THOMAS HASSALL ANGLICAN COLLEGE

Middleton Grange
Established 2000

After College Care Program

Information Booklet for Families 2010

Second Avenue, Middleton Grange NSW 2171
PO Box 150, Hoxton Park NSW 2171

Phone: 0434 692 344
(02) 9608 0033
E-mail: funnell.e@thac.nsw.edu.au
Fax: (02) 9608 0044
Philosophy

Thomas Hassall Anglican After College Care believe that staff can plan and implement a child focused program that aims to provide quality recreational care for primary school aged children in a warm, safe, caring and happy environment as we strive to value the importance of middle childhood and play.

We believe children and families have a right to:
• Be welcomed, respected and included.
• Feel confident that they are safe, happy and involved.
• Participate in the planning and evaluation of the programs.
• Quality care which actively promotes the acceptance and inclusion of all.

Our staff are committed to:
• Providing a caring and supportive environment in which all children can join a variety of activities that cater to the individual needs of the child.
• Interacting and communicating with all children in a respectful manner.
• Understanding and respecting diverse cultural and religious backgrounds of all children, families and each other through active communication and involvement in the program.

We aim to meet to the needs of our community valuing each as an individual by:
• Providing a wide variety of relaxing, stimulating and enjoyable activities for children.
• Offering encouragement and support for parents, caregivers and families.
• Establishing and maintaining effective team partnerships with staff, parents, management and children.

We aim to provide opportunities for children to engage in a variety of experiences, which in turn will encourage them to be confident participants in their environment both at the service and in their community. We aim to guide and role model positive interactions encouraging children to resolve conflicts to help develop autonomy and problem solving skills.

Our Service

The After College Care is located at Thomas Hassall Anglican College on the Corner of Kingsford Smith and Flynn Avenues, Middleton Grange. We are pleased to have your family and child/ren join us at After College Care. We hope this booklet will give you helpful information about our service and provide you with some relevant policies.

At this service we will endeavour to provide a safe, happy, caring, friendly environment for your child, which adheres to all quality childcare standards. We also seek to provide
supportive, positive relationships with open communications between all parents and staff.

After College Care is a Centrelink Approved Registered Career, which enables parents to register with the Department of Family and Community Services to apply to receive a rebated fee. The Co-ordinator will give you all relevant information and paperwork for you to register your child. The Service is licensed for 60 children each day and operates from 3pm to 6pm sharp. We cater for middle childhood aged children, from prep to year 8. A nutritious afternoon tea is provided on arrival at the Centre.

Staffing

The children at ACC are cared for by our Co-ordinator, Cathie Funnell and our casual staff carers. We maintain a ratio of one staff member for every twelve children attending the Centre. All staff are responsible to the Co-ordinator, who is responsible to the Principal via the College Finance Manager. All Staff have been screened by the NSW Commission for Children and Young People and have participated in a Child Protection Training Program. All staff are required to attend in-service, first-aid and other relevant courses to assist them in caring for your child/children. Their certificates of qualifications are displayed at the Service. A First Aid certificate is held by at least one staff member on duty at all times.

Contact Information

If you have any queries, please feel free to contact the After College Care Co-Ordinator, Cathie Funnell on 0434 692 344 during 10am – 6pm each day. Any mail should be addressed to Cathie Funnell, After College Care Co-Ordinator, P.O. Box 150, Hoxton Park, NSW, 2171 or via email to: funnell.c@thac.nsw.edu.au.

Registration and Medication forms

Parents will be required to complete an enrolment form for each child every year, before commencing at the service. This information will be kept at the Service in the child’s personal confidential file. Only authorised staff will have access to your child’s file. If details change at any time, please fill in a Change of Details form. If your child has Special Needs you must notify the Co-ordinator in writing when registering your child. If your child takes needs to take any medication, we require a completed medication form along with written parental permission, that staff can administer clearly labelled medication to your child along with clear administration instructions. This will include: child’s name, medication name, dosage, time to be given, frequency and administration method.
Fees

There is a fee of $13.00 per day for full-time users (Monday to Friday each week) and a fee of $15.00 per day for permanent part-time users (any number of days less than five, permanently enrolled each week.) Casual users who call and book in will be charged $16.00 per day.

