

**Mobile: 0429 134 263**

[**jannalibasc@bigpond.com**](mailto:jannalibasc@bigpond.com)

**Phone: 02 9589 0659**

**Family**

**Handbook**

**Before School Care**

**After School Care**

**Vacation Care**



**Welcome**

Welcome to Jannali Public School P&C Association Outside School Hours Care.

We are thrilled to have you join us here at Jannali BASC. We extend our warmest welcome to you and your family, and thank you for choosing Jannali BASC to meet your BSC & ASC education and care needs.

Jannali BASC is a dynamic not-for-profit organisation.

It is important for all our children to have fun and age-appropriate activities for school age children, while they learn and play when attending Jannali BASC Outside School Hours Care.

Our program is designed to achieve this balance for our children.

Jannali BASC provides a high-quality care for children from Kindergarten to Year Six from Jannali Public School and Como Public School.

Children from neighbouring schools are invited to attend our Vacation Care during the school holiday periods.

Our staff are a dedicated and talented group of professional people who are committed to providing high quality service to meet the needs of our children and the community.

Jannali BASC is an Outside of School Hours Care service. We are guided by the National Quality Framework (NQF) which consists of a School Aged Framework, Regulations and an Assessment and Rating System.

The P&C Association is dedicated to operating the service according to the National Quality Standards.

This Jannali BASC Family Handbook has been designed to provide you with the essential information you need to ensure a smooth transition and the day – to – day operations of our service.

We look forward to welcoming you and your family to our service.

**Key Contacts:**

**Jannali Before & After School Care**

**Approved Provider**

**Jannali Public School, P&C Association Incorporated**

**Email:** [**www.jannalibasc@bigpond.com**](http://www.jannalibasc@bigpond.com)

**Website:** [**www.jannalibasc.com.au**](http://www.jannalibasc.com.au)

**P&C President:**

**Kirsty Hogan**

Jannali BASC operates under a community-based not-for-profit model of management.

This means that we have a P&C subcommittee and the P&C is the “Approved Provider”.

The Approved Provider is responsible for the overall performance of the organisation. They determine the service’s mission and purpose, set the strategic directions of the organisation, that is, develop the service’s strategic plan, appoint and monitor the performance of the Nominator Supervisor, ensure staff are employed in accordance with industrial obligations, ensure compliance with legal obligations, ensure the ongoing financial viability of the service, monitor and evaluate the service’s performance against the strategic plan.

**Nominated Supervisors**

The Approved Provider nominates up to two staff members to be the Nominated Supervisor/s of the service. They are responsible for the operation of the service along with the Approved Provider and for ensuring it is following the Law and Regulations.

**Coordinator**

While the Coordinator does not have voting rights at P&C meetings and Subcommittee meetings s/he forms an integral part of the management team. In children’s services, the Coordinator is employed to: manage the day to day operations of the service including supervising other staff, provide relevant and up-to-date information to the P&C to assist with their decision-making, work in partnership with the P&C on progress against the service’s strategic plan.

The Coordinator of Jannali BASC is the expert in regards to the pedagogy of the centre and informs the P&C through knowledge.

**Responsible Person**

The National Law requires service providers to ensure that at all times the service is educating and caring for children, there is a Responsible Person present at the centre.

A Responsible Person is either:

* The Approved Provider or a person with management or control
* The Nominated Supervisor
* A person in day to day charge of the service

**Educational Leader**

Under the National Law: Section 169 and the National Regulations: Regulations 118, 148 the Approved Provider of an education and care service must designate, in writing, a suitably qualified and experienced educator, coordinator or other individual as Educational Leader at the service, to lead the development and implementation of educational programs in the service.

**Key Details**

**Approved and Licensed for 60 places for Before and After School Care, Vacation Care:**

**Registered and Approved with DEEWR, NSWDET and DCS**

**Opening Times;**

**Monday – Friday:**

Before School Care: 6:45am – 8:45am

After School Care: 3:00pm – 6:00pm

Vacation Care: 7:00am – 6:00pm

**Jannali BASC Before and After School Care is:**

* Open for NSW Public School Staff Development days, as per the Vacation Care days
* BASC Closed Public Holidays
* BASC is closed for 2 weeks over Christmas / New Year holiday period each year.

