



FAMILY HANDBOOK

Welcome to Bronte Activity Centre!

This policy booklet is a summarised version for Bronte Activity Centre families' convenience. For a more in-depth look at our policies and procedures, the centre has copies of the Bronte Activity Centre policies for you to keep and look at in your own time.

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About

Bronte Activity Centre –commonly known as BAC – is a parent-based, community based OOSH (out-of-school-hours) care centre.

BAC is licensed for 120 children and accepts bookings for Before-School-Care (B.S.C), After-School-Care (A.S.C), as well as the Holiday Adventures (H.A), during the school holidays.

We primarily cater for Bronte Public School students, although we accept Holiday Adventures bookings for children from outside schools as well.

AIMS OF THE CENTRE:

- ◆ To provide quality safe care for school aged children in a warm and caring environment, where children can explore and create freely.
- ◆ To promote equal opportunity, support working families, and provide secure, affordable care.
- ◆ To grow and enrich children's learning and development through play, interacting with others and extra-curricular activities.

PHILOSOPHY

Children are individuals and will learn and grow to achieve their maximum potential in a fun, safe and positive environment which encourages them to play freely, investigate, make mistakes, be challenged and take personal responsibility.

BAC is committed to providing an inclusive, engaging and enriching environment, where children feel safe, nurtured and supported. We provide a wide range of activities, yet also allow children the freedom to self-direct their time in the centre and learn through play. We facilitate safe, respectful and encouraging relationships between children and staff. We feel most satisfied with our job when children are smiling and don't want to leave!

SERVICE MANAGEMENT:

BAC is an incorporated body and is not-for-profit. Our management consists of a volunteer, parent run Committee, a paid Nominated Supervisor and a staff Coordinator team.

The role of the Committee is to ensure all legal and financial obligations are being met by the service and to develop and endorse policies and procedures adopted by the centre. These policies play a pivotal role in managing the affairs of the centre and ensuring the needs of families are being met fairly.

The Committee comprises of a team of voluntary parents who have been elected at the Annual General Meeting. Nominations are accepted annually prior to the AGM. All parents who are members of the centre are eligible for election.

COMMITTEE MEETINGS

Meetings are usually held once a term. The meetings are held in the BAC classroom from 6:15pm onwards. All parents are encouraged to participate in Committee Meetings, to have their say and assist the centre.

LOCATION

BAC is located in the Bronte Public School grounds, we mainly operate around the hall and adjoining classroom. We utilise the school's outdoor spaces and often play sport on the top or bottom grass. You can also occasionally find us in the Library, playing handball or skateboarding in the undercroft or doing a special activity in another classroom.

During the Holiday Adventures we often go on excursions outside the school grounds.

Our office is located inside the hall next to the canteen.

OPERATING HOURS:

Before School Care: 7:15am – 9:00 am

After School Care: 3:00 pm – 6:00 pm

Holiday Adventures: 8:30am – 5:30 pm

The Holiday Adventures typically run every school holidays, except for 3 weeks over Christmas/New Year when we are closed.

WE ARE CLOSED ON PUBLIC HOLIDAYS.



Enrolment and Bookings

BAC uses QikKids to manage our accounts and bookings. This is a secure reliable service which has served us well for many years. The extension software for parents is called 'QK Enrol'. We also use an app known as 'My Family Lounge', to provide parents an easy, convenient way to manage their account and bookings on their phone.

QK Enrol is available here:



<https://www.qkenhanced.com.au/webui/Account/LogOn>.



If using for the first time please use the link below. My Family Lounge is accessible through your phone app store and is available for iPhone and Android.

ENROLMENT

Enrolments are done through the QK Enrol webserver.

<https://bronteactivitycentreoosh.com/parentslogin>.

All information is kept secure and confidential. This information will remain linked with your online account, where you can update or edit it. We cannot accept bookings until a child's enrolment form is fully complete. Please also note that you must provide us with any medical, dietary or emergency contacts. If a child is subject to an access order or agreement, the centre must have a copy of this, otherwise we cannot refuse pick-up by a parent.

YOU MUST KEEP YOUR INFORMATION UP TO DATE

It is parent's responsibility to update their details should there be any change in information.

MEMBERSHIP

BAC is an incorporated body, and each family registered with BAC counts as one member. Membership entitles the ability to make bookings with the centre and to have one vote per member (e.g. per family) at meetings and elections. Membership is subject to having account payments up to date, including a \$70 membership fee.

BOOKINGS

Bookings fall into two categories: permanent, and casual.

