



YWCA OF CANBERRA O'CONNOR LONG DAY CARE AND SCHOOL AGE CARE

Information Booklet

Location

The Studio, O'Connor Co-Operative School
McPherson Street, O'Connor ACT 2602

Contact

Telephone: 0408 287 518 E: O'Connor@ywca-canberra.org.au

Please notify the program if your child is booked for care but will not be attending. This is important as all children booked into the program are expected to attend unless otherwise notified.

Operating Hours

Long Day Care (LDC)	1:00pm – 6:00pm M, T and W	12:00pm – 6:00pm Th
Before School Care (BSC)	7:30am – 9:00am	
After School Care (ASC)	3:00pm – 6:00pm	

The Program is closed on Public Holidays, School Holidays and Pupil-Free days.

Customer Reference Number (CRN)

407 012 989 J

Bookings

Permanent	1 – 5 days
Casual	As needed (minimum 24 hours notice required, not always available)

YWCA of Canberra Childcare Accounts contact

T: 02 6175 9922

F: 02 6175 9992

E: childcareaccounts@ywca-canberra.org.au

YWCA of Canberra Children's Services

Welcome to School Age Care (SAC). As managers of the Program, the YWCA of Canberra aims to deliver high quality care to all children attending. We work closely with families, the school and community and welcome all suggestions and feedback.

Our staff have been selected to ensure that the children attending our programs have the best quality care, in a safe and friendly environment. Current staff ratios as determined by statutory regulations are one staff member to every eleven children or part there of, with a minimum of two staff members present at all times. Programs may host work experience placements and volunteers. These staff are fully supported and supervised while at the program.

This booklet provides information regarding booking arrangements, fees and payment of accounts, policy and procedures and other relevant details. If you require additional information or have any questions please contact us at centrebasedcare@ywca-canberra.org.au or call Ph: 02 6175 9900.

The School Age Care program is registered with the National Childcare Accreditation Council. This ensures that quality standards are maintained, and Childcare Benefit is available to the program for families to access. Family participation in the Accreditation process is essential and your involvement and feedback is encouraged and appreciated.

Attached is the 2010 Enrolment Form

Please read all information, complete the enrolment form and return to Childcare Accounts via the program, or to YWCA Central Office:

161 London Circuit, GPO Box 767 Canberra ACT 2601. F: 6175 9992

Licence Standards set out by the Children's Policy and Regulation Unit require all families to re-enrol their children at the beginning of each school year. It is essential that the program has up-to-date information about your child, especially contact numbers for parents and emergency contacts. Please ensure any changes to information are provided to the program. Please ensure staff are aware of any details regarding your child that may impact on their involvement at the program.

This Information Booklet must be read before completing the Enrolment Form as you are agreeing to abide by the conditions and obligations listed.

ENROLMENT

A completed enrolment form must be held at the program for every child in attendance. Please ensure that information provided is correct at all times, in particular contact numbers, emergency contacts and medical information.

An **Enrolment Bond** of \$50.00 per child will be added to your first account, for permanent bookings. The bond is refunded against fees when each child leaves the program. Two weeks written notice of enrolment cancellation is required otherwise the deposit will be forfeited.

Permanent enrolments are considered ongoing unless written notification of changes to booking is received.

Notification of **casual bookings** must be received at least 24 hours in advance. Please ensure an enrolment form has been completed. Casual care is not always available as some programs are operating at capacity.

BOOKING ARRANGEMENTS & CHANGES TO BOOKINGS

Please note, as per conditions of enrolment:

- When **ceasing care** (not returning to program, bond refunded), two weeks written notice is required.
- If **reducing booked days** two weeks written notice is required. This only applies if reducing days on a permanent basis.
- Immediate **increase to days**, or change of days can be negotiated, if space is available.

If two weeks notice is given to cancel care, this implies that your child/ren will not be returning to the program and your bond will be refunded. If care is required in the future, casual bookings may be made at the program, space permitting. Please note, there is limited availability for casual bookings.

