



Before School Care
After School Care
Vacation Care

2023 BOOSH Handbook

phone: 4787 7770 between 9am-4:30pm

text: 0438 099 006 between 7-9am & 3-6pm term time/8am-6pm school holidays

email: boosh@banc.org.au

website: www.banc.org.au/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 between 7am and 9am;
- After School Care between 3pm and 6pm; and
- Vacation Care between 8am and 6pm.

BOOSH operates according to the NSW public school term dates (Eastern Division) which can be found here <https://education.nsw.gov.au/public-schools/going-to-a-public-school/calendars>. On School Development Days (pupil-free), BOOSH offers a Vacation Care program.

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, art, 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 Subsidy is available for eligible parents.

We follow the standards for staff to child ratios of one staff member for every 15 children.

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

In November 2019 BOOSH was assessed and rated against the National Quality Standard in accordance with the requirements of the *Education and Care Services National Law Act 2010* (National Law) and *Education and Care Services National Regulations* (National Regulations). As a result of this assessment BOOSH received an overall rating against the National Quality Standard of **Meeting** National Quality Standard (M).

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Our Philosophy

We believe that BOOSH provides the time and space for children to relax, rest and enjoy their leisure time after a structured school day. We also consider that children 'own' this service - their voices are listened to with respect and their opinions are valued alongside the opinions of our families.

My Time, Our Place underpins our belief that children learn through play, and that all activities are chosen by the children and resourced through the educators who guide and support their learning.

We aim to be inclusive. To be included in play is pivotal in a child's social and emotional development. Educators discuss, encourage and mentor children so that they can understand and appreciate its importance.

We believe, through the advantages of play, that children enhance their social and emotional skills so that feelings of belonging, being and becoming are established. Through this, children will develop feelings of self-confidence, self-worth and self-esteem, which are required for a child to make their way through life.

BOOSH encourages children, through social interaction, to develop self-help skills so that any inappropriate behaviour and bullying can be managed through communication and self-regulation.

We believe in sustainability and encourage children to develop an understanding of its importance and putting strategy into practice.

How to enrol

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

A bond of \$100 per family is payable upon enrolment. Your bond is refunded if your fees are fully paid when you exit BOOSH.

Before commencing care

Your enrolment will *not* be complete until you have done the following:

1. Your HubWorks enrolment form is filled out correctly and you have accepted the terms on the enrolment form
2. You have uploaded a copy of your child's birth certificate to HubWorks
3. You have uploaded a copy of your child's up-to-date immunisation register to HubWorks; or evidence of a medical reason not to be vaccinated; or evidence of a recognised catch-up schedule
4. You have provided mobile phone details for all adults authorised to collect your child
5. You have provided documents regarding additional needs or diagnosed disability including behaviour management plans
6. If your child has a diagnosed medical condition, you have provided a medical management plan and/or action plans provided by a medical practitioner
7. You have provided legal documents, including but not limited to, custody arrangements
8. You have paid the bond of \$100 per family
9. Your childcare subsidy claim has been approved by Centrelink, or advised that you are not currently eligible
10. You have signed the CWA on HubWorks for CCS claims with Centrelink

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Fees

Fees are as follows:

Before School: \$24.50 per permanent session or \$27.50 per casual session

After School: \$30 per permanent session or \$33 per casual session

Vacation Care: \$61 per early bird session (7 calendar days before session) or \$64 last minute plus \$15 to \$30 per excursion

The following late fees will be charged if your child is collected late:

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

Fees are reviewed annually and can change.

Child Care Subsidy is 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, and the need for extra staff on outings. Charges for excursions are also covered by Child Care Subsidy for eligible families.

Payment of fees

Please pay your fees on a weekly basis and ensure fees are paid in full.

Payments can be made to the BANC bank account as follows:

<u>Name:</u>	Blackheath Area Neighbourhood Centre
<u>Bank:</u>	Bendigo Bank
<u>BSB:</u>	633-000
<u>Account no.:</u>	119-265-700
<u>Reference:</u>	YOUR CHILD'S SURNAME

You can log into your HubWorks account at any time to see your child's past attendances, Child Care Subsidy received, and fees owing. If you have a query about your account please contact BANC Finance Assistant immediately.

