



OUT OF SCHOOL HOURS CARE PARENT INFORMATION HANDBOOK





Thank you for choosing the Bendigo Regional YMCA as your Out of School Hours Care Provider

Bendigo Regional YMCA (BRYMCA) is a non-profit organisation that is committed to having a long term presence within the communities in which we operate. Our aim is to provide programs and services that address community need; are inclusive and demonstrate tangible outcomes. The YMCA National Belief Statement "We believe in the power of inspired young people" drives our mission focused, connected and collaborative approach to all that we do. We value diversity and empowering young people to reach their full potential by valuing their ideas and encouraging creativity and innovation. Our service delivery at our After School Care and School Holiday Programs reflects this.

BRYMCA Children's Services are approved by ACECQA (Federal) and licensed with the Department of Education and Training (DET). We operate under the Education and Care Services National Law Act (2010) and Education and Care Services National Regulations (2011).

This handbook should provide you with all the information you need about our Out of School Hours Care programs. We encourage families to contact us at any time if there is anything they are unsure about. We look forward to working with you to provide your child with a quality education and care program and welcome families to visit our services at any time.

Julie Bowe

Community Services Manager

PROGRAM CONTACTS

For all enquiries and bookings, please contact the Children's Services Administration Office.

Children's Services Administration Office	Phone (03) 5444 6666 bendigo.regional@ymca.org.au
MAYA WOOD OSHC Coordinator	Phone (03) 5444 6666 maya.wood@ymca.org.au
JULIE BOWE <i>Community Services Manager</i>	Phone: (03) 5444 6666 julie.bowe@ymca.org.au
Bendigo YMCA Website	www.bendigo.ymca.org.au
Department of Education and Training (DET) Bendigo Office-7-15 McLaren Street Bendigo 3550	Phone: (03) 5440 3111

If you wish to speak directly to the Educators at the service please call the program on the mobile number below. Program mobiles are only operational during program hours.



AFTER SCHOOL CARE CONTACT DETAILS

Echuca 208 413-431 High Street, Echuca	echuca208@ymca.org.au Ph: 0459 988 891	3pm – 6pm
Castlemaine Campbell's Creek Primary School 127-133 Main Road Campbell's Creek	castlemaine@ymca.org.au Ph: 0499 983 828	2.30pm – 6pm
Holy Rosary Primary School 556 Napier Street, White Hills	holyrosary@ymca.org.au Ph: 0467 555 572	3pm – 6pm
St Monica's Primary School 91 High Street, Kangaroo Flat	stmonicasandkangaroooflathp@ymca.org.au Ph: 0400 160 933	2.45pm – 6pm
St Francis of the Fields 46 Blucher Street, Strathfieldsaye	stfrancis@ymca.org.au Ph: 0459 988 313	3pm – 6pm
St Kilian's Havelock Street, Bendigo	stkilians@ymca.org.au Ph: 0422 596 315	3pm – 6pm
St. Liborius 379 Eaglehawk Road, Eaglehawk	stliboriusandbendigohp@ymca.org.au Ph: 0408 471 440	2.45pm – 6pm

HOLIDAY PROGRAM CONTACT DETAILS

Bendigo Holiday Program Lightning Reef Primary School 74-88 Holmes Road North Bendigo	stliboriusandbendigohp@ymca.org.au Ph: 0408 471 440	8am – 6pm
Kangaroo Flat Holiday Program St Monica's Primary School 91 High Street, Kangaroo Flat	stmonicasandkangaroooflathp@ymca.org.au Ph: 0400 160 933	8am – 6pm
Moama Holiday Program Moama Primary School Simms Street, Moama	echuca208@ymca.org.au Ph: 0459 988 891	8am – 6pm
Castlemaine Holiday Program Campbell's Creek Primary School 127-133 Main Road Campbell's Creek	castlemaine@ymca.org.au Ph: 0499 983 828	8am – 6pm



ACCESS AND INCLUSION

BRYMCA OSHC supports and encourages the attendance and participation of all children regardless of ability, social, financial or cultural circumstances.

Our services acknowledge the diversity within the community and aim to ensure all children have the opportunity to participate in activities in a fun, nurturing environment.

