At Wagga Wagga East Before and After School Care we acknowledge the traditional owners of the land where our serv ice stands, pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within our service’s community.

**PHILOSOPHY**

The dedicated staff and committee at Wagga Wagga East Before and After School Care are dedicated to involving all stakeholders of our service with respect and understanding in our development of a quality service for children aged 5 – 12 years.

Our service will reflect the values of equity, cultural diversity and access to all within our community and the wider community. We provide a sense of safety and belonging to all who access our service.

The relationships formed within our community are the heart of the service and are built on trust, mutual respect and support. The values and opinions expressed by all who access the service will be treated with respect.

Our curriculum is reflective of the My Time Our Place framework and will support children in gaining skills both educationally and in life. We strive to provide a stimulating environment where children are able to express themselves through play and are encouraged to participate in an abundant amount of experiences encompassing their interests and abilities

We pride ourselves on being supportive, understanding and creating a calm and comfortable service for all.

**Welcome to Wagga Wagga East Before and After School Care**

This handbook has been created as a guide for families using our service.

Our Before and After School Care (BASC) program aims to provide a safe, secure and stimulating environment at the highest possible standard.

Please read this handbook and keep for your reference. The Nominated Supervisor is available to answer any questions or queries you may have. Communication is a vital part of providing a quality service to families/caregivers.

**Staff**

Nominated Supervisor: Lee Phelan

Responsible Persons: Lee Phelan

 Hannah Phelan

Educators: Hannah Phelan

 Emily Gorman

 Lee Phelan

**Hour of Operation**

During School Terms: Morning 7.30am – 8.45am

 Afternoon 3.15pm – 6.00pm

Pupil Free Days 7.30am – 6.00pm

Vacation Care 7.30am – 6.00pm

\*\* The service is closed for a period of time over the Christmas break as determined by the Committee.

Notification is provided to parents prior to end of school year.

**Office Hours**

The office is attended from 7.30am – 10.30am Monday, Tuesday

 2.00pm – 3.15pm Monday, Tuesday

 8.30am – 4.00pm Wednesday, Thursday and Friday

**Committee**

The service is a not-for-profit service and is managed by a Committee consisting of parent volunteers.

The current Committee consists of:

President: Lee Phelan

Vice-President: Karen Neilsen

Secretary:

Treasurer: Elena Longmore

Parent Member: Romola Lyons

The Committee ensure that the decisions it makes are made in accordance with its constitution, the Education and Care Services National Regulations, the National Quality Framework and in the best interests of the service. The Committee make every effort to reflect the nature of the community and encourage input while considering the needs of children, families and staff in the operation of the service. All parents and guardians are invited to join the Committee and can do so by speaking with the Nominated Supervisor. The Committee meet twice a term or as required.

**Components**

**Before School Care** is a program for children who require care during before school hours. Children enjoy both unstructured and structured play through stimulating activities that help get them ready for the day ahead. Before School Care runs from 7.30am to 8.45am.

**After School Care** program offers a healthy snack and a range of flexible activities with learning components. A short quiet time after school allows children to relax and gather themselves before the after school care program begins. After School Care runs from 3.15pm – 6.00 pm.

**Vacation Care** provides care during the school holidays except for one or two weeks during the Christmas break. Vacation care offers great fun and diversity through themed days, excursions and incursion programs as well as creative arts and crafts. The vacation care program runs every school holidays Monday to Friday (except public holidays) from 7.30am – 6.00pm. **If care is required during the school holidays, please ensure you return the filled booking form early to avoid disappointment. A booking form will be sent prior to the school holidays.**

**The Program**

Our hands on, fun program is planned from observations of the children’s interactions within the service. We program to meet the needs and interests of the children as individuals and as social beings. We offer a variety of activities and experiences, structured and unstructured, which aim to stimulate all developmental areas of a child. Programming ideas also come from within the wider community, be it the school, parents or families of the local area. Our daily routine is flexible but also structured with its regular sequence of events. This allows the children to develop their self-esteem and develop a sense of responsibility for their actions.

We continually evaluate, so are able to provide a program that supports children’s interests and needs, reflects positive values on healthy lifestyles and regular participation in exercise and listening to family’s needs and requests.

