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Holy Family BASC inc.  
Together Forever, One Happy Family

# **FAMILY HANDBOOK FOR HOLY FAMILY BEFORE & AFTER SCHOOL CARE INC.**

*This booklet contains information for Before  
and After School and Vacation Care.*

We service children from:

- Holy Family School
- Surrounding Schools

Last Updated June 2018

# Holy Family Before & After School Care Inc.

## CONTENTS

Topic	Page No.
Contact Details	3
Important Information	3
<b>1.0 Centre Information</b>	<b>4</b>
About BASC	4
Our Mission	4
Priority of Access	4
Management structure	5
Accreditation	5
Staffing	5
Hours of Operation	5
<b>2.0 Enrolment and Attendance</b>	<b>6</b>
How to Enrol	6
Types of Care Available	6
Absent Children Notification	6
Bookings for Additional Sessions	
During BASC and Vacation Care	7
Cancellations of bookings for BASC	7
Changes to bookings for BASC	
& Vacation Care	7
Drop Off & Pick Up Requirements	
Sign In / Out	7
Collection of Children – After 6.30pm	
BASC and 6.00pm VAC CARE	7
<b>3.0 Fees</b>	<b>8</b>
Fees	8
Absent Children / VAC CARE – Fees	8
Public Holiday - Fees	8
Pupil Free Days/Strike –Fees	9
Child Care Subsidy	9
Fees – Direct Debit	9
Fees – Late Payments & Termination	
Of Placement	10
Regular Decline of Direct Debit	10
Invoice/Statements	10

## CONTENTS

<b>Topic</b>	<b>Page No.</b>
<b>4.0 Policies and Procedures</b>	<b>11</b>
Activities	11
Behaviour	11
Entertainment	11
Excursions – Vacation Care	11
Expectations of Our Centre	12
Family / Staff Communication	12
Illness or Serious Injury	12
Late Pick Up Procedure	13
Medication	13
Personal Possessions	13
Policies and Procedures	14
Smoking	14
Sun Safety NO HAT NO PLAY Policy	14
Vehicle Access	14
9+ Club	14
<b>5.0 Food and Nutrition</b>	<b>15</b>
BASC – Breakfast, Afternoon Tea And Snacks	15
Vacation Care – Food and Snacks	15
Milo	15
We Are a Nut Free Centre	15
<b>6.0 Complaints and Compliments</b>	<b>16</b>
Grievances	16

## **CONTACT DETAILS**

For all enquiries including information regarding fees, changes to bookings or cancellations\*\* please call/email one of the following:

### **Holy Family Before & After School Care (HFBASC):**

Residential Address : Holy Family Before & After School Care, 1D Anzac Rd Menai  
Postal Address : PO Box 282, Menai Central NSW 2234  
Phone : 9541 4367  
Fax : 9541 4367  
Hours of Operation : Monday – Friday, 6.30am-9.00am & 2.30pm – 6.30pm (School Hours)  
: Monday – Friday, 7.00am – 6.00pm (Vacation Care and Pupil Free Days)  
Email : [holyfamilyinc1@gmail.com](mailto:holyfamilyinc1@gmail.com)  
Website : [www.holyfamilybascmennai.com.au](http://www.holyfamilybascmennai.com.au)

## **IMPORTANT INFORMATION**

REMEMBER to please inform our Centre Educators by calling 9541 4367 (and please leave a message if no one answers) and we will call you back if necessary or send us an email at [holyfamilyinc1@gmail.com](mailto:holyfamilyinc1@gmail.com)

- When your child is sick or is going on holidays
- Someone different is picking up your child that is not listed as authorised person to collect
- If you are no longer working or studying
- Custody/access arrangement guidelines have changed
- You have changed your place of employment and contact details
- Emergency or authority to collect contacts have changed
- You need to terminate the booking
- A change in your employment necessitates a change in your booking
- You have difficulty paying
- Your child is having trouble at the Centre
- Your child is diagnosed with an allergy or a specific medical condition not detailed in the Enrolment form
- If you are moving and your address and telephone number changes.

