

St Catherine Laboure' Before and After School Care
A Division of Kirrawee Child Care Centre
ACN: 097 080 352 ABN: 16 097 080 352
123 Gymea Bay Road Gymea NSW 2227
PO Box 301 Gymea NSW 2227
PH: 0447 294 295 or 9545 4556

www.stcathschoolcare.com.au

Email: admin@oysterbayschoolcare.com.au or kccc@kirraweechildcare.com.au



Parent Handbook



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WELCOME TO ST CATHERINE LABOURE' BEFORE AND AFTER SCHOOL CARE

St Catherine Laboure' Before and After School Care is a modern childcare centre with experienced qualified staff, which will guide your child through the education ladder. The Centre is privately owned and caters for school aged children.

The Centre operates five days per week 7:00 am to 9:00am and 3:00pm to 6:00pm, excluding public holidays, pupil free days and the school holiday periods. Vacation Care is available during school holidays operating between the hours 7 00am to 6.00pm which is located at Oyster Bay Vacation Care.

CENTRE PHILOSOPHY

Our aim is to provide high quality care that is both educational and stimulating, whilst catering for individual needs. We are accepting and welcoming of all individuals and families regardless of family structure, gender and background. We welcome, encourage and value Parents contribution to the program.

We see the link between home and the Centre as an important one and thus provide an environment, which enables children to feel secure and loved. We also believe that praising and accepting children despite errors and misdemeanours can assist them in growing towards a healthy adulthood.

FEES

The Centre's fees for year **2012** are as follows: Morning session \$12.50 (Casual \$17.00), Afternoon session \$15.00 (Casual \$19.00), this includes afternoon tea. Fees are payable for holidays, public holidays, pupil free days, sick absence or any kind of absence. Extra days booked throughout the year will be charged and paid for even if the child is absent.

St Catherine Laboure' Before and After School Care is a cashless service and accepts payment through Ezidebit.

You are required to complete the Ezidebit form authorising bank periodic bank deduction of fees owing. Receipts will automatically be send by email for every Ezidebit transaction.

Default in payment of fees when they are due may result in the loss of your childcare position. The Centre requires two weeks notice in writing when the service is no longer required. The arrangement of accepting children is on a yearly basis. Withdrawing a child must be done on the Centre's Withdrawal of a Child Form, which may be sent to both FAO and DoCS.

The Centre charges an enrolment fee of \$55.00 per family per calendar year. (GST inclusive)

Child Care Benefit: Family Assistance Office (FAO) Ph: 136150 Please call the FAO to see if you qualify for CCB. You will need to quote the following provider number **407 245 620S**.

The centre will issue statements every week by your nominated email address. If no email address is supplied, a statement will be printed and placed into your pocket.

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Last Reviewed October 2011

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STAFFING

The Centre consists of a team of people with varying degrees of experience and qualifications, which include: -

Director: - Bachelor of Science, Qualified Master in Applied Science, Certificate-Understanding Children, and Management.

Carers: - The minimum qualification for carers is Certificate IV in Out of School Hours Care. Supervisor's qualification is Diploma of Out of School Hours Care.

The minimum qualification for assistants is Centre Based Certificate in Childcare from a TAFE college. For part time and relief staff experience in Child Care and or recognised qualification is the minimum requirement.

We value your involvement and contribution to the Centre therefore please feel free to talk to any staff member regarding your child or any issue that may concern you. You are welcome to visit the Centre at any time during the day and we look forward to your participation in any of the Centre's functions that will be held throughout the year.

ARRIVAL AND DEPARTURE

The Centre's operating hours is 7:00 am to 9:00am and 3:00pm to 6:00pm. Under no circumstance are children allowed to be dropped off before 7:00am. **No Child will be permitted to be signed in/out by a person under the age of 18 years of age.** The child **MUST** be brought into and taken out of the Centre by a parent or guardian and signed in and out in the attendance book provided.

At no time should a child be picked up or dropped off by anyone other than specified on the enrolment form, unless the Centre has been previously notified, this notification must be entered into staff / parent communication book.

In case of custody arrangement, a copy of the court order of family arrangement must be left with the Centre; otherwise if either parent has a proof of identity, they have every right to take the child legally. (Refer to Release of Children Policy).

