
ARANDA AFTERS ASSOCIATION INCORPORATED



2020 HANDBOOK

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1 ARANDA AFTERS CONTACT DETAILS

- **Street Address:** Banambila Street, Aranda ACT 2614
- **Postal Address:** PO Box 426, Jamison Centre ACT 2614
- **Phone:** (02) 6142 3039
- **Mobile:** 0410 620 559
- **Email:** admin@arandaafters.com (general enquiries)
- **Website:** www.arandaafters.com

2 DAYS AND HOURS OF OPERATION

AFTER SCHOOL CARE

Days of operation: Monday – Friday (except public holidays) during ACT school terms.

Hours of operation: 3.00 pm – 6.00 pm.

ROLL MARKING

- Children in Kindergarten are met at their classes to have their roll marked.
- Children in Years 1 - 6 meet Educators at specified meeting areas to have their rolls marked.

DAILY ORGANISATION

Afternoon tea and a range of play; leisure; and learning activities are provided for children.

Our program information is available on our website and is regularly emailed to families.

Aranda Afters closes for all ACT public holidays and parents will not be charged for these days.

CHRISTMAS SHUT-DOWN

Aranda Afters will also be closed for the section of the Christmas Holidays from the last day of fourth term until the first Monday of 2020, this coming year being January 6th.

SCHOOL VACATION CARE (SVC) PROGRAM

Days of operation: Monday – Friday (except public holidays) during ACT school vacation periods.

Hours of operation: 8:30 am – 6:00 pm

Detailed information about our school vacation care programs and the enrolment forms (via our website) will be available two weeks prior to the holiday period.

SVC Programs coincide with ACT school vacation periods.

3 ABOUT ARANDA AFTERS

Aranda Afters provides after school care and holiday care on a regular and a casual basis. Our programs are developed around the My Time Our Place [MTOP] Framework for School Age Care.

The MTOP Framework puts children’s wellbeing and learning at the centre of all that we do. We believe that working in collaboration with children, in partnership with families, and the community is required to effectively supporting the children’s developing sense of self, their wellbeing, involvement and success in learning. The program is developed with play and leisure being a main focus.

Experiences are planned and based on their relevance to the children and to build on the interests and skills of the individual and groups of children who attend. All areas of the program are evaluated by children and educators continuously and we welcome and value family’s involvement. Documentation around the programmed experiences is available for you to look at any time.

The service is managed by members of the Association who volunteer to become part of the committee and are elected to these positions at the Annual General Meeting each year.

If you have any questions, suggestions or feedback about Aranda Afters please do not hesitate to contact the Director.

4 OUR CENTRE PHILOSOPHY

The Aranda Afters Service Philosophy is guided by My Time our Place Framework for School Age Care, and the National Quality Framework.

This philosophy is implemented by following Aranda Afters policies and procedures and is based on an active partnership between educators, families, committee and children which will:

- 1 Support every child, family and educator to participate in our program, tailor a curriculum around all children's backgrounds, needs and interests and reflect the cultures of our families and community.
- 2 Provide an environment which supports appropriate nutrition, hygiene, health, and safety
- 3 Accommodate for children's developing needs and interests by: allowing them to pursue a range of activities and interests utilising a variety of stimulating resources; and fostering their understanding of the importance of developing and maintaining sustainable practices.
- 4 Encourage in educators a sense of professional standards that embeds positive relationships, collaboration, mutual respect and equity for all children, educators, families and the wider community.
- 5 Nurture respectful relationships that foster a sense of belonging for everyone at our service.
- 6 Recognise that successful partnerships are based on effective communications which builds the foundations of growth and development for children.
- 7 Provide a commitment to professional standards in leadership and management that ensures continuous improvement, and effective procedures and systems.

5 ARANDA AFTERS ASSOCIATION INC. – MEMBERSHIP AND COMMITTEE

All parents who complete and submit an enrolment form **and** who have paid their annual, non-refundable, membership and bookkeeping fee, become members of Aranda Afters Association Inc.

Aranda Afters Association Inc. is an accredited not for profit organisation, managed by members of the Association who volunteer to become part of the Committee.