## **ABOUT BASC (Before & After School Care Child Care)**

Holy Family Before and After School Care Service is a non-for-profit organisation and is incorporated in its own right. Holy Family BASC is located on the Holy Family School premises. Our centre provides quality child care for children aged 5 – 12 years old offering a developmentally appropriate program aimed at all ages and abilities of the children. The majority of children are enrolled at Holy Family Primary School though enrolments are also encouraged and welcomed from other public and private schools within the local community. Types of care we offer:

Before School Care is for children who require care before school hours. The two options that are provided for breakfast are: toast (Jam, Vegemite/ Butter or Honey) or cereal (Weetbix, Cornflakes and Sultana Bran along with activities including arts, crafts, games, reading and sports.

After School Care is for children who require care after school hours. A healthy afternoon tea is provided as well as indoor activities such as arts, crafts and games and outdoor activities including a variety of sports.

Food bought in from outside the Before and After School Care is not permitted.

Vacation Care is for children who require care during the school holidays. We offer Centre themed days and if we go on an excursion or have an incursion it's usually planned on a Tuesday or Thursday. Food must be provided by Parents/Carers unless otherwise stated on the Vacation Care program.

Pupil Free Days and Staff Development Days are treated as Vacation Care Days. You will be notified of this in writing.

### **OUR MISSION**

"To provide quality out of school hour's service for students of primary school age within the community."

### **PRIORITY OF ACCESS**

Our OOSH services provide the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require that care, based on work and study commitments. The guidelines are as follows:

- First priority is given to children at risk of serious abuse or neglect.
- Second priority is given to children of a single parent who is, or of parents who are, working, studying, or undergoing training, either full time or part time.
- Third priority is given to any other child.

If you require further information please visit [www.dewr.gov.au](http://www.dewr.gov.au)

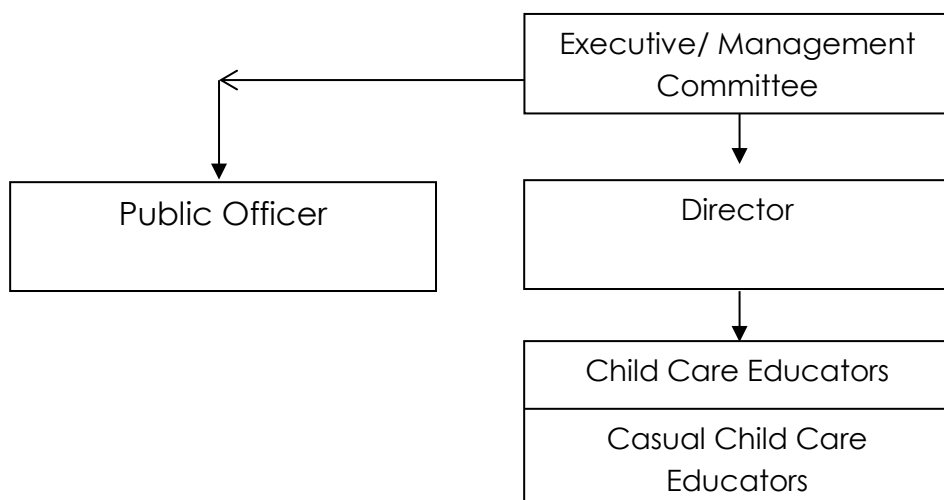
The Centre aims to provide places for all children needing care, however our session places are limited.

## **MANAGEMENT STRUCTURE**

As we are a non-for-profit organisation, the Centre is run by a voluntary Management Committee and managed by a Director. The Committee consists of an Executive and Management Committee formed by parents using the Centre.

The Committee and the Director have implemented policies and procedures to ensure the Centre is run efficiently whilst providing a safe and enjoyable environment for the children.

If you have any concerns, issues or suggestions for the Committee, it is best to put your concerns, issues or suggestions in a written letter addressed to the Committee and hand in to the Centre. Alternatively you can email the committee directly on [hfbascccommittee@optusnet.com.au](mailto:hfbascccommittee@optusnet.com.au) in which the Committee will endeavor to answer your concern, issue or suggestion. Below are the parents that make up the Parent Committee.



