



**PARENT
INFORMATION
HANDBOOK**



active
kids
after school care

WHATS THIS HANDBOOK ALL ABOUT??

Great Question! We know you hate having to read through long, boring documents so we took 2 of the regulatory documents child care centres have to have – *Policy and Procedure Manual* and the *Parent Handbook* and took out all the really important stuff that our families are most interested in and put it into one much shorter and easier to read document. You can still find the *Policy and Procedure Manual* and *Parent Handbook* at our centres or by asking our admin team if you wish to read anything that isn't covered here. You'll also find our *Policy and Procedure manual* on our website – activekidsasc.com.

This Information Handbook is sent to each family via email upon enrolment and emailed through to all existing families when any updates are made.

Still got questions after reading this?

Just send through an email to us or give us a ring and our friendly team will be happy to help.

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CONTACT US



THE DIRECTOR – Wendy Pizzol – wendy@activekidsasc.com.au

OFFICE ADMINISTRATION – Davina Pizzol – admin@activekidsasc.com.au 0432165551 OR davina@activekidsasc.com.au (Administrative and payment queries + general enquiries and enrolments)

Office - The Strand Arcade, Lismore (Monday – Wednesday)

Direct centre contact numbers/emails are below.

These can be used to make casual bookings, cancellations, check in about your child whilst they are in care, speak to the educators directly, notify us of a change to pick up person etc.

AK St Carthage's – 0417276407 stcarthages@activekidsasc.com.au

AK GSAC – 0431569552 gsac@activekidsasc.com.au

AK St Mary's – 0403482799 stmarys@activekidsasc.com.au

AK SCC – 0431569552 scc@activekidsasc.com.au

AK Holy Family – 0432276866 hf@activekidsasc.com.au

AK St Francis – 0412767828 stf@activekidsasc.com.au

AK St Finbarrs – 0411267998 stfin@activekidsasc.com.au

THE LOCAL LINGO

ASC – After School Care
BSC – Before School Care
VAC – Vacation Care
OSHC – Outside Schools
Hours Care
CCS – Child Care Subsidy
AK – Active Kids

BOOKINGS AND CANCELLATIONS FOR ASC AND BSC



We can take permanent or casual bookings if we have places available.

You must notify your child that they will be attending After School Care in advance. You can notify your child that they need to attend Active Kids by calling the school during the day and they will notify your child.

Cancellations must be made a week prior in order for you to not be charged. We organise and cater for staff, craft equipment and food etc. well in advance and your booking will have been considered.

If your child is booked in for After School Care but is absent from school or is being collected straight from school and will not be attending, we **MUST** be notified. The school do not let us know that your child is absent. If we have not been notified, we will have to chase you up. If you don't answer and your emergency contacts don't answer the police are supposed to be called. This is obviously time consuming for us so please let us know in advance.

If your child turns up to after school care when they are not booked in or are confused, we will not turn them away and will contact you and ask you to collect them from us when you are ready.

Casual fee's will be charged for casual bookings. Casual bookings are bookings that are made as a one off or out of the regular for a short period of time. It may have been booked on the day or sometime prior. Cancellations of a casual bookings are the same as a normal cancellation.

Permanent fees are lower than casual fees. Permanent fees will be charged for permanent t bookings. Permanent bookings are a schedule that is booked week in and week out for an indefinite period.

BOOKINGS AND CANCELLATIONS FOR VACATION CARE



We will only take bookings for vacation care by email.

We frequently book out for Vacation Care so booking in advance is ideal. We are open for booking's once programs have been emailed out.

Bookings can be made during holiday time *where possible* but please be aware we may be booked out already.

New enrolments MAY be taken during holiday time ONLY if places are available. New enrolments should be lodged before Vacation Care blocks.

Cancellations must be made a week prior for you to not be charged. We organise and cater for staff, craft equipment and food etc. well in advance and your booking will have been considered. If you cancel within the week of your booking, you will still be charged full fee's UNLESS we can find someone to fill your child's place. The more notice you give us the more chance of no charge being applied.

PAYMENT



We require all payments be made within the week of invoicing. Most OSHC centres invoice in advance but we choose not to do this for your convenience. Please pay on time.

