WARATAH

ALL YEAR CARE FALCON PRIMARY OSHC

PARENT HANDBOOK

*Outside School Hours Care for children Kindy, Pre-Primary and School Age*

We would like to welcome you and your child/ren to Waratah All Year Care Falcon Primary OSHC. Our aim is to provide premium care for School Age children and to assist parents in every way possible.

Waratah All Year Care Falcon primary OSHC is located at

 Falcon Primary School

 30 Baloo Cresent

 Falcon

 PH: 0414535685 / 0400237669

The centre operates before and after school care during school terms

 Before School Care 6:00am to 8:30am

 After School Care 2:30pm to 6:30pm

**Aims of the Centre:**

The aims of the centre are to provide:

* Programs designed specifically for school age children
* Nutritious afternoon tea snacks
* Active After school program
* Coordinated by qualified staff and child care professionals
* Caring staff that are enthusiastic, caring and professional

**Ages of Children:**

The centre caters for school children that attend Kindy, Pre-Primary and school age children – up to 15 yrs of age. Kindy and Pre-Primary children will be walked to their classrooms and collected from their classrooms.

Fees and Payment Policy and Procedure

**National Quality Standards (NQS)**

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| Quality Area 7: Leadership and service management |
| 7.3.2 | Administrative systems are established and maintained to ensure the effective operation of the service. |

**National Education and Care Regulations**

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| Quality Area 7: Leadership and service management |
| 168 |  Education and care service must have policies and procedures  |

**PURPOSE**

For parents to gain a clear understanding of the service fee structure, ensuring children’s fees are paid on time.

**SCOPE**

This policy applies to children, families, staff, management and visitors of Waratah All Year Care.

**IMPLEMENTATION**

The fee structure of Waratah All Year Care includes:

**General Fees**

* Fees are charged on a daily basis and vary depending on the families Child Care Rebate (CCR) and Child Care Benefit (CCB) entitlements.
* Fees are to be paid weekly or fortnightly through a direct debit system.
* Fees are payable in advance for every day that a child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed
* Fees are charged at full session times only (no matter what the attendance hours are)
* Child Care Benefit (CCB) and Child Care Rebate (CCR) is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office. (136 150)

**Payment of fees**

* Fees are set up using EziDebit.
* The EziDebit forms will be in the enrolment pack and must be filled out prior to start date.
* Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements, or upon request.
* A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

**Debt Collection**

* On a weekly basis management will contact families who are indebted for a period greater than one week. These families have the option to pay the debt in full or organize a payment program via EziDebit with management. If neither of the options are taken, care will be ceased and legal action sought.
* A text message will then be sent, stating the overdue amount, and notifying that there is 7 days to pay with the name of the debt collector company it will then be handed on to.
* If unsuccessful a letter of demand will be sent to the family outlining the same information as above.
* If still unsuccessful it will then be handed to a debt collector, all debt collection costs and expenses will be passed on to the client.

**Financial Difficulties**

* If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorization of Leigh Metcalf at Waratah All Year Care.

**Late Fees**

* It is unacceptable to pick children up late from Waratah All Year Care. A late fee will apply where children are not picked up prior to closing time. Currently the fee is $1.00 per minute, per child.
* A review of the child’s enrolment will occur where families are consistently late.

**Change of Fees**

* Fees are subject to change at any time provided a minimum of two weeks written notice is given to all families

**Termination of Enrolment**

* Parents are to provide one week notice of their intention to withdraw a child from Waratah All Year Care.
* If termination from Waratah All Year Care is required without notification, families can lose their Child Care Benefit (CCB) and Child Care Rebate (CCR) resulting in the payment of full fees to be charged.
* If a child does not attend the service on their last day, this will result in cessation of care in accordance with Centrelink. Centrelink will forfeit your Child Care Benefit and Child Care Rebate and families will be required to pay the full fee to the service.

**Responsibility of Management**

* Leigh Metcalf is responsible for the billing and chasing of fees.

Should families wish to discuss fees, they will need to see Leigh Metcalf.

**Enrolment Process:**

We believe in order to build a positive relationship between centre staff, parent and child the following steps should be followed:

* Parents contact the centre for an initial enquiry
* A centre tour can be organised during hours of operation
* A completed enrolment from and CCB details will eb required before a child can start at the centre

**Important Information**

It is important that our details are kept up to date. Please notify staff if there is:

* A change to your child’s medical condition
* A change of home address
* A change of contact phone numbers
* A change of emergency contacts
* A change of family circumstances

**Students, Volunteers and Visitors**

From time to time you will see new faces at the centre. Active After School Coaches, Relief Staff, and volunteers are screened before participating in our daily activities and must adhere to our centre policies while at the centre

**The Quality Improvement and Accreditation System**

The QIAS is a Commonwealth Government initiative linked to the funding of the Child Care Benefit to centres. It is a quality assurance programme for child care services, which provides a rating. Waratah All Year Care is continually working to provide the highest quality training.

**Signing Your Child In and Out**

It is extremely important for you to sign your child in and out of the centre, Child Care Benefit can be with held if a child is not signed in and out. In case of an emergency, a signed in child will be recorded as present and be searched for if they are missing

IT IS A LEGAL REQUIREMENT

**Allowable Absences**

All families are eligible to 42 days allowable absences per financial year, for which Child Care Benefit is claimed after which any absence days will be charged at full fees. Days not included in the 42 day allowable absences and covered automatically by Child Care Benefit are

* Illness with a medical certificate
* Pupil Free Days
* Rostered days off
* Rotating shift work

**Parent Involvement and Awareness**

Staff at Waratah All Year Care value parents as the most significant people in their child’s life and therefore invite parents to participate in the program. There are many levels of parent participation and we appreciate that time is valuable for all parents. We are happy to accommodate any form of involvement you may desire as ultimately it benefits the whole centre and sends positive messages to your child that you support them and the child care environment.