We are a Child Care Subsidy Service. To register for **CCS** please contact Centrelink on **136 150**

**Philosophy:**

Jannali Before & After School Care Centre Philosophy:

Jannali Before and After School Care Centre is committed to providing a quality, fun and educational program that develops a sense of belonging and allows children to choose how their time will be spent at Before & After School Care .

Jannali BASC is a place where children, families and staff are treated equally and as valued individuals. Every child is accepted regardless of cultural background, gender, religion or ability.

Jannali BASC offers a safe, comfortable, caring and happy environment with acceptance and support, to nurture the development and uniqueness of every child. Our program is stimulating, engaging and flexible in order to respond to individual needs and spontaneous learning moments, in an environment that encourages children’s choice.

Through the collaboration of Educators, families, community and the Management Committee, our service strives to provide a high-quality program with the emphasis on children’s safety and wellbeing that builds confidence through activities. The purpose of our program is to recognise interests of primary school age children through discovery, experimentation, active participation, social interaction, rest and relaxation. We nurture the development of life skills through reflective practices that link children’s learning to the Principles, Practices and Learning Outcomes of the My Time Our Place Framework.

Through strong leadership and management, Jannali BASC encourages family involvement in decisions on policy development and programming to create a climate for continuing improvement. We are supportive to our families and committed to open communication, building strong relationships between children, families, Educators, Management Committee, support groups, local primary schools and the community. Jannali BASC takes an active role within our community and support the involvement of children and families to feel connected with and contribute to their world.

**National Quality Framework**

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

* National Regulations and Law
* National Legislative Framework
* National Quality Standard
* National Quality Assessment and Rating Process
* Australian Children’s Education and Care Quality Authority

The National Quality Framework (NQF) is the result of an agreement between all Australian governments to work together to provide better education and developmental outcomes for children using education and care services.

The NQF helps ensure your child is given the best possible start in life. Every state and territory in Australia are working to achieve the same quality outcomes for children, no matter where they live. Major benefits for parents and children in Long Day care, Family Day care, Preschools, Kindergartens and Outside School Hours Care services are:

Greater individual care and attention for children

Better support for children’s learning and development

Educators with increased skills and qualifications

Improved educator to child ratios in most services

A ratings system of education and care services

To find out more about the NQF and how it affects you and your child, visit the Australian Children’s Education and Care Quality Authority (ACECQA) website:

[www.acecqa.gov.au/families](http://www.acecqa.gov.au/families)

It consists of the following:

* The Education and Care Services National Law & the Education and Care Services National Regulations,
* National Quality Standards (NQS) for Early Childhood Education and Care and School Age Care,
* A national quality rating and assessment process,
* A national body jointly governed by the Australian Government and state and territory governments— the Australian Children’s Education and Care Quality Authority (ACECQA)—to oversee the system.
* An approved learning framework for Primary School aged children, called the My Time, Our Place (MTOP)
* Incorporation of the Early Years Learning Framework (EYLF) for children in Kindergarten.

**Getting Started**

Enrolment information prior to your child commencing at our service, you’ll be required to complete all enrolment documentation and pay a one-off registration fee. We must have copies of your child’s birth certificate and immunisation status reports. We also require certified copies of any court orders relating to the child.

**Please note:** It is essential we always have your current details in case of an emergency. Notify the Coordinator immediately if there’s any change to the following enrolment information.

* Phone number- home and work
* Mobile phone number
* Address
* Emergency contact Information
* Any other contact details
* Health conditions
* Family changes

While some children settle into care quickly, others take a little longer. We are sensitive to and aware of the anxiety that some children feel when starting at BASC. That’s why our orientation process encourages you both to visit the centre for short periods before enrolment commences. It will help make the transition as smooth as possible.

Children who are enrolled to start kindergarten may attend Vacation Care prior to the commencement of their first term of school so their transition may be less stressful.