Permanent enrolments are ongoing for the school year, unless written notification of changes to booking is received. Written notice is required for all changes to bookings - please request a form from staff. Staff are not authorised to accept verbal changes. The form can be returned to the program or directly to Childcare Accounts.

BOOKING CASUAL CARE

Families are to contact the program directly to book casual care. Please note, a **minimum of 24 hours notice is required for casual care**. Casual bookings will not be taken by Childcare Accounts or YWCA Central Office. There may be occasions where there is no availability for casual care, due to permanent bookings and staffing availability. Families may be contacted to collect their children if arriving at the program unannounced. This is to ensure that correct staffing ratios are maintained at all times.

NON ATTENDANCE & PUBLIC HOLIDAYS

Fees are charged during school terms, including public holidays. There are no refunds or credits for public holidays or non-attendance at the program for permanent bookings, due to the need for operational and staffing costs to be met. As an alternative, families have the choice of casual bookings which are charged at a higher rate.

FEES

School Age Care is a not-for-profit program and relies on fees to meet expenses. Fees are set at the lowest level possible to provide high quality care for your child/ren. Fees are charged during the school term, including public holidays and sessions when absent.

Fees are charged fortnightly, in advance. Accounts and receipts are sent to email or postal addresses, as indicated by families on enrolment forms. Payment is to be made when accounts are received.

If you have any queries regarding accounts, please contact our Childcare Accounts Officer at the YWCA of Canberra on 6175 9922 or via email at childcareaccounts@ywca-canberra.org.au.

Please note, fees owing must be paid at the end of each term for bookings to continue the following term.

Please contact Childcare Accounts or Program staff for current fee information.

FEE PAYMENTS

Fee payments are not accepted at programs. Methods of centralised payment of fees are detailed below:

- BPAY (online or by phone with your bank) – the BPAY Biller Code and reference number will be on the invoice
- EFT (online with your bank see BSB and account number below)
- Credit Card – one off payment (Visa and MasterCard only) by phone to YWCA of Canberra Central Office
- Credit Card – Standard fortnightly authority (Visa and MasterCard only). Authority forms available at the program
- Cheque or cash (paid directly to YWCA of Canberra – at the Central Office only Level 5, 161 London Circuit Canberra City).

Cheques to be made out to the YWCA of Canberra or payment directed to the YWCA of Canberra's bank account:

Account Name:	YWCA of Canberra
Bank:	Commonwealth Bank of Australia
BSB:	062 – 901
Account Number:	1005 1712

- When making payment by direct debit from your account (not BPAY), please identify payment by centre code (first three numbers of the BPAY reference on your account) and account name, otherwise payment cannot be allocated to the correct account. For example, 101 Smith, A&B. Please contact accounts if you are unsure of your account name.
- For online payments, please email childcareaccounts@ywca-canberra.org.au to notify Childcare Accounts that a payment has been made. This is essential, as it is the method by which your account will be credited after it has been verified by the bank statement that a payment has been made.

CHILDCARE MANAGEMENT SYSTEM (CCMS)

All families using care are eligible for **Childcare Benefit** (CCB) and/or a **Childcare Tax Rebate** (50% of out of pocket expenses). Families are required to have registered for childcare benefit with the Family Assitant Office and provide their individual **Customer Reference Numbers** (CRNs) for both the parent at the attending child/ren. Families attendance/usage is submitted to the Department of Education, Employment and Workplace Relations (DEEWR) weekly for payment and distribution of family's entitlements. *Childcare Benefit cannot be administered without these CRN numbers.*

Family Assistance Office (FAO) can be contacted on Ph: 13 61 50. The FAO allows 42 days allowable absences per year, *this include public holidays.*

All services have an obligation to provided families with a monthly statement detailing childcare benefit details/payments for a four week period.

FEE RECOVERY

Fees owing for School Age Care must be paid by the due date. Failure to comply with this requirement will result in the instigation of fee recovery action.