To do this staff will:

- Interact with and include all children
- Model appropriate behaviour in relation to cultural awareness
- Respect the difference in backgrounds of individuals and encourage children and families to do the same
- Commit to professional development relevant to diversity, multiculturalism and assisting children with additional needs
- Liaise with various external agencies to gain assistance and expertise in these areas
- Connect families with services that may be able to provide financial assistance when needed
- English as a second language? If you require assistance accessing our service or would like further information please contact our staff on 5444 6666 and we will happily provide you with the necessary resources.

SAFEGUARDING CHILDREN AND YOUNG PEOPLE AT BENDIGO REGIONAL YMCA

Bendigo YMCA is committed to the safeguarding of children and young people.

The YMCA supports the concept that in our society every child and young person deserves the right to thrive, learn and grow, be respected, valued and enabled to become an effective adult member of the community.

Our organisation ensures that each person involved in the delivery of services to children and young people understands their role and the behaviour we expect in safeguarding children and young people from abuse and neglect.

Bendigo YMCA is a recognised Safeguarding Children and Young People organisation accredited by the Australian Childhood Foundation.

SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY

BRYMCA recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.

Definition: In Victoria, a child or young person is defined as a person less than eighteen years of age.

BRYMCA works to safeguard children and young people in our care from:

- Sexual abuse
- Physical abuse
- Emotional or psychological abuse
- Neglect



STAFF ROLES AND RESPONSIBILITIES

All of our staff, volunteers and Board Members have clear roles and responsibilities with respect to safeguarding children and young people.

Bendigo Regional YMCA Staff Code of Conduct Summary

BRYMCA staff and volunteers are required to maintain the highest standards of professional conduct towards customers, children and young people.

We have developed this Staff Code of Conduct to identify and prevent behavior that may be harmful to the children and young people in our care.

Transport

Children and young people are to be transported only with prior authorisation from a parent/guardian and a BRYMCA Business Unit manager. Staff are NEVER to give children or young people casual lifts.

To gain approval from a BRYMCA Business Unit manager, staff are required to submit details about the proposed journey including the form of transport, the reason, details of who will be present.

Physical Contact with Children and Young People

Any physical contact with children and young people must be appropriate to the delivery of the programs and services and based on the needs of the child or young person (such as to assist or comfort a distressed young person) rather than on the needs of our personnel.

Positive Guidance

We aim to make children and young people aware of the acceptable limits of their behavior. There are times when staff may be required to use appropriate behavior management strategies to ensure an:

- Effective and positive environment
- The safety and/or wellbeing of children, young people or personnel participating on our programs and services

Any behavior management strategy used must be:

- Fair
- Respectful
- Appropriate to the developmental stage of the children or young people involved

The child or young person is to be provided with clear directions and given an opportunity to redirect their misbehavior in a positive way.

Under no circumstances are our staff to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

Uniform

Our staff are to wear their Bendigo YMCA uniforms only while involved in delivering service, representing Bendigo YMCA at events, or when travelling to and from work.

Adhering to role boundaries

Our staff and volunteers are not to act outside the confines of their duties, as specified in their position description, when helping to deliver our programs and services.



BRYMCA does not provide private services (e.g. babysitting). BRYMCA takes all reasonable steps to keep children safe while they are at the BRYMCA programs. However, any private arrangement is outside of our control. BRYMCA cannot ensure the safety of children if parents/guardians choose to enter into a private arrangement with BRYMCA staff and volunteers, such as baby-sitting and weekend trips.

Photographs of children and young people

Children and young people are to be photographed by staff while involved in our programs and services only if:

- Prior written parental/guardian authorisation is obtained (with the exception of special events such as concerts, fairs, performances, open days and competitions)
- The Context is directly related to participation in our programs and services
- The child is appropriately dressed and posed

Use of electronic communication

Wherever possible, email and text messages sent to a child or young person is to be copied to their parent or guardian.

