

BAKERS HILL  
OUT OF SCHOOL HOURS CARE INC.

# HANDBOOK



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## **1. WELCOME**

Welcome to Bakers Hill Out of School Hours Care Inc. The Centre's aim is to offer a safe, stimulating environment for your children. The following information is provided to assist you and your family to have a smooth induction to the Centre.

## **2. PHILOSOPHY**

Bakers Hill Out of School Hours Care offers a service that provides a safe, confident and secure environment for children to grow and develop life skills through play and choice. We support diversity through partnerships and engagement within the community.

We offer a service where our focus:

- Encourages children to develop to their full potential within a safe, caring and supportive environment focusing on qualities of fairness, humour, empathy and understanding with the Out of School Hours Care community.
- Allows children to learn life skills through leisure time based play, in partnership with children, families, schools, communities and educators.
- Promotes a holistic approach to child development and to provide opportunities for children to recognise their personal worth.
- Provide opportunities to explore similarities and differences and celebrating diversity with the children's histories, cultures and lifestyle choices of families.
- Explore and celebrate diversity within our Out of School Hours Care community.
- Involves ongoing information that supports, informs and enriches decision making with regards to children's wellbeing and development

## **3. WHAT CHILD CARE SERVICES DO WE PROVIDE?**

The Bakers Hill Out of School Hours Care provides Before and After School care to primary school aged children (Kindy and above). Pre-Primary and Kindy Children will be escorted in the morning to their school classes and escorted / collected from their school classes as required by an educator. Vacation Care is offered during school holidays. We also cater to Student Free Days.

## **4. HOURS OF OPERATION**

Before School Care is open between the hours of 6:30am to 9:00am every school day. After School Care is open between the hours of 3:00pm to 6:00pm every school day. Vacation Care and Student Free days operate between 6:30am to 6:00pm during holiday periods. Early closing will be catered for as/if required.

## **5. ENROLMENTS / CHILD PROFILE FORMS**

### **5.1 New Enrolments**

Parents/guardians are required to enrol children prior to their first day at the Centre. Fees are to be paid at the time of enrolment and can be paid by using a range of methods. No guarantee can be made until fees have been paid. Enrolment forms can be found at the Centre or by calling the Centre on 0419 438 946. Please lodge the completed enrolment form at the Centre. Any child who may require additional

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consideration along with their enrolment may be requested to complete a child profile form to provide further information that will assist in the quality care of that child. Agencies will be asked to complete an agency child profile form. A PDF of the enrolment form/s can also be obtained from our website [www.bhoshc.org.au](http://www.bhoshc.org.au)

### 5.2 Existing Enrolments

Enrolments for Out of School Hours Care can be lodged at any time throughout the year. Parents are asked to update any changes i.e. phone number, address, change of days children are attending etc to the Supervisor as soon as possible.

## 6. PAYMENT OF FEES

Fees may be paid by the following methods:

- a) Payment in person at the Centre (EFTPOS is **NOT** available)
- b) Direct Deposit  
Account Name: Bakers Hill Out Of School Hours Care Inc  
BSB: 633-000  
Account Number: 148041189 (**Please use your child's name as a reference**).  
Fees must be paid 2 weeks in advance.

Outstanding fees owed by a parent will be capped at a maximum of \$500.

Accounts must not be outstanding for more than 2 weeks. Breach of this ruling shall result in the commencement of legal recovery action & suspension of childcare services will occur.

Fees (Current from 1 July 2018)	Cost Per Day 1 Child	Cost Per Day 2 Children	Cost Per Day 3 Children	Cost Per Day 4 Children
Before School Care	\$25.00	\$50.00	\$75.00	\$100.00
After School Care*	\$30.00	\$60.00	\$90.00	\$120.00
Vacation Care General	\$80.00	\$160.00	\$240.00	\$320.00
Student Free Day Care	\$80.00	\$160.00	\$240.00	\$320.00
Half Day Vacation Care (6 hours ONLY)	\$50.00	\$100.00	\$150.00	\$200.00
Late Collection Fee	\$10.00 per child	at 6.01pm and	\$1 per minute	thereafter
Late Payment Fee	\$50.00	NA	NA	NA