If payment has not been received before the next fortnight's care has been billed, fees are overdue. An overdue notice will appear on your next invoice. If payment has not been received two fortnights after falling due, a late fee of \$10.00 will be charged, and added to accounts, every month that fees are outstanding.

If fees are outstanding 30 days or more, families will be advised by letter that monies must be paid in 14 days or access to the service may be cancelled. This means that your child/ren will be excluded from the program. If the debt is not paid within 14 days of the Letter of Demand, the debt will be pursued through a debt collection agency. In this event, the debt collection charge of 20 per cent will be added to accounts as a cost recovery for the debt.

It is important to us that the care of your child/ren is not jeopardised if fee payments fall behind. Please contact us if your circumstances warrant a payment plan for your fees.

If families are experiencing financial difficulty, please do not hesitate to contact the YWCA regarding a payment plan. A payment plan to remain in care may involve paying current and future fees and the remaining debt off over a specified period.

ARRIVAL AND DEPARTURE

Please be aware that the program does not take responsibility for children until they arrive at the program. It is a legal requirement that children are signed in and out by a family member or authorised guardian when delivering or collecting children from School Age Care. Children attending Before School Care will be signed out by staff at 9:00am. Children attending After School Care will be signed in by staff on arrival at the program at the end of the school day.

For the **safety of children**, only those persons nominated on the enrolment form will be authorised to collect your child/ren from SAC. Children leaving the program on their own must sign themselves out and this must be authorised by a parent/guardian. No child is permitted to leave the program other than by usual arrangements unless the program receives written authorisation from a parent/guardian.

In the case of an emergency, a parent/guardian is to contact the program and provide details of the changes to arrangements. Authorised people may be requested to provide photo identification if they are unknown to staff. This is to ensure children's safety.

Please be aware that programs close at **6:00pm**. A **late fee** is incurred for children collected after this time. The fee, **\$20.00 for every 15 minutes or part thereof**, will be added to next fortnight's account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected. Families who are continually late may be excluded.

FAMILY COMMUNICATION

Staff meetings are held on a regular basis and decisions about the program's philosophy, policies and practices will be made in consultation with families and the school. All feedback and input is encouraged and appreciated. Please contact staff regarding any suggestions you may have. Families are invited to share any skills and areas of interest with the group. Please discuss with staff to arrange.

POLICIES

The program's policies comply with ACT Children's Services Standards and with the National Quality Improvement and Accreditation System. These include the policies and procedures of the YWCA of Canberra and the School and are reviewed regularly. A comprehensive policy and procedure folder, detailing administration, nutrition, health, safety, hygiene and programming is available for viewing and comments.

IMMUNISATION, INFECTIOUS DISEASES AND EXCLUSION POLICY

Families are encouraged to have their children immunised according to the recommended schedule, as stated by the Federal Government. Children not immunised will be excluded during outbreaks of infectious diseases as per the program's Exclusion Policy. Families are required to provide a record of immunisation history on enrolment

UNWELL CHILDREN

Government regulations require the program to refuse admission to any child suffering from an infectious disease, illness or condition that may prejudice the health of any child. If a child becomes unwell at the Program, families will be notified immediately to collect the child. Symptoms such as vomiting, high temperature and diarrhoea are considered serious and families will be advised to keep their child at home for a 24 hour period and until the symptoms are no longer evident.

MEDICATION

If your child requires a prescribed or homeopathic medication they are required to remain at home for the first 24 hours of treatment. If any medication is to be administered at the Program, please complete the medication form available. Please note that medication can only be administered as per the instructions on the label. Medication will not be administered if the requested dosage is higher than recommended on the bottle, the medication is not in the original container or if the child's name is not on the bottle.

ACCIDENTS / INCIDENTS

If your child has an accident or sustains an injury while at the program, an Accident/Incident Form will be completed. In the case of serious accident or injury, a parent/guardian will be contacted immediately. When required, please sign that you have read the Accident/Incident Form when collecting your child.