Any communication is to be restricted to issues directly associated with delivering our programs and services, such as advising that a scheduled event is cancelled

RESPONDING TO CHILD ABUSE REPORTS AND ALLEGATIONS

BRYMCA staff and volunteers play an important role in protecting children and young people who may be at risk of harm due to abuse or neglect. Staff and volunteers often have daily or weekly contact with children, young people and their families, and so are well placed to observe when a child or young person appears to be at risk of harm.

Our staff and volunteers are required to identify report and respond to any concerns about, or incidents of, serious abuse or neglect towards children or young people to whom we provide services.

Serious abuse or neglect refers to situations in which a child or young person has suffered, or is likely to suffer, significant harm (Children, Youth and Families Act, 2005, VIC).

Staff are required to:

- Report suspected abuse to their direct supervisor/manager
- Report suspected abuse to the Department of Human Services or the police

Staff will be provided with support during this time.

Confidentiality is of the utmost importance to fair and effective reporting processes. Only authorised YMCA staff, Australian Children's Foundation staff and Bendigo YMCA legal representatives will have access to documentation regarding a report.

Bendigo YMCA will co-operate with the Department of Human Services and police and other agencies as required by law. We will comply with any reasonable request in a timely manner.



GUIDELINES FOR PARENTS/CARERS

Bendigo Regional YMCA is committed to creating an environment where all its community can enjoy participation in our activities, events or programs without experiencing abusive, insulting, threatening or other anti-social behavior.

We call on all parents/carers (and other spectators) associated with BRYMCA to:

- Observe our organisation's guidelines for parents/carers;
- When necessary, politely and respectfully remind others of their obligations under these guidelines; and
- In the event of serious or ongoing breaches of these guidelines by another person, to report the matter to a BRYMCA staff member so that appropriate action can be taken.

OUR GUIDELINES FOR PARENTS/CARERS

Your and other children and young people's participation and enjoyment in BRYMCA activities, programs or events are our primary consideration. As parents and carers your role is to support these outcomes by:

- encouraging your child's participation in a positive manner;
- not engaging in behavior that discriminates against any other person on the basis of gender, race, ability, color, religion, language, politics or national or ethnic origin;

- not engaging in, or threatening to engage in, violent or physical confrontations with any other person;
- not encouraging or inciting players to violence, or similar breaches of competition rules or spirit;
- expressing your support by cheering our team and not engaging in behavior designed to belittle, insult or intimidate our opponents, their supporters or their officials;
- never mocking or insulting participants – including our own – when they make a mistake or do not perform well;
- demonstrating good sportsmanship by respecting and acknowledging good play by our opponents;
- respecting and accepting the decisions of officials and not criticising or arguing about decisions during or after the event;
- not entering any area where children are involved in activities without appropriate authority; and
- following any directions of BRYMCA Personnel, including any request to modify your behavior or to leave the area following a breach of these guidelines.

Serious or ongoing breaches of these guidelines are not tolerated. Those who breach our guidelines risk being asked to leave the service and/or being prohibited from attending in the future.



POLICIES

BENDOIGO REGIONAL YMCA CHILDREN'S SERVICES POLICIES

BRYMCA regularly reviews all policies in consultation with staff, families and children. Policies are available at the service or on the website www.bendigo.ymca.org.au

National Quality Framework

QA 1 - Educational Program & Practice

- CS 1.1 Curriculum Development Policy
- CS 1.2 Inclusion and Equity Policy

QA 2 - Children's Health & Safety

- CS 2.1 Administration of Medication
- CS 2.2 Dealing with Medical Conditions
- CS 2.3 Anaphylaxis Policy
- CS 2.4 Asthma Policy
- CS 2.5 Diabetes Policy
- CS 2.8 Acceptance and Refusal of Authorisation Policy
- CS 2.9 Administration of First Aid
- CS 2.11 Sun Protection Policy
- CS 2.12 Water Safety Policy

- CS 2.13 Dealing with Infectious Diseases
- CS 2.14 Incident, Injury, Trauma and Illness Policy
- CS 2.15 Nutrition, Oral Health and Active Play Policy
- CS 2.17 Delivery and Collection of Children
- CS 2.18 Excursions and Service Events Policy
- CS 2.19 Transport of Children Policy
- CS 2.20 Supervision of Children
- CS 2.21 Emergency and Evacuation Policy
- CS 2.23 Relaxation and Sleep Policy