## **ACCREDITATION**

Holy Family Before and After School Care comply with the 7 Quality Areas within the National Quality Standards. It also utilises the My Time, Our Place Framework for School aged children in Australia in its programming. The Accreditation process ensures that our centre continually strives to maintain and improve all aspects of the service. Our centre is committed to this high standard of care. You're welcome to read some of the publications about the system for further information.

## **STAFFING**

At all times, there are a minimum of two staff members on the premises supervising the children. The OOSH Director and BASC Child Care Educators have appropriate qualifications and work as a team to provide an environment of high quality care for your child, therefore creating a harmonious, caring and friendly environment for the children. All full time staff have a current First Aid Certificate and have undertaken a Working with Children Check.

## **HOURS OF OPERATION**

Morning Session	6.30am – 9.00am
Afternoon Session	2.30pm – 6.30pm
Pupil Free Days	7.00am – 6.00pm
Vacation Care	7.00am – 6.00pm

#### **HOW TO ENROL**

Complete a Holy Family BASC Enrolment Form (with all supporting documentation listed on the enrolment form) & Direct Debit Form. Please ensure you complete in full as all information is required for enrolment. If your enrolment form is not completed in full or does not have all the required documentation attached it will not be accepted.

**Note:** you are required to re-enrol your child each year.

Parents are notified each year via email and signage when re-enrolments occur for the following year. Parents have the opportunity to complete the online enrolment form or hand deliver their forms to:

- Holy Family BASC Centre – 1D Anzac Rd, Menai NSW 2234 – Please allow a few minutes when dropping forms off as a staff member will need to go through the forms.

The centre gives priority to:

- Priority 1 – Existing Families with current days for 2018
- Priority 2 – Existing families adding a new sibling for 2019 with the same days a child/ren in priority 1
- Priority 3 – Remaining places will be offered to new families
- Priority 4 – Existing families who wish to swap or add additional days

#### **Types of Care Available**

Permanent care is for families requiring particular days of care on an ongoing basis. Casual care is available for families who require care on an irregular basis. Casual Care and Emergency Care is only available to families depending upon availability. Every effort will be made to accommodate requests, especially emergency care, however the Centre reserves the right to decline a booking when places are not available.

#### **Absent Children Notification**

It is important to verbally notify the staff or send an email if your child will be absent or going on holidays from any session. An answering machine is operating during the day if you are unable to contact the staff during Centre hours. Staff must be notified before 2:30 pm on the day that your child is booked in.

It is important to make staff aware, so there is no unnecessary stress and time spent locating your child. If you do not notify the staff and they are required to make any phone calls to locate an absent child, the family may be fined \$15.00 which will be added to the upcoming or next scheduled fortnightly fee.

### **Bookings for Additional Sessions during BASC and Vacation Care**

Families attending BASC & VAC CARE who need an additional permanent booked session will need to notify the Director in writing. If there is a vacancy the place will be made available immediately, however if there are no vacancies, the child/ren are placed on a waiting list. When a position becomes available, families will be notified. If the family wish to accept or decline the position, this needs to be done in writing.

Casual bookings for Before or After School Care can be made the week that care is required. If you wish to make a casual booking for the week we are in, you can by calling Holy Family BASC Ph: 9541 4367 or emailing [holyfamilyinc1@gmail.com](mailto:holyfamilyinc1@gmail.com)

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

If for any reason the phone is unattended please leave a message and a staff member will contact you at our earliest convenience. It will be a case of first in first served for this service. No casual bookings will be accepted if they are made prior to the week we are currently in. Please note that all casual bookings MUST be confirmed by a staff member.

### **Cancellations of Bookings for BASC**

Families who wish to cancel a permanent session will need to provide this information in writing giving two weeks' notice to the centre. Not including the Vacation Care period. After this period fees will be adjusted accordingly. Families who wish to cancel a casual booking must notify the centre the day before by 5.00pm. Any cancellations after this time period will be charged at the Casual BASC rate.