PERMANENT

Permanent bookings are recurring weekly booking for Before or After Care. They continue until cancelled by a family, subject to Priority of Access guidelines, centre membership and other policies (*refer to Important Policies section*). Parents are also required to re-enrol annually. If no position is available for a child, they can be added to a wait-list and will be offered a position when available.

Permanent bookings require two weeks' notice to be cancelled without charge. Otherwise, they will be considered absent and the charge will remain. Parents can make a request for a permanent booking through QK Enrol online (in the 'Booking Requests' section). They cannot be made through the phone app.

CASUAL

Casual bookings are one-off bookings for Before, After or Holiday Adventures. Casual bookings for Before and After Care are only available two weeks in advance. For Holiday Adventures they are typically available two weeks in advance (except for January Holiday Adventures). They are subject to availability and there is no guarantee a booking can be made.

We do not hold wait-lists for Casual Bookings. Bookings can be made online via QK Enrol and through the phone app 'My Family Lounge'. Casual bookings can be cancelled without charge through the app with just two days' notice.

CANCELLATION/ABSENTEEISM

Parents MUST notify the centre of all booking cancellations or absences. You can do this preferably through the 'My Family Lounge' app, or via email. Unnotified absenteeism will incur a \$10 Search Charge and may compromise your booking.

Permanent bookings require two weeks notice to be cancelled without charge. Casual bookings can be cancelled without charge with two days notice via the app.

BEFORE-CARE

We provide Before-Care from 7:15am-9:00am. Children are able to play in the classroom or just outside in the playground. Breakfast is provided if required from 7:15am- 8:30am. At 8:30am children are allowed to leave the centre and play in the school playground as there is a school teacher on duty, or they can continue in the classroom. We look after new Kindy children and ensure they take their bag to their classroom and direct them to line up.

AFTER-CARE

After Care is provided from 3:00pm-6:00pm. Children must come straight to after-care from school to mark their names off. We gather briefly for announcements, then all children wash their hands and afternoon tea is served. Each afternoon we have a main activity such as a craft, a sport, science or baking club. This is accompanied by a variety of smaller activities (e.g. games). Children are always free to 'choose-their-own-adventure', and can participate in these activities, create their own activity, or just relax!

At 5:30 pm a light snack is offered.
Pick-up is strictly by 6:00 pm.

HOLIDAY ADVENTURES

Holiday Adventures run from 8:30am-5:30 pm. It is provided during the school holidays, except for 3 weeks at the end of Term 4 when the centre is closed.

We have a separate K-2 and 3-6 program (although the children still get time to mix), with an excursion or incursion provided every day for each of these age groups.

A light breakfast is provided from 8:30 am- 9:00 am, and afternoon tea at 3:00 pm – all other food must be provided by parents.



Quality of Care

BAC strives to provide the highest quality of care possible, ensuring a safe, fun and stimulating environment where children feel supported and cared for.

STAFF

Our staff team consists of a Centre Director (Nominated Supervisor), an Assistant Director, Educational Leader, a Coordinator team and casual staff. All staff have current Working With Children Checks and have appropriate skills or experience to fulfil their job. Staff selection is taken very seriously, as we consider this the number one factor in providing high quality care.

CHILD:STAFF RATIOS

We believe that the child:staff ratio is the second biggest factor in determining the quality of care that we provide. BAC follow all legal requirements for child:staff ratios and where necessary exceed it.

At Bronte Activity Centre we maintain a child:staff ratio of 1:15 while at the centre, 1:8 for excursions and 1:5 when swimming.

FOOD

Breakfast is available from 7:15 am- 8:30 am for Before Care, including milo, toast, and cereal. Children are in charge of making their own breakfast, supervised by one staff member. In Vacation Care we provide breakfast only from 8:30 am- 9:00 am.

Afternoon Tea is provided at about 3:15 pm. This includes a selection of a fruit platter, and a daily 'special'. This is a constantly changing menu and may include pasta, rice, garlic bread, wraps and much more.

We support all medical, cultural or religious dietary requirements and can provide appropriate

food, subject to being notified in advance by parents. Parents MUST notify the centre of any dietary requirements and allergies.

ACTIVITIES

We aim to provide a wide range of activities each afternoon, across the week and during the Holiday Adventures. We believe that the child's time at the centre is their time for play and leisure, and so we value giving them freedom of choice, and try to ensure all interests and needs are met. We also value parent feedback and ideas.

