



# BOOSH

Beecroft Out Of School Hours

## PARENT HANDBOOK



UPDATED January 2020

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## **Our Philosophy (Currently under review)**

### **Statement:**

Children in their early to middle childhood are in a fundamental phase of their development where the experiences they are exposed to in formal care environments contribute significantly to their overall development. At The BOOSH Centre we are committed to creating a 'home away from home' for our children and their families through the development of respectful and reciprocal relationships. We are dedicated to ensuring that the children who attend our service have access to a high quality care environment, meaningful educational experiences and well-being support. This is achieved through Educators providing a fun, safe, happy and stimulating environment where each child's individual learning and care needs are met. We focus on implementing best practice in all areas of our service and we achieve this through our commitment to critical reflection and continuous improvement. Our Philosophy guides our everyday practice to meet the needs of the children, their families and the community.

### **In respect of:**

#### **Children**

Our core commitment is to our children and to provide them with an inclusive environment where they can engage with their peers. Children are involved in development of the programmed activities in which they participate whilst feeling and being safe and secure. We create a sense of belonging amongst our children where they feel valued, supported and respected. This is achieved through the development of meaningful relationships and the value that is placed on ensuring that children's voices are heard within the service. Most important of all, our children are able to have fun and feel happy!

#### **Programming**

Our program is based on the principles of Play and Leisure based learning, the development of life skills, the importance of social and emotional development and the development of a physical and healthy lifestyle. Our program follows the Principles, Practices and Outcomes of the My Time, our Place Learning Framework. This is achieved through a program that promotes a balance of structured and unstructured experiences that are based on the interests, abilities and individual needs of each child. We provide an environment where children can resource their own learning giving them control and choice in their engagement with the program. Our Program encompasses all children's voices through evaluations and observations as well as ideas and suggestions directly from the children. We implement an ongoing cycle of programming, planning and evaluation to ensure that we are responding to the children's emerging interests and abilities.

#### **Educators**

Our educators provide a safe and inclusive environment for all children and have a commitment to develop balanced and respectful relationships. Our educators are intentional in their interactions with children and their families. We promote positive behaviours amongst our children and their interactions with one another. Our educators recognise the importance of positive role modelling and work together in a cohesive team to provide a quality service that creates a safe and supportive community. Furthermore, as a team we are committed to ongoing learning and professional development.

#### **Families**

Educators at The BOOSH Centre are approachable and respectful fostering open and communicative relationships with all families that promote the sharing of information relating to their children. We acknowledge that a child's primary place of learning is in the home and our role is to create an environment that compliments this learning. Families play a valuable role in the effective operation of the centre. Interaction and engagement between families is further encouraged through involvement with the Parent Management Committee.

#### **The Community**

Our core role within the community is to provide local families with quality care for their children. We work closely with Beecroft Public School teachers and administrators as well as other school based organisations such as school bands and Arts and Crafts activities. This ensures that children and families develop a sense of connection between the service and the school community. Furthermore, we continue to build relationships and develop connections between the service, the wider community and relevant community services and organisations.

## About our Centre

### Introduction

The BOOSH Centre is a non-profit out of school hour child care centre, sponsored by the Beecroft Primary School Parents and Citizens Committee (BPS P&C), and managed by a committee of parent volunteers.

The Centre was first opened in 1996 by a dedicated group of parents from the BPS P&C, who urgently needed quality before and after school care for their children. Today we accommodate over 250 families, providing care for approximately 450 children. The BOOSH Centre is licenced for 145 children for Before and After School Care and 65 children in Vacation Care.

The BOOSH Centre operates under the National Quality Framework. This framework aims to raise quality and drive continuous improvement and consistency in education and care services. We adhere to the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations. The BOOSH Centre is assessed and rated against the 7 National Quality Standards through an assessment and ratings process under the Australian Children's Education and Care Quality Authority (ACECQA). The National Quality Standard sets a national benchmark for the quality of education and care services.

The BOOSH Centre has been rated as Exceeding National Quality Standard.

### Centre Details

Centre Coordinator/Nominated Supervisor:	Francesca Calabro
Assistant Coordinator:	Bradley Green
Educational Leader:	Andrew Park
Office Manager:	Astrid Rath
Address:	90-98 Beecroft Road Beecroft NSW 2119
Telephone:	(02) 9980 8224
Email:	<a href="mailto:admin@boosh.com.au">admin@boosh.com.au</a> <a href="mailto:director@boosh.com.au">director@boosh.com.au</a>
Homepage:	<a href="http://www.boosh.com.au">www.boosh.com.au</a>
Bank details:	Commonwealth Bank BSB 062113 Account 10024841

### BOOSH Committee Members 2020

BOOSH President:	Nigel Childs
Vice President:	Jing Li
Secretary:	Lynn Mah
Treasurer:	Tom Carr
Assistant Treasurer:	Andrew Harris
Policies:	Chindy Praseuthsouk

### Hours of Operation

Before School Care:	7:00-9:25am
After School Care:	3:25-6:30pm
Vacation Care and Development Days:	8:00am-6:00pm

BOOSH is closed on public holidays and for a specific period over the Christmas and New Year holidays.

