



Before + After School Care

Mullion Concepts Pty. Ltd.

ACN 117 518 582 ABN 78 117 518 582

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Service Approval: SE-00011861

Parent Information Booklet

2017

Royston Kids Before + After School Care is situated above the Hall of St. Patrick's Primary School. We provide care and recreation for children from Kindergarten to Yr 6.

In the following, you will find information on the functions of the service. Should you have questions please don't hesitate to contact the management and educators at the Service on 0431 383 981.

Royston Kids operates as a service which cares for children of primary school age before and after school. During the school holidays, Vacation Care operates at our sister service, Warrina Kids, Berowra Heights and Water St Kids, Wahroonga. This is a helpful support for the families in the school and local community.

The program is focused on providing recreational activities for children in a safe and enjoyable atmosphere. The children are provided with a range of activities from sport, to art and craft, from group games to quiet times. Children are able to choose what they would like to do, thus creating a home-like atmosphere and encouraging individuality and confidence. There is also a supervised quiet area for children wishing to do their homework.

The educators at Royston Kids are committed to providing a high quality of care in a safe and secure environment.

Royston Kids is a privately owned business, operated by Mullion Concepts Pty. Ltd. The company Director is Margaret Hedge. Margaret was a primary school teacher for over 30 years. Currently Mullion Concepts Pty. Ltd. manages three other Out Of School Hours Child Care Services in the Broken Bay Diocese.

SERVICE DETAILS

Phone: 0431 383 981

Email: roystonkids@hotmail.com

Approved Provider & Number: Mullion Concepts Pty. Ltd. PR-00006883

Approved Service & Number: Royston Kids SE-00011861

Nominated Supervisor: Margaret Hedge

Educational Leader: Kyah Bryant

Co-ordinators: Kyah Bryant

Complaints: Courtney Hedge Email: mullion.concepts@hotmail.com

Regulatory Authority: NSW Early Childhood Education and Care Directorate, Department of Education and Communities. Website: www.det.nsw.edu.au Email: ececd@det.nsw.edu.au Phone: 1800 619 113 (toll free)

PHILOSOPHY

- Our service recognises the importance of middle childhood as being a stage of continual growth and development. The educators will endeavour to provide an environment that will challenge, stimulate and support each child on an individual level.
- Our program provides children with opportunities to maximise their potential and develop a foundation for future success in life in accordance with *My Time Our Place*.
- We aim to provide a physically safe and emotionally secure setting where children socialise, explore and develop their interests through play, using a variety of experiences and mediums.
- We encourage a confidence-building and supportive atmosphere that promotes physical, intellectual, creative and social growth for all children, allowing for ongoing learning and growth.
- We provide an environment where secure, respected and reciprocal relationships can be developed.
- We believe that all children are equal and have the right to be treated with dignity and respect.
- We offer an environment with programs that aim to support each child's capabilities and interests according to their individual needs.
- We support the family unit by acknowledging the important partnership with the family and our service.
- We encourage a spirit of warmth and respect between parents, the child and their carers.
- We are inclusive and value children with diverse family backgrounds, abilities, additional needs and religious affiliations.
- We provide qualified, caring educators who show a genuine compassion and concern for the children in our care.
- Our service provides a safe and well supervised environment for all children in our care.
- We aim to delivery environmentally friendly and sustainable practices.
- We respect all individuals and their confidentiality.
- We aim to operate our service in accordance to current National Laws, National Regulations and National Standards.

HOURS OF OPERATION:

Before School Care	After School Care
7.00am – 8.30am	2.55pm – 6.00pm

On designated school pupil free days, should the school provide supervision during normal school hours, the service will open normal operational hours as per before and after school. Should the school not provide care, the service will be closed.

The service is closed on public holidays.

REGISTRATION & INSURANCE FEES

For a position to be secured for your child, an enrolment form is required to be completed and returned with a non-refundable registration fee prior to the first day of care, no later.

The annual Registration & Insurance fee is for insurance purposes and is in accordance with the commencement of each new school year. This fee is non refundable.

No child will be covered by insurance, therefore will be unable to attend the service if this fee is not paid.

Enrolment forms are kept on file at the Service and must be kept up to date with current information. It is your responsibility if there are any changes throughout the year, to let the educator know and update your details.

