

# Manly West Before and After School Care



## Family Handbook

Manly West BASC  
Manly West Primary School  
Griffiths St  
Balgowlah 2093

*Email:* [admin@mwbasc.com.au](mailto:admin@mwbasc.com.au)

*Phone:* 9948 8113



**Welcome** - The staff of Manly West BASC would like to welcome your family to our service. We look forward to getting to know you better and hope you and especially your children have an enjoyable and rewarding experience in your time at Before and After School Care.

**Our Philosophy** - Manly West BASC aims to provide a safe, friendly, stimulating and caring environment where all children are valued and supported. We believe children can gain many skills from the activities and experiences we provide as part of their play and leisure time. We also aim to be supportive to our families and strive for open communication and good relations between parents, Educators, children, management and the wider community. We have a strong commitment to continuing to improve the service we provide being guided by the National Quality Framework as implemented by ACECQA.

**General Information** - Manly West BASC service was opened in 1994 by a group of interested parents looking for an alternative to existing after school care options. We started with an attendance of 8 children and have grown steadily since then to now cater for a maximum of 210 children in the morning and 210 children in the afternoon. The Approved Provider of the Centre is Manly West P&C Association with a Management Committee of volunteer parent users. The Nominated Supervisor is the day to day Manager of the Centre. Without parent volunteers the service is legally unable to operate. Interested parents, community members and staff are welcome to attend meetings and are encouraged to assist in the decision making process for the service. Meeting dates, times and locations are advertised in the school newsletter and BASC notice boards.

**Location** - Manly West BASC is located within the school grounds of Manly West Primary School, Griffiths St, Balgowlah.

We run a program for Kindy children from the freestanding "cottage" building near the hall; Year 1-2 children are in the blue room next to the oval; Year 3-4 program is run from the building closest to the Hill St. entrance; and Year 5-6 from The Toone Room (which is located closer to Boyle St.)

**Hours of Operation**

Before School Care: 7.00am-9.00am  
After School Care: 3.20pm-6.30pm

As school commences at 9.20am children are able to play for 20mins in the playground. (A teacher comes on playground duty at 8.50am.) Children arrive at the centre straight from school at 3.20pm. Generally for the first two terms of the year Kindergarten children are taken to their lines by a staff member and collected from their classrooms in the afternoons. Kindy teachers are given a list of the children we have booked in for that afternoon.

**Fees** - Currently we charge per whole session and our fees are very competitively priced.  
Before School Care: \$15.00 Pupil Free Day (Term 2 & 3): \$80.00  
After School Care: \$24.00

- 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
- Not bully or engage in any form of aggressive behaviour
- Use appropriate language at all times.
- 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"

Our experienced staff will employ various strategies to assist children in following these rules. This may include group discussions, positive feedback, reminders and short time out periods. If children are unable to follow these expectations and staffs are repeatedly speaking to children about unacceptable behaviour, the Nominated Supervisor may need to discuss with parents other strategies to assist.

***Policies & Procedures*** - A series of policies and guidelines have been developed for the service. These are reviewed regularly to ensure they are relevant, current and still meeting the needs of children, families, staff, management and community. A copy of this document is available at the Centre. By enrolling at the service, families agree to abide by these policies.

***Privacy & Confidentiality*** - Manly West BASC is committed to protecting and upholding the rights of children, families and staff in relation to privacy and confidentiality and seek to comply with the Australian Privacy Principles contained in the *Privacy Act 1988*. Please refer to the Centre's Policies & Procedures document for more detailed information.

If you have any questions or queries regarding any of the above please do not hesitate to contact us.

***We look forward to getting to know you and your children and hope your time with us at Manly West BASC is rewarding, enjoyable and supportive.***

***Enrolments*** - Children who have started school at Manly West Primary School are eligible to be enrolled at Manly West BASC. Permanent bookings are carried over to the following term unless we are otherwise notified.