## Our Goals

At The BOOSH Centre we:

- Provide high quality education and care
- Employ staff who will be trained and have experience in nurturing, caring for and educating children
- Provide a safe, secure and happy environment where children have a sense of belonging
- Develop a program of experiences, which will promote the total development and wellbeing of children (socially, emotionally, physically, culturally and cognitively)
- Provide an environment that is aesthetically pleasing and rich in resources to stimulate learning, independence and interdependence
- Foster children's imagination, creativity and curiosity
- Build strong relationships with the children in our care
- Provide opportunities for children to play and work collaboratively
- Work as partners with parents, families and educators of the children
- Provide a service to parents and the community which reflects their needs
- Recognise, be sensitive to and accept individual differences in children and families
- Reinforce positive social behaviour
- Forge strong links with other sections of the School

## Policies and This Handbook

The BOOSH Centre has extensive policies which reflect the philosophy and aims of our service as well as our commitment to quality assurance and regulation requirements. The Policies folder is available to everyone and is kept at the sign-in desk in the Centre. In this handbook, policies which contain important information for your family and your children attending the centre have been outlined. Details are correct at the time of publishing, although policies and procedures are subject to change. This Handbook will be updated when required and families will be notified by email.

- Please see our Policies folder available on request at The BOOSH Centre
- Some Policies are also available to download from the [Boosh.com.au](http://Boosh.com.au) website

## New Families at The BOOSH Centre - Enrolment

New families offered enrolment at The BOOSH Centre are required to complete an online enrolment form for each school age child. This enrolment form must be submitted online and then printed, signed and returned to the centre. Any required additional documentation must also be provided at this time. Families must pay the annual Membership Fee and Bond **before** their child can attend the service. Enrolment at the centre is in line with the centre's Priority of Access Policy.

Please let us know what will help make your child's time with us enjoyable, particularly in the first few weeks as we get to know them. Your child will be shown the play area's and be given a rundown on essential procedures including supervision, safety and programming. Once your child is comfortable at The BOOSH Centre they will complete a 'New Booshies Checklist' with a staff member. This ensures they are aware of the most important information regarding their time at the centre.

If you have any questions you're welcome to approach the Centre Coordinator or any other staff members.

- You may be interested in reading the [Priority of Access Policy](#) and the [Enrolment and Orientation Policy](#)

## Re-enrolment at the AGM

Re-enrolment forms for currently enrolled families with Permanent bookings will be collected and submitted at The BOOSH Centre Annual General Meeting (AGM). The date of the AGM will be determined by the Centre Coordinator, and all parents will be given 4 weeks' notice of this date through the BPS school newsletter and via email.

All families with permanent bookings at The BOOSH Centre are required to have a representative attend the AGM to collect and submit the re-enrolment form. If outstanding fees are not paid by the AGM, The BOOSH Centre reserves the right to cancel any current bookings the family holds. Payment or proof of payment will be accepted on the night of the AGM.

All families are asked to review contact and emergency details yearly to ensure records at The BOOSH Centre remain current. Instructions for yearly re-enrolment will be provided to those families who are not required to attend the AGM (families with only Temporary or Casual bookings or those who only attend Vacation Care).

If there are any changes to your child's Medical or Health details please provide the necessary information to the centre, including Asthma or Anaphylaxis action plans if applicable, as soon as changes occur. Yearly reviews of Medical Risk Management plans will also be conducted during re-enrolment at the AGM

## **Types of Bookings (Currently under review)**

- **Permanent Bookings**

Permanent bookings are offered to families on the waitlist in chronological order as they become available. All families with permanent bookings who attend re-enrolment at the November AGM and have met their financial requirements are automatically re-enrolled for their Permanent bookings for the subsequent year. Families sessions will continue as per their current bookings unless the centre has been informed that you will be cancelling or applying to change sessions. The centre will automatically cancel all bookings held by year six children at the end of the school year.

- **Casual/Short Notice Bookings**

All families currently enrolled at The BOOSH Centre are eligible to book casual care when available. All families on the waitlist are offered enrolment to access casual sessions. Sessions with available care positions can be seen online through families' My Family Lounge Account and can be booked for the term. Families must be enrolled at The BOOSH Centre to have access to the My Family Lounge booking system. Bookings are instant and cannot be cancelled. Afternoon bookings can be made up to 3:25pm on any available day. Confirmation of a booking is not sent from The BOOSH Centre, but families can view their booked Casual sessions in the My Family Lounge App/Website.

- **Vacation Care Bookings**

All families wishing to book their child in a Vacation Care period must complete a Vacation Care permission slip. A new slip must be completed for each Vacation Care period. Once bookings are open all current BOOSH families who have completed a Vacation Care permission slip for that Vacation Care period are able to book their required days through the My Family Lounge app/website. New families wishing to book Vacation Care will be contacted on a specific date as to whether there are positions available once the priority booking period for currently enrolled BOOSH families ends. Dates to lodge permission slips, make bookings, and priority booking periods for BOOSH families are periodically advertised in the BPS newsletter and on The BOOSH Centre website

## **Providing a Child Safe Environment**

The BOOSH Centre provides an environment that ensures the safety, health and wellbeing of children at all times. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators and management are aware of their legal responsibility as Mandatory Reporters and act to protect and support children they suspect may be at significant risk of harm. Educators will ensure that children are adequately supervised at all times and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma.

- **You may be interested in reading the Providing a Child Safe Environment Policy**

## **Child Protection**

The BOOSH Centre believes that is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children on our care. All staff including casual staff, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and/or programs.

The safety and welfare of all children is of paramount importance. Staff and management have a legal responsibility as Mandatory Reporters, to act to protect and support children they suspect might be at significant risk of harm.

Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following all procedures as outlined by Community Services and the NSW Commission for Children and Young People.

