



BOOSH

Beecroft Out Of School Hours

PARENT HANDBOOK



UPDATED February 2024

Contents

Introduction	3
Centre Details	3
P&C Executive Members 2024	3
Hours of Operation	3
Centre Philosophy and Values Statement	4
Policies and This Handbook	5
Enrolment of New Families at The BOOSH Centre	5
Reenrolment	5
Types of Bookings	5
Providing a Child Safe Environment	6
Child Protection	6
Confidentiality	6
Code of Conduct	6
Staffing	7
Complaints or Grievances	7
Caring for your Child	7
Arrivals	7
Extra-Curricular Activities	8
Absences	8
Collection	8
Access to the Centre	8
Kindergarten Children	8
Custody Arrangements	9
Communication	9
Emergencies and Evacuation	9
Supervision and Educator to Child Ratio's	9
Behaviour Guidance	9
Illness, Injury, Trauma and First Aid	10
Medication	10
Hygiene	11
Meal Planning and Healthy Eating	11
Food Safety	11
Sun Protection	11
Programmed Activities	12
Homework	12
Screen Time and Devices	12
Personal Belongings	12
Lost Property	13
Fee Structure and payments	13
Direct Debit/Credit Payment of Fees	13
Payments Via Bank Transfer	14
Childcare Subsidy and Allowable Absences	14

About our Centre

Introduction

The BOOSH Centre is a non-profit out of school hours childcare centre. The Approved Provider is the Beecroft Primary School Parents and Citizens Committee (BPS P&C) whose members are 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.

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.

Centre Details

Director/Nominated Supervisor:	Melissa Fyfe (On maternity leave March 2024-March 2026)
Assistant Director - Operations:	Bradley Green (Acting Director/Nominated Supervisor)
Assistant Director - Compliance	Astrid Rath
Educational Leader:	Dharani Tankala
Address:	90-98 Beecroft Road Beecroft NSW 2119
Telephone:	(02) 9980 8224
Email:	admin@boosh.com.au director@boosh.com.au
Homepage:	www.boosh.com.au
Bank details:	Commonwealth Bank BSB 062113 Account 10024841

P&C Executive Members 2024

President	Pradeep Kumar Praneerselvam
Vice President/ BOOSH Convenor	Khuong Lac
Secretary	Susan penman
Treasurer	Karina Scott

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.

Centre Philosophy and Values Statement

At The BOOSH Centre we provide a safe, nurturing and stimulating 'home away from home' environment for primary school aged children. We ensure that the children attending are safe, happy and encouraged to participate in all aspects of the educational program. We believe that every child deserves a nurturing and inclusive space where they can develop and thrive. We encourage children and families to be involved in the centre ensuring we create an environment where all children feel happy and are excited about learning.

Our commitment is grounded in the following core values:

1. Safe and Nurturing Environment that Supports Local Families and the Community: We prioritise the safety and well-being of each child, ensuring they feel secure and cared for while at BOOSH. Our educators ensure that every child feels welcomed and valued. We actively teach and guide children in understanding and promoting equity and diversity. We provide reliable and quality care for children at our centre that offers a families a balance between work and home life.

2. Celebrating Cultures and Perspectives: We celebrate diversity by embracing the wide variety of cultures of the children and families attending the centre as well as incorporating Aboriginal and Torres Strait Islander perspectives into our programs. We actively plan events, celebrations and activities at the centre that foster a sense of belonging and create opportunities for children to engage in fun and meaningful activities.

3. Experienced Educators and Long-lasting Relationships: We prioritise building long-lasting relationships between educators, children and families. We create a consistent and supportive environment where children can thrive. Our educators are supported through both in-house and external training, equipping them with the knowledge and skills needed to provide quality care and learning experiences. This training includes supervision techniques, child development principles, and the implementation of play-based experiences. This helps us create a consistent and supportive environment for children and families.

4. Intentional Learning and Child-Led Experiences: We provide an education program that provides positive interactions and experiences to help children develop essential social and communication skills. Our play-based learning program is designed on the voices of the children and creates an environment where children are happy, stimulated and encouraged to become lifelong learners. Intentional teaching builds on the interests and needs of the children at the centre and allows for children to have autonomy over their learning while fostering creativity and independence. This program is continuously reviewed, evaluated and redesigned based on observations of, and feedback from, children as well as families.