To register your child with us please visit our centre site:

<https://manlywestbasc.hubworks.com.au> and click on 'ENROL'. Enter your child's details and then click 'SUBMIT'. We will contact you to request the sessions you need and we will inform you of availability. Once a place has been allocated a personal HubWorks log-in will be sent for checking invoices, receipts, updating details etc.

**Please note:** Registering your child does NOT guarantee a place. (Please see Staff with queries/questions regarding completing the enrolment.)

***Waiting List*** - Due to extremely high demand for places, a waiting list has been developed. The list often moves and as sessions are vacated they are re-allocated to the next person on the list. (Please see 'Priority of Access'). Due to space limitations and regulation requirements we are currently unable to increase the number of places we provide. To better utilise the existing places and minimise frustration with the lengthy waiting list, an 'Inactive' option will be offered to families. When a session is dropped or an offer declined, Parents can nominate to become 'Inactive' on the waiting list. When the place is needed again, parents must notify us and then the next available place can be allocated. Please see 'Inactive Policy' for more details.

- BASC staff are unable to change this and are doing their utmost to keep the waiting list moving. We do ask all parents/carers who engage with BASC staff about this issue to do so in a reasonable manner.
- The Waiting list records Child's name, date enrolment received, Priority, days required.
- Parents are able to access their child's position on the waiting list. However, please be aware of privacy issues, with other family's names on the list.
- Vacancies will be regularly re-allocated. Parents will be notified by phone/email of the offer. Options are to accept the session, become Inactive for this session, or remove the session from the waiting list. The offer will only be available for a limited amount of time. (See 'Inactive' Policy)
- The result of the offer will be recorded for future reference.

***Priority of Access*** - Manly West BASC will always seek to prioritise allocation of places to those in the greatest need. We will not discriminate against any families requiring care however the following guidelines will determine priority of access and placement on the waiting list.

As an Approved child care service we are asked by the Australian Government to consider prioritising children who are:

- At risk of serious abuse or neglect.
- A child of a sole parent who satisfies, or parents who both satisfy the activity test through paid employment.

Children or families referred to us from an outside agency, School Principal, School Counsellor

etc. will also be considered by the Nominated Supervisor for priority placement. Due to the limited child care places available please be aware that families with a higher priority will take precedence on waiting lists and allocation of places. The Centre must be informed immediately of any change to Priority of Access information.

**Session Allocation Guidelines** - Early in Term 4, the waiting list is adjusted to include siblings, extra days required by current families and new enrolments to the school. It identifies Priority of Access eligibility, date placed on list, required days of care and is regularly updated. When school resumes the next January, new enrolments received are placed on the Wait List by date (after Priority of Access).

**Staff & Educators** - Manly West BASC adheres to a minimum staff ratio of 1:15 (one staff member for every 15 children) with at least two staff members working at any given time. Our Centre is comprised of both permanent and casual staff who each brings a range of experience and knowledge to our program. We expect very high, professional standards from all our staff members and prior to employment they must complete a Working with Children Check. Some of our staff include:

**Nominated Supervisor/ Educational Leader:** Sarah Peters

Sarah attended Macquarie University studying Bachelor of Education (Early Childhood Teaching) and began working at the Centre in 1994 when it first opened. Sarah has enjoyed meeting the challenge of the increasing demand for care and is very proud of the high quality service we provide. Sarah is usually located in her office (3-4 Room) during the day and also spends as much time as possible getting to know the children and families.

**Assistant Co-ordinator for Seniors:** Anne Quattroville

Anne also studied Early Childhood teaching at Macquarie University and has been working at Manly West BASC since 1998. During the day, she is a Teacher's Aide for Manly West Primary School, assisting children with special needs.

**Assistant Co-ordinator for Juniors:** Lauren Di Benedetto

Lauren has worked at our BASC since 2011 and has during that time also been an Educator and a Room Leader. Lauren enjoys working with the younger children building strong and meaningful relationships with both children and families.

**Administrator:** Ruth McDougall

Ruth has worked at Manly West BASC since 1996 and is responsible for finances and accounting.