GRIEVANCES AND COMPLAINTS

Families are encouraged to communicate any concerns regarding the care of their children to staff. Concerns will be discussed and follow up action taken when required, in line with YWCA of Canberra Policies and Procedures. The aim is for a consultative process and a positive resolution for all involved. YWCA Children's Services can be contacted on Ph: 6175 9900. Children's Policy and Regulation Unit can be contact on Ph: 02 6207 1114

CONFIDENTIALITY

The service protects the privacy and confidentiality of it's children, families and staff through policy and procedures. Written information is kept secure and accessed as required. Families can request to meet with staff to discuss confidential issues.

EMERGENCY PROCEDURES

Emergency procedures, including evacuation procedures, are posted in the room. Please familiarise yourself with these procedures. Emergency evacuation drills are practiced at least once a term.

CARE & PROTECTION

The YWCA of Canberra ensures that its policies and practices support the care and protection of all children attending services. As a condition of employment staff are required to complete a police check. Staff participate in training on care and protection and are aware of their responsibilities relating to Mandatory Reporting. If you have any concerns regarding your child, please speak with the program supervisor.

YWCA of Canberra Children's Services

STATEMENT OF PHILOSOPHY

The YWCA of Canberra believes that members of the community have the right to contribute to, and share equally in, the benefits of the community's social, cultural and economic development.

The YWCA of Canberra values of:

- equity and fairness,
- diversity,
- self determination and empowerment,
- women's leadership and
- reconciliation with Indigenous Australians,
.....are the links that connect our programs to the Organisation.

YWCA Children's Services provide community based programs in the Canberra Community that focus on positive outcomes for children and families.

We endeavour to develop and create an environment that is reflective of the children, families and community in which we live and the principals that we as a society hold.

Our aim is to ensure high quality service provision in YWCA Children's Services Programs, and to support children, families and staff through our inclusive service delivery.

The principles and practices of programs are designed to promote children's social, emotional, cognitive, physical and aesthetic development, and are guided by the following values:

Children:

- Relating to children with genuine respect, empathy and warmth.
- Valuing the child as an individual within the context of family and community.
- Acknowledging, supporting and understanding children's individual learning styles.
- Listening to children and taking into account their ideas and perspectives.
- Understanding and valuing that childhood is important in the present and provides the foundation for all future learning and development

Program:

- Ensuring that experiences have positive outcomes for children.
- Providing choices that support decision making and include taking care of the environment and resources.
- Ensuring routines are engaging and stimulating, promoting social development and learning.
- Supporting evidence based practice, which is updated through professional development and ongoing evaluation.
- Sharing an understanding that the nature of play contributes significantly to children's learning in all areas including maths, science, language, literacy, and creative and expressive arts.
- Providing programs that incorporate self initiated play and discovery learning, through observation, exploration, perception, investigation, imagination and problem solving.
- Establishing enriched environments to promote creativity, stimulate imagination and enhance aesthetic development.
- Providing opportunities for children to consolidate and extend their learning through repetition and practicing skills.
- Supporting practices that are free from discrimination.

Staff:

- Valuing, sharing and learning from staff skills, diversity and experience.
- Providing opportunities for all staff to participate in consultation and feedback.

- Providing staff with opportunities to reach their potential and further their professional development.

Families and Community:

- Involving families and the community to reflect their views within the programs.
- Provide support for families through positive relationships, mutual respect and shared decision making through consultation.
- Acknowledging and respecting the diversity child rearing practices.
- Valuing and acknowledging diversity as a strength from which to learn and share information to achieve better outcomes for children.
- Building links with agencies to advocate for children and families.

Updated October 2009



CANBERRA
ABN 48 008 389 151

YWCA OF CANBERRA CENTRAL OFFICE CONTACT DETAILS

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Email: childcareaccounts@ywca-canberra.org.au