- **You may be interested in reading the Child Protection Policy**

## **Confidentiality**

The BOOSH Centre will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of a child
  - To the extent necessary for medical treatment of the child
  - To a parent/guardian of the child to whom the information relates
  - To the Regulatory Authority or an authorised officer as expressly authorised, permitted or required under Education and Care Services National Law and Regulations
  - With the written consent of the person who provided the information
- You may be interested in reading the Confidentiality Policy

## **Code of Conduct**

The BOOSH Centre has a legal responsibility to provide an open, welcoming and safe environment for all children, their families, staff members, volunteers and all other visitors to The BOOSH Centre. The BOOSH Centre believes that all parents/guardians and volunteers play a valuable role in the effective operation of the centre and encourages families to actively participate in its education and care programs, and aims to engage in co-operative working relationships with families. To achieve these aims, it is expected that all parents, guardians, volunteers and family members of children enrolled in The BOOSH Centre will conduct themselves in a manner which is in accordance with its values.

This Code of Conduct, for parents/guardians and volunteers, outlines the type of practice The BOOSH Centre requires of all adults attending the centre and reflects the values and beliefs of the centre. The policy provides a broad outline of behavioural principles and expectations and guidelines for desirable and appropriate behaviour.

This Code of Conduct applies to all adults, including parents/guardians, emergency contacts nominated to The BOOSH Centre, volunteers, extended family and visitors while involved in any activities related to The BOOSH Centre. The Code must be observed in all interactions with The BOOSH Centre, including delivery and collection of children, interacting with children, their families, staff members and volunteers, and at any event held by The BOOSH Centre.

- You may be interested in reading the Code of Conduct Policy

## **Staffing**

The BOOSH Centre believes that Educators are the most valuable asset to the quality of care provided and that employing and keeping high quality Educators is imperative. We aim to employ the best possible Educators and ensure they are fit and proper for employment in children's services. A flexible, harmonious working environment is maintained, which ensures the rights of employees are met at all times with Educators employed under the appropriate awards and conditions. An orientation and induction process is conducted for all employees to ensure they are aware of the values and practices of the service.

Educators receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities. Grievances are addressed quickly and effectively with the highest standards of confidentiality practiced at all times. All Educators, volunteers, students and visitors will be informed of their expectations and requirements related to safety and the proper care of children. All practices will be in accordance with the OSHC Code of Professional Standards. We encourage positive and open communication between all parties involved.

## **Parent Management Committee and Parent Meetings**

The BOOSH Centre is managed by a Committee of parents who volunteer their time and expertise. The Parent Management Committee (PMC) is a sub-committee of the BPS P&C. The PMC consists of the following office bearers; President, Vice President, Treasurer and Secretary. Additional positions may also be held dependant on the needs of the centre. Every year at the AGM the positions are vacated and the previous committee invites parents to volunteer to fill these positions.

The PMC meet on the first Tuesday of every month, during school term. All families enrolled at The BOOSH Centre are invited to attend. Parents meet in The BOOSH Centre and the meeting starts at 6:30pm unless otherwise advertised. Minutes are available to parents on request, and are automatically emailed to those who

attended the meeting. Please join us to meet other parents, find out about upcoming events and discuss any issues pertaining to the centre that need addressing.

## Students, Visitors and Volunteers

All volunteers, students and visitors will be informed of their expectations and requirements related to safety and the proper care of children. All practices will be in accordance with the OSHC Code of Professional Standards. We will encourage positive and open communication between all parties involved. Students and volunteers are never left alone with or in charge of any children. No student, volunteer or visitor will be left in charge of a group of children. All students, visitors and volunteers to our centre are required to operate within our philosophy and policies.

- You may be interested in reading the **Volunteers, Students and Visitors Policy**

## Complaints or Grievances

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them. A complaint can be informal or formal. It can be anything which an individual may think is unfair or which makes them unhappy with the service. All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Centre Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the PMC either in writing or verbally.

Any complaint not able to be resolved to the satisfaction of the family and The BOOSH Centre will require the parents/guardians to attend a designated Parent Committee Meeting to discuss the complaint or grievance.

- You may be interested in reading the **Management of Complaints Policy**

## Caring for your Child

### Arrivals and Departures

Children are not to be left at the service unattended at any time prior to the opening hours of the service. The service commences operation at 7:00am in Before School care and 8:00am in Vacation Care. The parent /guardian must sign the child in on arrival, and out when departing using the Kiosk system. Each parent/guardian must use their phone number and private pincode when signing children in and out. Pincodes can be reset by the Centre Coordinator if they are forgotten. Children are not to use the Kiosk, nor should they know the pincode of any family member or guardian authorised to sign them in or out.

Children must not be left at the centre if they are not signed in.

Educators will always acknowledge the children's arrival at the service. During After School Care Educators will use their phone numbers and private pincodes to sign the children in when they arrive at the service from school. Educators can also sign children in or out for those authorised to drop off or collect the children if, for example, there is an issue with that parent/guardian's pincode. Some children may be arriving late, at specific times, due to Extra-Curricular Activities. An Extra-Curricular Activities Permission Form must have been provided by the family prior to the session and is available from our website. This details where their children will be and at what time they are expected to arrive. Educators will sign these children in at their arrival at the centre.

Families must notify The BOOSH Centre if their child will not be attending their scheduled after school care session. A **non-notification of absence fee** will be charged for administration time of locating children who are scheduled to attend the after school care sessions but have been collected prior to sign in (3:25pm) or are not attending their session for any other reason, without prior notification to The BOOSH Centre of their absence. Families may notify The BOOSH Centre via phone, email or through My Family Lounge using the absent button. While families can notify BOOSH Staff in person they must ensure that staff member has recorded the absence.

Children must be collected by the advertised closing time of the centre. The service ceases operation at 6:30pm in After School care and 6:00pm in Vacation Care. Any person who is collecting a child from the service must be listed as authorised for collection in the child's enrolment form or in their personal file. The collection

list is updated on a regular basis. The authorised nominee who is collecting a child must use their phone number and private pincode when signing children in and out. Parents/guardians must not share their pincode with anyone, each person authorised to collect the child must use their own phone number and pincode. If the person authorised to collect the child does not have their own Australian mobile number, the Educators can sign the children in and out on their behalf. Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list. Educators will approach guardians to ask them to identify themselves if they are not well known to staff. If a person who is not on the collection list arrives to collect a child, written authorisation must be sought from an authorised nominee before the child is able to leave the service.