Occasionally we have an external provider come in to provide exciting extra-curricular activities. Past examples include sports, gymnastics, Lego, dance, drama, bikes, skateboards, and karate. On Friday afternoon we let the kids relax at the end of the week and watch a movie. We also have at least one activity run by our staff each afternoon in arts & craft, sport, or other. During the Holiday Adventures this is a balance of excursions and incursions and we try to make these as exciting and fun as possible!

EMERGENCY/ACCIDENT PROCEDURES

All staff are aware of emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken. All evacuation procedures are practiced every 3 months.

In the event of a serious accident, the centre staff will make every attempt to ensure sound management of the injury until medical attention arrives (if necessary). Bronte Activity Centre Staff will contact you, or if you are unreachable, another contact on your list, as soon as possible. For this reason PARENTS MUST MAKE SURE THAT ALL CONTACT NUMBERS ARE CORRECT. The centre will seek ambulance/ medical treatment in case of an emergency. All serious accidents are recorded using the centre Illness, Injury, Trauma form and signed by a witness.

The centre has an Asthma Emergency Plan and Blue Ventolin Located in the classroom. If staff believe your child is having an asthma attack they will administer the medication.

FIRST AID

The majority of our staff have first aid training and we always have at least one first-aid trained staff on duty at all times.

In case of an injury, the centre will make every attempt to ensure sound management to prevent any worsening of the situation. Parents or

emergency contacts will be informed immediately where the accident is serious.

All permanent staff are required to have current First Aid certificates as well as Asthma and Anaphylaxis training. Casuals are encouraged to obtain theirs as well. There is a well-stocked first Aid medical box in the office, first aid baskets to take around the school and mini kits are taken on all excursions.

MEDICATION

To ensure the interests of staff, children and parents are not compromised, medication will only be administered with the explicit permission of the parents via the medication authorisation form or in the case of an emergency with the permission of a medical practitioner.

Centre staff must be informed of any medication that your child may be taking (e.g., Ventolin, antibiotics)

Parents who wish medication to be administered to their child at the centre will need to complete the medication record form, with the following information:

- ◆ Child's full name, name of medication and expiration date
- ◆ Date, exact time and dosage to be administered
- ◆ Signature

This form can be found on the [website](#) or at the centre.

Medication must be given directly to a Coordinator, and not left in a child's bag.

ILLNESS & INFECTIOUS DISEASES

We aim to provide a safe and hygienic environment that will promote the health of all children. Parents are NOT to bring sick children to the centre, as this compromises our supervision of other children and puts their health at risk as well. Parents will be asked to collect children who are unwell.

All care and consideration will be given to a child who becomes ill while at the centre, though parents will be asked to collect them. Children with infectious diseases will be excluded from the centre for the period recommended by the department of health.

A child or adult will be considered sick if he/she:

- ◆ Sleeps at unusual times, is lethargic
- ◆ Has a fever over 38 degrees C
- ◆ Is crying constantly from discomfort
- ◆ Vomits or has diarrhoea
- ◆ Is in need of constant one to one care

- ◆ Has an infectious disease
- ◆ Has head lice

SUN PROTECTION

We ask that parents provide sun-safe appropriate clothing for their children, particularly in Summer and Holiday Adventures. During sunny hours we follow the steps of the Sun Smart app and the School. We also apply sunscreen where necessary.

CHILD PROTECTION

We believe that the welfare of all children is paramount and that the centre has an obligation to defend the child's right to care and protection. All staff have current Working With Children Checks and staff are trained and instructed in child-safe practices. BAC staff will carry out responsibilities of mandatory reporters as indicated under Department of Community Services Mandatory Reporting Guidelines.

Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected in any form. All staff employed in the centre are mandatory reporters and will carry out their responsibilities as indicated under legislation. This responsibility involves following procedures as outlined by the NSW Department of Community Services and the Commission for Children and Young People.

INSURANCE

All children are covered by Bronte Activity Centres public liability policy for any accidents occurring whilst under the care of Bronte Activity Centre. Staff are covered by workers compensation as well as the volunteer parent committee covered for Director's Liability Insurance.

COMPLAINTS

We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. Complaints can be formally made via email to the Centre Director, (Nominated Supervisor) on bronteactivitycentre@hotmail.com, or to the Committee on committee@bronteactivitycentreoosh.com.



Important Policies

BAC is a big, community-based organisation with many different children, parents, and staff using the centre. There are some policies which are particularly important to follow to keep things running smoothly, and keep the children safe, secure, and positive!

ENTERING & LEAVING THE CENTRE

Before-Care

Children must be signed in by a parent or guardian. They cannot be dropped off at the school gate or sign themselves in. The centre opens at 7:15 am. While staff arrive at 7:00 am, we are not setting up the centre and children cannot enter our care until 7:15 am.