We will send a statement via email each week as a friendly reminder. The email will come from HubWorks.

BOOSH is managed by BANC, a local, non-government organisation. BANC does not make a profit from BOOSH. We rely on fees to provide your child with high quality care.

Payment of fees is your responsibility. Continually reminding parents to pay fees diverts precious resources from caring for your child.

If you are having difficulty paying your fees please contact Mel Dignam, BANC Finance Assistant, by telephone on 4787 7770, or by email at financeassistant@banc.org.au

We will do our best to assist you with a manageable payment plan. We may also be able to offer assistance by way of Special Child Care Benefit, if you are eligible.

If you have not made a payment in **2 weeks** the Finance Assistant will speak with you about payment of fees.

If you have not made a payment in **4 weeks** we will send a final reminder and you will be called to arrange a payment plan. If you do not maintain the agreed payment plan your child's enrolment will be suspended.

Continued failure to pay fees will result in a debt recovery process. You will be liable for any fees associated with the recovery of unpaid fees.

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Child Care Subsidy (CCS)

To help with the cost of child care you may be eligible to receive Child Care Subsidy (CCS). To check your eligibility or register for CCS please contact Centrelink on 136 150 or through your **mygov** account.

Once you have registered to receive CCS, you need to provide the following information on your child's enrolment form in HubWorks:

- Parent's name and child's name: exactly as registered with Centrelink
- Parent's date of birth and child's date of birth: as registered with Centrelink
- Parent's CRN and child's CRN: as provided to you by Centrelink

If the information provided to BOOSH does not match the information registered with Centrelink, your CCS cannot be processed. It is your responsibility to ensure your CCS is processed by Centrelink.

Please ensure that Parent 1 on the HubWorks enrolment form is the parent registered with Centrelink to claim Child Care Subsidy.

Families are liable to pay full fees until CCS is approved, confirmed and paid to BANC.

Once this information has been received by Centrelink you will need to confirm your child's enrolment at BOOSH through your **mygov** account. It is your responsibility to ensure your child's enrolment is confirmed through your mygov account.

Please note your enrolment details will end if your child stops attending BOOSH or has not attended BOOSH for 14 weeks in a row. You will need to re-establish the care arrangement and BOOSH will need to submit new enrolment details which you can again confirm through your **mygov** account.

If you are eligible for Child Care Subsidy you may be able to get extra help with the cost of approved child care through Additional Child Care Subsidy. Contact Centrelink for more information.

HubWorks Parent Portal

You can access information about your child's enrolment, download invoices and receipts, and update payment and personal details through the HubWorks' parent portal. Each family will be provided with a unique username and password that allows access to the parent portal, known as HubHello.

It is your responsibility to ensure the information in HubHello is up to date at all times.

To access the Parent Portal go to <https://banc.hubworks.com.au/>, enter username and password, click 'log in'. To log out, click on the profile picture in the top right corner and select 'log out' from the drop-down list of options. The HubHello landing page provides links to different areas primarily through the top tool bar.



Clicking on the profile picture will bring up a menu including Profile, Support and Log Out. This menu can be accessed from any page at any time.

Profile allows you to access a range of details about you and your child. Once Profile is selected from the main menu, you are provided with the opportunity to select yourself or your child/children through the individual profile pictures on the top left corner of the page.

To view or update your own information, select your profile picture to access:

- My Identity: Record/update your name, address, date of birth, contact details
- Formal: Change your password

To view or update your child's information, select your child's profile picture to access:

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- My Identity: Record/update your child's name, address, date of birth, contact details
- My Health: Record/update your child's immunisation status, approve administration of medication, and approve use of ambulance
- My World: Provide information about relationships, and record/update details about persons authorised to collect from BOOSH and/or be the emergency contact when you are not available
- My Welfare: Record/update details about family life

The heart icon represents 'Quicklinks' which provides access to Accounts and Locker. Select by clicking on the name of the section required. 'Quicklinks' can be accessed from any page at any time.