**Re – Enrolments:**

Families are required to re – enrol at the beginning of each school year. This is to secure a place and ensure that your child and family details are up to date.

If you wish to re – enrol your child, simply login to the Xplor app and update your information and advise the centre the days of care required. Re-enrolment forms are available on our website or at the centre.

**Arrival and Departure:**

For safety and as a condition of the Child Care Subsidy and enrolment at the centre that your child is signed in and out of the centre for each session they attend, by a parent or guardian.

Only authorised contacts will be able to collect children from the centre. An authorised contact is someone whose information is provided on the enrolment form or given to the

centre in writing. If your child is being collected by someone who is under 18 years, you will need to provide the centre with a written notice of approval. Please contact the coordinator for further information in this situation.

**Children are not to leave the service unaccompanied.**

**Children are not to be left unattended at the service until opening hours commence. There will be no exceptions to this.** It is important that families understand that responsibility for your child/ren only begins once the child has entered the service (within opening hours).

Family members must notify us of any custody arrangements or court orders that impact the collection of children. Copies of court orders must be provided and any other information must go on the enrolment forms.

Without a court order we cannot stop a parent collecting a child.

**Children are unable to sign themselves in or out:**

Children are not to sign themselves in or out of the centre as these rolls are proof of attendance for the CCS claims and they also act as a roll call throughout the day for security.

**Late Pick Up Fee**

6:01pm is considered late.

Parents who collect their children after 6pm will be charged a late fee:

$1:00 per minute, per child.

If a parent continues to collect their child after 6pm, the Coordinator will discuss other options with suitable arrangements to be made, or the child’s place may be cancelled.

**Late fees are not subsidised with CCS.**

**Fee Schedule:**

Registration Fee per family is $50.00

**Permanent Bookings (effective 12th February 2024)**

AM $29.00 per child Como AM $33.00 per child  
PM $34.00 per child Como PM $38.00 per child

**Casual Bookings (effective 12th February 2024)**

AM $31.00 per child Como AM $35.00 per child  
PM $36.00 per child Como PM $39.00 per child

**Vacation Care Fees (effective 25th September 2023)**

$67.00 per day plus excursion/incursion costs.

**Late Fees**

$1.00 per minute per child after 6pm.

**Permanent Booking Fees:**

Parents with permanent bookings must pay for each day they have booked. This includes family holidays, public holidays which fall in term time and sickness. If a child has a prolonged illness (more than 2 weeks) then alternative arrangements may be made.

**Fees are payable weekly.**

Fees can be paid direct deposit. Casual fees are payable on the day of usage.

Parents with overdue fees will be contacted by letter and/or telephone with possible termination of child/children’s placement at the Centre being considered.

**Account details for fee payment:**

**BSB:** 032112

**Account Number:** 301218

**Account Name:** Jannali BASC

**Absences**

Families/ Guardians must notify the centre either by phone or email if your child will be absent for After School Care by 2:30PM.

Children are considered missing until we have received information from the family to say their child is safe.

You may receive CCS for any absence from approved care your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days for certain reasons may be approved and paid.

Public holidays will be counted as an absence if the child would normally have attended the service on that week day, and fees have been charged for that day for the child. You can access your child’s absence record on your statement.

**Saying Goodbye:**

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so we recommend establishing your own drop – off procedure during the orientation process if possible.

Being well organised, arriving early and not having to rush usually results in a calm start to the day.

**Birthdays:**

It is very exciting for a child to be having a birthday. If you would like us to celebrate your child’s birthday with a cake, we are more than happy to do so.

Please discuss cake options with your educators or Coordinator in relation to allergy and dietary requirements.

**Priority of Access:**

**Enrolments will be allocated as follows:**

* First Priority: a child at risk of serious abuse or neglect
* Second Priority: 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 Act 1999’
* Third Priority: any other child
* Jannali BASC provides places for children currently attending:
* Jannali Public School
* Como Public School
* Children from local schools

**Within the above categories, priority should be also given to the following children.**

* Children in Aboriginal and Torres Strait Islander Families
* Children in families which include a person with a disability
* Children in families on lower incomes
* Children in families with non-English speaking background
* Children in socially isolated families
* Children of single parents

**Medication:**

If your child has a medical condition the service needs to be informed and all required documents will need to be provided before the first day of attendance.