We invoice weekly in arrears.

We will not accept care of your child if you have overdue fee's. We will not accept care of your child if payment is continuously paid late.

We offer a direct debit service for convenience. If you are not set up with this and would like to please log into your hub hello account and add these details OR fill out a hard copy when you are next in a centre or call or email us. A bank account or credit card can be signed up to Direct Debit.

Direct Debit is the compulsory method of payment and enrolments may not be accepted by us if you have not signed up to direct debit.

Direct Debit will incur a small processing fee that is collected by our third-party software company, not Active Kids. The fee is 75c for bank accounts and slightly higher for credit/ debit cards depending on your card carrier. A fee will be incurred for failed direct debit payments.

You must ensure that your direct debit account is kept up to date and with sufficient funds.

FEES



PERMANENT SESSION FEES:

After School Care - \$30
Before School Care - \$20

CASUAL SESSION FEES:

After School Care - \$35
Before School Care - \$25

VACATION CARE FLAT RATE - \$72.50

REMEMBER: Unlike other centres there is no Annual Administration OR Enrolment Fee!

What is a permanent session?

A permanent session is a schedule that has been booked for your child for an ongoing amount of time with no foreseen changes to occur.

What is a casual session?

A casual session is a session booked out of the regular or for a short period of time. It may have been booked on the day or sometime prior as a one-off session.

You are obligated to pay us the full fee. The Child Care Subsidy (CCS) is provided to families from the government to assist you but is not guaranteed by us or them. By enrolling your child, you agree to pay us the full fees of care.

KINDERS



We will pick up our new Kinders from their teachers for the first month of school to show them the meeting spot. Please send a note or advise their teacher of their After School Care days. They will generally remind them that they will be attending Active Kids.

Kindergarten Children attending St Mary's, St Carthage's, St Francis, Blue Hills and Holy Family Vacation Care centres can commence care in the January block of the year commencing school (Not the December block in the year prior)

Kindergarten Children attending GSAC Vacation Care can commence care in the holidays that fall between term 1 and term 2.

ILLNESS AND INJURY



- If your child shows signs of illness, please **do not** send them to Active Kids.
- If your child becomes sick during their time with us, we will contact you.
- If your child suffers an injury during their care with us, we will contact you (unless minor)

SUN PROTECTION



Children will not be permitted to play outside without a hat during the Cancer Council high UV times (usually between 8:30am-3pm). During outdoor play in these high UV times children will also be able to access sunscreen and zinc. It is not possible for educators to apply sunscreen to every child in our care, so parents must ensure they have taught their child how to apply their own sunscreen. Parents/caregivers are encouraged to apply sunscreen to their children before attending Vacation Care. It is the responsibility of the parent to send their children in appropriate sun safe clothing ie. A shirt that covers shoulders and wide brimmed hats.

Considerations

- Cancer Council SunSmart Policy

Procedure

Sunscreen and/or Zinc will be offered to the group throughout the day during Vacation Care (depending on the intensity of the sun, time of day, if we are outside or activity).

Sunscreen will always be accessible to children and families in the center.

Families should teach their children to apply their own sunscreen, but if the child is not capable then staff should be informed by family.

It is compulsory for children to wear hats when outdoors during the Cancer Council high UV times. If a child forgets to pack their hats spare ones will be offered if available, if not, children will be directed to play in the shade only.

It is compulsory for children to wear a wet shirt/rash shirt/ t shirt during water-based play activities and the responsibility of the family to provide one.

Families are encouraged to be responsible with how they send their children to Active Kids and should send them in clothing that will protect them from the sun, ie. A wide brimmed hat rather than a peak hat, a shirt that covers shoulders.

Though we understand that UV rays are dangerous to all we understand that some children are more susceptible to being sun burnt than others. Families are encouraged to send these children with extra precautionary sun protection (this could be, their own sunscreen or a light long sleeved shirt) as it teaches them important lessons about their skin.

We promote the education of Sun Safety with focused activities programmed during the warmer months. In the past these have been 'design your own hat' or visits from Lifeguards etc.

BSC, ASC and Vacation Care is meant to be a home away from home where all children can have fun, feel happy, safe, and comfortable.

