



BOOSH

Before and After School Care
Vacation Care

2016 Handbook

phone: 0438 099 006 or 4787 7150

email: boosh@banc.org.au

website: www.banc.org.au/blackheath-out-of-school-hours-boosh

parent portal: <https://banc.hubworks.com.au/>

Welcome to BOOSH!

Our Service

BOOSH provides care for children before school, after school and during school holidays.

BOOSH is available to all families with school-aged children. New kindergarten children are very welcome.

BOOSH provides:

- Before School Care (Blackheath Public School children only) between 7am and 9am;
- After School Care between 3pm and 6pm; and
- Vacation Care between 8am and 6pm.

BOOSH caters for up to 30 school-aged children.

At BOOSH we promote a safe and friendly atmosphere where children are encouraged to explore and to use their imagination. We provide experiences such as gardening, cooking, woodwork, art and design, dance, drama, and so much more in a home-like environment.

Breakfast is provided during Before School Care and afternoon tea is provided during After School Care and Vacation Care.

We are a fully -accredited service and Child Care Benefit is available for eligible parents. BOOSH is an approved service and adheres to National Quality Standards and Education and Care Services National Regulations so that we can offer families in Blackheath, Mount Victoria and the surrounding area a high quality service.

We follow the standards for staff to child ratios. These are 1:15 children on regular days and 1:8 when on excursion.

All staff and volunteers have been vetted by the 'Working with Children Check,' as required by the NSW Commission for Children and Young People.

BOOSH hires highly qualified and trained staff.

Fees

Fees are outlined in the Fees Schedule (separate sheet). Fees are reviewed annually and can change.

Child Care Benefit and Child Care Rebate are available for eligible families to reduce your fees.

During Vacation Care we charge an additional fee as a contribution to excursion costs. This includes the cost of transport, entry fees, venue costs, presenters etc; and the need for extra staff on outings.

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Payment of fees

Please pay your fees on a weekly or fortnightly basis and ensure fees are paid in full. We will routinely send a fortnightly statement via email as a friendly reminder. The email will come from **HubWorks!**

If you are 4 weeks overdue in paying your fees we will send a reminder requesting immediate payment.

If you are 6 weeks overdue in paying your fees we will send a final reminder and our Finance Manager will call to discuss any problems or to arrange a payment plan.

If you have a query with your account or are experiencing financial difficulty or hardship please contact us immediately as we may be able to offer assistance by way of Special Child Care Benefit (if eligible) .

If you are having difficulty paying your fees, we will do our best to assist you with a manageable payment plan. Failure to pay fees will result in your matter being referred to the BANC Management Committee for further action, which may result in legal action being taken and the cancellation of your child's place at BOOSH.

Payment Methods

Online transfer (**preferred**) Name: Blackheath Area Neighbourhood Centre

BSB: 633-000

Acc: 119-265-700

Ref: YOUR CHILD'S SURNAME

Cash You can pay cash in person at BOOSH or at BANC

Cheque Cheques should be made out to '*Blackheath Area Neighbourhood Centre*'

Cheque via mail BANC, Gardiner Crescent, BLACKHEATH NSW 2785

How to enrol

To enrol your child in BOOSH go to <https://banc.hubworks.com.au/>, click Enrol, and complete the Enrolment Form.

How to book

For **Casual Bookings** for Before and After School Care, please call 0438 099 006 or email boosh@banc.org.au to check availability before sending your child to BOOSH.

With a Casual Booking you can book your child into BOOSH for infrequent days. Casual bookings can be cancelled without charge with 24 hours notice via text message on 0438 099 006 or email boosh@banc.org.au

You can make a **Permanent Booking** for Before or After School Care by completing a '*Permanent Booking*' form.

With a Permanent Booking you can book your child into BOOSH for set days of the week. Fees are payable regardless of attendance. You are welcome to attend for extra days as a casual booking but we are unable to swap your permanent booked days of care.

You must give 2 weeks notice if changing or cancelling a permanent booking, or payment in lieu of notice. You can change or cancel a permanent booking by completing a '*Change to Permanent Booking Details*' form. Verbal cancellations will not be accepted.

You can book your **Vacation Care** days by completing a '*Vacation Care booking form*' which is distributed once the Vacation Care program is released. To assist with staffing and programming, we appreciate as much notice as possible for Vacation Care bookings.

You must give 24 hours notice if cancelling a Vacation Care booking via text message on 0438 099 006 or email to boosh@banc.org.au, otherwise full fees will apply.

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Orientation

We require families to book in for an orientation prior to their child's first day of attendance to ensure a comprehensive exchange of information and a smooth transition for children.

Children with Additional Needs

It is important to us when enrolling children with additional needs that we have an initial meeting between parents/caregivers and the Coordinator, and an orientation prior to enrolment.

We have access to Inclusion Support Services for children with intellectual and physical disabilities. Inclusion Support may take a few weeks to be granted therefore we appreciate as much notice as possible when enrolling your child.

Child Care Benefit (CCB)

To help with the cost of Child Care you may be eligible to receive Child Care Benefit (CCB) and Child Care Rebate (CCR). To check your eligibility, or register for CCB/CCR please contact the Family Assistance Office (FAO) between 8am and 8pm Monday to Friday on 136 150.

The CRN (Customer Reference Number) for Blackheath Out of School Hours is 555 006 925T.

Once you have registered to receive CCB/CCR, to help us correctly and accurately process your entitlement, you will need to provide us with the following information on your child's enrolment form:

- Parent's Name & Child's Name: As registered with FAO
- Parent's Date of Birth and Child's Date of Birth
- Family CRN: This will be provided to you by the FAO
- Child's CRN: This will be provided to you by the FAO

Arrival and Departure

Parents or authorised persons are to sign children IN and OUT when dropping off and picking up children. BOOSH staff sign children out for Before School Care once delivered to school and in for After School Care once collected from school.