**The National Quality Framework**

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

* A National Legislative Framework
* National Regulations and Law
* A National Quality Standard
* A National Quality Assessment and Rating process
* A National Body called the ‘Australian Children’s Education and Care Quality Authority’

**My Time Our Place – School Aged Learning Framework**

My Time Our Place Framework (MTOP) is part of the Council of Australian Government’s reform agenda for childhood education and care and is key component of the Australian Government’s National Quality Framework for childhood education and care. It has been incorporated in the National Quality Standard in order to ensure delivery of nationally consistent and quality school age care across sectors and jurisdictions.

The framework ensures that children in school age care will have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests and choices of the children attending the service and contribute fully to their ongoing development.

It supports and provides guidance to educators working with school age children in outside school hours care, long day care and family day care settings.

The framework for school age care builds on the Early Years Learning Framework and extends the principles, practice and outcomes to accommodate the contexts and age range of the children who attend school age settings.

**Enrolment**

An enrolment form must be completed by each family for each child (and updated annually) together with the child’s updated immunisation. On enrolment parents/guardians will be given advice about access to our online parent/guardian handbook, service policies and asked to complete the enrolment form. Enrolment information will be kept confidential in a file in the locked filing cabinet. Access to this information is available to the Nominated Supervisor, responsible person, staff, Committee President and Commonwealth Department Officers. It is the responsibility of parents/guardians to notify the Nominated Supervisor of any changes to family circumstances including phone numbers, address, work, etc. Other documentation may be required to ensure your child/ren is able to receive the best possible care while attending the service. In some cases it may be necessary for the Nominated Supervisor to request a meeting with parents and other agencies before the commencement of the enrolment.

**Priority of Access**

Enrolments will be accepted according to the Commonwealth Government ‘Priority of Access Guidelines”. The Australian Government funds childcare with a major purpose of meeting the childcare needs of Australian families. However, the demand for childcare sometimes exceeds supply in some locations. When this happens, it is important for services to allocate place to those families with the greatest need for care. The Australian Government has determined guidelines for allocating places in these circumstances.

These guidelines apply to centre-based long day care, in-home care, family day care and out of school hours care.

There are three levels of priority, which childcare services must follow when filling vacant places:

* Priority One – a child at risk of serious abuse or neglect
* Priority Two – a child of a single parent or parents who satisfy the work/training/study test under Section 14 of the ‘A New Tax System (Family Assistance) Act 1999
* Priority Three – 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 income
* Children in socially isolated families
* Children of single parents

There are some circumstances in which a child who is already in a childcare service may be asked to leave the service. Any childcare service that has no vacancies and is providing care for a Priority 3 child may require that child to leave the service in order to provide a place for higher priority child. The above list is not in any priority order and children may fall into a number of categories. When a parent is not fluent in English the enrolment will, where possible, be conducted in their first language.

**Cancellation or Variation to Care**

The service must be given 2 weeks written notice for any cancellation of your child/ren's permanent schedule. Families are not eligible for CCS if a child has left care and the notice period is still in order. The service must be given 24 hours notice, via email or text, for cancellation of a casual position. If your child/ren is booked in either permanent or casual, and your child/ren is absent for that session, a fee will still be incurred. Fees, however, are not charged for public holidays.

If you would like to add or delete a permanent session the request must be placed in writing to the service. In the instance of adding a session, this can only occur if a place is available.

**Booking Sessions**

It is essential that all care is pre-booked; without a booking we cannot accept your child/ren. Children who arrive without a booking will have to be collected by their parents/guardians or emergency contact. Bookings can be made on a permanent or casual basis (if places are available) by contacting the service. After hours messages can be left on the services’ answering machine or by emailing the service. Please note there a **licensed limits** on our attendance numbers, and we may not be able to accommodate your child/ren.

**Child Attendance**

Signing your child in and out is **a legal requirement**. Children are signed in by parents/guardians in the morning session and signed out by staff when the children go to school. Of an afternoon, children are signed in after school by staff and signed out by parents/guardians. Please be sure that any emergency contact is aware of this requirement.

If another person is collecting your child please notify the service via email of the person’s name, address and phone number. They are also to bring their drivers licence with them for verification.