Aranda Afters Policies

All Aranda Afters policies are available on our website: www.arandaafters.com

To access our policies go to the “About Us” tab and then scroll down to “Our Policies”.

We welcome feedback and suggestions, as this supports Aranda Afters in developing policies and procedures which reflect all stakeholders’ opinions.

6 APPROVALS AND ASSESSMENT AND RATING OF THE SERVICE

8.1 National Legislation requires the following approvals which you will see displayed at Aranda Afters:

- **Provider approval:** nationally recognised and allows providers to apply for service approvals.
- **Service approval:** authorises an Approved Provider to operate an education and care service. The Approved Provider must nominate a person to be the Nominated Supervisor for the Approved Service.
- **Supervisor Certificate:** People who have been granted a supervisor certificate can be a Nominated supervisor or be placed in charge of the day to day operations when the Approved Provider or Nominated supervisors are not physically present at the service.

8.2 We have legal and statutory obligations to a number of agencies and legislation including:

- Australian Children’s Education and Care Quality Authority [ACECQA] – a National Authority.
- Children’s Education and Care Assurance [CECA] – an ACT government authority who monitor our compliance with legislative and regulatory standards associated our operations.
- Workplace Occupational Health & Safety Requirements.
- Current Industrial Relations Act.

8.3 **The Regulatory Authority**

The Regulatory Authority (Children’s Policy and Regulation Unit) will appoint an authorised officer who will monitor and enforce compliance with the National Law and National Regulations. The authorised officer will complete scheduled visits and be available to provide guidance and assist the service. The scheduled visits can be:

- Announced;
- Unannounced;
- Random;
- Targeted campaign; and/or
- Assessment and Rating.

8.4 The National Quality Framework

The framework aims to raise the quality of services and continuous quality improvement in education and care services. The Service is assessed against the National Quality Standards which includes quality areas (QA), standards and elements. The seven quality areas are:

- **Quality Area 1:** Education program and practice.
- **Quality Area 2:** Children’s health and safety.
- **Quality Area 3:** Physical environment.
- **Quality Area 4:** Staffing arrangements.
- **Quality Area 5:** Relationships with children.
- **Quality Area 6:** Collaborative partnerships with families and communities.
- **Quality Area 7:** Leadership and service management.

8.5 The Assessment and rating process involves:

- The service having a Quality Improvement Plan which is submitted to the Regulatory Authority.
- Assessment and Rating visit at the service.
- Final Rating of the service is provided by the Regulatory Authority and will be published www.mychild.gov.au.

8.6 Partnerships with families are one of the essential elements in providing a curriculum and overall program that not only meets the interests and learning areas of your child, but also provides for continuous improvement and high quality standards.

We encourage and openly accept all contributions that families or the community offer. Please feel free to talk with our educators about the different ways you can communicate and support this process.

For further information on the Assessment and rating process please visit the National website at: <http://www.acecqa.gov.au/national-quality-framework/assessments-and-ratings>.

7 ENROLMENT AT ARANDA AFTERS

NB: Depending on the demand for enrolment, regular places cannot be guaranteed.

Once our daily enrolment limits have been reached, applications will be placed on a waiting list in accordance with the procedure outlined in our **Enrolment Policy**.

Enrolment forms will not be accepted unless all sections have been completed correctly.

Enrolments will be processed in accordance with the date and time of receipt of a correctly completed form.

Incorrect forms will be returned to the family. It will then be the family’s responsibility to correct, complete and resubmit the enrolment form.

For information about our enrolment policy and processes please refer to our **Enrolment Policy**.

All other relevant documents, which are required to complete the enrolment process, will need to be provided once an offer of placement has been made.

If these are not provided within the timeframe indicated in the placement offer letter, the place will be allocated to the highest ranked family on the waiting list.

If your enrolment information changes throughout the year, you are required to update it as soon as possible with the service. You can update your details by emailing admin@arandaafters.com

PRIORITY FOR ALLOCATION OF PLACES FOR CHILDREN

Children who are enrolled at Aranda Afters, or whose families are seeking a place at the service, will be given Priority of Access in accordance with the guidelines that have been established by the Department of Education.

