Engadine West Public School P & C Before and After School Care
Phone: 9520-9497

Centre Information Handbook
2015
Philosophy and Goals of
Engadine West Public School P & C Before and After School Care

We at Engadine West Public School P & C Before and After School Care believe in creating a stimulating, caring and safe home-like environment by providing high quality childcare for the children of Engadine West Public School.

We believe in providing a program which responds and aims to meet diverse needs and interests of the children, their families and the community; a program which provides opportunities for children to explore, express themselves creatively and to move about the centre confidently. Staff aim to program challenging but individually achievable tasks according to the children's age and stage of development.

We believe in creating an environment that fosters the development of the children's self esteem and encourage children to support and assist each other and to develop friendships regardless of race, age, gender or abilities.

Staff aim to ensure they know the abilities and interests of each individual child and to become aware of each child's unique personalities.

We believe in encouraging family members and the community to contribute to all areas of the program and the operation of the centre. We aim to make families feel welcome at the centre at all times and involve them in all aspects.

We believe in encouraging the children to participate in the development of all areas in the program.

All staff are encouraged to develop their skills through further training and are personally aware of providing professional quality care to the children by being aware of the importance of meeting the requirements of The National Quality Framework.

We believe that the care and welfare of our children is our priority and continually aim to create a special place that children and their families enjoy to come to, before and after school.
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INTRODUCTION

The Management and Staff of Engadine West Public School P & C Before and After School Care - “The Care Centre” wish to welcome you and your child/ren to the Centre. This handbook provides information which gives an overview of our service. You are advised to read this booklet for future reference to help with the smooth running of the Centre. We wish to make your child/ren's stay with us an enjoyable and satisfying experience and welcome any suggestions you may have in making this possible.

The Centre is managed by the Engadine West Public School P & C Association who are responsible for the management of the programs and staff employed at the Centre. This Committee comprises of parents of Engadine West Public School children. Committee members are elected at the P & C AGM each March. All parents are encouraged to become committee members to assist with the decisions and direction of the Centre.

Any concerns you may have with the service provided by the Centre can be directed to either the Care Centre Co-ordinator or the President of Engadine West Public School P & C.

ACCREDITATION STATUS:

Last Accredited in 2009 with High Quality in all areas.

CONTACT DETAILS

Engadine West Public School P & C Before and After School Care
ABN: 47 825 642 562

Address - Engadine West Public School
            Ridge Road Entrance,
            Engadine NSW 2233

Postal Address - Engadine West Public School
                P. O. Box 620,
                Engadine NSW 2233

Phone - 9520 9497

Email - Engadine West Before and After School Care Centre
ewcc1@hotmail.com

Family Accounts Email - ewpscc1@gmail.com

Contact - Kylie Hanbidge

Approved Provider - Engadine West Public School Parents and Citizens

Email - ewps.pandc.executive@gmail.com
HOURS OF OPERATION

Before School Care (BSC) 7.00am - 9.00am
After School Care (ASC) 3.30pm - 6.30pm

No children are to be left unattended at the centre outside these hours.
The centre is closed on Public Holidays and during School Vacations.
Provision of care on Pupil Free days will be dependant on attaining sufficient numbers.

WHO CAN USE OUR SERVICE?

Our service provides care for the children who attend Engadine West Public School. The Centre caters for school aged children, 5-12 years old, that are currently enrolled at Engadine West Public School. The Care Centre is licensed to care for 145 children per morning session and 145 children per afternoon session. Our enrolments are based on Priority of Access Guidelines, as set out by the Family Assistance Law.

STAFFING

Staffing is determined by the number of children enrolled at the Centre each day. Ratios are made in accordance with National Standards, being a staff: child ratio of 1:15. Our staff have varying qualifications. Please see the staff photo board located near the Information desk for current staff names and positions.

ENROLMENT

Parents must fulfill the following in order to ensure enrolment at the Centre -

1. A fully completed Enrolment form (your child/ren cannot commence care until this is completed and returned to the Centre) with relevant documents attached eg. Asthma and Medical Forms.
2. Payment of registration fee of $20.00 per child (4th child free).
   Registration fee for children starting in Term 4 will be reduced to $15.00 per child.
3. Payment of $50 bond per child which is refundable when the child no longer requires care, provided that fees are up to date.
4. If fees are not paid in full by the end of term, you will be required to repay the $20 enrolment fee before your child can return to our centre.