QA 4 - Staffing Arrangements

- CS 4.1 Staffing Policy
- CS 4.2 Determining Responsible Person Policy
- CS 4.3 Participation of Students and Volunteers Policy
- CS 4.4 Code of Conduct

QA 5 - Relationships with Children

- CS 5.1 Interactions with Children Policy

QA 6 - Collaborative Partnerships with Families

- CS 6.1 Enrolment and Orientation Policy

QA 7 - Leadership and Service Development

- CS 7.1 Complaints and Grievance Policy
- CS 7.2 Governance and Management of the Service Policy
- CS 7.3 Privacy and Confidentiality Policy



PARENTS AND FAMILIES

Parents and families are a critical part of every child's learning, therefore, communication with you is one of the most important things we can do.

We endeavour to keep parents and families informed every step of the way through regular newsletters and daily reflections.

Like us on Facebook and follow us on Instagram to see regular updates and photos about our programs
<https://www.facebook.com/BendigoRegionalYMCA/>

@bendigoymcaoshc

PUPIL FREE DAYS

Full Day services will be provided on Pupil Free Days. Programs will operate 8.00am – 6.00pm. Families must contact our office to book their child in prior to the scheduled Pupil Free Day, even if they have a permanent booking for After School Care,

There are some services where we offer care to children from other schools. We can only offer full day care for Pupil Free Days at the schools the service operates from.

FEEDBACK

Feedback from families, including children, in relation to program delivery and our organisation is valuable to management and all staff involved in the programs' daily operations. BRYMCA seeks regular feedback from families in a variety of ways. We encourage families to participate in surveys and respond to feedback opportunities at the service as they arise. All feedback received is discussed with our team of educators and considered in future planning and when arranging training and development for staff.

COMPLAINTS, GRIEVANCES AND APPEALS

In line with our Complaints and Grievance Policy, any concerns regarding your child and/or the program should be discussed with the Supervisor on Duty at the service. Any other concerns or any issues you feel are still unresolved after meeting with the Supervisor on Duty should be referred to the Coordinator on 5444 6666 or emailed to maya.wood@ymca.org.au

This policy is available at the service along with all of our current policies.

CONFIDENTIALITY

BRYMCA collects sensitive information for enrolment records, with family consent. This information is stored on our data base, and in secured filing cabinets on site. BRYMCA does not disclose this information without consent.

Please refer to our 'Privacy and Confidentiality' policy for further information.



ENROLMENTS AN ORIENTATION

ENROLMENT

Families enrolling for the first time must complete a BRYMCA Online Enrolment Form.

To enrol your child, go to www.bendigo.ymca.org.au and follow the links. If you are unable to access the Online Enrolment form or require assistance to complete the form, contact the Children's Services Office. One of our friendly staff will be happy to assist. Upon submission of your enrolment form and all required supporting documentation our office staff will contact you to confirm receipt of your enrolment and provide a booking form.

Upon first enrolling, families will be offered the opportunity to visit the venue for a tour, meet the staff, and learn about the program and daily routines.

To allow time for all paperwork to be processed through our internal booking and filing systems before your child attends, BRYMCA upholds a 2 day processing policy. This commences from the time when all paperwork is received. Bookings can be made upon enrolment, commencing in at least 2 days' time.

Please note:

- Educators at each service are not able to accept a child until the enrolment and booking form has been confirmed and payment arrangements finalised.
- Parents are responsible for ensuring that their enrolment information is kept current.

Children with Additional Needs:

Families of children with additional needs will be required to meet with the Coordinator as part of the enrolment process, prior to bookings being made. During this session your child's needs, abilities and interests will be discussed and an individual inclusion plan developed. It is important that we gain as much knowledge as possible to ensure we provide an engaging and relevant program that takes into account the needs of *all* children, as well as arrange additional support if necessary.

BOOKINGS

To book a child into our programs the relevant booking form needs to be completed (After School Care and/or Holiday Program) and submitted to the Children's Services office.

Permanent After School Care

A permanent booking is defined as a child booked to attend the service on the same day/s each week or fortnight. Please refer to the Cancellation section of this handbook for information relating to changing or cancelling permanent bookings. Permanent bookings falling on a Public Holiday will incur the regular fee.