Any medication to be administered by staff at the service must be prescribed, labelled, in original packaging and given to a staff member.

Parents / guardians must give written instruction and permission before a staff member can administer medication to a child. A new form is needed for every new course of medication. It is the responsibility of the person collecting the child to ask staff for the return of medication as no medication will be given to a child to take home.

Non- prescriptive medication (including Panadol) must have a letter from a doctor with the child’s name and dosage.

* Medication is in its original container
* Child’s name on medication
* Medication is current
* Medication form to be filled out at service and signed by family member

Children who have life threatening medical conditions (such as anaphylaxis or asthma) will need to have a medical management plan that is signed by a doctor and provided to the Coordinator at the centre.

**Sick Children:**

As a general rule, we have the right to exclude children or notify family members to pick up your child/ren if they are ill or have symptoms of a contagious infection.

A child will be considered ill if they:

* Vomit or have diarrhoea
* Have symptoms of an infectious disease or condition such as chicken pox, measles, conjunctivitis
* Have a temperature of 38º or higher

If any of these arise parents will be contacted immediately and asked to collect their child.

Please refer to the National Health Medical Research Council Recommended Minimum Exclusion Periods which are available in a PDF format at:

<https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>

**Immunisations:**

The NSW Public Health Act requires that a child’s vaccination status must be provided to a child care service before enrolment.

Families or guardians need to provide evidence when applying to enrol their child in a child care service that their child:

Is fully vaccinated for their age, or;

Has a medical reason not to be vaccinated or;

Has a conscientious objection, including religious beliefs, to vaccination or;

Is on a recognised catch – up schedule if their child has fallen behind with their vaccination.

**A Copy of an immunisation History Statement can also be obtained at any time:**

By calling the Australian Childhood Immunisation Register on 1800 653 809

Through Medicare Online Services at [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)

By requesting a statement by emailing [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au) by visiting the local Department of Human Services Centre, Medicare office or Centrelink office.

**Incident, Injury and Trauma Procedures:**

Children will be treated by a first aid trained staff member and the accident / incident will berecorded on an accident / incident form for the collecting parent to sign.

In the event that your child needs urgent medical attention, parents and authorised persons will be notified as soon as possible.

**Emergency and Evacuation Procedures:**

At Jannali, we prepare our children for potential emergencies such as fire by rehearsing drills each term for Before and After School Care hours and during Vacation Care.

This also includes lock down procedures.

All evacuation procedures are displayed throughout the centre at each exit door.

All families should take the time to read these and discuss the emergency procedures with their child at home.

The assembly point for evacuations is outside the hall.

**Mobile Phones:**

Children are not permitted to use mobile phones at the centre. If families choose to allow their children to carry a mobile phone, children may keep them stored in the office until collection time by their family or guardian.

**Personal Belongings:**

The centre will not take responsibility for breakage or loss of items that have been brought into the centre.

**Lost Property:**

Please label all your children’s clothing that your child brings with them to Before and After School Care and Vacation Care.

Lost property is left at the centre for a term then we the items that have not been claimed will be donated to charity.

Jannali BASC will not be liable for any damage or loss of items.

**Child Protection:**

All educators are Mandatory Reporters under the Child Protection legislation and are legally bound to record and report any concerns of a child protection nature to community services.

**Excursion Information:**

Excursions are a part of our Vacation Care program. Please check with the service or the program advertising daily events, items required and excursion times and departures of buses.

Children may be required to bring additional materials to participate in some activities, e.g. craft materials.

Excursion costs are calculated to include the extra staff required to meet staff excursion ratios, venue and travel costs.

**Meals:**

We provide for the nutritional needs of children, foster good eating habits, take into consideration cultural requirements, and children with food allergies. Our menus are displayed on our front notice board.

