My Time, Our Place" and the Early Years Learning Framework: "Belonging, Being and Becoming".

A copy of the weekly program is posted on the noticeboard. The program changes every week, and is designed in consultation with the children. It includes a range of interesting and challenging activities such as art, craft, cooking, etc. Children are also supported to engage in unstructured play inside or outside the Centre.

Staff organise structured physical activities on most days of the week. These are designed to promote fitness and physical activity, and all children are encouraged to participate. All parents (and children) are encouraged to make suggestions and become involved in the design of the program.

Daily routine

Before school, children have breakfast, and can then engage in free play, complete homework or project work, or join in organised craft or physical activities, before proceeding to school at 9am. Kindergarten children are escorted to their classes by staff.

Preschool children will be collected by a staff member from their classrooms and taken to the designated area and the kindergarten children are escorted to the Preschool gate. All other children must proceed to the Centre immediately following their release from school (at 3pm).

On arrival, the children are “signed in” by staff they then put their bags away and are required to wash their hands. Immediately they have free play inside and around the Centre until afternoon tea is served at around 3.10 pm.

Organised activities (sport, art, etc) commence at 3.45 pm, and children can join in or organise their own unstructured play. Pack-up and clean-up time is 5:30 pm, or later in summer time. After cleaning up, children may watch TV or videos, or play board games or other quiet activities inside.

Children who wish to complete their homework are provided with a quiet area and supervision is provided.

Fees

Before school

Permanent	\$16.00 per child, per session (full time or part time)
Casual	\$17.00 per child, per session
Emergency care	\$22.00 per session

After school

Permanent	\$22.00 per child, per session (full time or part time)
Casual	\$24.00 per child, per session
Emergency care	\$28.00 per session

Vacation Care

In Centre days and Incursions	\$70.00 per child, per session
Late Booking for Vacation Care	\$85.00 per child, per session

A \$15 annual registration fee is payable for each child (including casuals). This covers registration and helps to cover insurance costs. It is non-refundable.

A fee bond of \$50 per family is payable when a child is enrolled for the first time. This bond applies to both permanent and casual bookings and will be refunded (less any outstanding fees and other charges) when the family cancels its enrolment at the Centre. The bond can be “rolled over” into the subsequent year for continuing enrolments.

A late fee is charged for any child not collected by 6pm, at the rate of \$1 per minute per child, with a minimum of \$10.

Fee assistance

We are an “Approved Centre” for Child Care Subsidy purposes. Most parents should qualify for some assistance depending on the family income. The Centre can offer parents a reduction in their fees corresponding to the amount of benefits they are eligible for. For example, if the fee is \$20, and a family is eligible for \$2.40 in benefits, the Centre charges the parent \$17.60.

Please note families MUST register for CCS (Child Care Subsidy) to be able to claim the percentage that they are entitled to.

A copy of your Child's Immunisation Record is required for CCS rebate.

You can call the Department of Human Services on 136150 to confirm your entitlements. Our Centre is an approved service and we are on CCS (Child Care System). The number of our CCS Approval ID is 190016005J.

Further information is available at:

<http://www.humanservices.gov.au/customer/themes/families>

Payment arrangements

The Centre is entirely funded by the fees paid by parents, and receives no regular funding from other sources. We aim to keep fees as low as possible to enable all parents and carers to access the service.

A statement of fees will be provided on the third week of each term to families with permanent bookings. Fees for permanent bookings should always be paid 2 weeks in advance.

Payments may be made by cash, cheque or through On-Line Banking. **Online payments are preferable.** Receipts will be provided for all payments.

In order for a Vacation Care position to be confirmed, you must pay in full your before and after school care and Vacation Care fees.

Vacation Care fees must be paid by the following method:

Online Bank transfer:

Our account details:

Account name: Annandale After School Centre

BSB No: 062102

Account number: 00901087

Families experiencing any problems paying fees or settling outstanding accounts should advise the Co-ordinator as soon as possible to make appropriate arrangements. Don't wait until it becomes a problem!

If fees are overdue for 2 weeks, parents and carers will be asked to immediately settle their accounts. Those with fees overdue for more than 2 weeks will incur an overdue account fee of 10%. Parents and carers with fees overdue for more than 4 weeks risk losing their \$50 fee bond, and having their child suspended until the fee is settled, at which time a further fee bond will be required.

Bookings, absences and cancellations

Permanent: - The Centre accepts permanent bookings for 1 to 5 sessions per week. Cancellations and minor variations will only be accepted under special circumstances. Fees are payable for any unavoidable absence (sickness, unexpected travel etc).

Casual: - The Co-ordinator must be informed EACH DAY a child is to attend on a casual basis. Casual bookings may be made by phone at any time up to 7.30am (for before school) or up to 3pm (for after school) on the day of attendance. A message may be left on the Centre's answering machine with the child's name, class, time and date. It is the parent/carer's responsibility to ensure the child (and if necessary, the school) is aware that they are to attend the Centre that day. Casual bookings not cancelled (when the child does not attend) must be paid for.