**Absentees**

We request that parents/guardians phone or email the service if their child/ren is going to be absent for any session. If your child/ren is absent from school, you will still need to contact the service as we are not necessarily informed by the school. Children are considered missing if the service has not been informed and the Missing Child Policy will be employed.

**Getting To and From School**

Children are signed out of before school care at 8.45am and walk to their designated area. Children are signed in as they arrive for the afternoon session.

For the first 5 weeks during Term 1 a staff member will walk the Kindergarten children to their area and collect the children after school from the office.

All children from year 1 to year 6 walk to and from school by themselves.

**Child Care Subsidy**

Child Care Subsidy (CCS) is available to all families who are Australian Residents and complete the required information through Centrelink. CCS is assistance to help families with childcare costs. To find out their eligibility, families must contact Centrelink who determines a family’s level of CCS which is based on annual family income, an activity test of both parents and the service type. The CCS is generally paid to the service provider and passes onto families through fee reduction. Families make co-contribution to their childcare fees and pay to the provider the difference between the fee charged and the subsidy amount. If you are eligible for the subsidy you will need to provide your CRN number, for both you and your child/ren, on the enrolment form

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**Allowable Absences**

Please note that allowable absences are paid for up to 42 days per financial year and can be taken for any reason. The Federal Government allows each child to claim 42 days of Child Care Benefit on days they are booked into care but do not attend. Your statement will show the number of allowable absences you have used. If for any special circumstances your child is absent for more than 42 days per financial year, documentation must be provided for the session to be covered by Child Care Subsidy for each approved absence. Approved absences can be taken in addition to or instead of allowable absences.

**Fee Structure**

The service operates on a not-for-profit basis. Surplus will be expended on equipment and resources for the children’s programs, minor upgrades and service improvements as specified by the Committee. Fees are set to cover the cost of the program and to meet projected budget for the service. They are subject to change. Fees are charged on a per child per session basis. Statements are emailed out to parents/guardians on a weekly basis.

For 2023 the fees are:

* Morning session: $20.00
* Afternoon session: $28.00
* Vacation session: $50.00 per day. Excursion/incursion costs are extra and added onto your

 Invoice

**Late Collection of Children**

To avoid a late fee please arrange for your child/ren to be collected prior to 6.00pm if you are unable to do so. Please also contact the service to let staff know who will be collecting your child/ren with the person’s name, address and phone number. They are also to bring their drivers licence with them for verification.

If, however, your child/ren is not collected until after 6.00pm fees will be charged in accordance with the Late Collection Policy.

If the parent has not contacted the service and the child/ren has not been collected for 5 minutes after closing time the service will attempt to telephone the parent/guardian, or if this is not possible, telephone the emergency contacts listed on the child’s enrolment form to arrange for immediate collection.

If no-one can be contacted and the child/ren has not been collected within 30 minutes the police will be informed of the circumstances and whereabouts of the child/ren. A notice will be posted on the services door containing the police contact number. Fees incurred are:

* 6.01pm – 6.06pm – flat rate of $10.00
* 6.06pm – 6.15pm – flat rate of $25.00
* 6.16pm – 6.30pm – flat rate of $50.00

For every 15 minutes thereafter and additional $50.00 will be charged. No CCS available on late fees.

**Family Involvement**

At Wagga Wagga East Before and After School Care we believe that families have the very important role to play at the service and we value your opinion. We have an “open door” policy and highly encourage family involvement at the service.

Communication between all stakeholders is a priority to us and all feedback is welcomed.

We have a suggestion board in the foyer if you would like to add something.

We communicate with families via email, telephone, text, notice boards and posters which are displayed around the service.

**Behaviour Guidance**

Staff follow a strict code of conduct relating to the management of children’s behaviour. Our focus is on positive interactions and reinforcement of appropriate behaviour. Ways in which this is achieved include:

* Seeking parental input where a child’s behaviour has changed or is deteriorating for no reason
* Showing no bias or favouritism towards individual children
* Setting limits for behaviour which are consistent and age appropriate
* Creating an environment in which children can make choices and which lead themselves to active and co-operative play
* At all times role modelling appropriate behaviour and language
* Dealing with aggression and violence calmly, swiftly and effectively
* Praising children for good behaviour and efforts made.