Families should contact The BOOSH Centre as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety. There is a **late collection fee** for any child collected after the advertised closing time.

If no guardian has arrived to collect the child by closing time, and no guardian can be reached to collect the child, the emergency services will be contacted.

- You may be interested in reading the **Delivery and Collection of Children Policy**

### **Access to the Centre**

Access to The BOOSH Centre can vary. The Copeland Rd, Mary St and Beecroft Rd Bridge pedestrian gates are all opened by staff by 7am each morning in Before School care. The Copeland Rd and Beecroft Bridge Rd pedestrian gates are locked at 5:55pm each night in After School Care. The Mary St gate is locked by The BOOSH Centre staff once the last child has been collected, usually just after 6:30pm. The Mary St teachers carpark gate is locked by school staff at 6:45pm each night. There is no regular access in or out of the school after this time.

During Vacation Care The BOOSH Centre staff open the Mary St pedestrian gate ONLY by 8am each morning. This is so we can control who is accessing the school, for the safety of the children. The gate will be pulled closed, but not locked, between 10am and 5pm each day. The Mary St gate is locked by The BOOSH Centre staff once the last child has been collected, usually just after 6:00pm. There is no regular access in or out of the school after this time.

*Due to COVID-19, restrictions have been imposed on parents' access to school grounds. In line with this, parents are no longer allowed on school grounds to access BOOSH. A staff member will be stationed at the Mary St. gate between 7am and 9am and 3.45pm and 6.30pm on school days and between 8-10am and 4-6pm in Vacation Care. Parents must meet the staff at the gate to drop off/collect their children. If the gate is unattended, parents must call the Centre and staff will come to meet you.*

### **Kindergarten Children**

Additional procedures are to be put in place in regards to drop off and collection of kindergarten children during their first year at school to ensure their safety and ease of transition between school, The BOOSH Centre and home. These include a distinguishable Kindy Vest worn by each child while at the centre, dedicated Kindy Staff and additional drop off and collection procedures. These additional procedures continue for the duration of Term 1 unless, in collaboration with the Kindy Teachers at BPS, it is deemed no longer necessary, or extended into later terms if deemed necessary.

### **Custody Arrangements**

It is necessary for Centre staff to sight a Court Order if that Order refuses a parent's access to a child. A copy of this Court Order will be kept in the child's file and all staff will be made aware of the Order. A photo of a prohibited person should be given to the Centre Coordinator if they are unknown to the centre staff.

If a prohibited person attempts to collect the child from The BOOSH Centre the priority of the staff is to move the child, and other children if necessary, to a safe space and immediately notify the Centre Coordinator or Responsible Person (floor supervisor). A staff member will inform the Police and the primary carer.

The prohibited person will be advised of the Court Order arrangement in place and asked to leave the centre without the child. While staff members will make efforts to keep the child at the centre they cannot physically prevent departure, this is the role of the Police.

## Communication

The BOOSH Centre uses several forms of communication with parents. Important information is provided via emails to the Primary guardian listed on the enrolment form. Occasionally emails will be sent to both the Primary and Secondary guardian. The BOOSH Centre has a section in the weekly BPS Newsletter in which upcoming events and important news can be located. Families can phone or email the centre and notifications of absence can be made through My Family Lounge casual booking system. Staff will endeavour to form relationships with families through informal one on one conversations about their child's experiences during daily pick-up and drop-off times.

## Emergencies and Evacuation

All children and educators will be aware of and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately implemented. As per regulation 97 of the *Education and Care Services National Regulations* Emergency and evacuation procedures are rehearsed over one week every 3 months. All staff members, volunteers and children present at the service on the day participate in the drill. Drills are held several times over the week and families are given prior notice of which week the drills will be held. Drills will also be held during Vacation Care as some children do not attend during the term. Families must be patient during drills, as children cannot be signed in or out during the drill. Most drills take 5-10minutes to complete. In implementing the practice sessions of emergency procedures with children, educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving on the procedures or discussing ways to avert emergency situations. New children may be given opportunities to discuss and listen to discussions with other children regarding emergency drills prior to carrying out the emergency drills.

Evacuation and emergency plans are displayed at the exits to The BOOSH Centre, The Cottage and the school Hall side entrance.

- You may be interested in reading the [Emergency and Evacuation Policy](#)

## Sun Protection

The BOOSH Centre aims to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing. The BOOSH Centre is a SunSmart Centre.

The sun's ultraviolet radiation is both the major cause of skin cancer and the best source of vitamin D needed to maintain good health and to keep bones and muscles strong and healthy. Policies and procedures at The BOOSH Centre ensure that all children in attendance at the service will be protected from harmful rays of the sun while still given the opportunity to participate in outdoor activities. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

The BOOSH Centre follows the 'No Hat, No Play' rule. Children who do not have a hat must choose to play indoors or in the shade. In term 1 and 4 children are required to apply sunscreen when arriving at the centre, as well as several times during the day during Summer and Spring Vacation Care. Sunscreen is available at the centre year-round. Children who have intolerances to certain sunscreens are asked to provide their own sunscreen which can be stored at the centre.

- You may be interested in reading the [Sun Protection Policy](#)

## Hygiene

The BOOSH Centre will maintain a healthy and hygienic environment that promotes the health of the children, educators and parents using our service. Children and parents using the service will be encouraged to share ownership of maintaining hygiene practices in the service. Educators will ensure that they maintain and model current best practice hygiene procedures as advised by NSW Health Authorities. Educators will engage children in experiences, conversations, routines and responsibilities that promote children's understanding of the importance of hygiene for the wellbeing of themselves and others.