- We have the right to refuse, limit or restrict the attendance of children who persistently demonstrate aggressive behaviour, anti-social behaviour, or bullying behaviour. Both children and staff at Active Kids have the right to feel good about their day and persistent behaviour that jeopardises this right will not be tolerated.
- If your child's behaviour is unacceptable, like... but not limited to; swearing, physical aggression, absconding, inability to follow simple instructions or being disrespectful. Our educators will call you to collect your child. This is your responsibility to collect your child or organise your emergency contact to collect your child within half an hour. We have a duty of care to a large group of kids, it is not 'our job' to tolerate unacceptable behaviour.
- You will be notified of any suspensions or expulsions.
- Children that cannot behave or follow rules during excursions will not be able to attend further excursions.
- If your child needs 1 on 1 care, please look at other alternatives for childcare. We operate on a 1 to 15 ratio and cannot afford to provide 1 on 1 care.
- We have the right to refuse care to your child if a parent or carer acts in an inappropriate, anti-social, aggressive, or bullying manner to our staff or makes our staff feel intimidated or uncomfortable. Please see our parent code of conduct which is accessible in the Policy and Procedures manual (available on the website)

What is Bullying? According to kids help line, its more than just a fight or disliking someone. Its being mean to someone over and over again. Bullying is an ongoing or repeated miss use of power in relationships, with the intention to cause deliberate psychological harm. Bullying behaviours can be verbal, physical, or social. kidshelpline.com.au/teens/issues/bullying

LATE PICK UPS



All our centres close at 6pm. Your child MUST be collected before this time. Our staff are paid until 6pm and want to go home at this time.

For any pick-ups after 6pm a \$20 fee will be applied automatically and then \$1 for every minute after 6:00pm. Example; if you arrive at 6.06 you will be charged a late fee of \$26.

If a child is not collected at closing time the parents and carers will be contacted unless communication of a late pick up has already been made. If contact with the parents cannot be made the emergency contacts will be contacted. If no contact can be made, then educator will contact the Approved Provider to notify them of the situation.

The centre reserves the right to contact the police if by 6:30pm the child has still not been collected and there remains no contact by the parent/carer/emergency contacts. If the police are contacted a message through text/voicemail will be left for the parents/carers notifying them of the child's whereabouts.

Continued late pick-ups will jeopardise your child/rens place at the centre.

WHO CAN COLLECT YOUR CHILD FROM CARE



Parent 1 or parent 2 listed on the enrolment may collect the child from care. Emergency contacts may also collect your child.

If we are not familiar with parent 1 or 2 or any of the emergency contacts, it is likely we will ask to see their ID. If they are not listed on your enrolment, we call you by phone to gain permission for the person to collect the child. Should we not be able to get a hold of you we will not allow them to collect your child.

Families with children attending OSHC who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. The service shall endeavour to release children within the conditions as outlined in the certified documents and/or orders. However, should the safety of other children or educators be at risk, children will be released, and the custodial parent and/or police contacted immediately.

If you wish for someone who is not yet listed as an authorised contact on the enrolment form to collect your child/ren please contact staff prior.

WHAT TO BRING AND WHAT NOT TO BRING



All children must be sent with the below during Vacation Care:

- Nutritious Food (Limit junk and sugary food)
- Water in a drink bottle
- A hat
- Wearing appropriate clothing and shoes - offers sun protection and ideal for physical activity
- Wet shirts on water days

Please do NOT send children with the below:

- All Electronic devices including smart watches and iPods.
- Nuts - we have several children with anaphylaxis allergies to nuts.
- Afternoon Tea to ASC - we provide afternoon tea for after school care and this is generally healthy and nutritious - It is not appropriate to send "goodies" for your child to eat in front of the other kids.
- On Vacation Care please pack a normal school lunch, it becomes very difficult for us when we have children needing food heated up and refrigerated, our fridges are not large enough to store children lunch boxes and it is difficult for us to supervise our outdoor eating groups when a staff member has to be inside preparing children's lunches. Children also need to bring their own forks/spoons etc. The children's lunch break is also our staff's lunch break if we have to heat/prepare children's lunches we miss our own lunches.