Authorised Persons

Children are to be collected by authorised persons only. Authorised persons are to be nominated and up-dated on the child's enrolment form. Authorised persons who are unknown to staff will be asked to produce ID.

Access and Custody

The legal custodial parent/guardian must provide us with documentation of a court decision, if our service is required to apply restricted access or denied access to another parent/guardian.

When Late

BOOSH closes at 6pm. Please phone 0438 099 006 if you are going to be late.

The following late fees will be charged if children are collected late:

- \$20 past 6.00pm but before 6:15pm; and
- \$5 per minute from 6:15pm up to 7pm.

If a child is not collected before 7pm, BOOSH will contact the Police.

Bus from Mount Victoria Public School

Children attending Mount Victoria Public School can be transported to BOOSH for After School Care via the Lithgow Buslines school bus. The bus departs Mount Victoria Public School at 3.02pm. Children may be required to leave class a few minutes early. Children wait next to the top classroom until the bus arrives and then board the bus as a group. A BOOSH staff member waits at the set down point outside Blackheath Public School and escorts the children to BOOSH.

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Vacation Care meals

Children attending Vacation Care are requested to provide a healthy, nutritious morning tea and lunch (no nuts or nut products please). Please provide an ice brick in the lunch box if dairy or meat products are included.

Immunisation

It is a legal requirement for BOOSH to hold a copy of your child's immunisation record. If your child is not immunised, please discuss this with the Co-ordinator.

Medical conditions (including allergies, diabetes, asthma, epilepsy)

You will be asked to tell us of any medical conditions your child may have at the time of enrolment.

Specific or long term medical conditions will require the completion of a Medical Management Plan developed in conjunction with you and your child's doctor. The Coordinator will meet with you and relevant health professionals as soon as possible prior to your child's attendance to discuss the content of the Plan, and to develop a risk minimisation plan and communication plan.

Medication

Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, BOOSH requires an individual Medical Management Plan from your child's doctor detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed at BOOSH.

If you want your child to self-medicate this must be detailed in an individual Medical Management Plan including recommended procedures for recording that the medication has been administered. Your doctor must provide this Plan.

Medication must be given directly to a staff member and not left in your child's bag. Staff will store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.

Urgent medical treatment

BOOSH will seek medical attention for children in the event of an accident/emergency. This may include calling an ambulance or transporting the child in a private car.

Paracetamol

In the event that staff cannot contact the Parent/Guardian, BOOSH staff will administer paracetamol to a child if they believe this may assist in relieving fever (armpit temperature above 37 degrees Celsius).

Nut policy

BOOSH aims to be a nut-free environment. We take responsibility for the health and well being of our children, staff, families and visiting community; and this is an everyday practice to protect the children in our care who may have allergies to peanuts and similar nut products.

Please take care not to send any food products with your child that may contain nuts.

Although every care will be taken of your child at BOOSH, the staff cannot be held responsible for an accident which may occur. In the event of an accident or illness requiring medical treatment, every effort will be made to contact the Parent/Guardian before such treatment is sought. Should this prove impossible, it is necessary for authority to be given for treatment to be undertaken.

Sun Safety

Please ensure your child brings a hat to BOOSH. Children will be supplied with sunscreen 20 minutes before going outdoors during our day programs. Children may bring their own sunscreen, if this is preferable. Please also send your children to BOOSH in clothing which covers their shoulders.

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Public Health

Any child with an infectious disease will be excluded from BOOSH during the exclusion period according to the 'Staying Healthy in Child Care Guide'. Non-immunised children may need to be excluded also. Parents must organise the collection of their child if their child falls ill during care and needs to be excluded.

Policies

A full Policy and Procedures document is held at BOOSH and is available for viewing at all times.

Emergency Procedure

In the event of an emergency that requires BOOSH to evacuate, parents/guardians will be notified by phone. Parents are asked to contact an alternate guardian to collect their child if their access to Blackheath is restricted.

If local Schools are closed due to fire, snow or other risk, BOOSH will be closed. Local Schools do not accept students until 11am if snow has fallen overnight. This means Before School Care will also be closed. If the Schools open at 11am, BOOSH will open for After School Care.

Complaints

At BOOSH, we like to deal with concerns as soon as they come to hand, to help achieve a satisfactory outcome for all parties involved. We find direct communication is best.

You can contact the BOOSH Co-ordinator, Annie Parker, either in person at BOOSH, by telephone on 4787 7150 / 0438 099 006, or by email at boosh@banc.org.au

Alternatively, you can contact the Blackheath Area Neighbourhood Centre Executive Officer, Jo Ridley, by telephone on 4787 7770 or by email at eo@banc.org.au or by post to BANC, Gardiner Cres, BLACKHEATH 2785.

The regulatory authority in NSW is the NSW Early Childhood Education and Care Directorate, contactable on 1800 619 113.

Priority of Care

As a Child Care Benefit approved service, BOOSH is required to follow the Priority of Care guidelines set out for enrolments by the Department of Education. These guidelines are used when there is a waiting list or when a number of parents are applying for a limited number of vacant places.

Please visit the Department of Social Services website www.dss.gov.au for further information.

Your ideas and skills!

We love to hear your suggestions about things we can do at BOOSH. Also please let us know if you have skills or interests that you would like to share.

BOOSH Coordinator

Annie Parker is the BOOSH Coordinator. Annie works at BOOSH on:

- Monday and Friday 7am to 9am & 1pm to 6pm
- Tuesday and Thursday from 11am to 6pm

BOOSH is a project of

Blackheath Area Neighbourhood Centre Inc.

Working for people and the small communities at the top of the mountains

ABN 83 058 109 149