COLLECTION OF LATE CHILDREN

If a parent/guardian is late collecting their child after 6:00 pm a late fee WILL be charged, a minimum charge of \$20 (+GST) is applied and \$2.00 per minute after the first 5 minutes. If no phone call is received by 6.00 pm The Department of Family and Community Services rule is to deliver the child to the nearest police station for collection by the parent/guardian. The Centre is obliged by law to follow these rules. In the event of late collections consistently over a period of time, even regardless of complying with a phone call, late fees will still apply. (Please refer to policy).

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YOUR CHILD'S FIRST DAY

The first day at anything can be quite frightening even for the best of us. To assist your child to settle more easily please allow 10-15 minutes with your child engaging in an activity and getting to know the staff.

When it comes to saying goodbye your child may become upset. Please say goodbye, and say where you are going and that you will be back for them later and leave quickly. You may like to give them some form of comforter, e.g. a teddy. Whilst your child may become upset they will quickly become involved in one of the many activities provided as well as meeting new friends.

Please note that dragging out your departure only leads to the child's confusion who will inevitably become more distressed. Please feel free to ring during care hours to find out how your child is settling in.

CHILDRENS GRIEVANCES AND CONCERNS

The centre welcomes children's comments or concerns regarding any area. If your child has any worries, questions or concerns, please encourage them to speak to staff member.

HEALTH

The Centre cannot provide care for a child suffering from a contagious illness or high temperature (that is above 37.5 degrees). If your child does contract a contagious illness please advise the Centre so that parents of the children in contact with your child can be notified. If you are contacted by the Centre concerning your unwell child, you or an authorised adult must collect the child immediately.

Your child **MUST** be kept home if they have-

Mumps	Glandular Fever
Measles	Diphtheria
German Measles	Rubella
Conjunctivitis	Hand, foot and mouth
Chicken Pox	Whooping Cough
Impetigo	Diarrhoea
Ring Worm	Scabies
Thrush	

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Parent / guardians must have a written clearance from a doctor before they can return to the Centre. Any vomiting, diarrhoea or high temperature must be cleared for at least 24 hours to prevent passing of infection to the other children and staff.

It is the Centre's policy, as well as a Department of Family and Community Service regulation that once a child becomes sick at the Centre, a parent/guardian must come to collect the child immediately.

The child will not be allowed back to the Centre without a Doctor's clearance certificate.

- 1. The Doctor's certificate must be signed clearly by a medical practitioner.**
- 2. The certificate must specify the type of illness (sickness) and that the child is well and fit to attend the Centre, and does not represent any risk to the rest of the children.**
- 3. The Centre reserves the right to reject a doubtful medical certificate, especially if it does not comply with the Centres requirement.**

Please read the Centre's Manual regarding Sickness and Exclusions. It is a regulation of the Centre, and the Commonwealth Department of Human Services, that fees are payable even if the child is absent from the Centre due to illness, or parents choice.

MEDIA

DVD/Video and TV are another means of story telling or watching events, and can be method of calming children especially during difficult weather condition when outdoor activities not possible. Only G rated shows permitted for viewing, with the option of some PG shows at staff discretion.

MEDICATION

All medication required by children must be entered into the medication book each day, and authorised by Parent/guardians. **In such case the medicine must be provided by the parent, the dose must be entered and signed by the parent in the medication book. Medication will only be administered by a senior staff member.**

BEHAVIOUR

The Centre's aim is to reinforce discipline which we see, as the teaching undertaken by an adult with a child. Discipline encourages children to co - operate, enhances self - esteem, and encourages their ability to interact with others. The Centre's aim is to foster discipline of behaviour, based on control of self, and the understanding and appreciation of other people's rights and feelings. Consistent inappropriate behaviour will be dealt with appropriately. (Please refer to policy)

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TOYS

Toys from home encourage conflict between peers and children become upset if their toys are lost or broken. We understand toys from home are used as the child's news at school. We encourage toys to remain inside their school bag, labelled with the child's name to prevent them from becoming lost. We take no responsibility for damaged or lost toys and toys brought to the Centre will be confiscated and return to the child when they leave the centre.

Electrical devices such as Ipods, DS and mobile phones are **NOT** permitted at the centre. If you supply your child a mobile phone for security purposes, the phone must stay in the child's bag. We take no responsibility for damaged or lost electrical devices.