GSAC SPECIFIC REQUIREMENTS:

- Children need to bring swimmers, a towel, and goggles in a bag for the swimming session.
- Parents are able to put in a lunch order at sign in from the canteen however what they can buy is limited to maintain a healthy portion.
- Children must bring a hat and drink bottle.

OUR GSAC PROGRAM



Every School holiday we run a Vacation Care program from Goonellabah Sports and Aquatic Centre. We open according to what the majority of local schools' holidays are. Please note that we will not always open on the 'staff development days' or pupil free days that fall either side of the holidays. The vast majority of our staff are local school teachers themselves and return to their schools to work these days. GSAC also returns to their normal program which limits the spaces we can use. We appreciate your understanding here; without staff and space we just can't run.

Every day at midday we enjoy an awesome swim session. Active Kids children get their own uninterrupted time on the water slide too! Every day whether your child has come every day they will be swim tested to decipher whether they will be in the big pool or the smaller pool. Each child will receive a band to wear that distinguishes them between children in the bigger pool (For older or more confident swimmers) or the smaller pool (for younger or less confident swimmers). You are more than welcome to send your child in a flotation vest etc if you wish. The pool is indoors and during the cooler months it is heated both inside and outside of the pool, there is no chance of getting cold in the pool :)

Please note that as we run from an aquatic centre the swim session is a main part of our program. **If your child is too unwell to swim than they are probably too unwell to be at Vacation Care.** We are not able to arrange for an alternative activity for children who do not wish to swim. Our staff are busy with the swimmers.

Our GSAC program is open to children of all primary schools. Children must be enrolled and attending Kindergarten to year 6

High School Kids- We do not accept children who are in highschool. Kids going into high school will not be able to attend during the January vacation care block.

KINDERGARTEN CHILDREN at GSAC - We will not accept the enrolment and attendance of kindergarten children in the December care block PRIOR to the year they commence care OR the January block of the year commencing (e.g. If your child will be commencing Kindy in 2024 they CANNOT attend December 2023 block NOR can they attend the January block in 2024) We will not accept the enrolment and attendance of Kindergarten children until the holidays that divide term 1 and 2.

CHANGES TO YOUR ENROLMENT DETAILS



It is important to keep us updated to any changes - health or medical information, contact details, additions or removals of emergency contacts and authorised pick-ups, family situations etc.

To make these changes you can simply login in to your "hubhello" account where you first enrolled. You must please email us to let us know you made changes so we can make sure our hard copies are also updated.

If you have forgotten your log in details, simply send us an email and we can send them to you.

Alternately you can email us with the changes that need to be made and we can make the changes for you.

SEVERE ALLERGY/ANAPHYLAXIS/ASTHMA



We aim to provide safe and effective care to all children and safely include children with allergies/anaphylaxis/asthma. Enrolments for children with Allergies, Anaphylaxis or Asthma can **LEGALLY NOT** be accepted however until an action plan written by a doctor has been provided to the centre. Upon attendance a 'Risk Minimisation Plan' will also be undertaken by staff with collaboration from the family.

It is the responsibility of the family to ensure that medications/puffers/epi pens etc are provided to us with original chemist labelling and in a labelled container. It is the responsibility of the family to ensure that their medications/puffers/epi pens etc ARE KEPT WITHIN THEIR USE BY DATE.

Families are required to keep us updated with any updates/developments in their child's condition and update as necessary with new action plans.

THE CHILD CARE SUBSIDY (CCS)



What is it?

The Child Care Subsidy came in on the 2nd of July 2018 and replaced the old Child Care Benefit and Rebate system. The Subsidy is the main way the government assists with childcare fees. It is paid directly to the service and will be subtracted from your bill. It is much simpler than the old system and is a single means tested subsidy.

Some requirements to receive the subsidy are:

- Your child's immunisations must be up to date
- Your Child must be aged 13 or under and not be attending high school.
- The individual must meet the residency requirements.

In order to receive the Child Care Subsidy you must:

- Have completed the CCS assessment with Centrelink
- Have confirmed your enrolment with Active Kids on your mygov account
- Have provided us with correct Date of Births and CRN's for yourself and your child/ren.