**Please Note:** Our centre is an **Allergy Aware Service**

**Breakfast:**

Our breakfast menu includes cereals, toast, fruit, milk and water.

Breakfast is served at Before School Care only.

Breakfast is served up to **8:00am** every day. **Breakfast is not served during Vacation Care**

**Afternoon Tea:**

We aim to provide nutritious and varied afternoon teas. Afternoon tea menu includes fruit, sandwiches, hot dishes such as pasta, nachos.

Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs.

From time to time in our program or as a spontaneous activity will include cooking. For example- biscuits, pikelets and even cupcakes.

Our children love to eat their cooking during the afternoon or take them home. Cooking is always a favourite activity here at Jannali. As our centre is an **Allergy Aware Service**, peanuts and peanut butter and any other nut-based products and egg-based products are not provided. We cater for children with special dietary requirements.

**Vacation Care**: families are asked to provide their own morning tea, lunch and afternoon tea and drinks.

Please pack a nutritious lunch box for your children and maybe a small treat and extra food if required.

Just another reminder about being **Allergy Aware** which means no food containing nut or egg in the children’s lunch boxes.

**Food Preferences and Allergies:**

There may be children in our care who have a life-threatening anaphylactic reaction to certain foods. It is vital that children do not bring any food to Vacation Care which contains nuts.

For cooking experiences which may form a part of our curriculum, we are committed to ensuring food preferences or allergies are catered for where reasonably known or notified. It is the responsibility of the parent/guardian to ensure our service staff are aware of any such requirements or preferences.

Where practical, food or other products which are known to cause or contribute to allergies, will be removed.

Children/staff attending the centre may be at risk of anaphylaxis due to several allergens-

• **Dairy, Eggs, Peanuts, Fish, Rabbits, Dogs**

This advice will be updated should allergen/s change. We have implemented a plan to manage the risk of anaphylaxis for all children and educators.

**Please be mindful of these risks and try to avoid the allergens listed when packing lunch boxes for your child to bring to the centre.**

**Sunscreen:**

Sunscreen is provided at the service. We adhere to a strict Sun Smart Policy. Our service provides sunscreen or you may choose to provide your own.

Parents must provide permission within their enrolment to have sunscreen applied at the service. Children must also wear a hat whilst outdoors. We abide by the “No Hat ... day in the shade” theory.

We suggest all children have a shirt that will cover their arms whilst out in the sun. It is the parent’s responsibility to apply sunscreen on arrival and staff will encourage the children to re-apply throughout the day after roll call and before leaving the centre.

**Clothing / Footwear:**

During Vacation Care please dress your children in something old, comfortable and labelled. Children need to bring a hat and wear safe and appropriate footwear - excursions do require some walking therefore sensible shoes will be needed. Thongs and loose footwear (backless) are not encouraged as the risk of harm is greater. Please supply spare clothes for your child.

**Homework:**

We provide programmed activities and free play, as our focus is the invaluable learning that children do while playing. We would prefer that children do their homework at home with their family’s guidance.

We do understand that some children find it difficult to complete their homework once at home.

We have Monday and Tuesday afternoon’s available for children who are requiring support and assistance from an educator for approximately one hour and in a small group to complete their homework.

Our staff will encourage children to do their homework as much as possible as a request from their families. Staff are not able to provide 1.1 support during Before and After School Care at busy times.

**Grievances / Complaints and Communication:**

We aim to ensure that families feel free to communicate any concerns they have in relation to the staff, management, programs and policies without fearing negative consequences. We aim to do everything to improve the quality of our service and to continue to strive for exceeding in all areas for the children, stakeholders, educators, school and the community.

We encourage families to approach staff to discuss any type of feedback.

**Procedures for complaints/grievances: (Refer JBASC Policy & Procedure Manual for full details)**

* Complaints/grievances can be made informally or formally to the Coordinator.
* Speak in a positive and respectful manner at all times.
* If families are not satisfied with the outcome, the complaint/grievance may be put in writing to the P&C committee.
* The P&C committee will respond in writing with any decision regarding the matter.
* If the complaint/grievance cannot be resolved internally, external options will be offered such as an unbiased third party.