### **Changes to Bookings for BASC and Vacation Care**

We are unable to swap booked days for different days as each day is organised independently with staffing, entertainment and transportation costs. We are able to offer additional days where vacancies are available.

### **DROP OFF AND PICK UP REQUIREMENTS - SIGN IN/ OUT**

As part of CCB regulations and insurance requirements, ALL CHILDREN must be signed in when they arrive and signed out when they leave. The person signing must be 18 years or over and must be listed as an authorised person. Alternative arrangements must be communicated to the Director in writing or by phone. Should a child leave the school grounds whilst at BASC the staff will contact the family immediately whilst another member of staff follows the child. If the child does not return to the Centre within 15 minutes the parent/ guardian will be contacted in order to collect their child. Please remind your child/ren they are never to leave the Centre or school grounds whilst attending until they have been collected by an authorised person.

### **COLLECTION OF CHILDREN - AFTER 6.30 PM BASC & 6.00 PM VAC CARE**

If your child has not been collected by closing time, 6.30pm BASC and 6.00pm VAC CARE, and no contact has been made by the parent / guardian to inform staff, then the staff will take the following steps:

- Attempt to contact parent/guardian.
- If unsuccessful, then emergency contacts on registration form will be contacted.
- At 7.30 pm BASC and 7.00pm VAC CARE- if no contact has been made, the staff will contact the Child Protection and Family Crisis Service and the child may be taken to the local police station by taxi.
- A phone call will also be made to the Executive Committee to notify them of the situation.



**FEES**

The costs are as follows:

<b>BEFORE AND AFTER SCHOOL</b>	
Morning Session - Permanent	\$ 10.00*
Morning Session - Casual	\$ 11.00*
Afternoon Session - Permanent	\$ 15.00*
Afternoon Session - Casual	\$ 16.00*
Sunscreen for BASC	\$ 2.00* per term /per child
Registration	\$ 25.00* per year/per family
<b>VACATION CARE</b>	
Daily Fee	\$ 40.00* per child/per day plus daily excursion costs
Registration	\$ 10.00* per family each Vacation Care Period
Late Fee	\$ 10.00* If forms are not returned within the time period allocated
Sunscreen	\$ 1.00* per child
<b>OTHER FEES</b>	
9 +	Pending on what is programmed
Special Events	Families will be notified
Dishonour Fee	If direct debit is declined families will be charged a \$20.00* fee
No notification of child's absence	\$15.00*
<b>LATE FEE FOR PICK- UPS AFTER 6.30PM (BASC)</b>	
6.30 - 6.40 pm	\$ 20.00*
Every 5 minutes after	\$ 10.00*
<b>LATE FEES FOR PICK-UPS AFTER 6.00PM (VAC CARE)</b>	
6.00 - 6.10 pm	\$ 20.00*
Every 5 minutes after	\$ 10.00*

\* Fees are subject to change, however you will be notified in writing two weeks prior to any fee changes.

**ABSENT CHILDREN / VACATION CARE- FEES**

When booking your child into Vacation Care it is important to select your days carefully as there are NO REFUNDS OR SWAP OF DAYS once your form has been handed in or emailed. If your family feels they have a unique circumstance which should consider a refund or part of, you may place your request in writing to the Director. Your letter should explain the details of your circumstances and may be emailed [hfbascdirector@gmail.com](mailto:hfbascdirector@gmail.com) or handed to the Director to be addressed at the next Committee meeting. It will be left to the discretion of the Committee and your family will be notified in writing of their decision.

**PUBLIC HOLIDAY FEE**

If a public holiday falls on the day of a permanent booking that you hold for Before or After School Care you will not be charged for this day.

## PUPIL FREE DAY & STRIKE FEE

During any term, there is the possibility of Industrial action by the Teacher's Federation and Pupil Free days. There will be a charge for permanent bookings that choose to use the centre on these days, if no booking is made there will be no charge. However, bookings are essential and no child will be accepted if they are not booked in. The Centre will only operate if there is sufficient staff and numbers.