If the behaviour is an ongoing issue a meeting with the parents/guardians will be arranged.

**First Aid**

In the event of illness or injury an illness/injury form will be completed by educators. Parents/guardians are informed of the incident at collection or if urgent, as soon as possible. Parents /guardians will be notified immediately in the event of a head injury. Parents/guardians are asked to sign the report and a copy will made available upon request. In the event of an incident requiring hospitalisation or medical treatment parents/guardians are informed and an ambulance is called.

At all times there is at least one educator on duty with a first aid certificate.

**Medication**

The service staff will assist with children’s medication if:

* It is prescribed by a doctor and has the original label detailing the child’s name, required dosage and storage requirements
* The parent/guardian has completed and signed the Medication form.

All medication shall be given directly to the staff member in charge and kept in a safe place and refrigerated where appropriate. Medication, uncluding asthma puffers, is NOT to be left in children’s bags. Parents need to be aware that non-prescription medication such as Panadol cannot be administered to children unless accompanied by a medical authorisation (doctor).

**Child Protection**

As a community we all have a role in ensuring children are safe and able to develop in an environment from abuse and neglect. All educators working in children’s services are mandatory reporters. This means that if we have any concerns that a child is at risk or significant harm, or you or your child discloses they are at risk of significant harm, we will contact the Department of Child Protection.

Wagga Wagga East Before and After School Care staff are defined as mandatory reporters by NSW Legislation and are legally required to identify and report any risk of significant harm to children.

**Authorisation to Collect a Child**

The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form and be over the age of 18 years. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.

If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child/ren from the service, they must contact the service to advise of this arrangement and confirm details of the person to collect. If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child/ren the Nominated Supervisor will contact the custodial parent/guardian to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent/guardian. The child/ren will not be released until the custodial parent’s/guardian’s authorisation has been obtained.

**Food and Drinks**

We encourage healthy eating at the service. During our after school care program children are provided with a nutritional afternoon tea as guided by the Dietary Guidelines for Children and Adolescents in Australia. Children’s allergies are also taken into consideration. Please speak to educators if you would like more information on nutrition or if you have any concerns about your child’s eating or drinking. Fresh drinking water is available to children at all times and sugar free drinks may be provided on special occasions.

**Evacuations and Emergencies**

The service has an evacuation plan which is practiced with the children on a regular basis. The attendance register is used as a roll on these occasions so please ensure you sign your child/ren in and out at all times. If you happen to be at the service when a practice is being conducted please support staff by following their directions. Evacuation plans are posted at exit points.

**Personal Belongings**

Personal belongings brought from home are done so at the family’s discretion. The service will not take responsibility for breakage or loss.

**Complaints**

If you have any complaints please see the Nominated Supervisor. We always welcome any type of feedback.

**Confidentiality**

Wagga Wagga East Before and After School Care takes confidentiality very seriously and has clear policies and procedures surrounding confidentiality. All matters associated with the service should be considered confidential and treated in the strictest confidence. This includes information about a child enrolled at the service and/or that family, information related to staff members and /or their families and information on issues relating to the running of the service. The service complies with the Commonwealth Privacy Act. All children’s files, correspondence and personal information are confidential and kept in a safe manner. Information is not used for any purpose other than running the service.

**Policies and Procedures**

The service has many policies and procedures in place that are required to be followed by all stakeholders. A copy of the service’s policies and procedures are available at the service.

**Sun Policy**

The service has a NOT HAT NO PLAY policy and we ask parents/guardians to assist us in enforcing this by ensuring their child/ren have a hat at the service every day. It is also a requirement of Sturt Public School to wear a hat every day and we follow the school.

Please ensure your child/ren are dressed appropriately during Vacation Care. We advise families to not send children in singlets, strappy tops or dresses or thongs.

**Additional Information**

If you would like any additional information about the service, please see the Nominated Supervisor. All policies and procedures are located in our Policy and Procedures Folder for you to review at any time. We value your input so if you would like to make a suggestion, please place your suggestion on the board provided.

Thank you for choosing Wagga Wagga East Before and After School Care Inc.

