



Welcome To Pennant Hills BASC

FAMILY HANDBOOK

Welcome!

On behalf of all staff and committee members, I would like to welcome you to the PHBASC family. Since its establishment by parents in 1990, PHBASC has witnessed significant growth. More than 400 children are enrolled in our not-for-profit organisation which is managed by a volunteer Management Committee made up of parents that utilise the service.

PHBASC has a full time Director, an Educational Leader and nine Senior Educators to run the service and a fantastic casual team. PHBASC is proud to have a rating of Meeting the National Quality Standard.

Out of School Hours Care (OSHC) is more than you think. OSHC has a Framework developed by the Department of Education, My Time Our Place, that has been designed to extend and enrich children's wellbeing and development in OSHC settings.

The OSHC Framework recognises the importance of social and emotional development and communication in learning through play and leisure. OSHC Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development.

We are looking forward to meeting you and your child!

Warm regards,

Erin Jeacle
PHBASC Director





Important

The Centre is limited to the number of children that may attend and can have waitlists for sessions.

Completing the online enrolment does not guarantee care can be provided.

Please enquire with Centre Educators first.

What happens now?

Before your child/ren can attend PHBASC, you must first complete the online enrolment process and return the DebitSuccess direct debit form. The link for the online enrolment is: <https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=1351>. You must answer all the questions and save and submit the form to the Centre. You can then submit a booking request for the days and sessions you need.

Family responsibility

To provide the best care to your child/ren, families have some important responsibilities:

- The Centre must be informed of any information that might help us to provide that care, such as allergies, dietary requirements, etc.
- The Centre must be informed if your child will be absent from an afternoon session, for any reason (away from school, leave early, go home with someone else). A fee applies if the Centre is not informed.
- Children must be collected before 6:15pm. A late fee applies if children are collected late.
- Understand that whilst children are in our care (7:00 am - 8:45 am and 3:15 pm -6:15 pm), that they are our priority. Educators cannot be taken from their important supervision duties for discussions during these times. Please organise another time outside of these hours for any enquiries.
- Ensure anyone that collects your child is listed as an authorised collector on your account.

Family Information

Care Provided

Pennant Hills Before and After School Care (PHBASC) offers places to Pennant Hills Public School children only, needing care:

- Before School
- After School
- Pupil Free Days / School Development Days
- Vacation Care (except Dec/Jan holidays – We are open the last 3 weeks of January)

PHBASC is currently licensed for 200 places for Before and After School Care.

PHBASC is currently licensed for 90 places for Vacation Care.

Completing the online enrolment does not guarantee care. Please enquire at the Centre for availability as sessions may be waitlisted.

Hours of Operation

Before School Care 7:00 am – 8:45 am

After School Care 3:15 pm – 6:15 pm

Vacation Care / SDD 7:15 am – 6:15 pm

Contact Details

PHBASC is located within the grounds of Pennant Hills Public School, at the Infants Site, in Bellthorn Cottage next to the oval.

PHBASC contact phone number in Bellthorn Cottage - 9481 8696 or email info@pennanthillsbasc.org.au.

PHBASC Administration Manager (billing / account enquiries) in Bellthorn Cottage (Tuesdays and Thursdays only) – 9481 8696 or email sue@pennanthillsbasc.org.au.

The Mission

Our mission is to provide high quality care for children who attend Pennant Hills Public School outside of school hours.

Our purpose is to provide childcare to families where the parents/guardians are working, studying or in need of childcare for any other reason.

Our Centre provides an environment where children have access to, and are encouraged to participate in, a range of age appropriate recreational and educational activities.

Out of School Hours Care National Quality Framework

Our Centre is currently rated as Meeting the National Quality Standard under the National Quality Framework (NQF) by the Department. All parent's/guardian's involvement in the accreditation process is encouraged and their participation is an important part of the process.

In December 2009, all Australian State Governments agreed to a new National Quality Framework for Early Childhood Education and Care. This means that all Australian children will get the best possible start in life through high quality school age care services. The Framework will help providers improve their services in the areas that impact on a child's development and empower families to make informed choices about which service is best for their child.