Registration & Insurance Fee 2017: \$45.00 per child

BOOKINGS & CANCELLATIONS

Before & After School Care

Bookings can be made directly to the Service on 0431 383 981. Do not send your child to the Service without a booking.

Permanent and casual bookings are available.

Permanent booking is when your child is booked in on the same day(s) each week for the term/year. Your child will then be placed on the corresponding daily roll.

Casual care and additional days are available, however they are not guaranteed as some sessions have limited spaces available. The service must be notified prior to the commencement of the session that your child is to attend, as casual/additional days will be booked on a first contact basis, and subject to availability.

There is NO “swapping” of booked days. All casual and additional days will incur the casual fee rate for that session.

The service requires **ONE week notice for cancellations** otherwise full fees will be charged for that day.

In cases of sickness, a **doctor’s certificate** must be produced to service educators within **one week from the day of illness/absence** otherwise full fee will be charged. This is applicable to both permanent and casual bookings.

Should the Service not be notified your child will absent from their usual session, a “Search fee” of \$5 per child will be charged, in addition to the fee for that session.

The service must be notified, if for any reason, your child will not be attending their usual days, or on the other hand, need additional days. The service can be contacted by leaving a message on the answering machine 0431 383 981 or an email can be sent to roystonkids@hotmail.com

If you wish to change your enrolled days or are permanently discontinuing and withdrawing your child from a permanent session, a **full 2 weeks notification in writing** is required, during which time you will be required to pay the full fees for your enrolled days. Should families give less than 2 full weeks written notice, parents are still liable to pay an amount equivalent to 2 full weeks of childcare fees.

Vacation Care – at Warrina Kids, Berowra Heights OR Water St Kids, Wahroonga

Bookings for Vacation Care are essential.

To confirm a position for Vacation care, bookings are to be emailed to respective service prior to the close date. Once the booking is received it is confirmed via email and your child's days are secure.

For further information on Vacation Care, please speak to an educator or contact the service directly:

Warrina Kids – Ph: 0411 112 807 Email: warrinakids@hotmail.com

Water St Kids – Ph: 0413 078 355 Email: waterstkids@hotmail.com

FEES & CHARGES

Daily Fee Rate per child:

	Permanent	Casual
Before School Care	\$12	\$13
After School Care	\$20	\$22
Vacation Care (offered at Warrina Kids, Berowra OR Water St Kids, Wahroonga)	\$40 (excursions & incursions extra cost)	

Family Discount: The third (3rd) and additional children attending a permanently booked session, pay half the fee for that session. Family discounts do not apply to Vacation Care.

Additional Fees & Charges

Insurance & Registration Fee: \$45 per child

Search Fee: \$5 per child

Late Invoice Fee: \$10 per week (see below)

Late Collection fee (after 6pm): \$5 per minute per family (see below)

CHILD CARE BENEFIT

The Federal Government provides funding via the Department of Human Services and Centrelink for all eligible families using childcare. This funding, known as the Child Care Benefit (CCB), can be claimed either as a fee reduction or as a lump sum payment.

CCB as Fee Reductions:

- Fees payable to the service are reduced at the time they are charged.
- The level of reduction is based on the family's level of estimated taxable income.

CCB as Lump Sum Payment:

- Families pay full child care fees throughout the year.
- CCB payment is made to the family after the end of the financial year based on actual taxable income.

Child Care Rebate (CCR), which covers the 50% out of pocket expenses, is also able to be claimed to reduce fees. However, you must register for CCB to be entitled to the CCR.

All families must register with the Centrelink and obtain a Centrelink Reference Number (CRN). This CRN uniquely identifies each person and allows for reconciliation of each child's usage of care.

Whether claiming CCB as reduced fees or as a lump sum, it is your responsibility to ensure that the service has your correct details. You will need to supply both parent and each child's CRN to the service to be eligible for discounted fees. It is essential that all information is correct according to details with Centrelink. That is, names, DOB and CRNs are as registered with Centrelink.

Each child receiving CCB is allowed 42 absences (Allowable Absences) per financial year. Once your child has been absent for 42 sessions of care then full fees for every subsequent session the child is absent will be charged. Child care benefit no longer applies. Absences due to sickness with a doctor's certificate are not included in the number of Allowable Absences. Your child's absence count is indicated on the invoice.