Under the *National Regulations* and the *National Quality Standards*, providers and educators are required to implement and encourage effective hygiene practices. Following best practice in maintaining high standards of hygiene minimises the spread of infectious diseases and promotes good health. Staff at The BOOSH Centre follow the advice in *Staying Healthy - Preventing infectious diseases in early childhood education and care services*. This is a best-practice tool that provides simple and effective ways for educators and other staff to help limit the spread of illness and infectious diseases in education and care settings.

The best way to prevent the transmission of disease is through effective hand hygiene. This can be done with soap and water, which removes both dirt and germs from the hands; or by using an alcohol-based hand rub, which reduces the number of germs on the hands, both of which are provided at The BOOSH Centre. Children are expected to wash hands before eating, participating in a food-based craft or after using the bathroom, coughing or sneezing.

- You may be interested in reading the **Hygiene Policy and the Dealing with Infectious Diseases Policy**

## **Illness, Injury, Trauma and First Aid**

The BOOSH Centre ensures the safety and wellbeing of educators, children and visitors within the centre and on excursions. There are clear procedures in place, in the event that a child is involved in an incident, injury, suffers a trauma or becomes ill whilst enrolled at the service.

To safeguard the health of all children and prevent infection, children who are unwell should not be signed into The BOOSH Centre. Depending on the severity of the illness the child may be excluded from the centre until such time as they are deemed to be no longer infectious. It is the responsibility of the family to inform the centre if their child has contracted an excludable illness. Some examples of an excludable illness are Chicken Pox, Whooping Cough, Impetigo, Head Lice (until treatment has begun) and any virus that causes vomiting or diarrhoea. Please speak to a staff member if you have questions regarding exclusion periods.

If your child has not been medically vaccinated your child may be required to be excluded from care during outbreaks of some infectious diseases to limit their exposure.

If your child suffers from vomiting or diarrhea while at the centre, families will be notified and asked to collect their child immediately. This is for both the comfort of the child, and to prevent disease spreading to other children and staff. If your child has suffered from vomiting or diarrhea caused by a virus within the last 24 hours they must not attend the centre.

Sound management of any event aims to prevent any worsening of the situation and complete records on each medical event will be signed by the parents/guardians of the child involved. Parents/Guardians or emergency contacts will be notified immediately where the incident, injury, trauma or illness is deemed serious and all serious incidents will be reported to the relevant authorities including ACECQA and the NSW Regulatory Authority. It is procedure to notify parents/guardians immediately if the injury involves a head trauma or if the child appears unusually distressed. Staff will also notify the child's classroom teacher if they have concerns about an injury that has occurred during Before School Care. For non-serious injuries and minor first aid the parent/guardian will be notified on the Kiosk system on their next arrival at the service. The first aid forms are kept in the child's file.

All staff at The BOOSH Centre completed accredited training in First Aid and Emergency management of Asthma and Anaphylaxis by the end of their probation period. The BOOSH Centre ensures all staff training is reviewed and updated when required.

- You may be interested in reading the **Management of Incident, Injury, Trauma and Illness Policy, the Administration of First Aid Policy and the Dealing with Infectious Diseases Policy**

## **Medication**

If your child requires medication whilst in our care, you must supply a written authorisation from their Doctor or a pharmacist's label which states the child's name, name of the medication, dosage and times to be administered. Medication administered by staff is recorded by staff in the medication register and must be signed by a parent/guardian at their return to the centre. Medication not provided with a doctor's note or pharmacist's label cannot be administered by staff. This includes pain relief such as Panadol or Neurofen.

If your child has been diagnosed with asthma or allergies, parents must provide an up to date Asthma or Anaphylaxis and Allergy management plan as well as an in-date supply of your child's medication. With your input The BOOSH Centre will also establish a Risk Minimisation and Communication plan for your child. Families of children who have been diagnosed with Asthma or Anaphylaxis/allergies will receive further information on Enrolment.

- You may be interested in reading the **Administration of Medication Policy, the Asthma Management Policy and the Allergy and Anaphylaxis Policy**

## Daily Routines

### Morning Session – 7:00am to 9:25am

6:45am	<ul style="list-style-type: none"> <li>Responsible Person unlocks Mary St, Copeland Rd and Bridge Pedestrian gates. Unlocks doors as required and does a grounds/safety check of the play areas.</li> </ul>
7:00am	<ul style="list-style-type: none"> <li>Responsible Person puts out the iPads for parents/guardians to sign in children. Children cannot be signed in earlier than 7am.</li> <li>Children begin to arrive.</li> <li>Breakfast is served from 7am to 8.55am.</li> </ul>
7:00-8:55am	<ul style="list-style-type: none"> <li>Children participate in programmed activities (See daily program or their own play as desired).</li> </ul>
8:30am	<ul style="list-style-type: none"> <li>Breakfast 'special' to finish</li> <li>Last call for breakfast is announced to all areas to remind children to eat if they have not yet done so.</li> </ul>
8:50am	<ul style="list-style-type: none"> <li>Areas are tidied by children.</li> <li>Children are called to sign out.</li> </ul>
8:55am	<ul style="list-style-type: none"> <li>Children line up for sign out.</li> <li>Responsible Person and another staff member signs children out.</li> </ul>
8:55-9:10am	<ul style="list-style-type: none"> <li>Children, once signed out, move to the teacher supervised area.</li> <li>Staff ensure adequate supervision is provided during sign out.</li> <li>TERM 1 ONLY - Kindy staff and Cottage staff gather the Kindergarten children in the cottage. They have additional supervised play time.</li> <li></li> </ul>
9:10 – 9:25am	<ul style="list-style-type: none"> <li>Evaluations of areas or child observations are completed.</li> <li>The BOOSH Centre is cleaned by staff.</li> <li>TERM 1 ONLY – Close to 9:25am staff will sign out the Kindergarten children and walk them across to their class lines for school.</li> </ul>