In the Accounts page you will be able to view your Child Care Subsidy (CCS) percentage, how many CCS hours your family is eligible for, how many absences have been accrued year to date, the current balance of your account and your children's attendance history.

The Locker page allows you to view alerts, an activity log and any saved documents. There are filter/search capacity in each page which may be useful when searching for a specific period and/or document. Alerts can be from BOOSH but is more often from the Government. Most frequently, it will be a notice about a change to the child's CCS%.

Clicking on 'Log' will provide records of all action made in your HubHello account. Vault allows you to securely store documents by clicking on the paper clip icon and uploading the relevant document/s.

How to book Before and After School Care

Bookings will only be accepted once we have accepted your enrolment on HubWorks.

For bookings for Before and After School Care, please 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.

With a Permanent Booking you can book your child into BOOSH for set days of the week, ensuring a place is always available. 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.

Casual bookings can be cancelled without charge with 24 hours' notice via email **boosh@banc.org.au**

Permanent bookings can be cancelled and changed with one weeks' notice via email **boosh@banc.org.au**

Verbal cancellations will not be accepted.

Permanent bookings need to be confirmed at the start of each new school term.

If your child is unable to attend on the day you have booked, please text **0438 099 006**

How to book Vacation Care

To access Vacation Care, fees must be paid before school holidays commence. If you are having difficulty paying your fees please speak with the BANC Finance Assistant immediately. We will do our best to assist you with a manageable payment plan.

BookMe is an online booking system that allows you to book your children into the BOOSH Vacation Care program.

To access BookMe:

1) Login to the Parent Portal **<https://banc.hubworks.com.au/>**

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2) Click on the Love Heart icon at the top of your page and select BookMe. The BookMe calendar will show you available Vacation Care activities at BOOSH, and what places are available. If certain days appear as blank, then that means there is no Vacation Care Event available for that date.

- Closed BookMe Events will be grey in colour
- Available BookMe Events will be light blue
- BookMe Events you've already opted to Participate in will be orange

3) If you have several children under your citizen profile, select the specific child you want to book.

4) Click the calendar icon to select the specific month you want to book your child in.

5) Select a particular day to view information about the program for that day.

6) Click on 'Participate' to book the day.

7) If you have more than one child attending that service, you can opt to 'Click to add another child' to that same Event, once you've pressed the Participate button. This option will be viewable underneath the calendar of Events.

8) Click 'Checkout' once you are satisfied with all the bookings you have selected for your child/ren.

9) Once you click 'Checkout', you will be directed to the 'Checkout' page. It will show you what days your child is booked in and a breakdown of what the 'Fee Payable' amount consists of, including any estimated subsidies.

10) You will first need to the Terms and Conditions before you will be able to click on the 'Confirm Bookings' button. Note: Click on the link beside the check box to read the Terms and Conditions.

11) Once you click on 'Confirm Bookings', a validation message will appear.

12) A booking confirmation will also be emailed to you.

Vacation Care bookings can be cancelled without charge with 48 hours' notice via email boosh@banc.org.au or full fees will apply.

If your child is unable to attend on the day you have booked, please text **0438 099 006**.

Orientation

We encourage families to book in for a short 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

BOOSH welcomes children of all abilities and interests. 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.

Authorised Persons

Children are to be collected by authorised persons only. Authorised persons are to be nominated on the child's enrolment form on HubWorks.

People with authority to collect the child will use their mobile number and pin to sign in or out the child. It essential that their details on HubWorks are kept up-to-date.

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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.

How to use the Electronic Sign-in

The first time you use Electronic Sign-in you (or the authorised person) will be required to create a pin after your mobile number has been confirmed.

Enter your phone number

Enter your own unique pin number that you choose

Select 'sign in' or 'sign out' and save

When Late

BOOSH closes at 6pm. BANC is not licensed to care for your children after 6pm.

Please text 0438 099 006 if you are going to be late.

The following late fees will be charged if your child is collected late:

- \$20 past 6pm 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.

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Access and Custody

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

Bus from Mount Victoria Public School and Mountains Christian College

Children attending Mount Victoria Public School and Mountains Christian College can be transported to BOOSH for After School Care via the Jones Bros Bus Company. A BOOSH staff member will meet children at the set down point outside Blackheath Public School and escort the children to BOOSH. Children must have a valid Opal card to use this service.