**\*After School Care Kindy Wednesdays ONLY: 11.30am -3.00pm \$30.00 / 11.30am -6.00pm \$60.00**

**TO AVOID LATE COLLECTION FEES PLEASE CALL / TEXT THE CENTRE STAFF IF YOU ARE RUNNING LATE**

## 7. CHILD CARE BENEFIT / CHILD CARE REBATE

The portion of the fee for Out of School Hours Care that you pay will depend on the amount of **Child Care Subsidy (CCS)** you are eligible to receive. To determine eligibility, families must register with the Family Assistance Office (Centrelink) **urgently** on 13 61 50. The Centre requires the following information at the time of enrolment, otherwise full fee will be charged. We need to know;

- \* Parent's and child's CCS registration number – also known as CRN (customer reference number)
- \* Parent's and child's Date of Birth
- \* Commencement date
- \* If you have additional children in care at other services

To retain your CCS percentage you must not exceed 42 absent days in a year otherwise full fees will apply.

Additional Child Care Subsidy (ACCS) you may qualify for this benefit if you are a Grandparent, Transitioning to Work or experiencing Temporary Financial Hardship. Contact the Family Assistance Office **13 61 50** for further assistance.

If you are registered for Child Care Subsidy this is paid directly to this service on a fortnightly basis. Contact the Family Assistance Office **13 61 50** for further assistance.

## 8. ABSENCES / NON-ATTENDANCE

Refunds and Cancellations will not be provided if a child did not attend unless notice is given to the service. Notice should be received prior to the booked day of attendance preferably the day before or the night before no later than 9.30pm or between 6.00am - 7.00am on the booked day of attendance. (Text messages to Coordinator are acceptable). All absences / non-attendance should be reported to the Centre Coordinator. Please also refer to Cancellations and Refunds below (10).

## 9. OUTSTANDING FEES

Accounts must not be outstanding for more than 2 weeks. Breach of this ruling shall result in the commencement of legal recovery action & suspension of childcare services will occur.

A \$50.00 Late Payment Fee may be added to accounts that require follow up due to non-payment.

## 10. CANCELLATIONS AND REFUNDS

The following rules apply to cancellations and refunds:

1. Refunds and cancellations will not be provided where a child did not attend on a booked day if notice was not received prior to the booked day. (Please refer to Absences / Non- Attendances above (8).
2. Refunds and cancellations will be provided when notice, in writing, is given to the Centre. (Please refer to Absences / Non- Attendances above (8).
3. Families are not permitted to 'swap' days. If a child does not attend on a booked day they cannot then attend another to make up for missing their booking. Fees will be charged for cancelled attendance unless notice was given. (Please refer to Absences / Non- Attendances above (8).

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4. BHOSHC must receive 3 working days notice in writing to:
  - a. Cancel an initial enrolment date, and
  - b. Enrol for the new date requested

Failure to give adequate notice may result in the family being charged for those days.

5. If absent on the first day of a new enrolment or the last day of an existing enrolment, full fee will be charged. This is due to CCS requirements.
6. Allowances may be made for families who can substantiate that their cancellation resulted from exceptional circumstances. These requests will be assessed on a case by case basis by the Children's Services Coordinator. (Please refer to Absences / Non- Attendances above (8).

## 11. ADDITIONAL FEES

### 11.1 Late Collection Fee

**The Centre closes at 6:00pm sharp** and we ask that you ensure you collect your child by this time. However, if due to an unforeseen circumstance you are going to be late, please text / telephone the Centre Staff. Late collection fee is \$10.00 charged at 6:01pm and \$1.00 per minute thereafter until collection.

## 12. SIGNING YOUR CHILD IN AND OUT EACH DAY

After School Care – when collecting your children from the Centre each afternoon **you must ensure they are “signed out”** and the time is noted in the roll file.

Before School Care – when delivering your children to the Centre each morning you must ensure they are **“signed in”** and the time is noted in the book.

This is important for the safety of the children and is a legal requirement.

## 13. BEHAVIOUR

The Centre Supervisor and the Children's Services Coordinator are available to discuss and assist with any concern a parent may have in respect of their child's behaviour or participation in the program.