**Some of our other valuable staff members include:**

**Room Leaders-**Hamish, Lucy, Talia, Dylan, Chiara, Gabie, Nellie, Robbie, **Educators-** Riley, Dolly, Oli, Kiara, Tiah, Lulu, Yasmin, Tiera

**Admin:** Diviya, Renata

**Penalty Fees**

**Late pick-up** - If you know you will be later than 6.30pm please call to let us know and organise for an authorised representative to pick up your child. Parents collecting children after 6.30pm will be charged (inclusive of GST) a late fee of \$22.00 (between 1-10 mins); \$44.00 (between 11-20mins) and so on. If a parent continually collects their child after Centre closing time, the Nominated Supervisor will discuss other options with them. As policy states, staff will endeavour to contact parents/emergency contacts. If we cannot contact anyone after 30mins, staff may contact Manly Police Station.

**Failure to notify:** If your child is absent from any booked session you must ring and let us know. It is not sufficient to only notify the school if your child is absent. If your child is not present at roll call in the afternoon a staff member must first search the playground/school office/pick-up areas etc. If the child is not located parents are then notified that their child is not present. This takes valuable time and resources and can cause unnecessary worry. As per our policy we will charge \$11.00 (incl. GST) to your account.

**Late payment:** Fees paid after the due dates will incur an \$11.00 (incl. GST) late fee per week. See our Payment Policy for details, including exclusion and recovery of bad debts. To avoid this penalty an "Alteration to Payment Schedule" can be completed by parents. Please ask staff for form if required.

**Complaints & Compliments** - At Manly West BASC we feel you have an important role to play in the service and we value your input. We aim to ensure that all parents feel welcome to communicate any concerns or compliments they have in regards to the centre, staff, management, programs or policies without any negative consequences. We are committed to providing a quality service which adapts to the changing needs of families and the community.

If you wish to comment on any aspect of the service please talk or write to the Nominated Supervisor or alternatively you can contact the Management Committee.

**National Quality Framework** - To assist us in providing quality care, we have a continuing commitment to the National Quality Framework as implemented by the Australian Children's Education and Care Quality Authority (ACECQA). We will be guided by the National Standards and we aim to achieve a high standard of care. Through self-study and reflection we aim to keep improving the care and program we provide to the children. In 2016 we reached the rating of 'Meeting all National Standards' with some areas rated as Exceeding. The rating and assessment process aims to drive continuous quality improvement and provide families with better information for making choices about their children's education and care. For more information please visit [www.acecqa.gov.au](http://www.acecqa.gov.au)

**Children's Behaviour** - We aim to provide an environment where all children and Educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between everyone. Children will be encouraged to resolve problems, defeats and frustrations where appropriate. This can be achieved by exploring possible solutions and helping children understand and deal with their emotions. Whilst at the service, we expect that the children will comply with the following basic rules:

automatically adjusts your account, and each further absence is charged at the full session rate. 'Additional absences' may be paid for under permitted circumstances where evidence is shown, including illness, outbreak of non-immunised infectious disease.

The number of Absences we have recorded for your family appears on the invoice which you receive each term. Absences from any Vacation Care service attended also counts toward your total. For more information please call Centrelink on 13 61 50 or

[www.humanservices.gov.au](http://www.humanservices.gov.au)

### **Communication -**

**E-mail:** For enquiries, casual days, absences and non-urgent correspondence our

E-mail address is [admin@mwbasc.com.au](mailto:admin@mwbasc.com.au)

**Telephone:** To contact BASC office direct PH: 9948 8113.

An answering machine is on at all times. Alternatively, communication can be made in writing to the Nominated Supervisor. Confidentiality is respected at all times.

**In Person/ by appointment:** If you would like to talk to Sarah regarding any issues, you are welcome to either pop into the office or make an appointment.

Notes/reminders to families are often emailed, posted on notice boards and school newsletters.

**Changes to Contact Details -** It is essential any changes in contact details are updated via your HubHello log-in. i.e. work phone number/home & mobile phone numbers/emergency contacts. In case of an emergency we need to have current details to contact you. If you have any difficulties logging into HubHello please let us know.