Emergency Procedure

In the event of an emergency that requires BOOSH to evacuate, parents/guardians will be notified by phone call, email through HubWorks, and/or text message. 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.

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.

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

You will be asked to tell us of any medical conditions your child may have on the HubWorks enrolment form. 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. It must be clearly labelled. Staff will store the medication in a designated secure place and ensure that medication is kept out of reach of children at all times.

Public Health

Children who are sick should not be brought to BOOSH. If you bring your sick child to BOOSH, we will ask you to take your child home. 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 will also be excluded. Parents must organise the collection of their child if their child falls ill during care.

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COVID-19

All BANC staff, volunteers and contractors are fully vaccinated against COVID-19. BOOSH will continue to act in accordance with public health orders and advice designed to restrict the spread of COVID-19.

Immunisation

Parents must record their child's immunisation status on the enrolment form. If your child is not immunised, please discuss this with the BOOSH Coordinator.

In the event of an outbreak of vaccine-preventable disease at BOOSH, children who are not immunised will be required to stay at home for the duration of the outbreak, for their own protection.

Nut policy

BOOSH aims to be a nut-free environment. Please take care not to send any food products with your child that may contain nuts.

Sun Safety

Please ensure your child brings a bucket 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.

Accident or illness

Although every care will be taken of your child at BOOSH, 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. 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).

Policies

A full Policy and Procedures Manual is available at BOOSH. Anyone involved with BOOSH is welcome to make suggestions and discuss any concerns they may have regarding current policies.

Behaviour guidance

At BOOSH we ensure that expectations about how your child behaves are clear and that there are consistent consequences for inappropriate behaviour. BOOSH staff act as positive role models for acceptable behaviour, and encourage and reward acceptable behaviour.

Whilst at BOOSH, we expect that the children will comply with the following basic rules:

- i. Respect each other;
- ii. Respect other people's property and that of BOOSH;
- iii. Share with other children and be inclusive;
- iv. Accept and respect individual needs and differences;
- v. Clean up after activities;
- vi. Be polite to staff, volunteers, parents and to each other;
- vii. Follow the instructions from staff;
- viii. Play only in the allocated areas and as directed by staff and not enter areas that are 'out of bounds';
- ix. Remain in the supervised area until the authorised person collecting them has signed them out;
- x. Not participate in physical fighting (play or real), for example, spitting, throwing toys, stones or dangerous objects;

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- xi. Not bully or engage in any form of aggressive behaviour;
- xii. Use appropriate language at all times.

Collection of personal information

The information we collect about you and your children is used solely for the purposes of providing childcare and meeting the administration requirements of operating BOOSH. This information is managed through HubWorks. Please speak with the Coordinator if you would like more information about the personal information collected about you and your family.

Priority of Access

As a Child Care Subsidy approved service, BOOSH is required to follow the Priority of Access 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.

Complaints

At BANC, 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.

If you have a concern or a complaint about BOOSH you can, in the first instance, contact the BOOSH Coordinator, Fiona Loeb, either in person at BOOSH, by telephone on 4787 7770, or by email at fiona.loeb@banc.org.au

If you are not satisfied with the response, you can contact the BANC General Manager, Leah Godfrey, by telephone on 4787 7770 or by email at gm@banc.org.au or by post to BANC, 110 Wentworth Street, BLACKHEATH 2785.

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

Your ideas and skills!

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

Communication

When BOOSH is open, we want our staff to be able to give your child their undivided attention.

The BOOSH mobile is for text only.

If you would like to speak to a BOOSH staff member, please call 4787 7770 during office hours or email boosh@banc.org.au to make an appointment.

BOOSH Coordinator, Jaimie Liebowitz	boosh@banc.org.au	phone 4787 7770
BANC Finance Assistant, Mel Dignam	financeassistant@banc.org.au	phone 4787 7770
BANC Services Manager, John Gunn	services@banc.org.au	phone 4787 7770

**BOOSH is a project of
Blackheath Area Neighbourhood Centre Inc.**

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