The Management

PHBASC is managed by Pennant Hills Before and After School Care Service Incorporated, an association incorporated under the Association Incorporations Act 1984. The volunteer Parent Management Committee of the Association is made up of parents who have bookings at the Centre and are elected annually.

The Management Committee meets in term time only as desired (approximately 10 times a year) and is responsible for all the legal and financial matters related to the Centre. Every parent using PHBASC is invited to attend the committee meetings. The Coordinator, Assistant Coordinators and Administration Manager of PHBASC are expected to attend however do not have voting rights.

Services with a volunteer community-based structure like ours are the ones that are rated the best as mentioned in the above section. This is why a parent volunteer management committee is so important, as families will always have the children at the forefront of what is important compared to a private for-profit company.

Staffing / Staff Ratios

PHBASC operates with appropriate staff to child ratios with a minimum of 1 staff member per 15 children. The preference is to work with 1 staff member per 13 children plus 2 additional staff members (which works out often to be 1 staff member per 11 children). This is to ensure the best care is provided.

Most Educators at the service possess:

- Accredited First Aid
- Accredited Child Protection

All Educators are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment.

This Centre complies with the Working with Children Check (WWCC) as required by the Commission for Children and Young People with all Educators being cleared before working with children.

Discussion

Please understand that whilst the children are present, they are our main priority and focus. If you wish to discuss a lengthy issue, please organise a time outside of Centre hours. Please remember that whilst staff are on duty, they are there to care for the children and are an important part of the staff to child ratio so cannot be taken away from their tasks at hand or it could pose a risk to the safety/adequate supervision of the remaining children.

Schedule of Fees

The Centre is run as a not-for-profit organisation and therefore the fees will be kept at a minimum while ensuring appropriate sustainable funding and future planning.

Fees are payable throughout the school term and are still payable if your child is absent (including sick days or family vacations if they fall while the Centre is open, etc).

Fees can be paid via DebitSuccess using a personal bank account or credit card.

One weeks' notice is required to cancel any before and after school care sessions.

Please refer to the most up to date fees list for current before and after school care fees.

Other Fees

- \$10 Late fee for the first 5 minutes, or part thereof, past 6:15pm and \$2 per minute past 6:20pm.
- \$10 Each week account is out of order.
- \$10 Joining Fee per family.
- \$10 Annual Fee per family (*debited from your account on the first billing per calendar year, usually in February*).
- \$50 Child Absent – Centre not notified, non-notification fee (*afternoon session only*).

Fees are charged fortnightly on a Tuesday from the nominated bank account or credit card and in arrears to allow for any changes, casual bookings or above fees (e.g., late or non-notification fee) to be included in that fortnight.

Medication

To ensure the interest of staff, children and parents are not compromised, medication will only be administered with the explicit permission of the parent/guardian or in the case of an emergency with the permission of a medical practitioner. Parents who wish to have medication administered at PHBASC will need to provide written permission and fill in a Medication form from the Centre. Medication must be given directly to the nominated person in charge and not left in the child's bag. Prescription medicines will only be administered to the child if prescribed in their name and in the original packaging, with the dosage provided on the label or is sighted. **Paracetamol cannot be administered unless prescribed.**

Confidentiality

All personal family records kept by PHBASC are confidential and kept locked in a secure location. Information will only be accessed by the Coordinator, Administration Manager, staff or the Management Committee on a need to know basis. These individuals have been made aware of their responsibility with respect to confidentiality of records and issues which may arise within the Centre.

Child Care Subsidy

Child Care Subsidy (CCS) is Government assistance to help you with the cost of child care. PHBASC is approved to offer CCS to eligible families. To get Child Care Subsidy, you need to meet certain criteria. This subsidy will be paid directly to your child care provider (our Centre) to reduce the fees you pay.

You may be eligible if you or your partner:

- care for your child at least 2 nights per fortnight, or have 14% care
- are liable for fees for care provided at an approved child care service, and
- meet the residency rules

Your child must also:

- meet immunisation requirements, and
- not be attending secondary school unless an exemption applies

Please note there is a limit on allowable absences and it is set at 42 per financial year per child (NOT per account). Your CCS may be affected after this number of absences is reached.