**Privacy:**

**Jannali BASC complies with the Commonwealth Privacy Act.**

Confidentiality of records information collected on your child and family remains confidential. Enrolment forms and accompanying documentation are kept in a secure, locked location.

“Xplor home” app which is on our website [www.jannalibasc.com.au](http://www.jannalibasc.com.au) or email the centre at [jannalibasc@bigpond.com](mailto:jannalibasc@bigpond.com)

**Payment of Fees:**

Statements are emailed each week to all families.

Fees can be paid by bank transfer or at any Westpac Branch. Further instructions for payment can be found on your statement.

Please ensure that you are familiar with our Fee Policy. All policies are available on our website. You may also request a copy of our policies at any time from Jannali BASC Coordinator / staff.

**Overdue Fees:**

Jannali BASC is a not for profit organisation. As such, we are not able to meet our expenses unless fees are paid on time. Jannali BASC requires all families to be up to date with their fees. Payments cannot fall more than two weeks into arrears; this is a condition of enrolment at Jannali BASC and all families agree to the conditions when they sign the enrolment forms.

**Fees in arrears:**

The following will apply to families who are more than two weeks in arrears with their fees:

Request that the account be immediately paid in full. (Unless suitable arrangements have been made with the Coordinator)

Ongoing fees may need to be direct debited from your account, for your child’s position to remain current at the centre. Failure to abide by this procedure may result in the termination of your child’s placement.

**Two weeks** written notice is required if families intend to withdraw their child from the centre or reduce their days of attendance.

**Child Care Subsidy:**

To receive CCS, you will have to have a My Gov account set up with Centrelink and update your details within this.

Please provide us with your family CRN and your child/children’s CRN if you wish to claim Child Care Subsidy and ensure you have updated your details on your My Gov account.

* **If your child has not attended child care for 14 continuous weeks, Centrelink will cancel your enrolment details in their system. For the most current information please visit** **humanservices.gov.au**

**Bookings / Cancellations:**

• Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service’s Enrolment Form in full.

• Families wishing to cancel their child’s place at the service are required to provide two (2) weeks written notice to the Coordinator, or they are liable to pay the equivalent of two weeks child care fees to the service.

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| **Before School Care Routine** | |
| **6:45** | * **Responsible person notice displayed** * **WHS Checklists completed** * **Sanitise and clean all hard surface areas** * **Centre open for families** * **Children was/sanitise hands** |
| **7:00** | * **Breakfast “Open”** * **Children wash/sanitise hands** * **Educators to set up breakfast** * **Inside activities continue throughout the morning** |
| **8:00** | * **Educators support children to pack away and have a choice to play outside / inside** |
| **8:15** | * **Breakfast “Closed”** * **Children wash/sanitise hands** |
| **8:30** | * **Return to centre for Yarning Circle** * **Jannali school bell rings 8:40AM** * **Roll call** * **Jannali children are able to leave BASC** |
| **8:50** | * **Roll call for Como children to ensure correct head count for the bus.** * **Como children will depart the centre and travel the most direct way by bus to their school with two educators.** * **Take list of children & contact details on the bus** * **On arrival at Como Public School educator will call Jannali BASC and advise educator at the centre how many children have arrived safely and to sign them out.** * **We repeat this routine if two buses are required.** |