### Afternoon Session – 3:25 to 6:30pm

3:10-3:25pm	<ul style="list-style-type: none"> <li>TERM 1 ONLY – Kindy staff and Cottage staff collect the Kindergarten children from their classrooms to bring them to BOOSH for sign in. Kindy children are signed in, wash their hands and collect their afternoon tea.</li> </ul>
3:25pm	<ul style="list-style-type: none"> <li>Children arrive from school and are signed in and greeted by the staff.</li> <li>Sunscreen is handed out and applied by the children (Term 1 and 4, sunscreen is still available in Term 2 and 3 if children wish to apply it).</li> <li>Children play on the grass area. In the event of weather unsuitable for outdoors children assemble in the hall for roll call and afternoon tea.</li> </ul>
3:35-4:00pm	<ul style="list-style-type: none"> <li>Children assemble in the amphitheatre for important messages.</li> <li>Responsible Person or Centre Coordinator attempt to locate children who are not signed in through phone calls, grounds checks and contact with the school.</li> <li>Children are sent to The BOOSH Centre in groups to collect their afternoon tea.</li> </ul>
4:00–5:00pm	<ul style="list-style-type: none"> <li>Children participate in programmed activities (See daily program or their own play as desired).</li> </ul>
4:30pm	<ul style="list-style-type: none"> <li>In terms 2 and 3 outside spotlights are turned on.</li> </ul>
5:00pm	<ul style="list-style-type: none"> <li>Second afternoon tea is available for children.</li> <li>Staff finishing at 5:30pm wash up and complete other afternoon chores including evaluations of areas or child observations.</li> <li>In Term 2 and 3 outside areas are closed due to fading light and low temperatures. COLA Lights are kept on to allow activities to continue.</li> <li>Children continue with programmed activities or own play.</li> </ul>
5:55pm	<ul style="list-style-type: none"> <li>Staff lock the Copeland Rd and Bridge pedestrian gates and ensures the Hall and COLA lights are turned off. Check the Hall is alarmed and locked on days that BOOSH is responsible for doing so.</li> </ul>
6:00pm	<ul style="list-style-type: none"> <li>Responsible Person checks roll for children who have been picked up but not signed out.</li> </ul>

<b>6:25pm</b>	<ul style="list-style-type: none"> <li>Responsible Person again checks roll for children who have been picked up but not signed out. Parents/guardians who were not seen collecting their children by staff must be contacted by phone for confirmation.</li> <li>Responsible Person contacts the parents/guardians of the children who are still at the centre to receive information about pick up time and pick up delays.</li> <li>Late collections – Children signed out from 6:31pm onwards must be recorded in the late collections register as well as the session roll. This late collection register must be signed by both close staff and the parent/guardian.</li> <li>If children are not collected after advertised closing time and staff are unable to get in contact with any authorised collection contact by phone the staff contact the Centre Coordinator for instructions which may include contacting Emergency Services.</li> </ul>
<b>6:30pm</b>	<ul style="list-style-type: none"> <li>Responsible Person completes a final check of the roll and ensures all children are signed out of the centre.</li> <li>The BOOSH Centre door is locked and the Mary St pedestrian gate is locked on days The BOOSH Centre is responsible for doing so.</li> </ul>

### **Vacation Care – 8:00am-6:00pm**

Every vacation care day is different, below is a general summary of activities and responsibilities

<b>7:45am</b>	<ul style="list-style-type: none"> <li>Responsible Person unlocks Mary St Pedestrian gate. Unlocks doors as required and does a grounds/safety check of the play areas.</li> </ul>
<b>8:00am</b>	<ul style="list-style-type: none"> <li>Responsible Person puts out the iPads for parents/guardians to sign in children. Children cannot be signed in earlier than 8am.</li> <li>Children begin to arrive.</li> </ul>
<b>8:00am-1:00pm</b>	<ul style="list-style-type: none"> <li>Children participate in programmed activities (See daily program or their own play as desired).</li> <li>Morning tea is held around 10:15am</li> <li>Lunch is around 1pm</li> </ul>
<b>10:00am</b>	<ul style="list-style-type: none"> <li>Mary St Pedestrian gate is pulled closed, but not locked.</li> </ul>
<b>1:00pm-1:15pm</b>	<ul style="list-style-type: none"> <li>Afternoon shift staff commence shift</li> <li>Morning shift staff communicate any necessary child information to the afternoon staff</li> <li>Morning shift staff complete cleaning chores and observations/evaluations and finish shift</li> </ul>
<b>1:00-5:00pm</b>	<ul style="list-style-type: none"> <li>Children participate in programmed activities (See daily program or their own play as desired).</li> <li>Afternoon tea is held around 3pm</li> </ul>
<b>5:00pm</b>	<ul style="list-style-type: none"> <li>Mary St Pedestrian gate is re-opened.</li> <li>From 5pm staff begin rotating supervision of the children with cleaning chores and observations/evaluations</li> <li>Cottage is closed and cleaned</li> <li>The Hall and COLA lights are turned off. The Hall is alarmed and locked.</li> </ul>
<b>5:30pm</b>	<ul style="list-style-type: none"> <li>Responsible Person checks roll for children who have been picked up but not signed out.</li> </ul>
<b>5:55pm</b>	<ul style="list-style-type: none"> <li>Responsible Person again checks roll for children who have been picked up but not signed out. Parents/guardians who were not seen collecting their children must be contacted by phone for confirmation.</li> <li>Responsible Person contacts the parents/guardians of the children who are still at BOOSH to receive information about pick up time and pick up delays.</li> <li>Late collections – Children signed out from 6:01pm onwards must be recorded in the late collections register as well as the session roll. This late collection register must be signed by both close staff and the parent.</li> <li>If children are not collected after advertised closing time and staff are unable to get in contact with any authorised collection contact by phone the staff contact the Centre Coordinator for instructions which may include contacting Emergency Services.</li> </ul>
<b>6:00pm</b>	<ul style="list-style-type: none"> <li>Responsible Person completes a final check of the roll.</li> <li>The BOOSH Centre door is locked and the Mary St pedestrian gate is locked.</li> </ul>