Please note that the full subsidy will be sent directly to the service and cannot be collected by the family. You will be charged the Gap Fee.

The Department of Human Services will WITHHOLD 5% of your subsidy each fortnight to reduce the chance of overpayment.

For more information on the CCS visit

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

It is your responsibility to ensure that you have done everything you need to do to receive the Child Care Subsidy (CCS). We are not Centrelink or the government and you are obligated to pay us the full fee we charge if you do not have your CCS organised. Problems with your CCS eligibility are your responsibility, we will assist families with issues here, but the CCS is between the family and the government not Active Kids.

Non Attendance and the CCS:

Centrelink will 'cease' all enrolments after 14 weeks of 'non-attendance' this will affect ALL families who ONLY USE VACATION CARE and do not attend to consecutive holiday blocks. The cease will disable your ability collect Child Care Subsidy. You will receive notice of this by Centrelink either through posted letter, email or notification through your mygov account. To rectify this we as the provider need to send an enrolment notice back to Centrelink and you will be required to re-confirm your enrolment within your mygov account.

This cease will also occur if your child is absent for 14 consecutive weeks.

Absences and the CCS:

Child Care Subsidy will not be paid for absences where a provider charges a family to reserve a place for a child who has not yet physically started care. If a child is booked in to start at a service on a particular date, and does not start on that day, no Child Care Subsidy will be paid until the child physically attends a session of care.

Similarly, a child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care. This means that Child Care Subsidy will not be paid for absences submitted after a child last physically attends a session of care. If a family has confirmed their child's last day at a service, but that child does not attend their last booked session of care, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service.

*Please remember that the above 2 policies are Centrelink's policy on providing you with the Child Care Subsidy. Families are obligated pay us the full fees of care if Child Care Subsidy is not provided by Centrelink. More information on the Child Care Subsidy can be found at: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

You'll find this poster at all our centres and it all about how to 'succeed' as kids at Active Kids.

HOW TO SUCCEED AT ACTIVE KIDS

1. Be respectful, of everyone and everything. When you give respect, you will receive it in return.
2. Ask people questions and be interested in others. Don't talk about yourself all the time.
3. Try and answer all questions with something more than 'good' 'bad' 'yes' or 'no', if someone asks you a question it means they want to learn something new from you, give them some information they couldn't have guessed already!
4. Volunteer to help! Even if you're tired, when everyone is exhausted is when the real heroes come out!
5. Don't say anything bad about anyone until you've run out of all the good things you could say about them.
6. Don't think that you have to be fantastic at stuff you've never done before (or even at stuff you've done a thousand times before).
7. If you make a mess we'll help you clean it up but ultimately, it is your responsibility.
8. When you do the wrong thing, acknowledge it and tell the educators. When we do the wrong thing we will try and do the same thing too.
9. Always use your best manners, even if you're not in a good mood!
10. Be kind to everyone! Your parents, educators, teachers and friends.
11. Give everything a go. Even if it smells weird or looks hard or your friend doesn't want to.
13. Learn to make people laugh without making anyone cry.
14. Play to win but play fair. If you win, celebrate, if you lose, celebrate the winner! Someone always has to lose and sometimes it will be you, do not whine about it but learn from it.
15. There is always a reason to smile.

Our Philosophy

Active Kids ASC provides quality care to children outside of school hours. Active Kids aims to nurture active minds and active bodies. We believe each child is a unique individual and deserves the finest care in the most wholesome and healthiest environment possible. We aim to give children an environment where they have the opportunity to be creative, quiet or physical. We believe every child has the right to feel happiness and safety when they are in our care. We offer meaningful activities that support children in a holistic way. Of course, all activities we offer are aimed at children's enjoyment and to have fun and create lasting memories.

The values we focus on at Active Kids are Respect, Good Manners and Sportsmanship. We believe these three values are of the utmost importance. We pride ourselves in standing by what may be perceived as 'old fashioned' values; we teach children age old lessons such as 'Ladies before Gentlemen' and to be respectful to adults and parents.

We employ Educators that are passionate about childcare and that strive to be the best they can possibly be. Our Educators seek at first to understand rather than be understood. We employ Educators that will be positive role models and value what we as a company pride ourselves on.