PRIORITY OF ACCESS

Attached is a copy of the Centre’s Priority of Access Policy. Please familiarize yourself with this policy, and if you have any questions or concerns please don’t hesitate to talk to staff. After these guidelines are adhered to, priority of placement is given to current users and siblings.
STARTING YOUR CHILD

Before your child starts at our Centre, we invite you to come and visit us. The staff will do their best to settle your child in as quickly as possible.

ADDITIONAL NEEDS

Your child/ren may be eligible to receive funding for staff assistance at our service. Please speak to staff in regards to your child’s abilities, needs or special care requirements.

DROPPING OFF AND PICKING UP CHILDREN

On arrival at the Centre the person bringing the child is responsible to sign the child in on the sign-in folder next to the child’s name, indicating time of arrival.

Any points of information are to be recorded in the comments section, such as any particular requirements for the day including if the child is to attend extra-curricular activities within the school grounds, or any changes to who will be collecting the child/ren. (A notification of change will have to be completed in writing).

Children are to place their belongings in the appropriate place.

Children must be collected by the closing time of the Centre.

The authorised person who is collecting the child must sign the sign-out folder next to the child/ren’s name, indicating time of departure.

The authorised person must ensure that a staff member is aware that they are taking the child from the Centre.

Staff are to be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

A late fee of $15.00 will be charged after 6.30pm, $50.00 fee between 6.45pm and 7.00pm and a fee of $100.00 will be charged to parents collecting children later than 7.00pm.

If the child is to be collected by anyone other than the names listed on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change should be confirmed in writing, email or via SMS as a last resort and the person picking up the child be asked to bring identification i.e. driver's licence.

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

The authorised person is required to give proof of identification to staff if they have not seen them previously i.e. driver's licence.

The Centre will not release the child to anyone who is not authorised without prior consent and in line with Centre policy.
If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally email or sms the centre to let staff know. A phone call will require written evidence such as an sms or email to confirm the below information. The parent will be required to indicate who will collect the child/ren and ask the person to provide the Centre with proof of identity e.g. License.

The authorised person and children are to ensure that all belongings are collected.

Please note:
We have had several instances where children have gone straight home instead of going to the Centre. Unfortunately, due to insurance coverage, staff are not permitted to leave the school grounds to collect missing children. Please remind your child/ren on the day that he/she is expected at the Centre. It is, however, a good idea to discuss with your child what to do if they find themselves home alone. This is another reason why emergency contact numbers are important.

CENTRE PROGRAM AND ACTIVITIES

Our program is put together based on the children's interests and needs.
Structural activities are provided each day, however, children have a choice of what they would like to do.
We aim to provide experiences which are stimulating, interesting, fun and exciting which allow the children to explore, play and develop new skills.
Children and parents are encouraged to express their views, ideas and specific interests into the program. Please feel free to write these down and place in our suggestion box or talk to a staff member.
Our program is displayed weekly on the board to the left of the sign in/out desk and also in the program folder located on the Information desk. If you have any concerns with the activities that are programmed please speak to staff.

BREAKFAST AND AFTERNOON TEA

Breakfast and afternoon tea are offered to the children each day. Please make sure that the staff are aware of any food allergies or religious restrictions your child may have.
For breakfast we provide toast with a choice of vegemite, honey, golden syrup, jam or cream cheese. A range of breakfast cereals along with a breakfast "Special of the Day". Plain or flavoured milk or orange/apple juice is available also. Filtered water is always available to the children to drink at any time.
Breakfast finishes at 8.30am. If your child/ren is requiring breakfast at the Centre please assist us by arriving prior to this time.
Please see our weekly menu located on the information board near the sign in/out desk for what is for afternoon tea each day. We provide a variety of snacks in consultation with children and parents. Our Centre aims to ensure that food preferences or allergies are catered for where notified.
The food offered at the Centre is displayed on our Café West board near the Kitchen. We would appreciate any other ideas that you may have in regards to food we could provide for the children for afternoon tea.
Fresh fruit is provided every afternoon and purified water is available at all times at the bubblers and water containers near kitchen.
ILLNESS

We aim to provide a safe and hygienic environment that will promote the health of the children. If your child becomes ill or develops symptoms at the Centre you will be contacted as soon as possible to take your child/ren home.