At 8:30 am, children may leave the centre to play in the playground, supervised by the teacher on duty, before school starts. Kindergarten children are taken care of, we ensure their bags make it to their classroom and that they make it to line-up.

After-Care

At 3:00 pm when the school bell rings all the children come down to the hall to sign in. Children must come immediately. If they have another after-school activity (e.g. netball, clarinet, art class) they must still come down to sign-in first, before going to their activity. An extracurricular activity form must be completed by the parent/guardian.

Kindergarten children are collected from their teachers outside their classrooms or at the pick-up zone and escorted down to the centre. If a child does have another activity on in the afternoon, we must be notified in writing by the parent.

Parents must sign their children out upon pick-up. Children are not allowed to sign themselves out.

The same as above applies to the Holiday Adventures— you must sign your children in and out.

SECURITY

We take the security of your child/ren very seriously and therefore ask that you take the time to assist us with the following:

- All children must be signed in and out of the centre using the iPad provided in the classroom. This is a legal requirement for insurance purposes as well as security.
- You must inform the staff if there is a change of person who usually picks up their child/ren. Staff will not release the child until they are sure that the parents' consent is given.
- You need to advise if there are any court orders pertaining to their child/ren. We cannot deny access to a parent unless we have copies of any relevant legal documents. It is very important to keep the centre informed and up-to-date.
- Parents must not leave their child at the centre unless a staff member is present and they have signed their child in. If you have arrived prior to opening time, please stay with your child until the centre has opened.

CANCELLATION POLICIES

Our cancellation policies are different for permanent, casual, and Vacation Care bookings.

Permanent

A booking can only be cancelled two weeks in advance to avoid being charged. This is not possible through the app and will require email correspondence. A cancellation within two weeks of a booking will count as an absence and the full charge will apply.

Casual

Bookings and cancellations are made through the 'My Family Lounge' app. You can cancel a casual booking two or more days in advance and avoid being charged. Within two days of the booking, you will be charged the full fee.

Holiday Adventures

Cancellations during the Holiday Adventures must be made one 5 DAYS before the beginning of each session. This is to ensure we protect the integrity of the bookings, avoid people taking up spots 'just in case', and give parents plenty of time to organise their preferred care.

Any Holiday Adventures cancellation within one week of the start of the session will be charged at the full rate.

ABSENCE

If your child will be absent from an afternoon booking, **YOU MUST LET US KNOW**. Notification is preferable through the My Family Lounge app but can also happen via email. Failure to notify us compromises the safety and security of your child and all children at the centre. It will result in a \$10 non-notification fee. Repeat offenders will compromise their bookings.

You do not need to let us know if your child will be absent from before-care, as they are not coming straight from school like after-care, but it is still appreciated.

LATE COLLECTION

The centre closes at **6:00 pm SHARP**. Parents must pick-up their children before this time.

If running late, and you are unable to organize an alternative contact to pick up in your place, please call the centre to notify staff so they are prepared. Late fees are charged at a rate of a fee of \$10.00 and \$1 per minute after 6:00pm.

Repeated late pick-up, or a severe lateness of 20-30 minutes, will compromise your position in the centre.

Please also note that staff are rostered until 6:00 pm, and so late pick-ups result in staff being held back overtime.

MAINTAINING YOUR BOOKINGS

Maintaining your booking is dependent upon using the position. There are two circumstances which will make a booking void:

- 1) Failing to re-enrol
- 2) Missing six out of ten weeks total in a term

Special exemption (e.g. family illness) may be made with prior written request.

OTHER AFTER-SCHOOL ACTIVITIES

Children may be booked into other activities on the school grounds during the afternoon, such as sport training, music tuition, art class etc. However, we must have written notification from parents in advance, and all children must still come to sign themselves in at after-care before going to their activity. You can fill in a form on the website.

WAIT-LIST

We don't have a wait-list for permanent bookings. Last year BAC applied to increase the centre license to 120 children. This allowed us to offer more spots and to get rid of the waiting list.

We do not operate a wait-list for casual bookings. These can be accessed, whenever available, through My Family Lounge.