## APPLY FOR THE NEW CHILD CARE SUBSIDY

If you have been receiving CCB or CCR and haven't transitioned to the new subsidy yet, you must do so now by completing an online Child Care Subsidy assessment using your Centrelink online account through [myGov](#).

Your information does not automatically rollover to the Child Care Subsidy and you may not receive any subsidy if your assessment is not completed. Families who have yet to complete their Child Care Subsidy online assessment will have until 23 September 2018 to do so and subject to availability, your subsidy will be paid in arrears back to 2 July 2018 \*\* SUBJECT TO CHANGE DUE TO SUBSIDY ESTIMATOR\*\*

Families that are not currently receiving child care fee assistance will need to make a Child Care Subsidy claim.

To apply for the Child Care Subsidy, you will need to provide details, including:

- [Combined family income](#)
- [Activity level of parents](#)
- [Type of child care service](#)

Login now to complete your online form now through [myGov](#).

Learn more about the [new subsidy](#) and [what you need to do to apply](#)

Estimate what your new Child Care Subsidy might be, go to [Payment and Services Finder](#).

Family Assistance Office. Ph: 13 61 50.

When registering with the FAO please quote the following provider number:

	<b>Before School CRN</b>	<b>After School CRN</b>	<b>Vacation Care CRN</b>
<b>Holy Family BASC</b>	555 011 731 X	555 011 732 T	555 011 733 L

## FEES

**All fees are paid by Direct Debit.** Before & After School Care fees are fortnightly payments and Vacation Care fees are weekly payments. Strict regulations are kept to ensure that this information is confidential. At the beginning of each term families will be sent a letter outlining the dates that the Direct Debit will be processed for Before & After School Care and Vacation Care families will be notified when completing a Vacation Care registration form.

Please ensure you have sufficient funds in your account to cover your fortnightly or weekly childcare fees. If you have insufficient funds when your Direct Debit is due please contact the Centre in writing by close of business on the Wednesday of the Direct Debit week. Direct Debit rejections incur a dishonor fee payable by the parent (see current Schedule of Fees above)

In addition to the dishonor fee, Debit Success may charge additional fees. Please contact Debitsuccess for current fee schedule (02) 9191 4500.

### **Late Payments and Termination of Placement**

Parents are encouraged to discuss any difficulties they may have in paying fees with the Director who will discuss the matter with the Management Committee. Applications for arrangements in the event of financial hardship should be made to the Management Committee in writing. If no previous arrangements have been made regarding late payment of fees, the Management Committee is entitled to terminate the child's placement after giving one week's written notice.

### **Regular Decline of Direct Debit**

In the event that fees are late due to Direct Debits being declined because of insufficient funds, the Centre Director will send 2 reminder letters via email each of which will incur an additional charge as follows:

- First reminder: \$20.00
- Second reminder: \$30.00

In the event of reminder letters being issued more than twice in any 2-month period, the Management Committee reserves the right to terminate a placement without further reminders.

### **Invoice/Statements**

- Before & After School invoice/statements are emailed fortnightly on Thursdays.
- Vacation Care invoice/statements are emailed weekly on Tuesdays and for parents who do not have an email invoice/statements will be mailed.

*The following policies and procedures are listed in alphabetical order*

#### **ACTIVITIES**

Play and social interactions are an important part of our sessions. The children will have access to a wide variety of safe, stimulating play opportunities such as arts, crafts, sports, games, music, drama, as well as quiet play, homework area and time to talk with staff and friends. Activities are planned and reviewed with the children. Please use our suggestion box, located on the front sign in table, to give your ideas and comments on our programs and activities. As 'messy activities' are a part of our program, children are permitted to bring a change of clothes to BASC. Aprons are supplied for the children and every effort is made to ensure that their uniform is kept clean, however this cannot be guaranteed.