The Co-ordinator or staff members have the right to refuse access if concerned about the child/ren’s health.

Children with infectious diseases will be excluded from the Centre for the period recommended by the Department of Health.

A doctor’s clearance certificate will be required for all infectious diseases such as Measles, Mumps, Diphtheria, Hepatitis A, Polio, Tuberculosis, Typhoid and Paratyphoid before returning to the Centre. Please take the time to become familiar with our sick children and infectious disease policies.

ALLERGIES

Parents will be asked to inform the Centre of any allergies the child/ren may have at the time of enrolment.

If your child/ren has an allergy you will be asked to supply a letter from their doctor explaining the effects if the child/ren is exposed to whatever they are allergic to and to explain ways the staff can help the child/ren if they do become exposed.

If a food allergy exists, you will be asked to supply any particular diet if required.

If your child/ren is Anaphylactic please provide an Action Plan.

ASTHMA

If your child/ren has Asthma, please inform staff and fill out an Asthma Management Plan Sheet located on the P & C website or from the Centre. This will assist staff in helping your child if necessary. An Asthma Management Plan must also be obtained from your GP and all necessary medications and spacers be provided by the parent.

MEDICATION

If your child/ren requires medication whilst at the Centre, an “Authorisation to Administer Medication” form must be filled out and referred to the Co-ordinator. The medication must be fully labelled with the child/ren’s name and instructions, and given to the Co-ordinator.
ACCIDENT / INJURY

Children are supervised at all times and every precaution is made to ensure the safety of your child/ren and to prevent injury. However, in the event of an injury, the Care Centre is not responsible and is not covered by insurance covering medical expenses.

In the case of emergency or accident, medical attention will be sought for the child/ren; however, these expenses must be borne by the parent.

Parents or emergency contacts will be informed immediately where the accident is serious.

If a child or visitor has an accident while at the Centre they will be attended to immediately by a staff member who holds a first aid certificate.

Anyone injured will be kept under adult supervision until they recover or an authorised person takes charge of them.

In the event of an accident which is unable to be treated by first aid procedures administered by a trained first aid person or if there is a change in consciousness, an ambulance will be called. Staff are not to transport injured children in their own car.

NUT FREE ZONE

Our Centre is a “nut free zone”. Please do not provide your child with food that contains nuts as an ingredient. All food will be returned if found to have traces of nuts.

SUN PROTECTION

The Centre provides SPF 30+ sunscreen located on the sign-in / sign-out desk. Parents are asked to encourage their children to apply sunscreen when they arrive at the Centre in the morning.

Children will be asked to put on sunscreen before outdoor afternoon activities.

Staff will enforce the 'no hat....no play' when appropriate at the discretion of the staff.

Children are welcome to bring in a spare hat with their name clearly labelled.

HOLIDAYS

All families are allowed 1 holiday per year where fees will not be charged if notice in writing is provided. This needs to be a block of days e.g. 1 week, 1 month etc.

If your child/ren are absent from the Centre due to a school excursion or camp they will not be charged for those days. You will still need to notify staff prior to the event so that your care can be adjusted.
FEES

Fees are as follows:

Before School Care
- Permanent: $11.00 per child per session
- Casual: $12.00 per child per session

After School Care
- Permanent: $14.50 per child per session
- Casual: $15.50 per child per session

A late fee of $15.00 will be charged after 6.30pm, $50.00 fee between 6.45pm and 7.00pm and a fee of $100.00 will be charged to parents collecting children later than 7.00pm.

HOW TO PAY YOUR FEES

Fees must be paid two weeks in advance. Alternatively, at the beginning of the term, you may pay the whole amount according to your statement.

One statement is issued for the term.

When paying two weeks in advance, we suggest marking it off/highlighting it on your statement so as you know where you are up to.

Payment may be made by cash, cheque or money order and placed in an envelope with your child/ren's name and the amount enclosed on the front. Cheques are to be made payable to "Engadine West Before and After School Care".

Cash/cheques are then deposited into the mailbox found underneath the Administration office window.

Receipts are issued after the fee has been banked and emailed to you.