## **Supervision and Educator to Child Ratio's**

Children need safe and secure environments which are effectively supervised. Educators have a duty of care to ensure all areas accessible to children are safe, free from hazards, and there are sufficient staff to oversee the children's activities. The type of supervision required, however, will change depending on the program and activities, the layout of the physical space, and the individual needs of the children.

The provision of adequate supervision is the most important aspect of our job. We are required by law to maintain a ratio of 1 Educator to 15 children all times. It is a regulatory requirement that the centre is staffed each shift on this ratio. The BOOSH Centre endeavours to have less than 15 children to each Educator. For excursions the ratio maintained is never more than 8 children to 1 Educator. If the activity or excursion is based in or around an open body of water the ratio is 1 Educator to 5 children. These ratios are accepted as 'Best Practice'.

## **Behaviour Guidance**

The BOOSH Centre believes that children have the right to feel physically and psychologically safe. We provide an environment where all children and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between everyone at the centre.

Unacceptable behaviour is managed through guidance, redirection and positive reinforcement. Educators will guide rather than control the behaviour of the children in our care.

Basic rules have been established based on safety, respect for others, order and cleanliness. The centre recognises the importance of children's input into developing the basic rules and helping to determine appropriate consequences for inappropriate behaviour. Children are encouraged to resolve problems and deal with frustrations where appropriate. This can be achieved by exploring possible solutions and helping children understand and deal with their emotions. Techniques used depend on the child's age and level of development.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely.

Bullying is not tolerated at The BOOSH Centre. Staff will work together with families, the children and, if necessary, classroom teachers to solve disputes between children that have been exhibiting behaviours deemed as bullying.

- You may be interested in reading the [Behaviour Guidance Policy](#)

## **Meal Planning and Healthy Eating**

Children develop healthy eating habits early in life so it's important they learn about healthy eating and healthy food choices. The *National Quality Standards* outline the role The BOOSH Centre has in promoting healthy lifestyles through everyday experiences and routines. The *Australian Dietary Guidelines* and the *Australian Guide to Healthy Eating* are the most up to date dietary recommendations and staff at The BOOSH Centre use these guidelines when meal planning for the centre.

The BOOSH Centre ensures a wide variety of nutritious foods are available during all meals provided by the centre. Water is available to children at all times. Considerations are always made for children with dietary requirements or allergies. Families may provide their own food for Breakfast and Afternoon Tea if they prefer. If you have concerns please contact the Centre Coordinator.

Due to the number of children at risk of anaphylaxis The BOOSH Centre aims to be a nut free centre. Please ensure your child does not bring nuts or products containing nuts to the centre.

## **Programmed Activities**

The BOOSH Centre implements programmed activities that support the development of children according to their interests in a relaxed and nurturing environment. We foster confidence, self-esteem and independence by meeting the needs of individuals and encouraging children to express feelings and to form close relationships with peers and staff in an inclusive environment. All children are unique. We strive to provide children with opportunities to discover, grow and play in our care. Our program encourages children to participate in choices made about and for their learning and development.

The weekly program is displayed inside The BOOSH Centre and on our website. Our program is divided into AM and PM activities and is based around four physical areas: The main BOOSH building, the Cottage, the Hall and Outdoors. The program is reflected and based on the children's voices and interests. Each child's knowledge is valued and can be used as a tool for enhancing the learning experiences for children. Our

programming team meets every week where observations, evaluations and children's voices are collated and children's learning is planned and extended for the coming week. This program reflects the children's interests and will incorporate intentional teaching opportunities for the children in their play base learning. Additional specialist activities are scheduled by staff each afternoon. Our program is developed and evaluated against the 'My Time, Our Place' learning framework, which is the learning framework for Outside School Hours Care.

## **Homework**

Children are given the opportunity to complete Homework while at the centre. Homework Club is run most afternoons between 3:30pm and 4:00pm and children can also complete homework at other times if they so wish. While Staff can encourage children to complete homework at parents/guardian's request children will never be forced to complete homework. While staff are in the area to supervise and guide they are not trained or expected to tutor or teach.

## **Screen Time and Devices**

Viewing of movies is only programmed on certain days in Vacation Care and is not a regular part of the Before or After School Care program. Viewing of movies during Before and After School Care is limited to extreme weather (wet days, extremely cold days or heat waves) or at the discretion of the Centre Coordinator or Responsible Person. G rated movies are approved for viewing and PG movies approved by parents/guardians of children attending that day may also be shown.

Children are asked not to bring their portable electronic devices to the centre, unless parents/guardians have been notified that it has been specifically programmed for an activity. Children in Year 5 and 6 who are asked to bring devices to school for school work can ask to leave their devices in The BOOSH Centre office while at the centre. While all care is taken the child remains responsible for their device and not The BOOSH Centre or its staff.

## **Personal Belongings**

Children are allowed to bring personal belongings to The BOOSH Centre however Staff are not responsible for any items broken, lost or stolen. Children are expected to respect other's belongings and staff help guide the children in the expected behaviour.