Casual After School Care

Casual bookings are days that do not fall into a regular weekly pattern. Any casual bookings must be made by contacting Children's Services Office no later than 2pm on the day of attendance. Last minute bookings will be dependent on available spaces. Bookings made after 2pm will incur a late booking fee.



Holiday Program

Bookings for our Holiday Program open at least 4 weeks prior to the commencement of the program. The opening date for each program is advertised on our website, Facebook page and OSHC newsletter.

Bookings can be made at any time after the opening date, however places for these programs fill quickly and it is recommended that families book early.

It is important to note that the Holiday Program booking period is a busy time and bookings may take up to two business days to be processed. Please do not assume your child is booked in to the program until you have received confirmation from our Children's Services Office.

Bookings for the holiday program must be made and paid for in advance and cannot be refunded or transferred. A booking may only be removed in the instance of illness wherein a *Request for Absence* form is completed with an attached medical certificate within one week of the affected booking.

CHANGES TO CARE ARRANGEMENTS

After School Care

If there is a change to care arrangements made during the school day, it is the family's responsibility to contact both the schools general office and children's services office prior to 2pm to notify of the change in care arrangements.

In the event that a child/ren presents to After School Care and they are not on the attendance list, staff will refer the child to the school office. School staff will contact parents and obtain information as to where the child/ren should be. At this point the duty of care remains in the hands of the school.

Holiday Program

If there is a change to care arrangements in the Holiday Program, please contact the Children's services office.

CANCELLATIONS/ ABSENCES

No refunds or removal of fees for absences will be applied for our OSHC services except in the following circumstances.

After School Care

If you are aware of an absence which will affect your Permanent booking, a *Request for Absence* form can be submitted at least one week prior to the absence. This is to allow for any necessary modifications that may need to be made to consumable orders and staff requirements. This includes Pupil Free Days. Families are eligible for absences up to 20% of the bookings per term, when the appropriate amount of notice is given. For example, a family with one booking per week would be eligible for 2 absences in a 10 week term.

It is important to note that permanent bookings falling on a Public Holiday will incur a regular fee and cannot be removed with a *Leave of Absence* form.

The *Request of Absence* form can also be used for occasions where child illness prevents attendance and a medical certificate is supplied within one week of the absence/s.

To change or cancel a permanent booking a *Change or Cancellation of Permanent Bookings* form will need to be submitted at least one week before the required change.

Once submitted, forms will be processed and families notified of the outcome. Approved absences will be removed and will not incur the attendance fee.

Casual bookings can be removed without charge up to 2 business days before the absence. A *Request for* form is not required except in the case of child illness where this form can be submitted up to one week after the absence/s and must include a medical certificate.



Holiday Program

Bookings for the holiday program cannot be refunded or transferred.

A booking may only be removed in the instance of illness wherein a *Request for Absence* form is completed with an attached medical certificate within one week of the affected booking. In this case, the fee of the removed day will remain as a credit in the families account.

SIGNING IN AND OUT

Please note that only individuals identified on a child's enrolment form are authorised to sign them in or out of a service. Written permission must be given for children to be collected by anyone not already identified on the enrolment form. ID will need to be shown upon pick up. *Under no circumstances will any staff member allow a child to be removed from the centre by an unauthorised person.*

After School Care

Base Schools

Staff will sign students in upon arrival at the venue. Grade Prep children will be collected from their classrooms by a YMCA staff member on the first few visits to support them to transition into the program. All other children are required to find their way to the After School Care facility. Children must be signed out by an authorised person upon pick up.

Travel Schools

BRYMCA provides transportation by bus or walking school bus to some of our OSHC services. All bus drivers hold Working with Children Checks and are committed to providing a safe travel experience for each of our OSHC children.

Children will need to make their way to the school office, or designated bus pick up location. Here they will wait within school grounds until arrival of the bus. Students will be signed on and off the bus by the bus driver.

Staff will sign children into the venue upon arrival at the program. Children must be signed out by an authorised person upon pick up.