Children will be encouraged to express their feelings in acceptable ways and to settle their differences in a peaceful manner. The Centre believes that developing a supportive relationship with the children encourages them to learn skills in self-discipline.

The consequences of negative behaviour will be discussed with the child and will be consistently followed through. Where a dispute or conflict occurs staff will talk separately to all the children involved, be calm, fair, positive and firm in their assessment of the situation. Wherever possible the children will be involved in deciding on the appropriate course of action to follow. After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Coordinator/Supervisor will discuss alternative care with the parent/guardian, in consideration of the health, safety and wellbeing of the other children in care.

If a child's behaviour places him/herself or another child in danger, staff will act immediately to prevent the danger and then talk through the problem with the child or children concerned.

In the case of severe behaviour, which threatens self-harm or bodily harm to staff or other children, the

parent will be informed and the child will be suspended or dismissed instantly.

## **14. WHAT TO BRING EACH DAY**

Children are required to bring the following items with them when attending any Out of School Hours Care activities:

- A hat for outdoor activities (not a visor)
- Footwear
- Sunscreen
- Water bottle
- Adequate amount of food for your child's/ren's meals & snacks (please include a piece of fruit/veg)

## **15. USEFUL ITEMS**

Check with centre first as to their needs – if required please save up and bring along any useful items such as egg cartons, milk cartons, margarine containers, clean ice cream containers, wool and material scraps and any factory/office rejects such as paper and large boxes as these items provide variety and choice towards the children's craft activities.

We are also grateful for donations of toys you may no longer need and are age appropriate and suitable for the children to enjoy using a BHOSHC.

## **16. PUBLIC HOLIDAYS**

Centre closed. There is no charge for public holidays.

## **17. COLLECTION OF CHILDREN**

It is the parent's responsibility to ensure appropriate collection of their child from the Centre. Written/verbal permission must be given by the parent if someone else is to collect. A text message or phone call at late notice is acceptable. The person collecting the child/ren must have identification for staff to check on arrival. Eg. Driver's License. If that person is not known to the centre, the staff member will put into action the Refusal of Authorisation policy (Point 40.)

The Supervisor reserves the right to refuse the release of a child to a carer, if the carer is deemed unfit to drive.

## **18. IMMUNISATION**

Non-immunised children will be excluded during an outbreak of specific diseases such as measles and whooping cough at the centre.

## **19. NUT PRODUCTS**

Parents please do not include any nut products in with your children's lunches or snacks as we encourage a nut free approach at the Centre.

## 20. IF YOUR CHILD HAS A MEDICAL CONDITION

The centre should be notified if the child/children have a pre-existing medical condition that could have an adverse effect to the child when attending Out of School Hours Care. It is the responsibility of the parent/guardian to provide details to the centre of what to do in the event a medical condition eventuates and an emergency action plan if appropriate. The centre staff can only provide assistance at a Provide First Aid level. Should the child require specialist treatment, a parent/guardian should attend the Centre with the child and this must be discussed prior to enrolment. \*Medication for a child's condition must be provided by the parent/guardian prior to attendance and replaced as necessary (out-of-date / empty).

## 21. IF YOUR CHILD IS UNWELL

If a child becomes unwell whilst at the centre the parents/guardians will be notified and asked to take the child home. The child will be made comfortable in a quiet area under close supervision of the Centre Supervisor until the parent/guardian arrives.

A child will be excluded from the centre if they have contracted a contagious disease or condition and will be accepted back upon provision of a "clearance certificate" from a medical practitioner.

## 22. IF YOUR CHILD REQUIRES MEDICATION

Should parents/guardians wish for the centre staff to administer medication to a child, the parent/guardian must fill out a Medication Form as provided by the Centre. Please note that this is for prescription medicines only and medication such as Panadol cannot be administered. \*Children's Paracetamol is NOT kept at BHOSHC.