The Priority of Access Guidelines, Aranda Afters internal priorities and the process to allocate enrolment spaces are outlined on our *Enrolment Policy*.

Please see: <https://www.education.gov.au/priority-allocating-places> for more information on Priority of Access guidelines.

8 ARANDA AFTERS FEES AND FINANCES

Fees are set by the Committee and whilst every effort is made to keep them at a minimum, fee increases may occur during the year to ensure quality of care.

ANNUAL MEMBERSHIP AND ACCOUNT KEEPING FEE

An annual, non-refundable, membership and account keeping and membership fee is charged upon the submission of an enrolment form.

FEES AND CANCELLATIONS

Our *Enrolment Policy* provides information about cancellations of bookings, variations to enrolment and absences.

PAYMENT OF FEES

Aranda Afters invoices for two weeks upfront. It is the responsibility of families to ensure their account payments remain up-to-date.

Payment options:

- Account transfer

Families may make direct payments into Aranda Afters bank account.

Aranda Afters Association Inc.

Commonwealth Bank of Australia Jamison Centre Branch

BSB: 062907

Account No: 00904824

Please ensure that your account name is clearly identified on the deposit information.

NB: If you pay by Internet banking please allow time for your payment to reach our account by the due date (some banks are slower than others).

- Voluntary Direct Debit

Direct Debit allows families to set up regular automatic payments from their credit card or bank account.

You will need to complete a direct debit authorisation form and nominate a credit or cheque/savings account for the fees to be debited from

NB: a surcharge is applied for all direct debit transactions, surcharge fees are listed in the schedule of fees table.

- Direct Debit for accounts that are overdue

A family that completes direct debit for accounts that have become overdue will be placed on an upfront payment system using direct debit.

If a family's payments become overdue, they will be required to make full payment of the outstanding balance and submit a direct debit form to be held on file for the remainder of the enrolment year. If a family's invoice remains overdue they will automatically be set up on the direct debit payment system using the form submitted and payment of 4 weeks in advance will be taken. Alternatively, Aranda Afters may withdraw the child(ren)'s enrolment access until the account payments have been made.

DIRECT DEBIT TERMS AND CONDITIONS

Families are issued invoices via email, and payments are processed through direct debit; on a fortnightly basis. The due date on your statement will be the date your direct debit is processed.

Payment of accounts via direct debit will incur a card surcharge. The surcharge is set by Debit Success and Qikkids and differs according to the card/account the family nominates. These fees are outlined in the schedule of fees at the end of this policy.

In the instance that a debit from your account fails, Aranda Afters will undertake the following process:

- Attempt to contact the nominated account holder and arrange payment
- A \$15 processing fee will be applied to each failed payment
- If the account becomes overdue the process outlined above for Direct Debit Overdue Accounts will be implemented.

REINSTATEMENT OF CARE AFTER WITHDRAWAL

If an account is suspended and the family wish to return to the service, full payment and four weeks in advance fees is required before the child(ren) will be accepted back into care. The family will remain on 4 weeks upfront payments through Direct debit for the remainder of the enrolment period. Reinstatement is also reliant upon a place being available at the service.

ACCOUNTS

All Aranda Afters accounts are the responsibility of the person who has registered the child(ren) under their Centrelink Reference Number (CRN).

Invoices are emailed out to the account holder every second Monday, or nearest non-public holiday, and must be paid within **8 days** of the date of invoice. It is the parent(s) responsibility to pay it in a timely manner. Please contact the Director immediately if you:

- Have not received your invoice.
- Know you will be away.
- Think it is incorrect.

- Feel there are any issues arise that may affect your ability to pay your fees.

Receipts are automatically emailed to the account holder.

Details must be kept up to date and any changes must be given in writing from the account holder to the Director as they occur.

OVERDUE ACCOUNTS

Overdue accounts attract additional fees to cover administration costs. Please contact Aranda Afters immediately if any issues arise that may affect your ability to pay your fees on time.

If a family's payments become overdue, they will be required to make full payment of the outstanding balance and submit a direct debit form to be held on file for the remainder of the enrolment year.