Holiday Program

Children must be signed in upon arrival, and out upon pick up at our Holiday Programs by an authorised person.

Please refer to our 'Delivery and Collection of Children' and 'Acceptance and Refusal of Authorisations' policies for further information.

CUSTODY INFORMATION

If there is any custody information that the staff need to be aware of, please notify accordingly, and provide copies of all legal documents to our children's service office upon enrolment or as they are obtained. Parents/Guardians listed on the enrolment form have legal access to their child at all times unless a legally binding Parenting Order, restraining order or information and/or documentation supplied by the Police or Department of Human Services Child Protection states otherwise. Families must ensure that there is a copy of any current, relevant, legally binding documentation relating to the child with the child's enrolment record at the service. Please note that staff cannot legally refuse the release of a child into the care of a parent without a provided court order.



PROGRAMMING

Our team of trained Educators are committed to providing engaging programs that support each child's needs and interests. Our programs align with the 'My Time, Our Place' Framework for School Age Care in Australia and through this, target five developmental outcomes; identity, community, wellbeing, learning and communication. Educators plan for all children based on observations taken of individuals and the group as a whole, together with incorporating feedback from parents and children. Children attending the programs will also contribute to their daily experiences.

Our venues utilise both indoor and outdoor spaces and use a combination of flexible and structured components in the delivery of their service. We pride ourselves on providing programs that are enjoyable, educational and beneficial for all involved.

Each OSHC venue provides a unique experience, with their own philosophy and pedagogy reflective of their staff, children, families, environment and community. The program aims to provide ongoing experiences that enhance the children's learning and development. The services' current program and philosophy are always on display at the site, and family contribution and feedback is encouraged.

STAFFING

BRYMCA OSHC programs are licensed by the Department of Education and Training. We follow a ratio of 1 staff: 15 children at the service, 1:12 for private excursions, 1:10 for public excursions and 1:6 for water activities. In addition to this, we have a

partnership with AMICUS which allows for increased ratios, depending on participants needs. Our Safeguarding children policy ensures we always have a minimum of two

staff on duty. All staff hold relevant qualifications in accordance with the Education and Care Services National Act and Regulations. The name of the person responsible for the service (Supervisor on Duty) will be on display each day at the service.

BEHAVIOUR GUIDANCE

In order for the program to run smoothly and safely, we expect that all families and children will act in a safe and sensible manner whilst participating in activities and excursions.

Having supportive relationships with the educators enables children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.

Please inform staff at the time of enrolment or booking if your child requires any assistance with settling or behaviour guidance so we can ensure we provide a program that is inclusive of their individual needs.

Please refer to our 'Interactions with Children' policy for further information.

WHAT TO BRING

Children will need to bring the following items when attending our services;

- An appropriate Sunhat (Sun Smart recommends broad brimmed, legionnaire or bucket style hats) for outside play. Hats must be worn from September 1st to April 30th or where the UV Index reaches 3 and above. Children without hats will have outdoor play restricted.
- Personal Sunscreen if allergies exist
- A refillable drink bottle
- *Holiday Program Only*– Morning tea, lunch and afternoon tea



- Clothing should be;
 - Suitable for weather conditions (warm coat, rain coat, long sleeves etc.)
 - Comfortable and allow for easy participation in activities

All belongings should be labelled.

Please note that valuables and money should be left at home. Bendigo Regional YMCA will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

SUNSCREEN

Sunscreen will be supplied by the program and applied 20 minutes prior to outdoor play and re-applied every two hours. Please provide own product if required.

Please refer to our 'Sun Protection' policy for further information.

LOST PROPERTY

Families are requested to take home children's property and art work at the end of each day. We also encourage families to label **any** items brought from home with the potential to be misplaced (hats, jackets, toys, lunchboxes etc.).

Lost property will be displayed at each venue and it is recommended that you browse through this regularly regardless of whether

you are missing something or not, to ensure that an item has not been lost unknowingly.

Any items that remain unclaimed for one month will be used by the service or donated to charity.

FOOD AND MEALS

Children attending After School Care Programs will be provided with afternoon tea which includes a fruit platter and a healthy snack.