## 23. MEALS / SHARING FOOD

Healthy morning and afternoon snacks **WILL NOT** be provided. Children will be encouraged to develop healthy eating habits. Examples on what is suitable for a healthy snack are: Fruit, rice crackers, popcorn, raw vegetables. If snacks need to be refrigerated it is the parents responsibility to ensure they place the snack in the fridge located in the library. The BHOSHC policy states we promote healthy eating so snacks such as: Chocolate, lollies, cool drinks are not permitted. BHOSHC is not licensed to provide food and will not have extra snacks available. Please note that sharing of food will not be allowed to assist with allergy prevention.

## 24. POSSIBLE FINANCIAL SUPPORT FOR FEES

Additional Child Care Subsidy (ACCS) – provides extra help with the cost of approved child care. It is available for Grandparents, Transition to Work and Temporary Financial Hardship . Contact the Family Assistance Office **13 61 50**.

## 25. POLICIES AND PROCEDURES

There are policies and procedures in place for the use by centre staff that provide detailed information on all aspects of the centre. Parents are welcome to read centre policies and procedures which are available at the centre. Your feedback is welcomed and appreciated.

## 26. NATIONAL QUALITY FRAMEWORK

Our services are governed by The National Quality Framework. The framework aims to raise quality and drive continuous improvement and consistency in education and care services through:



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- a national legislative framework
- a national quality standard
- a national quality rating and assessment process
- a new national body called the Australian Children's Education and Care Quality Authority. (ACECQA)

The National Quality Standard aims to promote:

- the safety, health and wellbeing of children
- a focus on achieving outcomes for children through high-quality educational programs families' understanding of what distinguishes a quality service.

Website: <http://acecqa.gov.au/home/>

The Department for Communities WA, through the Education and care Regulatory Unit is responsible for administering the *Education and Care Services National Law (WA) Act 2012* and *Education and Care Services National Regulations 2012* for all licensed child care services, including child care centres, family day care and outside school hours care. They:

- Assesses, processes and approves provider, service and supervisor certificates.
- Provides information to help service providers understand and comply with the regulations. Monitors education and care services to ensure compliance with regulations.
- Responds to concerns and complaints of non-compliance with the regulations. and carries out the quality assessment and ratings process

They also support child care services and families using child care through our locally- based children's services officers

Website:

<http://www.communities.wa.gov.au/childrenandfamilies/childcare/childcarelicensing/Pages/default.aspx>

## 27. CHILD PROTECTION

Families can access appropriate information on child protection issues at all times from centre staff. Staff have policies and procedures in place to protect your child's safety. All feedback and suggestions are welcomed. Centre staff access Protective Care Workshops for the benefit of all staff and families of the centre.

## 28. CONFIDENTIALITY

The centre protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the centre or have a legal right to know.

### 28.1 Social Media

BHOSHC does not encourage the use of social media as a form of communication between staff, children and families.



## 29. COMPLAINT HANDLING AND GRIEVANCE PROCEDURE

The centre welcomes all parents feedback, including their grievances and complaints as it considers this will help to improve the services provided. The centre has a standard procedure for handling grievances and complaints from both parents/guardians and children.

Should you feel uncomfortable sharing your grievances with staff, the BHOSHC Committee is available to be contacted at: [bhoshc@gmail.com](mailto:bhoshc@gmail.com)

The Education and Care Regulatory Unit, 1st Floor, 111 Wellington Street, East Perth. Tel: 65518333, also responds to concerns and complaints of non-compliance with the regulations.

## 30. EMERGENCY PROCEDURE AND EVACUATION PLAN

The emergency procedure and evacuation plan is displayed at each service. This procedure is rehearsed and discussed with the children on a regular basis.

## 31. ACCIDENTS

In the case of accident or injury, the centre will attempt to contact the parent. If unable to do so medical care may be sought and given to the child with the parent meeting any expense incurred including ambulance if necessary.

In the event of an emergency, centre staff will follow the emergency procedures as set out by relevant Centre Management.

## 32. PARENT NOTICE BOARD

Our parent notice board is located at the centre. Our Philosophy, Provider / Service Approvals, Staff Details, Maps and boundaries of the Centre can also be found on the Parent Notice Board. Please check the Centre Sign IN/OUT desk daily to view our Program and for any information that may apply to you and your child/ren.