Invoices issued by the service detail the days for which you are entitled to funding and the amount of CCB funding being provided. Parents are advised to keep invoices/statements/receipts for tax purposes.

It is your responsibility to register with Centrelink for the appropriate care required, under the correct Provider Reference Number: Before + After: 407 283 789J

For further information regarding CCB and CCR contact the Department of Human Service on 136 150 or visit the website <http://www.humanservices.gov.au/customer/subjects/assistance-with-child-care-fees>.

PAYMENT OF FEES

Fees are to be paid weekly, fortnightly or monthly.

Fees can be paid by Direct Debit. Ezidebit Direct Debit provides secure and simple payment options. Direct Debiting your fees saves time and gives you the peace of mind to focus on other things, without the hassle of worrying about forgetting to pay.

Direct Debit payments can be made from:

- Bank account – NO fees apply
- Credit Card – fees apply:
 - VISA/Mastercard 1.87% (min \$0.88)
 - AMEX/Diners 4.4% (min \$0.88)

For further information on Ezidebit, please visit their website <http://www.ezidebit.com.au/take-the-tour/faqs/>
The service does NOT accept cash, cheque or bank transfer.

If you are experiencing difficulties with payment, please contact Service management on 0431 383 981.
Outstanding balances may incur late fees (please see below).

ACCOUNTS & INVOICES

Accounts are processed in arrears and invoices are emailed to your nominated email account. These invoices contain your child's booking schedule for the week. Invoices will be emailed in accordance with your selected payment debit schedule, i.e. the week your payment is due to be debited, the invoice will be emailed prior to the debit date.

For all invoices, you will need to check the accuracy of your account, and any discrepancies or queries must be taken up with management prior to the due date/debit date of payment stated on the invoice. If management has not been contacted regarding queries by the due date, the invoice will be final.

OUTSTANDING ACCOUNTS

Any outstanding accounts must be finalised by the due date stated on the invoice, otherwise fines may apply. Late invoice fee of \$10 per week or part thereof will be charged, and will continue to accumulate until full payment of account, including late fees, is finalised.

Should payment not be received, parents will be contacted and alternative arrangements made. Should these arrangements not be adhered to, your child's position at the service will be terminated. Please see the *Parent Handbook* or *Service Policies* for detailed procedures regarding outstanding accounts. If families leave the service with outstanding accounts, the matter will be handed over to outside agencies regarding the collection of the debt.

You will be liable for any Recovery costs including administrative fees, debt recovery fees, Solicitor Fees and disbursements incurred by the service as a result of your failure to pay the fees and charges for the service provided.

In circumstances of genuine hardship, please contact the service management and alternative arrangements can be made.

SIGNING IN & SIGNING OUT

On arrival to the service each morning, the authorised person dropping your child off is required by law, to sign the child in and record the time they were dropped off. An educator will sign each child out at the end of the session when all children will be released into the care of the teachers on playground duty.

The person dropping off the child must ensure that an educator is aware of the child's presence, and that any special needs are communicated.

For After School Care, an educator will sign each child into the service when they arrive from school. The authorised person collecting the child is required to sign the child out of the session each afternoon/night. Parents/Guardians must inform the Service if someone new is picking up their child from the Service. Please be advised that should the service educators not be familiar with the authorised person collecting the child, the educators are required by law to ask to sight photo identification. Please inform your authorised people of this to avoid any misunderstandings at collection time.

The authorised collecting person must ensure that an educator is aware that they are taking the child from the service. The authorised person and child are to ensure that all belongings are collected.

LATE COLLECTION & FEES

The service closes at 6pm each night. Children remaining at the service after this time may incur a Late Collection fee of **\$5 per minute per family**. All late fees charged are to offset the cost of overtime and administrative costs, as educator ratios have to be adhered to at all times.

Please endeavour to contact the Service, as early as possible, if you are unavoidably delayed. In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, management will have discretion to decide if families will be charged the late fee.

Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service.

If a child remains in the service after the session has finished, the following rules apply:

- The time will be determined by the service clock.
- The parent will need to countersign the time filled out by the educator.
- The amount of the late fee will be added to the account.