**Injury & Illness -** We aim to provide a safe and hygienic environment that will promote the health of all the children. If a child becomes ill or injured, Staff will ensure the child is supervised and as comfortable as possible until the child recovers or Parent arrives. Staff will perform first aid when required as each Room will have at least one First Aid trained Staff member on duty. If a child becomes ill or develops symptoms at the centre, parents/ Authorised Person will be contacted to collect as soon as possible. If a child is unwell at home parents are asked not to bring the child to the centre. Parents should notify us if their child is ill with any contagious illness, including diarrhea and conjunctivitis (See Infectious Diseases Policy).

**Medication -** We are only able to administer medication to your child if:

- You have completed a "Permission to administer medication" form including details of time and dosage. Please see staff for form.
- The medication is in its original container and is prescribed specifically for that child.

In an emergency, Asthma (inhaler) medication will be administered to children experiencing difficulty breathing, without requiring prior parental consent. (See Asthma Policy).

**Nutrition -** Afternoon tea is provided for children attending after school care. Our centre utilizes the expertise of the school Canteen staff and aims to provide quality, nutritious food for the children. The menu is rotated on a weekly basis so all children get a variety of afternoon teas. Examples include feta & spinach rolls, sushi, muffins, popcorn and various other tasty snacks. Consideration is given to children with special dietary needs (please speak to Staff). We do have some children attending with specific allergies. The most dangerous of these is an ANAPHYLACTIC reaction to nuts and for this reason we have become a NUT-FREE ZONE. Peanut butter and other nut-based products are not provided and we ask that you do not send nut-products with your child. Children may bring extra food to after school care however we encourage no "junk" food. Food preparation facilities are kept in a clean, safe and hygienic condition. Drinking water is available at all times. Parents are encouraged to share family and multicultural values, ideas and recipes.

Breakfast is not provided every day, though Educators will assist children in breakfast preparation if brought from home. We often have a 'special' breakfast during the week (eg. Pancakes, yoghurt, muesli).

**Program -** Our program is guided by My Time Our Place Framework for School Age Care (an extension of EYLF in younger years). We aim to provide a varied program of developmentally appropriate and stimulating activities for the children in our care. We cover areas such as art, craft, indoor/outdoor games, sports, cooking & drama. Children are encouraged to engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed, interact with friends, practice social skills, solve problems, try new activities and learn life skills. Children have free access to board games, Lego, blocks, book corner, dress-ups, drawing equipment, toys, couch/bean bag area and sports equipment. Other resources used in the program include computers, TV/dvd, parachute, iPad's, karaoke, Nintendo Switch, Spheros (coding), Osmo's, projector, whiteboard and video camera. Children have input into the program by suggesting ideas, making up spontaneous activities and giving feedback. Ideas for the program also come from various sources including Educator observations and evaluations, parent feedback, suggestions and researched ideas. The staff team meets weekly to plan activities and experiences for the children as well as to evaluate the previous week's program. We do program activities where age groups are mixed/combined and find there are many benefits for both older and younger children. Children in Year 3-6 are encouraged to complete their homework. A 'quiet' time is programmed into the daily routine, though the responsibility for completing homework is the children's.

We regularly provide incursions, at no extra cost, for the different groups of children. These include such activities as 'Shelter making', 'Orienteering', 'Boot Camp' and 'Cartooning'. Not all children will be able to participate in all activities, but we do our best to spread them out over four terms.

Amenities for all three groups include bathroom, kitchen, wet area, carpeted play area, air-con/ heating. We also have access to the oval, shade shelter, playground, climbing equipment, basketball/netball courts and Environmental Garden.

## Daily Routine -

**BEFORE SCHOOL CARE:** Both indoor and outdoor activities are programmed for the morning. Children have a choice as to where they would like to participate. All children help to pack away at approximately 8.45am. Educators will guide children (Year 1-Year 6) into the playground when the 8.50am bell goes. A group transition activity is then played with Kindy children e.g. game, story, news, often at the suggestion of the children. Children are then able to play outside until school bell rings at 9.20am.

