



**NEWLANDS PRIMARY BEFORE & AFTER  
SCHOOL CARE PROGRAM  
PARENT HAND BOOK**

**2020**

# ENROLMENT PROCEDURES

\*2020 paper Enrolment forms must be completed and signed and given to the coordinator before children can be accepted into the program.

-This form can be found on the Newlands Primary School Website.

\*Online enrolments must be completed prior to children attending the service.

How to Enrol:

1. Go onto Newlands Primary School Website
2. Look for "My Family Lounge" widget

## My Family Lounge



### Parent Sign-In

Email
Password

[Sign-In](#)    [Register](#)

3. Click "Register"
4. Complete all required fields of information. Please note, if you miss a compulsory field your enrolment form will not submit.
5. Download the My Family Lounge App to manage your permanent sessions, and book casual one off sessions.
6. To book permanent ongoing care please submit a "booking request" through the portal.

## ARRIVAL & DEPARTURE

If children are booked into the service and do not arrive within 15 minutes of the arrival time between 3:30-3:45, staff will call the office to run an announcement over the P.A and then parents /guardians will be notified on the phone numbers provided. *It is essential you notify After Care* if your child is sick or absent for the session via marking them absent on my family lounge APP. Notification of absence must be done via the My Family Lounge APP, not the office or via email/text message. Failure to notify staff of absence is a child safety issue, and casual bookings who do not notify prior to 9:30AM will still be charged.

\*Children must be signed into Before School Care and Out of After School Care each day by an authorized person; persons under the age of 18 are not permitted to collect children from the service.

It is the responsibility of the parent/guardian to inform their child that they will be attending After School Care.

\*If you cannot arrive by 5:45PM to collect your child or will be sending someone in your place you must telephone staff to inform them of the change/ late arrival.

\*Parents must provide three emergency contacts who also have consent to collect your child from the service at your request or if you are unable to collect them yourself.

\*Parents must inform staff either in person or by phone if they will not be collecting their own child/children. You must provide the full name of the person collecting and they will need to present with photo identification before signing out. You must also send Confirmation and consent in writing via email or note. This person can be added to your enrolment form unless it is a one off situation.

## LATE COLLECTION OF CHILDREN

We ask for your cooperation by collecting your child/children by 5:45PM The following procedures will apply:

If there is an emergency, parents must telephone the coordinator if they will be arriving later than 5:45PM.

1. If your child is not collected on time, a fee of \$1 per minute is applicable after 6:00PM; this fee will be applied straight to your bill.
2. The coordinator will make every attempt to contact the parents; if necessary, we will then contact an emergency contact listed on your enrolment form.
3. The programs first concern is for the wellbeing of the child, therefore in the exceptional circumstances where a parent has not collected the child and cannot be contacted, the department of human service or the police will be contacted.
4. Parents who are habitually late may be asked to make alternative childcare arrangements.

## PERMANENT vs CASUAL

When your child attends this service, they will all under one of two payment/ booking categories:

**PERMANENT** - \$12 per session for Before Care and \$15 per session for After Care. It is defined by your child attending the same days every week for a term or more. Permanent sessions will always be paid for regardless of attendance. However, you are still required to mark them absent on the app.

**CASUAL** - \$12 per session for Before Care and \$22 per session for After Care. It is defined by your child using the service irregularly, or attending extra one off session in addition to their permanent days. A Casual session can be cancelled via the app by making them "absent" by 9:30AM on the day of the session and payment will not be necessary. However, cancellations of a casual spot must be paid for in full.

## OPERATING TIMES

**BEFORE SCHOOL CARE:** Available from 7:30AM Monday to Friday during the school term. Children must be signed in by a parent or guardian in the OOSHC room. Please note before school care does not provide breakfast, your child is more than welcome to bring their own healthy food to eat whilst in attendance and staff will provide support to prepare their food.

**AFTER SCHOOL CARE:** Available from 3:30PM-5:45PM Monday to Friday during the school term. Staff will only collect prep children from their classroom for the first 4 weeks of term 1. We aim to support children to be confident and competent walking down together in a group once they are familiar with the short walk between buildings.

## ACCIDENTS, ILLNESS & INJURY

Children with infectious diseases will be excluded from the service until they are well enough to attend again. This ensures the safety of both staff and other children at the school. The coordinator will consider re-inclusion of your child after parents present a medical clearance from a doctor. If a child becomes unwell whilst at the service, the coordinator will contact a parent/guardian immediately. All staff are qualified to administer first aid, however if a contact cannot be reached or it is necessary to seek immediate medical attention and ambulance will be called and the child will be taken to hospital. The cost of the ambulance and all medical treatment is the responsibility of the parent/guardian.

## MEDICATION

In the case that your child requires medication whilst in our care; please, supply written authority from either a parent/guardian stating the drug, dosage, dates and times to be administered. (please ask staff for forms). All medications must be supplied in their original packages with the child's names clearly printed on the front. All medications will be administered by the coordinator and witnessed by another educator.

## SUN SMART POLICY

We incorporate and enforce "NO HAT NO PLAY" policy; we are required to ensure children wear hats and apply sunscreen at all times whilst outdoors during term 1 & 4. If a child does not have a hat, they will be required to remain inside or in complete shade. Parent must provide children with a suitable broad brimmed hat and clothing that provides as much coverage as possible. If your child cannot have regular sunscreen applied and requires a special brand due to allergies or parent preference, please ensure this is given to staff with the child's name clearly printed.

## CHILD CODE OF CONDUCT

As part of our commitment to quality care at the service, we have basic rules children must follow. These rules have been developed in consultation with the children at Newlands, ensuring they have a sense of ownership over what happens in their space.

1. We respect each other and ourselves.
2. We will speak to others the way we wish to be spoken to, with respect and dignity.
3. We will be open to new ways of doing, thinking and being.
4. We must always behave in a way that respects the safety of others and ourselves.
5. Children must respect the school facilities, resources and staff.

The children attending the before and After School program can expect to enjoy the same rights, and to accept the same responsibilities as they do whilst at school. Children are expected to follow the school rules. At all times consideration will be shown to others.

## AFTERNOON SNACK

Children will be provided with a variety of light healthy snacks each afternoon from 4:00PM these snacks are prepared on site by staff who have obtained current food handling training. The ASC menus are prepared using seasonal fruits and vegetables every day, as well as an accompaniment such as crackers or sandwiches. All food is Halal and vegetarian. If your child suffers from any food allergies, you MUST notify staff both verbally and in your enrolment form.

## CHILD CARE BENEFIT

CCSS deductions apply to relevant and authorized parents who have been assessed by the FAO. Families will be eligible for the childcare benefit when the appropriate paperwork has been completed and given to the coordinator. We cannot claim your rebate without child and parents Customer Reference Number (CRN from Centrelink, you can locate this number via MyGov) date of birth and full names.

## FEE'S AND PAYMENT

Accounts are issued weekly via email and payment is expected within five working days. Payment can be made to the office or at ASC via cash, EFTPOS or bank transfer. You can find the school bank details on page 3 of the statement, on the school website or below. A late fee of \$5 per week will be applied to all overdue accounts. Alternatively, you can put larger sums of money onto your account to ensure it stays in credit. Many families take this option. *By signing and submitting an enrolment form, you are agreeing to these terms and conditions.*

### NEWLANDS PRIMARY SCHOOL BANK DETAILS

BSB: 063-183

ACCOUNT NUMBER: 10-022-013

Please ensure you reference your child's name and ASC (after school care) on the bank statement so we know what you are paying for.

e.g. ASC (after school care) or OSHC (outside school hours care) – John Smith