Eftpos - You will need to see Staff at the Care Centre between the hours of 7-9:30am and 2:30-6:30pm.

Internet banking - Our bank details are as follows:

Bank: Commonwealth Bank
Account Name: Engadine West Public School Association Before and After School Care Account
BSB: 062164 Account: 10012584

When you pay your child/ren's fees using internet banking please add your child's full name in the description of the payment.

All records will be kept confidential and stored appropriately. Parents may request particulars of their fees at any time from the Administrator. You can contact the Administrator by leaving a message at the Care Centre or by email - ewpscc1@gmail.com.
CASUAL BOOKINGS

Requests for casual bookings may be left on the answering machine when the Centre is unattended or alternatively you may ring the Centre or talk to a staff member at the Centre and book your child/ren in. It is important to be advised in advance of children attending sessions so appropriate staffing levels can be maintained.

Cancellation of a casual afternoon session must be advised prior to 9.30am on the day of the booked care or full fee will be payable.

Cancellation of a casual morning session must be advised prior to 6.30pm of the day prior to the booked care or full fee will be payable.

All casual bookings must be paid for in advance.

OVERDUE FEES

A copy of the Centre’s fee policy can be viewed at the Care Centre. Please familiarize yourself with this policy.

All fees must be finalised two weeks before the end of term. If fees still remain unpaid, care will be cancelled for the following term. Re-enrolment will only be accepted once all fees owing have been paid in full and the annual registration fee re-paid.

ABSENCES

Parents are required to pay for all days booked in, even if your child is absent. Please notify the Co-ordinator if your child will be absent on a booked day. In the case of your child having a prolonged illness and absence from the Centre, arrangement may be made in conjunction with the Co-ordinator.

Centre staff are not advised by the school if your child/ren has been absent. The onus is on the parent to advise the Centre staff prior to 2.30pm if their child/ren will not be attending a booked afternoon session. Messages can be left on the Centre answering machine. Failure to advise the Centre staff of your child/ren not attending a booked afternoon session will incur an additional fee of $5.00 in all instances.

Childcare Benefit is paid for sick days and up to 42 days allowable absences per financial year.

CHILD CARE BENEFIT

In order to receive Child Care Benefit (CCB) and Child Care Rebate (CCR) payments, families must be tested for eligibility by the Family Assistance Office (FAO) and are to provide the Centre with a copy of their assessment notice as provided by the FAO. Please contact the FAO on 13 61 50 for further information or visit their website at www.familyassist.gov.au. When registering for CCB or CCR, you may be required to notify the FAO of our Centre’s Provider Number: 555 007 110J
WITHDRAWING YOUR CHILD

Two weeks notice in writing must be given for any cancellation of permanent bookings. This is to be given to a staff member. If no notice is given fees are to be paid.

SMOKING AND ALCOHOL

The Centre is a smoke and alcohol free environment. Anyone found to be smoking or consuming alcohol will be asked to leave the premises.

PARENT / CHILD INVOLVEMENT

Our Centre recognises the importance of parent involvement within the program. We realise that our families are busy and their time is limited. We aim to provide a variety of ways for parents to participate according to their availability.

Some of the ways in which you can become involved are:

- Completing surveys
- Attending Care Centre meetings held in week 6
- Social Functions
- Input into the weekly program, menus, policies and procedures
- Spending time with the children at the Centre
- Sharing a special skill with the children e.g. a favourite family recipe
- Placing suggestions in our “Suggestion Box”

Please Note:

In the interest and welfare of the children, no enquiries will be dealt with between 3.30pm and 3.45pm as at this time we are ensuring all children have arrived safely from school.

CARE CENTRE MEETINGS

These are held in Week 5/6 each term. All families are invited to attend at 6.30pm in the Care Centre. Come along, share ideas, voice concerns, and meet your children’s carers. Be a part of the decisions being made and the Centre’s operational procedures.

INFORMATION BOARD

Please observe information on the board which was set up to assist you with local community information as well as information on our service. Information about what is going on and important events for the week at Engadine West Public School are also updated weekly.
POLICIES AND PROCEDURES

Engadine West Public School P & C Before and After School Care have a comprehensive list of policies and procedures that we follow at our Centre.