#### **BEHAVIOUR**

Holy Family BASC adopts a 'Hands Off' Policy. Physical aggression towards another person at BASC will not be tolerated under any circumstances. Should an incident occur a behaviour incident report will be completed and the incident discussed with the parent/guardian. Continual incidents may require further attention or as a last resort may result in exclusion from the Centre.

When a child uses explicit language they will be asked to complete a 'verbal slip'. This will identify the word/s, the meaning in which they were using it and what they could have said instead. The slip will then be shown to the parent / guardian.

#### **ENTERTAINMENT & SOCIAL MEDIA**

On occasions, DVD viewing may be organised. DVD's and movies at the Centre and during Vacation Care are G/PG rated, and a permission slip is provided for families on enrolment form and vacation care forms.

Personal video games, mobile phones, IPOD's and any other personal electronic devices or toys are not permitted whilst attending BASC and Vacation Care, unless stated on the program as part of the day activities. If children bring these to the Centre they will be confiscated and returned to the child upon pick up. If Parents/Carers would like their child to use any of the abovementioned whilst attending care, they must provide a permission note and the child will be permitted to engage in this activity for a short period of the session. Please remind your child that their friends will not be permitted to engage in this activity either with them or by observation.

Senior staff are responsible for updating the service's but will not post names or recognisable photographs of staff, children, visitors or family members on the website without written permission. The centre will always ask for consent if we wish to display an image with a child's face, and/or the child's face will be covered to in all social media posts. The staff will also not post details on any social media regarding excursions or upcoming social outings in advance of the event.

## **EXCURSIONS- Vacation Care**

Excursions are planned for the children's enjoyment. The Centre aims to include new ideas, new challenges, physical activities and old favourites. The children are involved in the planning of excursions and asked for their feedback and ideas. Even though excursion days are compulsory, due to staff members, all excursions are planned to cater for all the children attending. In some circumstances, the children are split to cater for 'appropriate age' experiences.

## **EXPECTATIONS OF OUR CENTRE**

To achieve and maintain a positive and cooperative environment within the Centre all the staff, children and visitors are asked to respect the expectation below:

- To stay in the area of BASC and its boundaries
- To wear our hats and shoes when outside
- To listen to each other
- To clean up after ourselves
- To look after our toys, games and equipment
- To be respectful
- To care for our belongings
- To leave native plants and natural things alone
- To tell an adult if going for a drink or to the toilet
- To walk inside
- To sit down inside when eating or drinking
- To be included and to include others in our play
- To express how I feel
- To be treated as an individual.

## **FAMILY/STAFF COMMUNICATION**

Our Centre is a small part of your busy day so to ensure you are up to date with 'what's happening' we have several methods to keep you in touch and to exchange information.

The sign in/out table where the roll is located displays information about our BASC events, the BASC program, the previous week's evaluation and other relevant child care information. Also on the sign in/out desk there is a wide variety of community services and information. If you would like some information regarding community referral agencies etc, please feel free to browse through the information or ask a staff member for assistance.

Families will be emailed all invoices, newsletters, and any information regarding special events or any information regarding the centre.

You should feel free to discuss any issues relating to your child when at the Centre. The Director is available to answer any queries, however be aware depending on the time of day it may be more convenient to make an appointment to discuss an issue. If there are any changes to your details, please ensure this is provided to the Director in writing.

## **ILLNESS OR SERIOUS INJURY**

Should your child feel unwell, every effort will be made to make your child feel comfortable. Should their temperature exceed the normal reading of 36.5 degrees to 37.0 degrees C, you will be contacted in order for your child to be collected immediately. Any child suffering from an infectious disease will be refused access to the Centre until the child is fully recovered and a Doctor's Certificate is provided. Should an outbreak of an infectious disease be present at the Centre families will be notified and children who are not immunised will be unable to attend the Centre during the illness period.

On the Enrolment Form authorisation is given to allow the Centre to seek medical attention if required. In the case of an injury, Educators who hold current First Aid Certificates will assess the situation and, if minor, treat the injury, or if in doubt, contact the family immediately and call the doctor/ambulance. Details of all injuries will be recorded on an Incident Form for the parent/guardian to read and sign.