If a family's invoice remains overdue they will automatically be set up on the direct debit payment system using the form submitted and payment in advance will be taken or Aranda Afters may withdraw the child(ren)'s enrolment access until the account payments have been made.

Reimbursement of the cost of taking recovery action of this nature will be the responsibility of the parent(s) and will be added to their outstanding account. This ensures fair access to all service users and supports us to keep fees to a minimum.

ABSENCES AND NON-ATTENDANCE

Our **Enrolment Policy** provides information about cancellations of bookings, variations to enrolment and absences. This includes information about additional charges that may be incurred due to the:

- Failure to notify Aranda Afters of an absence (No Notice Fee).
- Late pick-up of children.
- Collection of children who are sick or due to unacceptable behaviour.

If your child(ren) is/are not attending on a day they have been booked in, please ensure that the Director is advised, either by email, in writing or by phone. This also applies when children are not attending due to camps, excursions or other occasions organised by the school.

This ensures that the program runs smoothly and that your child(ren)'s whereabouts can be accounted for on the day.

NB: The school is **not** required to inform Afters of these occasions.

FAMILY DETAILS

If any changes occur in the relationships between parents that may have an effect on the booking and billing information given on enrolment, the person responsible for the account must inform the Director immediately.

To update or change family details, including authorised persons for the collection of children, please email us at admin@arandaafters.com

Legal documents must be provided if custody arrangements/issues arise.

All information given will be kept private and confidential in line with our **Privacy Policy**.

9 CHILD CARE SUBSIDY

NB: It is not the responsibility of Aranda Afters to advise families of their responsibilities and entitlements under government policy. For further information, please contact the Department of Human Services on 13 61 50 or use the following link:

<http://www.humanservices.gov.au/customer/subjects/assistance-with-child-care-fees>

As a licenced centre, all Aranda Afters families are entitled to Government Assistance to help with the cost of Child Care and Early Education.

The **parent/carer who nominates on the enrolment form** remains responsible for the **full amount** of all accounts until such time as payment is received by Aranda Afters.

Any credit will then be refunded to your account. It is the parent's responsibility to apply for and ensure that the correct benefit is being applied to their account.

10 DAY TO DAY ATTENDANCE AT ARANDA AFTERS

To assist our youngest attendees in their transition from school to Aranda Afters, Kindergarten children are collected from their classroom corridor every day.

Please ensure your child(ren)'s Kindergarten teacher knows the after school arrangements for your child(ren). Kindergarten teachers and Aranda Afters educators work together to ensure everyone has arrived safely.

ATTENDANCE SHEETS: SIGNING IN AND OUT

It is a legal requirement that this information is completed correctly and on a daily basis. Children are signed in daily by Aranda Afters educators. Each day, parents or an authorised collector, are required to sign their child out of the program on the rolls provided.

Unfamiliar adults (even those whom are authorised) will be asked to provide photo identification upon arrival. The attendance sheets (sign in and out sheets), are used for ensuring:

- All children have arrived safely from school.
- That during emergency evacuations all children are accounted for and safe.
- All children have been safely collected and there are no children left on the premises at closing.

Additionally, children need to be correctly signed in and out daily during the School Vacation Care Program. Children must be signed in and out by an authorised person, as specified on their enrolment form. These records are used for attendance checks.

11 DEPARTURE OF CHILDREN

14.1 All children must be signed out by their parent or an authorised person.

A late collection fee will be charged at the rate of **one unsubsidised OSHC session fee per five minutes, or part thereof**, for the late arrival of a parent and finalisation of pick-up of a child, **after 6.05 pm**.

This fee may also be applied to families who regularly pick-up their child(ren) after 6.00 pm and before 6.05 pm. Families will be notified of this in advance.

14.2 The rolls, for signing children out of our OHSC program, are kept in the hall entry area.

If the person is unknown to the staff member on duty at the rolls table they will need to show photo identification before being able to sign the child(ren) out of the service.

COLLECTION OF CHILDREN – PERSONS AUTHORISED TO COLLECT CHILDREN

14.3 It is a legal requirement that any authorised collector listed on that child/ren’s enrolment form must complete the attendance register upon arrival (during the School Vacation Care Program) and departure (for both the Outside School Hours and School Vacation Care Programs).