Please provide your child with morning and afternoon tea, as well as lunch each day during the Holiday Program.

All of our programs are nut free.

Children at all programs will have ready access to water at all times.

All snacks and meals prepared and provided for our services are planned to meet the nutritional needs of children and prepared in a registered kitchen.

If your child has a special diet or develops an allergy after you have enrolled, please remember to advise the staff and update your enrolment form. This will require a risk management plan from your doctor before the child can attend the program.

Occasionally, the venues will have cooking activities. When this is planned, it will appear in the program, which is available at the venue. Please refer to our 'Nutrition, oral health and active play policy for further information.



OUTSIDE SCHOOL HOURS CARE FEES

Fees are effective from July 1, 2018.

After School Care	Permanent Booking	Casual Booking
After School Care – Daily Rate	\$26.00	\$31.00
After School Care – Transport Fee Daily Rate (applies to children requiring transport to the service where available)	\$30.00	\$35.00
After School Care Late Booking Fee (bookings made after 2pm)	\$32.00	\$37.00
Pupil Free Days		\$80.00
Holiday Program	Daily Rate	
Holiday Program (per day)	\$80.00	
Holiday Program Excursion Fee (Excursions outside Bendigo)	There may be an additional fee charged for some experiences, these will be indicated on the holiday program schedule.	

***Please note that these prices are BEFORE any Centrelink Benefits are applied.

LATE COLLECTION POLICY

When children are collected after closing time, the account holder will incur a late fee. The fee is charged at \$20 per child per 15 minutes. CCS cannot be claimed against late fees. If no emergency contacts can be reached by 6.30pm the Police will be called.

FEE PAYMENT – DIRECT DEBIT

The payment method for all permanent bookings for After School Care is Direct Debit via HubHello (Integra Pay). When completing your online enrolment form, you will be required to complete the Direct Debit Request section. You will first need to accept the terms and conditions governing the direct debit agreement. Once you have accepted this acknowledgement your Bank Account or Credit Card details will need to be entered. Casual bookings and bookings for the holiday program require upfront payment at the time of booking. It is important to note that the fee charged is an estimate until CCS is formally

applied so any variances to your casual/holiday program fee will be charged to your nominated account in the next fortnight's direct debit run.

Electronic statements will be sent to account holder's email on the Monday before each Thursday direct debit is due. In the event that a public holiday is on a Monday, statements will be sent the following day. There is no fee for this service. Parents requiring hard copy statements will need to contact us to arrange how often they would like to receive statements and will incur a \$2 fee per statement.

Accounts will be debited on Thursdays on a fortnightly basis. The amount debited will include bookings for the week following the direct debit, and the subsequent week (2 weeks in advance). Please note that the statement you receive is subject to change due to bookings made after the statement has been issued or potential Centrelink adjustments.

In the case of a public holiday, the direct debit will occur on the following business day.



All Holiday Program bookings and casual after school care bookings must be paid at the time of booking and are not included in the Direct Debit process. These payments can be made by EFTPOS or with cash at the Children's Service Office. We encourage families to complete the credit card payment section on the Holiday Program Booking form. Children's Services Office staff will contact you to confirm your booking and that the payment has been taken. If no payment is received your child will not be booked in to the program.

The following fees will be incurred to process direct debit payments:

Type of Transactions	Fee
Bank Account	\$0.75
Credit/Debit Card	\$0.75 plus 0.9%
Amex Card	\$0.75 plus 3.85%

Please note that BRYMCA is not responsible for these fees as our direct debits are processed by a third party. As such, these fees are subject to change.

Your Direct Debit Obligations

It is your responsibility to ensure that sufficient funds are available in your account and that you have provided us with correct bank or credit card details. It is your responsibility to let us know if any of these details change.