On enrolment with the service please provide your families Customer Reference Number and the child’s Customer Reference Number which is given to them by the Family Assistance Office. On enrolment, if Child Care Benefit entitlements are applicable the Co-ordinator will advise the family of their rebated fee.

All Fees must be paid one week in advance or on receipt of invoice for casual users. All fees may be placed in a clearly labelled envelope in the Fees Box on the parent’s desk and then entered in the ‘Fees Register’ book, given to the College Cashier or paid by eftpos to the Co-ordinator.

Any cheque not honoured will incur an administration fee of $20. Receipts will be provided for all payments and must be kept for tax purposes.

Please note: One weeks notice in writing is to be given to the Co-ordinator for any changes to the days of care or cancellation of care. A late fee of $5 per 5 minutes or part there of, per child, will apply if a child is picked up later than 6pm.

Parent Communication

We appreciate all parent input and feedback and we are interested to hear your ideas. Please let a staff member know, write your suggestions in the Parent Communication book or place them in the Suggestion Box. The Centre’s policies are available at anytime for parents to view and we welcome your comments or suggestions. Some relevant policies are included in this information booklet.

Any information parents need is located on the cupboards outside the office including sign out sheets, parent communication book, fee register and fee box. Please see staff if you are unable to locate anything you need. Please make yourself aware of the notice board above the cupboard as this is where we post information including the menu for the term, the weekly program and daily routine for the children.

If you need a translator please feel free to call 131 450 for assistance.
Absences and Sick Days

Any child registered with Centrelink, is entitled to 42 absences per financial year and are recorded on all invoices. The Co-ordinator will advise you if your child is getting close to the required number, as full fees will be charged for all absences over the 42 days.

If your child is ill for a number of days, a doctor’s certificate is required for the Co-ordinator to attach to Centrelink forms.

Please notify the Co-ordinator one week in advance, in writing if you plan to take holidays in College time. Payment of fees is still required.

Parents input in Surveys

At certain times of the year, families may be sent surveys to complete concerning the operation of After College Care. We welcome any feedback and suggestions you can give us. The prompt return of these surveys is greatly appreciated.

Newsletters

Once a term, a newsletter will be given to all families updating them on news and events taking place at After College Care.

Active After School Sports Program

We have qualified coach’s come to the College for a one hour session on different days of the week to teach the children different sporting skills, such as Martial Arts, Dance, Gymnastics and Soccer etc. This is a Government/College funded program at no extra cost to you.

Inside and Outside Rules

For the care and protection of your children, there are a number of rules in places at the Service. These rules are made in consultation with the children and are reviewed regularly. We would appreciate your support in encouraging the children to follow these rules.
Relevant Policies

Below are some policies which are particularly relevant to you and your child while they are at After College Care. If you would like to view our other policies, please ask a staff member.

Sun Protection Policy

We aim to ensure that all children attending the centre will be protected from harmful rays of the sun. All staff are to model appropriate sun protection behaviour and enforce the sun protection policy.

Procedure

- Staff will direct children to wear hats for outdoor play.
- Children who do not have a hat must play in a sheltered area. Staff are to enforce the ‘no hat, no outside play’ rule.
- Children will not share hats.
- Parents will be informed of the sun protection policy on enrolling their child in the service through the Family Information Booklet.
- The sun protection message should be reinforced throughout the program through staff role modelling, informal discussion and posters.
- Outdoor activities will be held in shaded areas whenever possible.
- Activities will be planned to avoid exposure to the sun.

Complaints or Concerns Policy

We believe that parents have an important role in the Service and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the Service, staff, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this.

Procedure

- We will support parents’ right to express concern and will help them to make their concerns clear and try to resolve them.
- A concern can be formal or informal. It can be anything which a parent thinks is unfair or which makes them unhappy with the Service.
- All confidential conversations with parents will take place in a quiet place away from children, other parents or staff not involved.
- The parents concern is to be recorded and dated indicating the issue of concern and how it was resolved.
• The Co-ordinator will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
• If any concern cannot be resolved internally to the parents’ satisfaction, external options will be offered such as an unbiased third party.

Picking up of Children Policy

We will provide a procedure for picking up of children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care of their children.