CARE AND SUPERVISION OF CHILDREN

We aim to provide an environment where all parents, staff and children feel safe, secure, relaxed and which encourages co-operation and positive interactions between all persons. Rules at BAC are based on safety, respect for others, logistics, health and hygiene. Positive behaviour is encouraged and self-discipline skills developed through positive example and direction. We recommend going through the following rules with your children before arriving:

1. *Always* show respect for carers, other students and yourself; treat others as you wish to be treated.
2. *Always* follow directions given by carers
3. *Always* play carefully and safely with equipment and others
4. *Always* use appropriate language
5. *Always* wear a hat when playing outside
6. *Always* stay in-bounds

BEHAVIOUR MANAGEMENT

When children push the boundaries at BAC, we seek to gently guide them to positive behaviour. However, violence and bullying at BAC are not tolerated, and will be dealt with seriously. Incidences of this will result in:

- 1) A staff member talking to the child, guiding them to positive behaviour.
- 2) If the behaviour persists, the child will be asked to sit down and reflect on their behaviour for a short time.
- 3) If the behaviour persists, a Coordinator will attempt talking to the child as well.
- 4) If the behaviour persists and all other options have been exhausted, then we have no option but to call parents or guardians for the safety and good of all involved. Parents may be asked to speak to their child on the phone.
- 5) If the child's behaviour still does not improve, parents will be contacted again and requested for immediate pick-up.

Serious incidents of violence and bullying may result in parents being contacted immediately. Repeat offences in this area will result in a meeting requested with parents and/or schoolteachers and if still no progress is seen, exclusion will be considered for the safety of all children.

Children are also expected to respect the staff and follow instructions. Failure to do so, combined

with behaviour that puts themselves or other at risk will be treated as above and may similarly put a child's place in the centre at risk.

ILLNESS & INFECTIOUS DISEASE

We aim to provide a safe and hygienic environment that will promote the health of the children. Children who are ill should NOT be brought to the centre, and we may ask parents to pick up children.

HATS/SUN-SAFE

We ask that parents provide sun-safe appropriate clothing for their children, particularly in Summer and Vacation Care. Children should also always have a hat available. During sunny hours we follow NO HAT = NO PLAY rule. We also apply sunscreen where necessary.

TECHNOLOGY/SCREEN TIME

We are aware that technology and screens are ever-increasing in society and in the classroom. However, we see a strength of OOSH care being a time when children have the opportunity to play and interact with friends. For this reason and others, BAC adopts a minimal screen-time approach. We do not offer computer time, and personal devices such as phones and iPads are not to be used while at the centre, except to contact parents. Game consoles may be used as part of the program being monitored by one staff member.

On Friday afternoons, and in Vacation Care, we do watch a movie. A full list of our movie catalogue is available from staff, however, be assured we are careful only to choose movies that are age-appropriate.



Account Information

FEES:

Before-Care: \$25.00 (permanent)
 \$27.00 (casual)

After-Care: \$33.00 (permanent)
 \$35.00 (casual)

Holiday Adventures: \$59 + excursion/incursion
 cost surcharge

CHILD CARE SUBSIDY (CCS)

Some families are entitled to government assistance for childcare fees. You must be registered with Centrelink who will decide your entitlement. Please call Centrelink on 136 150 or Multilingual on 131 202 for advice on registering. In order for you to receive the Child Care Subsidy (CCS), you must provide us with a Customer Reference Number (CRN) for both yourself and your child/ren, and the corresponding Date of Births.

It is parent's responsibility to provide us with the right information, and there are limitations on how far we can back-date.

The following numbers are the Bronte Activity Centre CRN's:

Before & After School Care Combined 555 006 768C

Bronte Holiday Adventures 555 011 122K

Please be aware that we only register your information, and this gets automatically sync with the CCS department. We have no involvement in determining %.

CONFIDENTIALITY

All records and personal information that you give on your family is strictly confidential and will only be accessed appropriately by management staff.

Staff management only access files temporarily and will only access information suffice to the task performed.

BILLING AND PAYMENT

Statements are sent out fortnightly.

BAC's only payment method is Direct Debit.

At the centre we use Debit Success, and this is integrated in the enrolment process.

It is the family responsibility to keep their payment details up to date.

Accounts are charged on a fortnightly basis. This means when you receive a statement, it includes your bookings two weeks ahead.

Fees get deducted from your nominated account the same Friday of receiving the statement.

If you have any queries with your statement, you can always contact management staff.

LATE PAYMENT

While the centre aims to provide a safe, pleasant environment for your children, which is also convenient for parents, we are a non-profit organization, which relies upon prompt payment of fees to ensure it continues operation. Repeated tardiness with payment will compromise membership with the centre. All accounts must be up-to-date, and membership fee paid, in November each year in order to be eligible for spots the next year.

We trust that you find this booklet informative but in the event that you have any questions please do not hesitate to contact the Nominated Supervisor on bronteactivitycentre@hotmail.com, or the Committee on committee@bronteactivitycentreoosh.com