Any time that an incident, injury, illness or trauma occurs at the service involving your child an incident, injury, accident, illness and trauma report is completed by educators and is required to be signed by the child's parent or authorised nominee upon collection of your child and no later than 24 hours proceeding the incident. If the accident is serious then educators will contact you immediately to inform you and will notify the regulatory authority as soon as possible following the incident.

Again, this is for the safety of all our children. It is imperative to also ensure that you have kept your contact details current with the centre to ensure that you can be contacted at all times should you child/ren become ill.

### **LATE PICK UP PROCEDURE**

- Parents are required to sign their child out and leave the centre no later than 6.30pm BASC and 6.00pm VAC CARE or late fees and late pick up procedures will be enforced.
- After 6.30 pm BASC or 6.00pm VAC CARE has occurred, Parents/Carer's must sign out by writing the correct time in accordance with the clock that is located near the sign out book.
- The time provided is the standard time used across Australia and verifiable by ringing 1194.
- Once you have done the above steps, a staff member must verify the time written by the parent, before the parent leaves the centre and staff must complete a late collection slip.

### **MEDICATION**

Non-prescription drugs (for example over the counter medication) and paracetamol etc. will not be administered without one or both of the following:

- A Doctor's or medical practitioner's written authorisation, i.e. Doctor's Certificate.
- A management plan provided by medical practitioner

Prescription Medication – Must be in original packaging with the Doctors label on it advising dosage, time and any other relevant information in regard to administration.

The parent/ guardian must hand medication to an Educator, complete and date a Medication Form and Deed of Indemnify form with details of the child's name, date, medication, dosage, how to administer and time the medication is to be administered. Medication must be provided in original containers/ packaging. When medication is being administered, two staff members will be present. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home. It is the responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place.

## **PERSONAL POSSESSIONS**

Please discourage your child bringing toys and valuables to the Centre. If your child/ren have something valuable they need to take to school please speak with Centre Staff who will keep it in the office for safe keeping during the session.

Please label all your children's belongings, such as jumpers, jackets, shoes, hats, bags, etc. Only labelled items can be returned to their owner when found. Our lost property basket is located next to sign in/out table. Unclaimed items will be passed onto the school at the end of each term.

## **POLICIES AND PROCEDURES**

Any additional policies and procedures not outlined in this handbook are located in the Centre Policies and Procedures Manual located at the Centre, and is available for you to view. Please call or email the centre to make an appointment with the Director to view or you can view on our website under the member's section. The password is provided to all families via email on your confirmation of placement email.

## **SMOKING**

The Centre and all surrounding areas within the school grounds are non-smoking environments. We ask that you respect this by not smoking when on the school grounds.

## **SUN SAFETY**

In the morning and afternoons Educators check the UV Sun Smart App on the IPAD's and if the UV is 3 or above children will need to clean their hands with wipes, educators will then give children sunscreen to apply and hats will need to be worn during outdoor play. If children do not have their hats they must play in a sheltered (shaded) area.

If the UV is 2 and below there will be no need for children to apply sunscreen or wear hats outside. Please feel free to view our Sun Protection Policy as we are also members of the Cancer Council Sun Smart Policy.

The centre provides sunscreen for all children at a fee of \$2 per child each term of BASC, during Vacation Care families are charged \$1 per child for sunscreen. Educators will endeavour to remind children to use it whenever possible.

## **VEHICLE ACCESS**

If the yellow sign is up "no vehicle access children on courts" parents are not permitted to drive down and park on the Netball Courts to collect children (traffic signage/ arrows in school car park must be followed at all times). If the yellow sign is not up parents are allowed to drive down and park on the Netball Courts to collect children. It is the responsibility of the School, Before and After School Care and the Netball Club, to remove the yellow sign even if there are no children visible. We ask that you advise an Educator who will then assess the situation and take sign down if safe to do so. No families are permitted to remove the yellow sign.