14.4 Parents are expected to keep information on authorised emergency contact and authorised nominees up-to-date at all times. This can be done by emailing the service.

Only those persons identified on the enrolment form, or updated family records, will be authorised to collect a child.

14.5 Permanent Authorisations for the Collection of Children

Parent(s) and other people authorised to pick up children may need to identify themselves to the senior member of staff when collecting their child(ren).

Authorisations to collect children from Aranda Afters are provided on the enrolment form.

Additional authorisations can be added by emailing admin@arandaafters.com

Any changes to permanent authorisations must be completed and submitted **at least 24 hours** before they come into effect.

14.6 Temporary Authorisations for the Collection of Children

We appreciate that emergency, or “one off”, situations arise which may require families to request an alternate arrangement for the pick-up of a child to those indicated in their enrolment information.

Temporary authorisations will be accepted on a once-only basis and **must provided, by email**, to admin@arandaafters.com **no later than 1.30 pm** on the day that the temporary authorisation is requested.

Temporary authorisation notifications need to provide the name, and contact phone number, of the person who will be picking up the child(ren) and indicate the approximate time that the child(ren) will be picked up.

If the person is unknown to the staff member on duty at the rolls table they will need to show photo identification before being able to sign the child(ren) out of the service. In extreme emergencies you may ring the Director for a verbal authorisation but we will on completion of the phone call ring the contact numbers we have to ensure authenticity.

We will also request that an email be sent with the information discussed on the phone. Current photo identification will be required to check the person’s identity and age.

14.7 If the parent or authorised person forgets to sign the child out they will be contacted by telephone to ensure the safety of the child(ren). This will incur a cost to the parent to cover the staff time required to make contact. If the departure is verified the child(ren) will then be signed out by the Director or another member of staff.

14.8 Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion.

14.9 No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Director, or educator, will:

- Ensure the safety of all children and adults at the service, and implement lockdown procedures if required.
- Ring the police on 000.

14.10 The Director and senior staff will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.

14.11 Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws. If the person collecting the child appears to be aggressive, intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:

- Discuss their concerns with the person, if possible without the child being present.
- Suggest they contact another parent or authorised nominee to collect the child.

14.12 Educators will inform the police of the circumstances, the person's name and vehicle registration number (if it can be obtained) if the person insists on taking the child.

14.13 If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:

- Attempt to contact the parents or other authorised nominees.
- Leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline.
- Wait for 30 minutes and, if the parents or any authorised nominee/s have not arrived nor made contact with the service, ring the police or Child Protection Hotline for guidance on the appropriate action to take.

14.14 At the end of each day educators will check the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.

14.15 Children may leave the premises in the event of an emergency, including medical emergencies.

14.16 Details of absences during the day will be recorded.

12 IF YOUR CHILD IS GOING TO BE ABSENT

If your child is going to be absent please contact us by email (our preferred method for notification about absences); SMS; or by phone to notify us of your child(ren)'s absence.

To ensure we receive your notification in a timely manner, and to avoid the possibility of your being charged a "No Notice" fee please ensure that the notification of a child's absence is made:

- As early as practicable; and
- No later than **2.00 pm** on the day of the absence for an OHSC session.

13 COLLECTION OF CHILDREN WHO ARE SICK OR DUE TO UNACCEPTABLE BEHAVIOUR

We do not have the facilities to look after sick children. Parent(s), or an authorised person, will be required to collect their child(ren) as soon as possible. The Director, or delegate, will notify parents as soon as possible if a child becomes too ill to stay at Aranda Afters – or if their behaviour is unacceptable, particularly if it represents a risk to the health and safety of other children or staff.

When a child is not collected within half an hour of their parent(s) or emergency contacts being contacted, an additional fee will be charged to cover the additional supervision costs incurred. After the first half an hour, a fee of a full session cost, will be charged per quarter hour, or part thereof, that the child remains in the care of Aranda Afters.

See also, section 19 'Health' for more information.