**AFTER SCHOOL CARE:** In general our afternoon routine is as follows:

3.20 pm	: Children are greeted on arrival from school
	: Roll call/messages/notes
3.30-4.00 pm	: afternoon tea
	: Free play
4.00-4.30 pm	: (Yr. 3-6) homework time
	: ( Kinder +) indoor/outdoor
4.30-5.45pm	: Programmed activities
5.45-6.00pm	: Clean up/pack away
6.00-6.30pm	: group games (indoor/outdoor)

**Arrivals & Pick-up** - A parent (or their authorised representative) **MUST** sign their child in, in the morning. Children should not be dropped at the school gate as legally the duty of care for your child must be officially handed over to us.

In the afternoon, parents (or their authorised representative) **MUST** sign their child out. **This is your legal responsibility.** If your child is absent from any booked session you **MUST** ring and let us know.

### BEFORE SCHOOL CARE

7.00am-9.00am: Kindy children will be signed into the Cottage style room  
: Yr 1-2 Parents sign children into the double room on the oval.  
: Yr 3-6 children signed into 3/4 Room.

### AFTER SCHOOL CARE

3.20pm- 6.30pm: Kindy children collected and signed out of their room.  
3.20pm- 6.00pm: Yr 1-2 Parents collect and sign children out of the double room on the oval.  
: Collection after 6.00pm will be from the Kindy Room.  
3.20pm-6.30pm: Yr 3-4 collected from their room.  
3.20pm-5.45pm: Yr 5-6 collected from the Toone Room.  
: collection after 6.00pm from the 3/4Room.

**IT IS IMPORTANT TO SIGN YOUR CHILD INTO & OUT OF THE CORRECT ROOM.**

## HubHello -

When your child is offered a place at BASC, you will be sent a log-in for our software, HubHello. Parents are advised and regularly reminded to log into HubHello to check invoices, balances, receipts, update contact details etc.

**Electronic Sign in/out** - On arrival and pickup, please sign your child into/out of our care, using the ESI tablets, near the entry point to the room.

- You will need the phone number associated with your child's HubWorks enrolment. We will then help you set up a 4 digit passcode for signing in.
- Each person Authorised to collect your child should register a 4 digit passcode.

**Payment of Accounts** - Manly West BASC is committed to providing a service that is cost effective and provides a practical and easy payment solution for parents. We currently implement a Direct Debit (iPay) payment system for accounts.

- Enrolments cannot be accepted until iPay details and the service agreement are completed.
- Through HubHello, parents nominate their preferred account i.e. Bank account or credit card details.
- Nominated accounts will then be debited fortnightly in arrears. I.e. Weeks 1 & 2 will be debited on Tuesday of Week 3.

### PROCEDURE TO SET-UP IPAY:

Log into HubHello.

- Click on profile picture in the top right corner of the Hubhello page.
- Select 'Profile'
- Select 'Formal'
- Select 'iPay'
- Fill in Payment Method Details (AMEX Not Accepted)
- Select Payment Link 'Manly West BASC'
- Select 'SAVE' button

**Child Care Subsidy** - As Manly West BASC is an Approved Service for Child Care Subsidy (CCS), we have Australian Government approval to pass on CCS to families as a reduction in their child care fees. We will meet all regulations and reporting requirements to maintain our approval status, as advised by the Australian Government. We will endeavour to keep families informed of changes and updates through our various communication methods. \* To make Child Care Subsidy claims and view the status of your claims, you will be able to go to [www.my.gov.au](http://www.my.gov.au) and sign in to access your Centrelink online account. If you do not have a myGov account, you can create one and link it to your Centrelink online account.

**Absences** - Under the Governments Childcare Management System, Child Care Subsidy is paid for up to 42 absences for each child per financial year, without the need to provide documentation such as medical certificates. After this number is reached Centrelink