PHBASC cannot set up this subsidy, families must do it themselves.

More information can be found below from The Department of Human Services or follow the link:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>

Sign In / Out Procedures

It is a legal requirement that every child in attendance at the Centre is signed in, in the morning and signed out, in the afternoon. Responsibility cannot be taken by the staff if the child is not signed in or out. Children are not to be left at the Centre at any time prior to the opening hours of the Centre. The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the Centre and that any special needs for the day are communicated.

Only a person nominated by the parent/guardian will be permitted to sign out a child from PHBASC, which will be called an authorised collector. Parents/guardians may add as many persons as they wish to their Authorised Collector list in our parent contact folder. It is up to the family's discretion if they would like high school aged students (such as siblings) to pick up their child.

Failure to sign in / out can result in no rebate being paid for CCS purposes as it is a government requirement.

Centre Routine

PHBASC provides a daily routine that tries to meet the needs of individual children in relation to each child's social, emotional, physical, intellectual, and creative development. As the Centre is the child's time for play and leisure, this will be reflected in the daily routines and programming which are always displayed in our Centre and are based around the children's wants and needs. No programmed activity is forced upon any child at our Centre. Parent feedback is highly encouraged in regard to the routine and programming and suggestions are always welcomed and appreciated.

Centre Rules

Please read through the rules with your child before they attend PHBASC.

'Laugh. Learn. Play. Fun for everyone! 'Respect other's space and feelings

- Respect educators and each other
- Respect other people's property and that of the service
- Respect the environment
- Share with other children and be inclusive
- Accept and respect individual needs and differences
- Assist to clean up after activities
- Follow the instructions from educators
- Play only in the allocated areas as directed by educators and not enter areas that educators have designated as "out of bounds"
- Remain in the supervised area of the program until the authorised person collecting them has signed them out
- Not participate in physical fighting) for example, spitting, throwing toys, stones, or dangerous objects
- Play fighting will be in a supervised area with clear rules established by the children Eg: wrestling on the crash mats, programmed sword fights
- Not bully or engage in any form of aggressive behaviour
- Use respectful language towards educators, peers, and other members of the community at all times.
- Not bring toys from home – too many go missing
- Sit down whilst eating and put away your dirty dishes
- Wash your hands when you enter BASC, before you eat and after using the bathroom

Meals

Breakfast is served between 7am – 8:15am only. **No breakfast will be provided after 8:15am.** Breakfast food items include multigrain bread (with a choice of Vegemite, variety of jams, cheese spread, cheese slice, honey, cinnamon); cereals (Muesli, Oats, Rice Bubbles, Cheerios, Cornflakes, Weetbix, Sultana Bran and a variety of other fruit based cereals; fruit; yoghurt; and milk.

Afternoon Tea is served between 3:15pm – 4:00pm. Afternoon tea consists of a large selection of fruit every afternoon which the children eat first. After fruit, children may have their main afternoon tea food which can consist of: Salad wraps; cheese and salsa melts; sandwich square selections; pasta; san choy bau; noodles; soup; garlic bread; curries, frozen yoghurt; salads; spring rolls; nachos, etc. If children do

not like the afternoon tea for that afternoon, they may have a sandwich of their choice made inside. Only water is provided for afternoon tea as a drink.

Cooking – at PHBASC we allow the children to cook at least once a week and serve what they have prepared to the other children. If parents have any concerns, they may supply the staff with their child's own special 'treats' that staff will serve them when cooking has taken place.

Homework

The children will not be forced to do homework at After School Care, however they will be encouraged, if requested by a parent / guardian. The Centre will provide a space for children to do their homework in the 'Snack Club' in the playroom, on the deck or in nice weather on the front AstroTurf area. Staff will provide the children with a light snack (restricted to twice a week due to the popularity) and any help, where possible, though the Centre staff will not be responsible for the correctness of the work. PHBASC provides homework items to use such as pens, pencils and depending on staffing, at times help with researching.

Stage 3 (years 5 /6) BYOD devices cannot be used at the centre.