You can be involved by:

* Participating in excursions
* Sharing skills such as cooking, craft, or your profession i.e showing children how a concrete mixer works
* Attending special events and functions at the centre
* Teaching the children a song, dance or different language
* Volunteering time
* Providing suggestions for programming

**Parent Concerns**

Parents are requested to raise any concerns they may have regarding their child’s care with staff in the first instance. If the concern is not satisfactorily resolved please discuss any aspect of your child’s care with the Director so that the appropriate action can be taken

**Parent Grievance Procedure / Handling of Complaints**

**POLICY**

 Our Waratah All Year Care Centre’s aim to establish positive relationships between staff and parents so that open communication and parent involvement can be encouraged within the centre

 All parents are encouraged to express their concerns directly to staff

**CONSIDERATIONS:**

* Regulation 181 Confidentiality of records kept by approved provider

**PROCEDURE**

In the event that a parent/guardian may have a concern in which they would like to be addressed, the following steps should be taken:

 The problem should be discussed with the appropriate qualified staff member

 If after discussion with the relevant staff member the parent still feels action is necessary they should take the matter up with the Centre Co-Ordinator

 If the parent is still unhappy with the situation, the Co-Ordinator can offer to take the matter up with the management or the parent can write directly to the management. Where needed a mediator will be included in the meetings and a plan of action will be drawn up. A review date for the plan will be arranged and parents will be informed regularly on the progress

 Management will advise both the parents and the Co-Ordinator of it’s decision and actions regarding the grievance

 If required either the management or the parent can request the service of an independent mediator with agreement of the other party. E.G. Children’s Services officer

 Any staff involved with a grievance is to accurately and objectively document all information relevant to the grievance

**Children’s Behaviour**

Staff are fair and consistent with children at all times and express limits to behaviour in a positive way. Staff act as role models to the children by demonstrating acceptable behaviour during their interactions with children, parents and other staff. Where necessary, staff use the ‘sit and think’ strategy outlined in the policy manual to emphasis displeasure for inappropriate behaviour.

**Excursions**

Written permission will be required from parents before any children are taken out of the centre and the following procedures will be adhered to

* You will be informed of the destination, time of departure and time of return
* Number of children and staff attending excursion and any volunteers
* Travel arrangements and activities included in the excursion
* Safety considerations and how many staff attending have First Aid
* Emergency procedures and plans for inclement weather

**Health**

It is our policy that sick children, or those suffering from contagious infections or illness, will be excluded from the centre. This is inconvenient for working parents who will need to find alternative care for their child, but it will mean fewer parents are inconvenienced because the illness is not spread

Waratah All Year Care is a smoke free zone. Please do not smoke anywhere on these premises.

**Medication**

Medication can only be administered by qualified staff and after the following procedures have been followed:

* It is prescribed by a doctor and has the original label detailing the child’s name and required dosage details
* If it is over the counter medication that has been authorized by a parent / guardian
* The parent / guardian has completed and signed an authority form to give medication
* Medication must be within the expiry date
* Parents must give medication to a qualified staff member – please do not leave it in your child’s bag
* Where medication for treatment of long term conditions i.e asthma, ADHD etc the centre requires a letter or ‘Action Plan’ from the child’s doctor or specialist detailing the medical condition, correct dosage and how the condition is to be managed

Self Administered Medication: Children are able to self administer medication however we do need a form filled out and staff need to be advised

Managing Medical Conditions Policy

**POLICY:**

 Our Waratah All Year Care Centre’s will not discriminate against enrolling children with a medical condition i.e. Asthma, Diabetes or anaphylaxis.

 Parent / Carer must make the child’s condition known to the Director of Waratah All Year Care via verbal conversations and the Enrolment Form

 A letter / action plan from a medical practitioner will be required on enrolment of the child. The action plan’s will be easily available for staff to resource if required

 The staff of the Waratah All Year Care Centre’s will undergo any formal training required to meet the needs of the child i.e Asthma Training

**CONSIDERATIONS:**

* Regulation 90 “ Medical Conditions Policy”
* Regulation 91 “Medical conditions Policy to be provided to parents”
* Regulation 93 “ Administration of Medication”
* Regulation 94 “ Exception to authorisation requirement – anaphylaxis or asthmas emergency”
* Regulation 95” Procedure for Administration of Medication”
* Regulation 96 “ Self Administration of Medication”
* Regulation 162 “ Health information to be kept in Enrolment Record”
* Regulation 168 (2) (d)” Policies and Procedures are required in relation to dealing with medical conditions in children
* National Standard 2

Element 2.1.1 Each child’s health needs are supported

 2.3.3 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

**PROCEDURE:**

 Upon enrolment the parent / Carer will make and medical conditions of the child known to the director of Waratah All Year Care

 An action plan or letter from a medical practitioner will be required, this will need to include the name of the child, date of birth of the child, any medications and the dosage required for the child, any signs that may become apparent while caring for the child and what to do in event that an incident arising concerning the child

 A letter from the parent / carer if they would like their child to self administer the appropriate medication i.e. Asthma inhalers

 The staff member on duty who has a First Aid Qualification will take charge of child concerned, the rest of the staff will assist if required ensuring all the other children are kept calm and out of the way

 The Director will be notified and will make contact with the parent / carer advising them of the situation. An ambulance will be called if necessary at this point