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| **After School Care Routine** | |
| **2:45** | * **Set up afternoon activities** * **Prepare afternoon tea** * **Complete Indoor & Outdoor Safety Checklists** |
| **3:00** | * **Arrival of Jannali Public School children** * **Educator to collect children** * **Educator to sign in children** * **Children to wash and sanitise hands** * **Begin serving afternoon tea to Jannali Public School children** |
| **3:15** | * **Allocated Educators leave via centre mini bus to collect Como Public School children** * **Weekly transport record to be taken on bus** * **Second centre phone to be taken on bus** * **First aid kit and necessary medication to be taken on bus** * **Como Public School children are signed in to Xplor using 2nd centre phone** * **Contact families of any absent children if not previously advised** * **Jannali Public School children can commence afternoon activities on completion of afternoon tea** |
| **4:00**  **4:20** | * **Como Public School children wash and sanitise hands** * **Como Public School children served afternoon tea** * **Children can commence afternoon activities on completion of afternoon tea** * **Optional homework time** |
| **5:00**  **5:30** | * **Pack away outdoor activities** * **Children to move to the indoor environment** * **Educators to check all children are indoors and accounted for** * **Educator to do an outdoor environment final check and pack away** |
| **5:30**  **6:00** | * **Educators to pack away indoor activities** * **Ensure all children have been signed out** * **Educators to check all rooms to ensure no children are inside the building** * **Educators to sanitise and clean main room, bathrooms, kitchen/hallway** * **Ensure all utilities are turned off, windows/doors are locked, alarms enabled and gates locked** |

**Vacation Care Service opens at 7:00AM each day**

**Behaviour:**

**Procedures Guidelines:**

• Educators will ensure that expectations relating to children’s behaviour are clear and consequences for inappropriate behaviour are consistently applied.

• Educators will act as a positive role model for acceptable behaviour, and encourage and reward acceptable behaviour.

• Educators will have access to training and support in positive approaches to behaviour management. This will be made available as part of the training budget.

Whilst at the service, we expect that the children will comply with the following basic rules:

* Respect each other
* Respect other people's property and that of the service
* Share with other children and be inclusive
* Accept and respect individual needs and differences
* Clean up after activities
* Be polite to educators and to each other
* Follow the instructions from educators
* Play only in the allocated areas and 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 (play or real), for example, spitting, throwing toys, stones or dangerous objects.
* Not bully or engage in any form of aggressive behaviour
* Use appropriate language at all times

**Guiding Children’s Behaviour:**

Steps that educators take towards establishing good behaviour management include:

* Establishing positive relationships, which are the foundation for building children’s self-respect, self- worth and feelings of security.
* Observing children to identify triggers for challenging behaviours. Paying attention to the child’s developmental level and any program issues that may be impacting on the behaviour.
* Using positive approaches to behaviour guidance. Some of these include positive acknowledgement, redirection, giving explanations, encouragement, giving help, collaborating to solve problems and helping children to understand the consequences and impact of their behaviour.
* Supporting children by providing acceptable alternative behaviours when challenging behaviour occurs.
* Ensuring limits are consistent, carried out in a calm, firm manner, followed through and that children are helped to behave within the limits.
* Involving the family and the child in appropriate ways in addressing challenging behaviour.
* Using other professionals when necessary to help with behaviour guidance, for example, the Inclusion Support Facilitator (ISF).
* Identifying children’s strengths and building on them.
* Seeking support from other educators and management.

**Correction Steps:**

When a child’s behaviour is deemed inappropriate to either him/herself or others, or if a child’s behaviour is intrusive to another person’s enjoyment, then educators will actively intervene and take steps to attempt to resolve the situation.

Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators, or consistently disregarding the basic rules. In these instances, the following steps will be taken:

* The educator will explain to the child that this type of behaviour is inappropriate.
* The educator will re-direct the child to a different activity within the room (or outdoors).
* If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about their actions. After a short period of time, the educator will have a discussion with the child with respect to their actions, and then the child will return to play.
* A discussion will be held with the child’s family when the child is collected.

**Staffing:**

Jannali BASC believes that high quality service is provided by high quality staff. It is for this reason that there is a strong focus on the professional development of the staff at the centre. All staff have experience and / or qualifications relating to BSC & ASC education.

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All educators will hold first aid qualifications, have Working with Children Checks completed and attend regular educator’s meetings.

All educators are encouraged to attend further professional training and development throughout the year.

From time to time you may notice that regular staff members may be away. We believe that the continuity of care is important for our children, and therefore we endeavour to have regular casuals on board so that the children are familiar with them.