## 33. PRIORITY OF ACCESS

When demand exceeds the number of places available priority is given to those families with the greatest need for child care support. The following priority levels have been set by the CCMS Child Care Service Handbook:

- 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 A New Tax System (Family Assistance) Act 1999.
- Priority 3 – any other child.

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

- children in Aboriginal or Torres Strait Islander families,
- children in families which include a disabled person,

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- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support,
- children in families from with a non-English speaking background,
- children in socially isolated families,
- children of single parents.

When maximum centre numbers are reached your child can be put on a waiting list.

### **34. CENTRE PROGRAMS**

The Supervisor and staff members will be responsible for the development of a program of activities that is play based learning for the enrolled children, which meets their play, recreation and relaxation needs, and reflects the philosophy of the service. Children, staff and families are asked for their input into the program to ensure it is suited to each child's skills, interests and cultural needs. (Please see program on display at centre.)

The program may be altered or amended to suit the ages or interest of children attending the centre, weather conditions and/or availability of materials/resources.

### **35. STUDENT FREE DAYS**

Provided sufficient enrolments are received, the Centre will open from 6.30am to 6pm on these days. Student Free Day dates will be advised based on the WA Department of Education calendar.

### **36. STAFF**

Permanent staff have or are working towards qualifications that meet the requirements of the *Education and Care Services National Law (WA) 2012 and Regulations (WA) 2012*.

Casual staff have appropriate knowledge to meet the children's needs.

All staff have a Working with Children Check and at least one staff member each day will have first aid qualifications, anaphylaxis training and asthma training. The staff to child ratios contained within the *Education and Care Services National Law (WA) 2012 and Regulations (WA) 2012* will be adhered to at the centre at all times.

Children outdoors will be appropriately supervised. Children will be regularly reminded of safety procedures for play equipment.

### **37. VOLUNTEERS**

Volunteers are encouraged however they need to be registered with the Centre to access insurance and benefits. Contact the Centre for further details.

### **38. STUDENT PLACEMENTS**

At times there may be students on work experience helping at our centre. These are usually tertiary students studying child care related subjects. Parents will be notified of student placements at the facility.

### 39. YOUR CHILD'S TOYS

Children are advised not to bring toys from home – the centre takes no responsibility for these.

### 40. REFUSAL OF AUTHORISATION FOR A CHILD TO LEAVE THE CENTRE

For the safety and protection of children, and in keeping with Duty of Care considerations, the Service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Service.

The laws and other provisions affecting this policy include:

The safety of children is paramount. Each child must be personally handed over to an authorised adult and the attendance sheet signed by that authorised adult prior to the child leaving the Centre.

Children will not be released from Bakers Hill Out of School Hours Care to anyone not on the list of people authorised to collect the child. Only authorised adults 18 years of age and over or the child's parents are able to collect the children. Staff must be informed by families when taking their child out of the Centre, and the attendance sheet signed.

In an emergency, verbal authorisation must be given to the Supervisor via a phone call from the parent to allow the child to be released into the care of someone other than those listed, photo identification must be produced. This is stringently adhered to and is for the child's safety and family's peace of mind.

Procedure to follow in the event of an Unknown adult seeking to collect a child:

- Check Authorisation to Collect on enrolment forms.
- Check any legal documentation and notes regarding Child Custody arrangements.
- Check if any communication has been made with the school reception.
- If the adult's name is not on the enrolment form or no written permission has been received the Parent/Guardian is to be contacted by phone. Text Message communication will then occur.
- If the Parent/Guardian cannot be contacted there will be a Refusal of Authorisation for a child to leave the service until the parent can be contacted.
- If the Parent cannot be contacted after a reasonable amount of time the Authorisation to Collect nominees will then be contacted.
- If all avenues have been exhausted the child will be taken to the Police Station by the Nominated Supervisor. If the Police station is unmanned at that time, a qualified staff member will remain at the service until an authorized person can be contacted and arrives to collect the child. Please note it will be the parents' responsibility to keep the enrolment forms current as **late charges will occur**.

### 41. TOILETING PROCEDURE

Children will be asked regularly if they need to use the toilet. Children use the staff toilets as they are visible from the library. All children are accompanied to the facilities by an educator and supervised.