Musical instruments can be kept at the centre during the day in the back room of the main building. Delicate instruments, such as violins, or other instruments not in hard cases can be kept in the office store room but please be aware that space is limited.

While all care is taken the child remains responsible for their instrument and not The BOOSH Centre or its staff.

## **Lost Property**

The BOOSH Centre has Lost Property boxes kept in the main building for clothing, bags, water bottles and lunch boxes and a 'Lost Items Box' for smaller items.

While effort is made to reunite items with their owners unclaimed items are regularly moved to the school Lost Property.

## **Fee Structure and payments**

Fee levels will be set by the committee each year on completion of an annual budget and based on attendance and the centre's ability to meet the running costs, in keeping with our not-for-profit status. Fee levels will be set to ensure that an appropriate level of income is received to allow the centre to continue to operate efficiently. Fees will be reviewed annually and families will be given at least 4 weeks' notice of any changes in the fees.

An updated fees statement will be sent automatically every fortnight via email. Families may request an updated statement anytime. Parents must ensure their email registered at The BOOSH Centre is up to date. Any discrepancies need to be discussed with the Centre Coordinator.

## Before and After School Care and Vacation Care Fees

<p><b>Before School Care/Full AM</b></p> <p>7:00am – 9:25am</p> <p><b>\$16</b></p> <p>Sign in between 7:00am – 8:55am</p>	<p><b>After School Care/Full PM</b></p> <p>3:25pm – 6:30pm</p> <p><b>\$21</b></p> <p>Collect and Sign out no later than 6:30pm</p>	<p><b>Vacation Care for School holidays and Staff Development Days</b></p> <p>8:00am – 6:00pm</p> <p><b>\$50</b></p> <p>Sign in after 8:00am <b>PLEASE NOTE</b> Specific arrival times for Excursion days Sign out and pick up no later than 6:00pm</p> <p>The BOOSH Centre does not operate on public holidays</p> <hr/> <p>Some events in vacation care may include additional costs for incursions/excursions. These costs are advertised in the Vacation Care Program.</p> <p><b>Cancellations to vacation care days are not accepted</b></p>
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### Enrolment fees

- **Waitlist Fee**  
\$15 per family.
- **Annual Membership Fee**  
\$15 per family.
- **Bond**  
\$100 per family prior to enrolment. Refunded after the last session of care booked for the family.

### Other Fees

- **Non-notification of Absence Fee – After School Care only**  
50% of the afternoon session cost in addition to the afternoon session fee. Charged per child.
- **Late Collection Fee – After School Care and Vacation Care**  
\$10.00 for every 10 minutes or part thereof from. Charged per family.
- If parents wish to **CANCEL** their child's booking or enrolment at The BOOSH Centre during school term, they are required to provide **TWO (2) WEEK'S notice** in writing in order to have fees waived. Failure to do so will result in full fees being charged or bond withheld.
- Families can apply to **SUSPEND** a session for the duration of the term. To suspend a session families must apply in writing by the **last day of the previous term**. If successful families will not be booked or charged for this session for the duration of the term. Families are still able to book that session as a one off casual sessions during this time if required. The session is rebooked for the family for the start of the following term. Applications to suspend a session after the cut-off date will not be accepted and as a result the sessions will be charged.
- **Late Fee payment**
  - **One Week Overdue:** If one week after statements are issued the account remains unpaid, or has only received a part payment, a reminder statement will be issued via email.
  - **10 Days Overdue:** If by next statement issue date (2 weeks after the original statement was issued) the account is still not paid in full, a late payment fee, 10% of the outstanding fees, will be added to the account.

- **After 4 weeks overdue:** If no arrangements have been made to pay the fees, or the agreement made has not been kept, the child's place at The BOOSH Centre may be cancelled.

- You may be interested in reading the [Fees Policy](#)

### **Direct Debit/Credit Payment of Fees**

The BOOSH Centre has partnered with 'DebitSuccess' for direct debit/credit of fee payments. Families are required to complete the direct debit/credit payment form on enrolment at the centre. It is the responsibility of the family to ensure their payment details are correct, and updated as needed.

The Direct Debit/Credit form and FAQ can be downloaded from our website.

### **Payments Via Bank Transfer**

Waitlist and Bond payments are to be made directly to The BOOSH Centre via Bank Transfer.

<b>Account Name:</b>	The BOOSH Centre
<b>Bank:</b>	Commonwealth Bank
<b>BSB:</b>	062113
<b>Account:</b>	10 024 841
<b>Description:</b>	Please put your child's name in the description

### **Childcare Subsidy**

The BOOSH Centre is an approved child care provider and those attending may be eligible to claim the Child Care Subsidy (CCS). To receive CCS payments you must provide us with your child's Customer Reference Number (CRN) and date of birth and the CRN and date of birth of the parent linked at Centrelink.

The family must ensure they have applied to be assessed for CCS eligibility. If eligible you will then need to confirm your child's enrolment at The BOOSH Centre through Centrelink's online portal in your MyGov account. Once confirmed CCS payments will be automatically applied to your account and deducted from your fees owed. This will show in your fortnightly statements.

For further information please visit: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

### **Absences for CCS**

Each child can have up to 42 absences in a financial year before CCS may no longer be paid on absent sessions. Additional absences can be applied for once the 42 day limit has been reached. Documentation is required to be provided. Please speak to the Centre Coordinator for more information.

For new enrolments CCS will not be paid on Absences until the child has physically attended the centre.

CCS Enrolment ends if the child has not attended the service for 14 continuous weeks or if you have advised the child has left the centre. CCS will not be paid on absent days after the child's last physical attendance.