This philosophy and values statement has been created using feedback from children, families and educators.

Updated and reviewed - February 2024

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 Centre available to view on request. Important policies will also be uploaded to The BOOSH Centre website. 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 as required and families will be notified by email when there are substantial updates.

- Please see our Policies folder available on request at The BOOSH Centre
- Some Policies are also available to download from the Boosh.com.au website

Enrolment of New Families at The BOOSH Centre

To apply to join The BOOSH Centre please complete a Membership Request form available on our website n and email this to the centre along with the bon and annual membership fee. You will then be contacted with instructions on how to complete your online enrolment form for each school aged child. Families must complete the enrolment form, provide any required additional information and pay the annual Membership Fee and Bond **before** their child can attend the service. Access to sessions of care at the centre is granted to families 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 areas and be given a rundown on essential procedures including supervision, safety and programmed activities.

If you have any questions you're welcome to contact the centre in person or via phone or email.

- You may be interested in reading the Priority of Access Policy and the Enrolment and Orientation Policy

Reenrolment

Reenrolment for currently enrolled families will occur each year in Term 4 and families are notified via email. Families with permanent sessions must complete re-enrolment each year to continue to have access to those sessions of care in the following year. Families who only use casual bookings must complete reenrolment to have access to book casual or vacation care sessions in the following year.

Families must ensure their account is not in arrears to have access to reenrol.

All families are asked to review contact and emergency details yearly to ensure records at The BOOSH Centre remain current. 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. Reviews of Medical Risk Management Plans and Child Support Plans will also be conducted each year

Types of Bookings

• Permanent Bookings

Permanent bookings are scheduled weekly bookings. All families with permanent bookings who complete re-enrolment by the specified time and have met their financial requirements will automatically have their permanent bookings rebooked in the subsequent year. If sessions of care are fully booked, permanent bookings will offered to families on the waitlist in chronological order as they become available. 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. There is a 2 week notification period to change or cancel permanent bookings. If a family has cancelled a permanent session, they may not re-enol for that permanent session again until the following term or for at least 6 weeks, whichever is later. 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 sessions of care when needed as available. Sessions available to book can be seen online through families' My Family Lounge Account. 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. If you make a mistake in booking casual session of care please contact the centre via email immediately. 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 My Family Lounge.

- **Vacation Care Bookings**

All families wishing to book their child in a vacation care period must complete a vacation care permission slip. A new permission 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 attend vacation care must have completed the enrolment process as well as the permission slip before they have access to book vacation care days. Dates to lodge permission slips, make bookings, and priority booking periods for BOOSH families are periodically advertised in the BPS newsletter and communicated to current families via email.

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 educators and 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. Educators 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.

- 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.

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 Director 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 BOOSH Convenor 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 P&C Meeting to discuss the complaint or grievance.

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

Caring for your Child

Arrivals

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 own phone number and private pincode when signing children in and out. Pincodes can be reset by the Director 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. Parents should not share their pincode with other guardians, each guardian is to have their own log in and pincode.

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.

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

Extra-Curricular Activities

Some children may be arriving late, at previously agreed 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 must include the 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.

Absences

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. There is no refund of fees for absent sessions.

Collection

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 is via the Mary St pedestrian gates (Gate 7). This gate is opened by educators each morning and locked each night after the centres scheduled closing time.

During vacation care the Mary St pedestrian Gate (Gate 7) will also be locked in the middle of the day in between peak arrival and departure times. Please call the centre if you need to drop off or collect your child once the gate is locked.

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 are put in place in collaboration with the Kindy Teachers at BPS and adjusted as needed throughout the year. Kindy families will be notified via email as procedures are updated.

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 Director 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 Director 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. Notifications of absence can be made through My Family Lounge casual booking system or via email to the centre. Educators 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 be 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 required to be rehearsed every 3 months and we aim to do this in week 5 of every term. All employees, volunteers and children present at the service on the day participate in the drill. Drills are held several times over the week to ensure as many children as possible have the opportunity to participate and we endeavour to give families 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](#)

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.