If the direct debit is declined for any reason you need to be aware of the following;

- a) You will be charged a \$25.00 administrative fee per occurrence by BRYMCA and you may incur bank fees imposed by your financial institution and HubHello (Integra Pay)
- b) You must arrange for payment within 3 business days once notified by BRYMCA of your rejected debit payment.
- c) BRYMCA will remove future bookings if full payment is not received within 4 business days following a declined direct debit payment. These bookings will only be reinstated once payment is received in full.
- d) BRYMCA may refer your account to a debt recovery service if payment is not made within 14 days

Date Statements emailed to families for 2018:

Jan			Feb		March		April		May		June		July			Aug		Sept		Oct		Nov		Dec		
01	15	29	12	26	12	26	09	23	07	21	04	18	02	16	30	13	27	10	24	08	22	05	19	03	17	31

In the event of a public holiday they will be sent the following business day

Direct Debit Dates for 2016/2017:

Jan		Feb		March			April		May		June		July		Aug			Sept		Oct		Nov		Dec	
04	18	01	15	01	15	29	12	26	10	24	07	21	05	19	02	16	30	13	27	11	25	08	22	06	20



Child Care Subsidy System

Parents accessing care at any of our OSHC Services may be eligible for Child Care Subsidy (CCS), through the Family Assistance Office. CCS enables most families to receive a discount on their daily fee. Child care providers are not directly involved in the making of a claim for CCS by the individual or their partner. However, the individual or their partner must make a claim, and be determined to be eligible, in order for CCS entitlement to be determined.

In order to apply for CCS, the family should create or access their Centrelink online account via www.my.Gov.au.

Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.

Families can create or access their Centrelink online account and lodge a claim for Child Care Subsidy through myGov.

Information for families about Child Care Subsidy and Additional Child Care Subsidy is available on the Department of Human Services Website.

Families can call Centrelink about Child Care Subsidy and other family payments on 136 150, from Monday to Friday, 8am-8pm, including for staff assistance in completing the claim form.

CHILD CARE SUBSIDY SYSTEM RECORD OF ABSENCES

Allowable and Approved Absences

Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence

Once 42 absence days have occurred in a financial year, Child Care Subsidy and Additional Child Care Subsidy can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law.



MEDICAL AND EMERGENCY MANAGEMENT

MEDICAL CONDITIONS

To ensure the best care for all children, we ask that families communicate with us regarding medical conditions and provide any relevant details that will assist in providing a safe and informed environment.

Any child with a diagnosed medical condition will require a full coloured copy of the participant's management plan signed by their doctor. In addition, a Medical Conditions Risk Minimisation Plan, and Medical Conditions Communication Plan will be developed by staff in consultation with families prior to booking.

Please refer to our 'Dealing with Medical Conditions', 'Anaphylaxis', 'Asthma', 'Diabetes' and 'Epilepsy' policies for further information.

MEDICATION

Families are asked to sign in all participants' medication. Full details, including dosages, times, participant's name, doctor's name and expiration date must be provided and staff will co-sign once medication has been administered. Medication must be in its original container, bearing the original label with the name of the child to whom the medication is to be administered, and be within its expiry date. All medicines will be kept in a secure location, out of reach of children. The medication register can be found when signing children in/out. Please ask one of our staff for assistance.

Please refer to our 'Administration of Medication' policy for further information.

INCIDENT, ILLNESS, INJURY AND TRAUMA

All incidents, injuries, illnesses or traumas, and the treatment given for these, will be recorded on our Incident, Injury, Trauma and Illness Record. Authorised contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately.

Parents are requested to ensure that the daily telephone contact number and the contact details on the enrolment form are correct and up to date. If either parent cannot be contacted, emergency contacts will be called.

The cost of the ambulance or any medical expenses will be covered by the child's family.

Please refer to our 'Administration of First Aid' and 'Incident, Injury, Trauma and Illness' policies for further information.

EMERGENCY AND EVACUATION

Individual Emergency Management Plans are in place at each OSHC venue. Evacuations will be rehearsed each term with the children at the service.

Please refer to our 'Emergency & Evacuation' policy for further information.



INFECTIOUS DISEASE EXCLUSION

In the case that any infectious diseases occur at the Service, affected child/ren may be excluded for the communicable period of the disease, or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease, the program will put up a notice advising parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in early childhood education and care services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from www.nhmrc.gov.au

You can also refer to our 'Dealing with Infectious Diseases' policy for further information.



BRYMCA acknowledges the traditional Aboriginal owners of country Victoria and pays our respect to them, their culture and their Elders past present and future.