## **9+ CLUB**

The centre has a 9+ club where activities are programmed and is only for children who are 9+ years old. This program offers something different for the older children.

Activities that could be programmed throughout the term are cooking, themed days, discos, games etc.

These activity days will be programmed with the 9+ club children and a 9+ programme and permission note will be emailed to all families at the beginning of each term. (Please see educators for more information)

**BASC - BREAKFAST, AFTERNOON TEA AND SNACKS**

Breakfast is available during Before School Care from 6.45am – 7.45am. The two options for breakfast are: toast (Jam, Vegemite/ Butter or Honey) or cereal (Weetbix, Cornflakes and Sultana Bran). Breakfast and afternoon tea are prepared according to the food safety guidelines and is served by the Educators and Children. Fruit and vegetable platter is provided for late afternoon snacks for children who are collected after 4.45 pm. Please ensure the Centre's Enrolment Form has any allergies or religious dietary restrictions and changes are reported immediately to the Director. All children's individual needs such as allergies, cultural requirements, and health needs etc. will be addressed in the menus and parents will be advised if they will be required to supply specific foods for their child. Food bought in from outside the Before and After School care is not permitted.

**VACATION CARE - FOOD AND SNACKS**

Children are required to bring the following during Vacation Care unless notified otherwise (please check the Vacation Care program):

- Morning tea
- Lunch
- Afternoon tea
- Additional snacks
- Drinks

The Vacation Care day is long and full of activities that children need lots of energy, so please ensure that food brought to the Centre is kept in a cooler bag and freeze smaller drinks to keep food cool on hot days. The children have access to drinking water throughout the day, however, frozen drinks give cold relief on hot days. **NO HOT MEALS WILL BE PROVIDED** (microwaved meals, noddles etc)

**MILO**

Children can have a cold Milo or Nesquik drink for \$0.50 during BASC & Vacation Care. In Before School Care, Milos will be offered during the time of 7.30 – 7.45am. Milo's are offered during After School Care during the time of 4.30pm -4.45pm. During Vacation Care Milo's will be offered after afternoon tea. If you wish to pre-pay please see staff for more information. Please remember that Milo's are up to educator discretion and not compulsory and depend on how the afternoon is progressing.

**WE ARE A NUT FREE CENTRE!**

**There are some children who attend the centre who have Anaphylaxis which is a severe allergic reaction involving the respiratory tract or several bodily systems at the same time. The reaction can be life threatening. We ask that families do not send peanuts, or peanut products including but not limited to Peanut Butter, Nutella & Muesli Bars containing nuts.**



#### **GRIEVANCES**

Please feel free to discuss any issues you may have regarding your child with the Director. Sometimes, discussion can make things seem a whole lot less serious and lead to an eventual resolution. Please be assured that any discussion will remain confidential.

If you feel your rights are not being respected, or if you have any other complaints or concerns about the Centre please:

- Talk to the Director in person by arranging an appointment or please call the Director if you wish to discuss over the phone and arrange a suitable time.

If you are not satisfied with the outcome or felt your rights were not respected then contact a member of the Holy Family Parent Committee on 9541 4367 or place your complaint in writing and forward to:

**President – Holy Family Before & After School Care**  
**Holy Family Before & After School Care**  
**PO Box 282**  
**Menai Central NSW 2234**

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

**“Contact Us” page**

**Send an email directly to the Holy Family Parent Committee**

If you are not satisfied after using the above steps you can contact the NSW Ombudsman by phone on **9286 1000** or write to:

**NSW Ombudsman**  
**Level 24**  
**580 George Street**  
**Sydney NSW 2000**

*Thank you for taking the time to read through our Handbook, we hope the information was helpful and gave you insight into our Centre. If you require any forms, permission notes or copies of policies please ask the Centre Staff. If there is anything you wish to know about that was not covered in this handbook please inform the Director so information can be displayed and then entered into the next edition. If you have any further concerns, comments or feedback about this handbook or the Centre please contact the Director on 9541 4367 or email [hfbascdirector@gmail.com](mailto:hfbascdirector@gmail.com)*