14 GENERAL INFORMATION FOR FAMILIES

WHAT TO BRING TO OUTSIDE SCHOOL HOURS CARE (OHSC)

Children will need to have the following things when they attend OHSC sessions:

- A drink bottle.
- A sun smart hat (labelled with name, no caps please) as advised by the Cancer Council.
- A jumper/jacket in cooler weather.

VOLUNTEERS AND CHILDREN

On occasions there will be new faces in the service when volunteers and children visit to gain experience in the education field. These new faces will also include relief educators which will be registered and hold a working with vulnerable people card.

DAMAGE TO PROPERTY

Aranda Afters reserves the right to recover from a child's parents or guardian any costs incurred due to wilful damage to Aranda Afters Association Incorporated property or to Aranda Primary School property by a child attending the service.

PERSONAL PROPERTY

In line with school policy Aranda Afters does not allow children to bring toys, games or electronic equipment to the After School Care Program or School Vacation Program. Aranda Afters does not accept any responsibility for loss or damage to these items if they have been brought to either of our care programs.

LOST PROPERTY

Any lost or left behind items at Aranda Afters are placed in the lost property drawers located by the canteen entrance each night. Anything that looks valuable will be taken to the Office. Aranda Afters does not take any responsibility for lost items.

COMMUNICATION WITH FAMILIES

At Aranda Afters we believe that regular communication supports the development of relationships with children and partnerships with families. This enables us to exchange information relevant to your child(ren)'s care, experience and progression of learning.

We will communicate with you via email, notice boards, newsletters, telephone, meetings – informal and formal, and during pick up times (and drop-off times during the School Vacation Care Program).

We are open to other suggestions and want to develop communications with all families which support your needs in this area.

15 SCHOOL VACATION CARE (SVC) PROGRAM

Aranda Afters provides a School Vacation Care (SVC) Program on a regular and casual basis.

The SVC program runs from 8.30 am 6.00 pm, Monday – Friday, during ACT school vacation periods (excluding public holidays and from the end of fourth term until the first Monday in January of the subsequent year, or the day immediately after this date).

17.1 Detailed information on our SVC program and the enrolment forms will be available in Week 6 of each term prior to each holiday period. Information about costs for the SVC program is included in the enrolment form for each SVC program.

17.2 Casual users of the SVC Program must notify the Director in advance of their requests to use the Program. Availability will be subject to places available for the day(s) requested.

17.3 Excursions and Onsite Activities

The SVC Program may also include excursions and onsite activities which are included in the standard daily cost for the SVC Program.

NB: Two days' notice is required for cancellation of attendance at the SVC Program.

WHAT TO BRING TO THE SVC PROGRAM

17.4 ***Please prepare your child for the day with the following items:***

- A bag (labelled with name).
- A lunch box (labelled) that contains a nutritious morning tea and lunch unless advised in the program that this will be supplied.
- Please provide plenty of nutritious food, as children will get quite hungry throughout our busy days.
- A spare change of clothes including underwear and socks (labelled and in a zip lock bag).
- A refillable water bottle (named).
- Closed in shoes.
- A sun smart hat (labelled with name, no caps please) as advised by the Cancer Council.
- Sun smart clothing (no singlets or sleeveless dresses).

17.5 Bicycles, scooters and skateboards are allowed at the holiday program everyday as long as the correct safety gear is worn whilst using them.

17.6 Check daily program for any special requirements.

16 RELATIONSHIPS WITH CHILDREN

18.1 Aranda Afters follows the Aranda Primary School philosophy that a consistent approach to behaviour management is the most effective way to achieve an environment where:

- Children are responsible for their own choices and behaviour; and
- Children understand the choices they make can have consequences.

18.2 Children attending Aranda Afters will be provided with opportunities to focus on developing **respect** and **responsibility** for:

- **Themselves** by following the health and hygiene rules; such as washing their hands before eating; and wearing sunscreen, sun safe clothes, hats and jumpers.
- **Peers** by respecting and giving space to others, sharing, including others in play experiences, speaking nicely and considering everyone’s feelings and rights children in all activities.
- **Educators** by listening to, and trusting, the educators and vice versa. The educators are there to keep children safe and support their play and learning.
- **The equipment** by using it properly, using it in the right place and putting it away.
- **The boundaries** by playing where they are allowed and staying where an educator can see them.
- **The environment** by demonstrating an increasing awareness of the impact of human activity on natural and constructed environments and the interdependence of living things.