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. Educators will work together with families, the children and, if necessary the school and classroom teachers, to provide the best possible support the children in our care.

- **You may be interested in reading the Behaviour Guidance 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 must not attend 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 diarrhoea 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 diarrhoea caused by a virus within the last 24hours they must not attend the centre.

Records on each medical event will be completed by educators who are qualified in the administration of first aid and 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 any knock to the head of face or if the child appears unusually distressed. Educators 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. All illness, injury, trauma and first aid forms and any serious injury notifications are kept in the child's file.

All employees at The BOOSH Centre must have 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 employee 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**

Hygiene

The BOOSH Centre maintains 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 *Education and Care services 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 publication 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 on arrival, before eating, before and after 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**

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 *Education and Care Services 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 Director.

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 at any time.

Food Safety

At The BOOSH Centre we understand the significance of food safety in creating a healthy and nurturing environment for your child. We encourage open communication with our families and welcome any questions or concerns regarding food safety.

As a part of ensuring the safety of the meals and snacks we offer all our educators have undergone comprehensive basic food handling training to guarantee the highest standards of hygiene and safety in the preparation and serving of food. Additionally the centre also ensures at least one employee holds a Food Safety Supervisor qualifications. This training ensure that our leadership team possesses the knowledge and skills necessary to oversee and maintain rigorous food safety practices. The Director and Assistant Director both currently have this qualification.

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 registered 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 if the UV is 3 and above. In term 1 and 4 children are required to apply sunscreen when arriving at the centre in the afternoon, 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](#)

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 at The BOOSH Centre and on our website. Displayed at the entrance is also examples of a daily activities. 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 designed 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 to collate and review observations and evaluations and children's future learning is planned upon. This program reflects the children's interests and will incorporate intentional teaching opportunities for the children in their play based learning. Additional specialist activities and clubs are scheduled by educators 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. While educators can encourage children to complete homework at parents/guardian's request children will never be forced to complete homework. While educators 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 Director 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 employees.

Personal Belongings

Children are allowed to bring personal belongings to The BOOSH Centre however educators are not responsible for any items broken, lost or stolen. Children are expected to respect other's belongings and educators 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 employees.

Lost Property

The BOOSH Centre has Lost Property boxes kept outside the main building for clothing, bags, water bottles and lunch boxes and 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 in conjunction with the BPS P&C Association each year on completion of an annual budget and based on attendance and the centre's ability to meet the running costs. 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 is sent automatically every fortnight via email. Families may request an updated statement anytime. Families must ensure their email registered at The BOOSH Centre is up to date. Any discrepancies need to be discussed with the Director.

Please refer to the fees section at www.boosh.com.au for the current fee amounts.

CCS can only be applied to before school, afterschool and vacation care day costs (including vacation care activities). Additional fees are not eligible for CCS.

Before school, after school and vacation care fees The session fees are charged to your account on booking, and there is no refund for cancellations. Changes or cancellations to a permanent booking pattern can be done without charge if 2 weeks' notice is given. That session cannot be rebooked for 6 weeks or until the start of the next term. Please see the Fees Policy for more detailed information.

Annual Membership Fee The annual membership fee will appear on your statement at the start of each school year and must be paid on commencement at the centre

Bond Paid on enrolment at the centre and refunded after the last session of care booked for the family.

Non-notification Fee – After School Care only

Paid in addition to the afternoon session fee for children who have either: a) been collected directly from school or sent to an afterschool activity without informing The BOOSH Centre or, b) arrived at the centre and their parent/guardian has forgotten to book them in.

Late Collection Fee – After School Care and Vacation Care

Licence closing time is 6:00pm in Vacation Care and 6:30pm in after school care. Any child who is collected after these scheduled times will be charged an additional incremental fee, based on the time they are collected.

Late Fee payment

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.

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.

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 within their enrolment form before commencement

at the centre. It is the responsibility of the family to ensure their payment details are correct, and updated as needed.

The Direct Debit FAQ can be downloaded from our website.

Payments Via Bank Transfer

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

Account Name:	The BOOSH Centre
Bank:	Commonwealth Bank
BSB:	062113
Account:	1002 4841
Description:	Please put your child's name in the description

Childcare Subsidy and Allowable Absences

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>

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 Director 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.