A full glossary of policies can be found on the black shelf located behind the sign in/out desk. Staff are more than happy for any input or suggestions in relation to our policies and procedures.

Policies are reviewed intermittently throughout the year and all parents can access these policies at any time.

The Centre has a Grievance and Complaint Policy and adheres to a strict procedure on how these are handled with the utmost confidentiality. Forms to register a grievance or complaint are located on the sign in/out desk. A copy of the Grievance and Complaint Policy is also located with these forms.

Suggestions/Complaints

The Coordinator
Phone: (02) 9520 9497
Email: ewcc1@hotmail.com
Alternatively contact the Approved Provider
Email: ewps.pandc.executive@gmail.com

Contact Details for Regulatory Authority in NSW

NSW Early Childhood Education and Care Directorate
Department of Education and Communities
Locked Bag 5107
Parramatta NSW 2124
Phone: (02) 9716 2100 or 1800 619 113
Fax: (02) 9716 6212
Email: cslicensing@dhs.nsw.gov.au
Website: www.educationandcommunities.nsw.gov.au
Priority of Access Policy

PURPOSE
The Commonwealth has determined Priority of Access guidelines. These guidelines embody the principles and philosophy underlying the Commonwealth’s involvement in child care. By adhering to these guidelines, the service provider is directly responsible for the implementation of the government’s objectives.

In addition to the Commonwealth Priority of Access guidelines further guidelines have also been established to determine priority of placement when there are not enough places for those requiring them. This policy will assist staff to make non discriminatory decisions regarding allocation of places to those requiring care either through enrolment application or from the waiting list if it exists.

SCOPE
This policy is relevant to all those wishing to apply and those already in care at the Centre. All staff and management will ensure these priorities are adhered to.

IMPLEMENTATION

Department of Family & Community Services Guidelines

Department of Family & Community Services guidelines to determine priority;

- Priority 1 – a child at risk of serious abuse or neglect;
- Priority 2 – 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;
- Priority 3 – any other child.

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

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families on lower incomes;
- children in families with a non-English speaking background;
- children in socially isolated families;
- children of single parents.

There are some circumstances in which a child who is already in a child care service may be required to leave the service.

Any child care service that has no vacant places and is providing care for a Priority 3 child, may require that child to leave the service in order for the service to provide a place for a higher priority child.


Centre’s Priorities

If there are more children than places available and the above criteria has been addressed then further selection criteria will apply as follows

1. Siblings
2. Age of the child, younger children having higher priority

ASSOCIATED DOCUMENTS

1. OUTSIDE SCHOOL HOURS CARE HANDBOOK 2005 - 2006
COMMONWEALTH DEPARTMENT OF HEALTH AND FAMILY SERVICES
QUALITY ASSURANCE, LICENSING AND INSURANCE

Engadine West P and C Association and Centre staff will ensure compliance with legal requirements of the managing body. This includes:

- National Standards
- Department of Family and Community Services Operational Agreements
- Department of Community Services NSW
- Incorporation Requirements
- Quality Assurance

The service will work through a process of continuous improvement to obtain a high standard by addressing the principals in all 7 Quality Areas. This process includes:

- Regular review and update of written policies
- Correct implementation of policies
- Regular reviews of implementation
- Inclusion of staff, families and children in review processes

THE NATIONAL QUALITY STANDARD

The National Quality Standard is a schedule to the National Regulations. It sets a new benchmark for the quality of education and care services. It also gives our service and our families a better understanding of a quality service. All families are encouraged to make informed decisions about the service providing education and care to their child/ren.

The new National Quality Standard brings together seven key Quality Areas that are important to outcomes for children. These are:

- QA 1: Educational program and practice
- QA 2: Children's health and safety
- QA 3: Physical environment
- QA 4: Staffing arrangements
- QA 5: Relationships with children
- QA 6: Collaborative partnerships with families and communities
- QA 7: Leadership and service management

The National Quality Standard allows our service to adopt approaches that are most appropriate to the children being educated and cared for at Engadine West Public School P & C Before and After School Care.
We thank you for choosing Engadine West Public School P & C Before and After School Care for your children. We hope that your stay with us will be enjoyable. Please keep this handbook accessible and refer to it as a guide to our service. If you have any suggestions for additional information, please feel free to advise us in writing in our suggestion box or talk to a staff member in person.