Procedure
• All children shall wait in the designated area (amphitheatre stairs) until picked up by the staff at After College Care.
• Children must be collected by the closing time of the Service, 6pm.
• The authorised person who is collecting the child must sign the sign-out sheet next to the child’s name, indicating time of departure, and notifying staff that they are leaving.
• The authorised person and children are to ensure that all belongings are collected.
• Staff are to be notified if the person collecting the child is to be later than usual, to avoid any anxiety from the child.
• If the child is to be collected by anyone different than the names on the registration forms, parents must inform the staff prior to pick up. The person collecting the child must then show appropriate identification.
• The names and contact numbers of all people authorised to collect the child must be included in the registration form. A Change of Details form is available from the staff, if there are any changes to any information.
• The authorised person is required to give proof of identification to staff if they have not seen them previously.
• The Service will not release the child to anyone who is not authorised without prior consent and in line with the service policy
• If there is an emergency and the parent or an authorised person cannot collect the child/ren, the parent must personally ring the Service. The parent will be required to indicate who will collect the child/ren, give a description and ask the person to provide the Service with proof of identity e.g. driver’s licence.
• If the Service has not been notified and someone other than the parent or authorised person comes to collect the child/ren, the Service will ring the parent to get his or her authorisation. The child/children will not be released until proper authorisation has been received.
Confidentiality Policy

All matters pertaining to the Service should be considered confidential, and should not be discussed with unauthorised personnel. This includes:

a. Information pertaining to any child registered at the Service and/or that child’s family.

b. Information about any of the staff or the committee members and/or their families.

Idle discussion undermines the staff’s relationship with parents and is detrimental to the good name of the Service. The privacy of others should be respected at all times.

Procedure

- Privacy is to be respected at all times.
- No information is to be given out without the written authority from the parent or legal guardian.
- The only exceptions will be for legal reasons such as information for the police or Department of Community Services.
- Confidential information is to be stored in a secure, lockable cupboard which is only accessible to staff.
- Any information given in confidence to a staff member should remain between that member of staff and the Co-ordinator. If the Co-ordinator considers that this information will impact on the well being of any child or staff member at the service, then the information will be shared as is necessary.
- There will be times when parents need to speak in confidence with staff of the Service. This should be done in a quiet private area.
- Confidentiality needs to be taken seriously within the Service.
- A professional approach is needed at all times.
- Staff/Committee contact details, phone numbers, addresses etc. are not to be given out under any circumstances. In the event of someone needing to contact a staff member, take their particulars and get the staff member to return their call.

Illness and Infectious Diseases Policy

Policy statement

We aim to provide a safe and hygienic environment that will promote the health of the children. All care and consideration will be given to the child who becomes ill while at the service. Children with infectious diseases will be excluded from the service for the period recommended by the Department of Health.

Procedures

- A child will be consider sick if he/she:
  1. Sleeps at unusual times or is lethargic.
  2. Has a fever over 38°C.
3. Is crying constantly from discomfort.
4. Vomits or has diarrhoea.
5. Has an infectious disease.

- If a staff member is unwell they should not report for work. Staff should contact the Co-ordinator as soon as possible to inform them that they are unable to attend work.
- If a child becomes ill or develops symptoms at the service the parents will be contacted to take the child home.
- If a staff member becomes ill at the service, they can return home if able or organise for someone to take them home.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child’s parents or other authorised adult takes them home.

INFECTIOUS DISEASES

- Children and staff will be excluded from the service if they are ill with any contagious illness. This includes diarrhoea and conjunctivitis.
- The period of exclusion will be based on the recommendations outlined by the Department of Health.
- The decision to exclude or readmit a child or staff member will be the responsibility of the Co-ordinator based on the child’s symptoms, medical opinion and the Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease.
- Children with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.
- A doctor’s clearance certificate will be required for all infectious diseases such as measles, mumps, diphtheria, hepatitis A, polo, tuberculosis, typhoid and paratyphoid before returning to college.
- Parents will be informed about the illness and infectious diseases policy on registration.
- Parents will be informed about the occurrence of an infectious disease in the service ensuring the individual rights of staff or children are not infringed upon.
- All staff will ensure proper hygiene practices are carried out as outlined in the Hygiene policy.
This family booklet is due for review in January 2011