Emergency: - Children that arrive at the Centre without a booking will be charged an emergency fee that is payable on the day.

Vacation Care: - For our Vacation Care service, priority will be given to the families who currently use the After School Care Centre. To book your child/ren into Vacation Care you must complete a booking and consent form which you can download from the school website. You must also provide one of the following forms of payment.

Cancellation: - The family may terminate care/booking with notice of 2 weeks, if care/booking is no longer required, notice must be provided via email or written notification. CCS guidelines will be followed once an enrolment is cancelled.

Cancellation of an enrolment may be initiated in two different situations:

- A parent/guardian advises the service that no further care needs to be provided
- The service identifies that care is no longer required or being provided. (*CCS Ending Enrolments*)

Payment

- Cheque made payable to Annandale After School Centre (with your child's name or family name clearly printed on the back)
- A receipt for a Direct Deposit through the internet or any branch of Commonwealth Bank.

Our account details are:

Account name: Annandale After School Centre
BSB No: 062 102
Account number: 00901087

Please note that FULL PAYMENT is required to confirm your booking.

If a chosen day is full, we will place your child on a waiting list and inform you if a place becomes available. You will not be charged to have your child placed on a waiting list.

- Confirmed bookings are non-refundable in ALL circumstances.
- We are registered for CCS childcare rebate. Where applicable your rebate will be deducted from this daily fee.
- **A copy of the Child's Immunisation Plan is required for CCS rebate.**

Our policy is that enrolment for vacation care will NOT be accepted unless all outstanding fees owed to the centre are paid. Please ensure your fees are up to date.

Where demand for child care exceeds the available child care places, the Australian Government's priority of access guidelines is followed. These guidelines are:

1. First priority – A child at risk of serious abuse or neglect.
2. Second priority – A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the 'A new tax system (Family Assistance) Act 1999'
3. Third priority – Any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families from a non-English speaking background
- Socially isolated families
- Single parent families

Arrival, transition from school, and sign in/sign out procedures

We take the security of children very seriously, and will contact parents and carers immediately if a child booked to attend the Centre does not arrive.

Parents must deliver their children to the Centre for before school care, and must sign in digitally on the tablet. As required by Government Regulations.

After school, Preschool children will be collected by a staff member from their classrooms and taken to the designated area and the kindergarten children are escorted by their classroom teacher to the Preschool grounds. All other children must proceed to the Centre immediately following their release from school (at 3pm).

Children will only be released from the Centre to persons nominated by the parents/guardians on the enrolment form. Parents and carers must advise the Centre when someone different will be picking up a child. They must also advise of any custody arrangements or court orders that impact on the collection of children.

Children must not leave the Centre unaccompanied unless written permission is provided in advance.

Late collection

Please note that the Centre is licenced to operate between 7:30am to 9:00am for before care, 3:00pm to 6:00pm for aftercare and Vacation Care 7.30am to 6.00pm. It is a condition of enrolment that you abide by these times. We are unable to provide care outside of these times without prior approval from the Department of Education.

For security reasons, Annandale Public School requires that we lock the gates at 6:00pm. If you arrive after this time you will need to call us to have someone, come and open the gate for you.

By regulations at least two staff members are required to stay with your child until you collect them, and out of respect for our staff we ask that you take all steps to ensure that you do not arrive late.

Health, hygiene, accident and medication

The Centre is unable to accept responsibility for sick children. If a child is unwell on arrival at the Centre, or becomes ill, parents will be contacted and must arrange to collect their child as quickly as possible.

At enrolment, parents are invited to give consent enabling Centre staff to administer First Aid, or call for medical staff, when a child is in need of urgent attention.

In the event of serious illness or accident, the parent/carer (or other emergency contact) will be contacted, and medical staff/or ambulance will be called to attend or transport the child. In this event, a member of staff will remain with the child until a parent/carer arrives. Parents are responsible for any costs involved. A record is kept of all accidents involving injury to children, staff or others.

Children with an infectious disease will be excluded from the Centre during the contagious period. Immunisation information must be provided at enrolment (this is a requirement for Child Care Subsidy). Where information is available about the occurrence at the Centre of an infectious disease, that information will be made available to parents/carers.

The Centre will not administer non-prescription medication unless authorised by parents, and will only administer prescription medication with full written consent from parents and carers. In an emergency, medication will only be administered with the permission of a medical practitioner, or with the verbal consent of parents/carers. Records are kept of all information in relation to accidents and medications. Please ensure medicine is provided to us in its original container with the label intact.

The Centre's aim is to ensure that all children and staff observe hygiene practices, and that staff have access to current information to minimise health risks to children.

Sun safe policy

The Centre's Sun Protection policy stipulates that all children should have a hat and appropriate clothing with them. Sunscreen is provided, and children must apply sunscreen and wear a hat when playing outside, except (at the discretion of the Co-ordinator) when it is safe not to do so (early morning, late afternoon, winter months, etc).

Behaviour guidance

Acceptable standards of behaviour are maintained to ensure the physical and emotional wellbeing of all children and staff. The support of parents in maintaining these standards is an important component of behaviour management.