18.3 For further information please refer to our ***Relationships With Children Policy***.

17 SUGGESTIONS AND COMPLAINTS PROCEDURES

If families have any concerns or questions about their child and participation in the program, feel that your rights are not being respected or if you have any other complaint or concerns about Aranda Afters please utilise the procedures outlined in our ***Suggestions and Complaints Policy***.

18 FOOD AND NUTRITION

Information about the food served at Aranda Afters is contained in our ***Safe Food Handling and Hygiene Policy***.

Weekly menus are displayed on the parent information board and a sample menu is displayed in the “Our Programs” section of our website.

SPECIAL DIETARY REQUIREMENTS

Please identify specific dietary requirements with the Director and include them in the space provided on the enrolment form.

It is important to provide clear and specific details to ensure that we correctly cater for your child’s needs.

19 HEALTH

For more information about our policies on health matters please refer to our ***Medical Conditions Policy*** and our ***Incident, Injury, Trauma and Illness Policy***.

WHEN YOUR CHILD IS UNWELL

In the event of a child becoming ill at Aranda Afters a senior educator will contact parents or emergency contacts to request that the child be collected and taken home as soon as possible.

Families and/or emergency contacts will be contacted when a:

- Child’s temperature is higher than 38°C. If your child has a temperature (38°C or above) they are to be kept home for a minimum of 24 hours without fever before returning.
- Child has diarrhoea.

- Child has vomited.
- Child is generally not coping with the day's activities.
- Child is not their "usual self".

Please ensure that you do not send your child back to the Aranda Afters before your child has made a full recovery. If you are unsure about returning please contact your family doctor.

PLEASE FOLLOW THE FOLLOWING GUIDELINES

- No child can attend the centre until vomiting and diarrhoea has ceased for 24 hours.
- When antibiotics have been prescribed, children need to have been taking them for 24 hours before returning to the centre.

COMMUNICABLE DISEASES

Aranda Afters appreciates and values a safe and healthy environment for children. Families and guardians will be asked to collect their child from the service immediately if it is suspected that a child may have a communicable disease. A medical certificate confirming the contagious period has passed may be requested before your child can return to the service.

IMMUNISATION

Parents must supply a record of their child's immunisation upon enrolment and each time it is updated. Children must be fully immunised or have exemption documentation to attend the Centre and claim the Child Care Subsidy.

Children who are not immunised can be enrolled at the service but will be excluded from the service during outbreaks of infectious diseases that your child has not been vaccinated against for the length of the outbreak.

SUN PROTECTION

The outdoor program is an important part of the program and consideration of sun safety is paramount.

Despite avoiding exposure to the sun in the hottest part of the day, children and educators are still required to be Sun Smart, particularly during the periods of the year identified by the Cancer Council ACT.

For further information about how we can work together to ensure that the children attending Aranda Afters remain Sun Smart and safe please refer to our ***Medical Conditions Policy***.

MEDICAL INFORMATION

To ensure the safety of your children it is imperative that you provide the centre with up-to-date medical information. Please let the director know if any new situations arise as the year progresses, so that records can be kept up to date at all times.

Current contact numbers and emergency contacts are essential for your child's care.

ADMINISTRATION OF MEDICATION

Please refer to our ***Medical Conditions Policy*** for more information regarding the administration of medication to children.

FIRST AID AND SERIOUS MEDICAL CONDITIONS

Aranda Afters is required to have at least one educator trained in First Aid, anaphylaxis and asthma management onsite at all times. Injuries or illnesses requiring first aid or management will be recorded in the first aid record and families will be contacted as outlined in our policies and procedures.

ANAPHYLAXIS

Anaphylaxis Management Plans must be updated each year and the relevant medication for the child (EpiPen or antihistamine) must be kept at the service **as a condition of enrolment**.

SERIOUS INJURY

In the case of a serious or life threatening injury first aid will be applied and if required an ambulance will be called. Parents will be notified as soon as possible and will be asked to sign a report outlining the incident and care.