**Staff / Child Ratios**

1:15 Before / After School Care and Vacation Care

1:8 Excursions

1:5 Swimming/Water Excursions

**Service Policies and Procedures:**

You will find a copy of our service policies and procedures in the office and main room of BASC and also on our website. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and / or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of all stakeholders

and meet required regulations. Your involvement helps us to improve our service and may lead to change our policies and procedures.

**Communication:**

**There are a number of ways in which communication between the centre and families can occur.**

These include:

* Facebook
* Website
* Newsletters and notices
* Phone calls
* Emails
* Face to face conversations – both formal and informal
* Suggestion Box

**Suggestions:**

Families are welcome to visit or call BASC at any time. If you have any suggestions or ideas on how we best can work together at BASC please let us know.

**Health and Safety:**

We welcome all feedback regarding the safety of our centre. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety, please contact the Coordinator immediately.

**Children’s Safety:**

* Never leave children unattended in cars while collecting children from BASC
* Car parks are dangerous places for children. Always hold children’s hands when arriving and leaving BASC.
* Never leave our security gate open
* Never leave your children unattended in a room
* Children are not permitted into the kitchen area

**Special Events:**

At BASC we organise special events throughout the year. Keep an eye out, as your child may be asked to help support or be a star.

**Transportation:**

**Methods of transportation and responsibility for supervision of children:**

Jannali BASC provides a bus (12 seats) to transfer children to and from Como Public School every morning and afternoon.

* Jannali Before School Care is responsible for the children from the time they are signed in to the centre to the time they are dropped off at Como Public School, when the school becomes responsible for the children. The educators will hand the children over to the playground teacher on arrival.
* Jannali After School Care is responsible for the children from the time they arrive at the designated meeting point at Como Public school to the time they are signed out by a parent/ guardian when collected at the centre.

Educators/drivers will ensure-

* That the vehicle will carry the mobile phone, service contact name and number and address. Contact details of all children travelling on each transfer to and from Jannali or Como.
* First aid kits, children’s medical kits (if required), contact numbers of each school and detailed route maps.
* At least one educator has a valid first aid and CPR and Anaphylaxis and Asthma certificate when children are being transported.
* They hold the appropriate driver’s license for the vehicle they are driving.
* That the vehicle has the appropriate number of passengers for the vehicle and that it is not overloaded.
* That children under the age of seven are in booster seats with seat belts on correctly.
* All children’s seat belts are fitted correctly and stow bags in a safe manner before departure.
* No children are standing.
* They will read out the rules if necessary if a child’s behaviour during transportation is consistently problematic and unsafe, parents will be notified.
* The transportation of children is closely supervised.
* The children walk with staff members to the bus which is located on the Jannali Public School parking area.
* Attendance is checked each time before and after the children depart / arrive at their school or BASC.
* The children are signed in to the Xplor app.
* They walk children into the school grounds and ensure a teacher is on playground duty on arrival at Como Public School
* An educator phones the centre to confirm we have collected / delivered the correct number of children to their destination.
* A fee is charged for transportation between the schools and the centre of **$3:00** per trip, per child.
* **It is critical that parents advise the centre if their child/ren will not be attending After School Care.**
* Parents are asked to notify the centre of absences in advance. This can be done by a notification on the Xplor app, phone, text, or email to the coordinator.

**Sustainability:**

At JBASC we are passionate about sustainability. We believe in supporting our children to appreciate and care for the environment by embedding sustainable practices in to our program and routines.

We have recycling stations where we encourage families to bring in their cardboard and plastic lids, ink cartridges etc to either be donated or taken away to be recycled or utilised in our programming.

**Recyclable Items:**

We are always on the lookout for recyclable items for BASC. Empty boxes, ribbons, wrapping paper, towel tubes, white paper for drawing.

**Your Occupation or a Hobby:**

We welcome all families to BASC to talk about their occupation or hobbies. This is valuable learning for our children.

**To enrol your child please visit our website at:**

[**www.jannalibasc.com.au**](http://www.jannalibasc.com.au)

**or**

**email**

[**jannalibasc@bigond.com**](mailto:jannalibasc@bigond.com)



**We look forward to meeting you!**