The Centre follows the same rules to those in operation at Annandale Public School, and we work closely with the teachers and principal to ensure consistency and continuity in behaviour management strategies. Rules are posted in a prominent position, and in regular group meetings all children are reminded of the Centre's behaviour rules and discipline procedures.

Children are encouraged to understand and participate in the development of appropriate rules and expectations for behaviour, including the planning of positive behaviour strategies and strategies for unacceptable behaviour.

All incidents are documented, and parents/carers will be advised of any incidents involving their child. They will be involved in discussing situations in relation to serious or recurring behaviour or discipline problems. Bullying, violence and other misbehaviour will not be tolerated at any time!

The Centre reserves the right to suspend or remove a child from the program who is repeatedly behaving inappropriately. Prior to withdrawing, every effort will be made to discuss the child's behaviour with parents and to implement appropriate behaviour management strategies.

Safety policies and procedures

The Centre is committed to providing a safe environment for children. A number of procedures have been implemented to ensure this:

- Children are always supervised by a member of staff whether inside or outside
- Children only play in the primary playground (near the basketball court and climbing equipment) and within view of a staff member supervising the outside area.
- Yellow lines mark the boundary of play, and children are not permitted to move outside this area of the playground, or into car parks
- Children are not permitted to play within 1.5 metres of any boundary fences
- Children must be inside or on the veranda before dark
- We are a smoke, alcohol and drug free centre

Food and nutrition

We aim to provide nutritious and varied food of good quality, and children are encouraged to develop good eating habits.

Before school, children are provided with a nutritious breakfast – cereal, toast, and fruit.

After school, children are provided with a nutritious snack soon after arriving from school. Fruit and vegetables are always provided, and children may choose from healthy snacks that change daily – sandwiches, sushi, soup, and pasta. Weekly menus are posted near the kitchen and sign-in tablet. Water is freely accessible to children at all times. Fruit and other food are available later in each session, particularly for those that stay late. Younger children are supervised to encourage them to eat and drink.

We endeavour to accommodate any special dietary requirements or allergies.

During Vacation Care, we will provide your child with breakfast and afternoon tea. Parents/Caregivers will be asked to provide lunch and a water bottle (not fizzy) for their child unless stated on the program. We ask parents to respect the centres aims to be **NUT FREE** environment when packing food for their child.

Our Centre has children that are Anaphylaxis.

Anaphylaxis is a severe, rapidly progressive allergic reaction that is potentially life threatening. The most common allergens affecting the children at this centre are:

Tree nuts (e.g., cashews, peanuts, almonds, walnuts and pecan), Sesame, Wheat, Eggs, Dairy, Cow's milk, Soy, Whey, Fish and Shellfish, Kiwi, Banana, Strawberry, Avocado, Pineapple and certain insect stings (particularly bee stings).

For children who carry their own medication (Epi-pen, Ventolin) there is a designated area for them to keep their bags with their names clearly labelled for easy access.

Concerns or Complaints?

We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. A formal policy is in place to handle grievances, but in general, parents who have a concern are encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with a representative of the Management Committee, either in writing or verbally. The Committee will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem. The parent's complaint will to be recorded and dated indicating the issue of concern and how it was resolved.

Confidentiality

We are required to collect certain information as part of our regulatory obligations. The information parents/carers provide to the Centre is confidential and will not be released to authorities or other parents (including the Management Committee) unless requested by a person with a legal right to the information. In the event of access being required to documents held by the Centre, a court order is generally required for persons other than the authorised carer of the child.

However, staff will share information concerning individual children in order to ensure their safety (particularly in the case of medical conditions or allergies), and to provide appropriate programs and activities. They will not share this information with other children or parents.

Children's property

The Centre takes no responsibility for clothing, toys, sporting equipment or other property that children bring to the Centre. We suggest that all clothing be labelled with the child's name, and that children do not bring valuable or special toys or other belongings. A lost property box is maintained in the Centre.

Translation and Interpreter Services

Does your family need translations? Download free information about child care in many different languages from <http://www.mychild.gov.au/pages/Languages.aspx> or call 131 450.

Remember!

- ☛ Check that your emergency contact details are always up to date
- ☛ Don't forget to sign in (before school) and sign out (after school) your child
- ☛ Let us know if you child **will not** be attending the Centre
- ☛ Pick up your children **before 6pm**
- ☛ Fees **MUST** be paid in advance (or on the day for casuals)
- ☛ Let us know if you need further information, or if you have any concerns
- ☛ We encourage all families to become involved in the Centre.



Lenka Spacek
Co-ordinator



Maria Musumeci
Assistant Co-ordinator

Contact Lenka if you have any queries about the Centre.

Address and contact details

Annandale After School Centre Inc

ABN: 32 354 817 498

25 Johnston Street, Annandale

Phone: 9519 8180

Co-ordinator: Lenka Spacek

Email: aasc@bigpond.com

Website: <http://www.annandalepublicschool.nsw.edu.au>