Parents will be asked to report any further medical intervention required within 48 hours, as all cases requiring follow up medical attention must be reported to Children's Policy and Regulation Unit. All injuries or accidents at the service will be communicated with families.

For more information please refer to our **Medical Conditions Policy**.

20 SAFETY

CHILD PROTECTION

All educators at Aranda Afters who work with the children must be aware of the current child protection law for ACT and understand their obligations under that law.

Aranda Afters has a Child Protection Policy which covers the actions to be taken if an educator or parent of becomes aware or reasonably suspects that harm has been done to a child by:

- Other staff.
- People outside Aranda Afters.
- By other children.

More information about our Child Protection processes is outlined in our **Child Protection Policy**.

21 COURT ORDERS AND SHARED CUSTODY ARRANGEMENTS

If there are Family Law court orders, restraining orders, shared custody arrangements or parenting plans pertaining to your child(ren) Aranda Afters must be supplied with current copies of such orders. Parents are expected to keep Aranda Afters informed of any changes to orders or agreements. Failure to provide current orders may result in cancellation of care.

22 CAR PARK PROCEDURES

Parents are requested to observe the following:

- Not to park in the car spaces allocated to the Principal and executive staff of Aranda Primary School or other signed and designated spaces.
- Take extreme care while driving in the school grounds.
- Be considerate to all other drivers.
- Remember that children can be unpredictable when crossing roads.
- Give way to pedestrians.
- Park only in parking bays and not behind other cars or on the driveway.
- Please hold your child's hand in the car park and please teach your child to use the footpaths.

23 EMERGENCY EVACUATIONS

Emergency evacuation drills are held regularly and we ask all people in the service at these times to join in the drill with the children and educators.

Evacuation procedures are outlined in all rooms with diagrams and steps to follow. In the case of an emergency, Aranda Afters will follow the evacuation procedures and relocate the children to a safe place.

Parents will be notified as soon as possible and may need to collect their children if necessary.

24 APPENDIX 1: 2020 SCHEDULE OF FEES

2020 SCHEDULE OF FEES (PER FAMILY)	
ANNUAL MEMBERSHIP AND ACCOUNT KEEPING FEE	\$25.00
FEE INFORMATION	
OUTSIDE OF SCHOOL HOURS CARE (OSHC) PROGRAM – PER SESSION	
Regular after school care session: 3:00 – 6:00 pm	\$28.50
Casual after school care session: 3:00 – 6:00 pm	\$33.50
SCHOOL VACATION CARE (SVC) PROGRAM – PER SESSION	
Early booking school vacation care program: 8:30 am – 6:00 pm	\$76.00
Late booking school vacation care program: 8:30 am – 6:00 pm	\$81.00
DIRECT DEBIT CHARGES	
Bank account	\$0.88
Credit card – Visa or Mastercard (minimum \$0.88 charge)	2.35%
Credit card – Amex or Diners (minimum \$0.88 charge)	4.40%
ADDITIONAL FEES AND CHARGES (ALL ADDITIONAL FEES AND CHARGES ARE UNSUBSIDISED)	
Late Payment fee – not paying your account by the due date will incur a late payment fee for administration.	\$24.00
Direct Debit Failure fee – if a direct debit transaction is declined, the family will incur a processing fee for administration – This fee is set for cost recovery.	\$15.00
No contact fee – not informing us that your child(ren) will not be attending an OSHC or SVC program session, resulting in a phone call being made to verify whether the child(ren) is/are meant to be attending the session.	\$5.00
Failure to sign a child out – resulting in a phone call being made to check that the child(ren) is/are safe.	\$5.00
Late collection fee – charged as follows: One unsubsidised OSHC session fee (ie: \$28.50) per five minutes, or part thereof, for the late arrival of a parent and finalisation of pick-up of a child, after 6.00 pm)	
Late collection fee (sick or inappropriate behavior) – charged as follows: 30-45 minutes after initial notification: one OSHC session fee (ie: \$28.50) Each subsequent 15 minutes (or part thereof): one OSHC session fee (ie: \$28.50)	
DISCOUNTS	
Families with third, subsequent, children enrolled in Out of School Hours Care	10%