RULES & REGULATIONS

School rules will be followed at all times. These rules will be explained to children who do not attend the school. All educators are responsible for maintaining correct behaviour and orderly conduct at all times. All children are expected to obey the rules and maintain the highest standard of manners and general conduct at all times.

In addition to the school rules, there are four basic rules that are followed at the Service:

- Hands off
- No put-down zone
- Everyone has the right to feel safe and happy
- If there is a problem, tell an Educator.

BEHAVIOURAL PROCEDURE

For the smooth running of the Service as well as the safety of all children and educators concerned, there are rules in place that the children are continually reminded of. If these rules are broken or there is an issue of concern, parents will be notified and asked to attend to the matter.

We understand that children respond differently to different methods of behaviour management, therefore at the Service, positive reinforcement in the form of praise or rewards such as the “star chart” is encouraged. However, should certain situations arise that may compromise safety of the child involved or others attending the service, a necessary discipline in the form of Reflective Time may be enforced.

Should a more pressing issue arise, educators may feel it fit that a Behaviour Management Report (BMR) be completed. Should this occur, service management will be contacted and a suitable time to discuss the issue with the parents/guardians will be arranged. Should the child receive three (3) BMRs, it may be suggested that alternative child care be arranged.

MEDICAL CONDITIONS

Medical conditions can include, but are not limited to, asthma, diabetes and risk of anaphylaxis. Our service is committed to a planned approach to management of medical conditions to ensure the safety and wellbeing of all children at the service. Our educators undergo annual emergency first aid, asthma and anaphylaxis training.

Should your child have a medical condition, we require certain information to help us best care for them.

If your child has ASTHMA or ANAPHYLAXIS, we require:

- A current Action Plan, completed by their doctor and including a current colour photo
- Any medication that is included on the plan, in particular Epipen/Anapen or Asthma Reliever medication – this medication will be required to be at the service every time your child is at the service.

For any other medical conditions, appropriate documentation and instructions will need to be provided. This may be the completion of the service's medical forms or a letter from the doctor. Educators will be able to assist you with the correct paperwork.

Please note, that enrolment will not be accepted unless all the relevant medical plans and medication have been provided to the service.

Should your child require any medication (prescription, over-the-counter or homeopathic) to be administered while at the service, either on an ongoing basis or once off, a Medication Form will need to be completed.

Please speak to an educator regarding this.

Medication to be administered at the service must be:

- in its original container and before the expiry or use-by date
- from a container that bears the original label with the name of the child to whom it is prescribed (for prescribed medications)
- in accordance with any instructions attached to the medication or provided by a registered medical practitioner.

Should you wish your child to self-medicate, written authority and the completion of the Self-Medication Form is required.

MEALS & DIETARY REQUIREMENTS

The Service considers meal times to be a very important part of the children's day, not only for the nutritional reasons, but also for the social development of children. The children are encouraged to use self help skills, sharing with others and helping educator to clean up after meals providing a sense of responsibility. Our menu is based on the nutritional recommendations from the Australian Guide to Healthy Eating and the Australian Dietary Guidelines for Children and Adolescents.

Before School Care provides breakfast consisting of a selection of nutritious cereals, toast and drinks e.g. milk, juice, milo or water.

After School Care provides a healthy snack accompanied by a choice of two fresh fruits/vegetables for afternoon tea. Water is available throughout the session. The snack menu is changed each term with items reflecting the season/time of year and children/parent suggestions and choices. The Afternoon Tea Menu is available for your viewing at the Service. We remind parents that afternoon tea is a snack and serving sizes are age appropriate. If you find that your child requires additional food, please feel free to pack an additional healthy snack in their lunchbox for them. We ask that you do not pack crisp chips, lollies, chocolate etc for your children's afternoon tea, as this is not in accordance with our healthy eating policy.

If your child has allergies or food intolerances the service will to the best of its ability cater for their needs, however this must be discussed with the service management. Depending on the situation, alternative options can be provided by the service, or it may be necessary for you to provide appropriate food alternatives.

The Service strives to be a "Nut Free Zone". No nuts or nut products are allowed at the service.