MEALS

A nutritional afternoon tea will be offered at the centre. It is not necessary to provide any food or drinks for your child. Please ensure that one of the senior staff is notified about any allergies and special diets. These should be noted on the enrolment form. Parent / guardians are to provide any especial meals, or milk to children on a special diet.

Please read carefully as you are required to sign this agreement **Mutual Obligation**

- The Centre follows the Commonwealth Child Care Priority of access regulation in accepting children. Please take care while filling out the enrolment form, state clearly if the care required is work related. It might be necessary to provide a letter to the commonwealth through the Centre regarding your working hours.
- Fees are payable **Ezidebit** on the first day of attendance for the duration the Centre is open. Default in payment of fees when they are due will result in the loss of your childcare position immediately.
- Please note, when enrolling your child at the Centre it is for a minimum period up until the last day of operation in December of the same year. If the child is withdrawn before this time bond is non-refundable. In extreme circumstances the Centre will use its discretion when refunding bond.
- The Centre does issues a weekly statement sent via email.
- If your child is away for any reason including sickness the Centre must be informed. In the case of your child being absent or on holidays on their enrolled day or if your child's enrolled day falls on a Public Holiday or Pupil Free Day, fees are required to be paid. If fees are not paid then it is assumed that you have withdrawn your child from the Centre.

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- In the case of changing, reducing or increasing days or withdrawing a child the Centre, a relevant form must be completed and returned immediately.
- Maintaining high quality of care the Centre reserves the right to decline the request of reducing the number of days already booked.
- Parents/guardians are obliged to submit immunisation certificates upon enrolment. If no immunisation certificate is provided, the child must be collected immediately if an outbreak of an infectious disease occurs. It is your obligation to inform FAO regarding your child's immunisation. If your child is not immunised Child Care Benefit is not claimable and full fees must be paid in the case of an outbreak of an infectious disease.
- **Please ensure to clear your family pocket.** Pockets will be cleared the last day of every month

Please note that any changes to the enrolment form must be noted immediately for example any family arrangements regarding access to the child/ren (*please make sure you are aware of the Family Law*).

Both parents have the right of access to the child(ren), home and work telephone numbers and emergency contacts must be kept current and updated if changed. **It is your responsibility to keep your child's file up to date.**

- **Excursions.** Due to changes in regulation and insurance policy, the Centre does not provide out of Centre excursions.
- **Pick Up and Drop Off of Children** Please observe the Centre's guidelines if you are not sure ask a carer whether you should stay for a while when you leave the child or not. In most cases it is advisable not to stay more than what is necessary.
- Failing to sign your child in and out every time your child attends the Centre may result in you losing Commonwealth Childcare Assistance and paying full fees.
- The Centre operates in accordance with the Department of Family and Community Services (DOCS), The Family Assistance Office (FAO) and the National Childcare Accreditation Council (NCAC) regulations and guidelines.
- The Centre has an extensive manual, which explains in detail the Centres' philosophy and policies; Anti-Bias, Behaviour Management, Accident, Medication, Health, Promoting Positive Behaviour and Self-Esteem policies etc.

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A complete manual is available for parents to read. Signing this agreement and enrolling your child at the Centre implies of your approval and understanding of the Centre's philosophy and all of the Centre's policies.

- The Centre's Parent Communication Policy must be followed by parents/guardians in the event of expressing any concern, opinion or criticism about the Centre or Centre's staff.
- While the Centre encourages parents / guardians to enquire about their child please be brief as it is the staff's primary purpose to care for the children. Appointments may be made for lengthy enquiries.
- Parking is not permitted in the church grounds, please be aware of the parking rules between 8:30am - 9:30am and 2.30pm - 4:30pm.

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Permission Note

(Please return signed to the centre Supervisor)

I give permission for the Centre staff, students, special needs and voluntary workers to take photos of my child for educational purposes only. I agree that photos can be used for the Centre's website.

- Please be aware of the manner and the length of time your vehicle is left outside. Always turn the car engine off and observe the law about leaving babies or young children unattended in a vehicle.
- For more details please refer to the Centre's Manual.
- It is essential you read our policy and conditions of accepting your child at the Centre before signing this agreement. Please feel free to discuss any concern or questions you might have with the Director.

I..... Parent / Guardian of
Have read the Centres policies and conditions and accept them.

Signature:.....

Date:...../...../20