PERSONAL BELONGINGS & LOST PROPERTY

As school rule are followed, electronic items, expensive belongings or items of personal value are not allowed at the service. Educators cannot take responsibility should anything happen to your child's belongings while at

the service. Educators make all efforts to look after your child's items of clothing that are clearly labelled, however it is your responsibility to make sure your child goes home with the items of clothing and their belongings that they arrived with. A Lost Property box is available at the service. Please check the box for missing items.

PROGRAM

The program is designed to offer a range of experiences and activities that stimulate and enhance children's learning and development across all areas, including children's physical skills, problem solving skills, cognitive processes, social abilities, language and self identity. The program allows for both group and individual needs and interests.

The term craft program, The Suggested Weekly Craft, is available and on display at the beginning of each term. The Afternoon Tea Menu incorporates various cooking activities in which the children are encouraged to participate in.

We welcome parents to share information about their children so that the program can reflect all children's likes, interests and needs. Children are encouraged at all times to contribute ideas to the program.

EXTRA-CURRICULAR ACTIVITIES

We understand that children participate in extra-curricular activities and that these may operate during the time your children attend the service. Should your child need to leave the service to participate in an activity, written permission is required before we can allow your child to leave our care. Should this apply to you, please speak to an educator and obtain a copy of the Extra-Curricular Activity Permission Form. This will need to be completed and returned to the service.

Please note that:

- The educators are happy to remind your child to attend the extra-curricular activity but will not be held responsible if your child does not go when reminded.
- Your child will not be under the supervision of the educators whilst travelling to and from activities.
- The educators are not responsible for your child whilst they are absent from the service.
- If you collect your child directly from the extra-curricular activity when they would usually return to the service, you need to notify the service that they will not be returning and sign them out.

HOMEWORK

There is allocated space and time available for children to complete homework, however, please note that the onus is on the child to do their own homework. Educators will remind children whose parents have specifically requested it, to complete homework during the session, however educators will not force them to do it, or limit their choice in other activities because homework has not been attempted or completed.

The service is a play based environment that encourages children's learning through play and social activities, not homework. Educators will supervise and help explain wherever they can, but children who have difficulty understanding their homework will need to complete it at home.

PARENT INVOLVEMENT & FEEDBACK

As part of our ongoing commitment to providing the best possible quality child care, we ask for parent involvement and feedback. Parents are always welcome at the service and we encourage parents to assist in increasing our knowledge of their own individual cultures and family traditions so as to be better equipped at incorporating them into the program.

We understand that parents are very busy and as a result require child care, however we do encourage your input and participation wherever possible. Please feel free to comment or provide feedback to the educators, via emails, in our “Family Voices” book or via the “Family & Community Suggestion Board”. We greatly value your ideas and observations.

Part of this feedback is the ability to put forward a concern or complaint and have this managed appropriately. We ask that should you have a complaint, please speak to one of our service educators or service Management. If we are unaware of your concern, we are unable to do anything to rectify the problem. All complaints will be kept confidential. Formal complaints will be documented and forwarded to the appropriate person.

COMMUNICATION OF INFORMATION & CHILD PROTECTION

All educators are dedicated to providing quality care for your children. In accordance to current laws and regulations, our educators have undergone appropriate child protection courses. Under the *Children and Young Persons (Care and Protection) Act 1998*, children must receive care and protection necessary to ensure their safety, welfare and wellbeing.

The service is a ‘prescribed body’ under the Act and as such relevant information will be shared between the School and the service regarding your child’s safety, welfare or wellbeing. All necessary requirements will be followed to ensure privacy and confidentiality is maintained. All educators and volunteers of our service are mandatory reporters. What this means is, if our educators have reasonable grounds to suspect that a child is at risk of significant harm from abuse or neglect, and those grounds arise during the course of or through work, they are required to report to the Child Protection Helpline.

We have a duty of care to all children attending our service. Our goal is to ensure that every reasonable precaution is taken to protect children being educated and cared for by our service from harm.

REMEMBER!!!

The information provided in this booklet creates a reference point for the terms and conditions of care at Royston Kids. Should you require further details and information on policies and procedures, please consult the *Parent Handbook* or *Service Policies*.

Please inform the educator in writing and/or by phone if:

- Your child will or will not be attending.
- Someone different is collecting your child.
- Your child is experiencing problems or is unhappy at Royston Kids, or if you have any concerns.