

the  
**NANYIMA**  
centre

*Before and After School Care*

# Parent Handbook



*Nanyima: (nan-yi-ma) Aboriginal word meaning 'play'*

## Welcome to the Nanyima Centre

This Handbook has been prepared for the information of parents/guardians with children attending the Nanyima Before and After School Care Centre.

The Centre is managed by a voluntary committee comprised of parents whose children attend the Centre in conjunction with the Centre Co-ordinator and Administrator. Nanyima operates in much the same way as any small business, with one exception — we are a non-profit organisation.

We welcome your family to Nanyima and cordially invite you to become involved in the management, planning and operation of the Centre. Please read the following 'Conditions of Use' to maximise use of the Centre.

If there is any further information you require, please do not hesitate to ask the staff or a member of the Parent Management Committee for help.

We recommend that you keep this Handbook in a safe place for easy reference.

## Our Philosophy

Our philosophy is to provide the highest quality Outside School Hours Care in a friendly, supportive, safe and caring environment.

We aim to provide a varied and stimulating program which encourages individual interests and fosters independence. We are committed to maintaining the period of middle childhood as a unique and valuable stage of life. We aim to be inclusive of all families and children; the cultural diversity of our community is valued and respected.

We aim to maintain positive communication and relationships between staff, children, families, the school and the community.

## Hours of Operation

Nanyima is open for the duration of the NSW School Terms. We are closed during school vacations and on public holidays, and pupil free days. Our normal operating hours are:

- Before School Care: 7.30am to 9.15am
- After School Care: 3.15pm to 6.00pm

We ask your co-operation in ensuring that your child/ren is collected by **6.00pm sharp**. If it is apparent that you may be late picking your child up, please make alternative arrangements for the safe collection of your child and advise the staff of the arrangements as soon as possible.

## Daily Activity Program

The Daily Activity Program's purpose is to occupy, stimulate, extend and amuse. We provide a combination of planned and "free play" activities and the children may choose between the two.

A variety of activities are offered and include art and craft, sport, drama, games, music, storytelling, cooking etc. Provision is also made for those children who wish to do their homework, talk with the staff, or just relax after school.

## Refreshments

Breakfast provisions of toast and juice are offered at Before School Care. A substantial afternoon tea is provided for children who attend the afternoon session.

## Attendance

Children may be booked to attend on either a regular or a casual basis, subject to availability.

If you want to change your child's attendance days either permanently, or for a temporary period during the term, it is essential that you notify us in writing at least 2 weeks in advance. Permanent days may not be swapped ad hoc.

## Cancellation of enrolment

If, at any time during the year, you find that you no longer require before or after school care, you must give us two weeks notice in writing, otherwise two weeks fees will be charged.

## Absenteeism

It is essential that you advise staff as soon as possible if your child/ren will be absent for any reason whatsoever — e.g. your child is sick, or going to a friend's house on a particular day, you have an RDO, Grandparent or friend is picking your child up from school etc. If it is a permanent booking you will still be charged for the day.

## Consent

It is the parents/guardians' responsibility to be familiar with the procedures in relation to medication, accidents and illness, and to ensure that relevant consent forms are completed. Please speak to the Co-ordinator if you have any concerns or questions about any of these matters.

## Payment of fees

The current fee schedule (as at April 2010) is as follows:

- Before School Care: \$10.00 or \$12.00 for casual bookings
- After School Care: \$16.00 or \$18.00 for casual bookings

Accounts are generated twice per term. They are filed in alphabetical order, in the index box near the sign-off sheets. Alternatively you can have your account emailed. Payments must be received within 14 days of the invoice date. Casual fees may be paid for on the day of care or billed later.

Payment may be made by cheque, cash, BPay, Direct Deposit (form available from the office) or electronic transfer via the Internet. Details for Internet payments are as follows:

Account name: The Nanyima Centre  
BSB: 06 2131  
Account number: 00901887

You **must** reference each payment with your child's name otherwise payments may be incorrectly posted. If paying by cash, the correct amount must be tendered to the Co-ordinator who will issue a "cash receipt". No facilities exist for change to be given out by staff. Cash payments can only be made to the Co-ordinator.

Fees are to be paid for **all booked days, whether your child attends or not**, until such time as the booking is changed or cancelled **in writing**. A surcharge of 10% of the weekly fee may apply to fees overdue by one week or more.

Non-payment or continued late payment of fees can result in you forfeiting your child's place at the Centre.

## Child Care Benefit

Families who intend to claim Child Care Benefit (CCB) either as a fee reduction or as a lump sum, need to contact the Family Assistance Office (13 6150) and link their child to the Centre. You will need to quote our **CRN: 555 006 998S**. Once the FAO has processed your information they will notify us of the percentage to be deducted and the date of commencement.

## Receipts

A tax receipt will be issued to all families once the tax year is over, should you require one sooner please ask at the office.

## Emergency Information

If you change your home/work address or phone numbers, please tell the Co-ordinator immediately, so that our records are kept up to date.

Only those persons nominated on your Enrolment Form may collect your child/ren from the Centre, so please advise the staff if you change those authorised persons at any time.

## Collection of Children

Children will not be permitted to leave the school or the Centre unaccompanied or with an unauthorised adult.

Children will only be released to those persons authorised on the enrolment form. In the event that another person must collect your child, please advise the staff in advance. This is particularly important in the event of custody disputes.

Please sign the Daily Attendance Sheet and record the time of Arrival for Before School Care and the time of departure for After School Care, each day. **This is a legal requirement.**

## Late collection of Children

**A Late Fee** will be billed to your invoice for any child not collected by our closing time of 6.00pm. The fee is \$20.00 for every 15 minutes after 6.00pm.

If a child has not been collected by 6.30pm and all attempts to contact the parent/guardian, or other authorised adult, have failed, the staff will contact DOCS and the Police. **IT THEN BECOMES A LEGAL MATTER.**

## Accident

In the event of an accident involving your child, you will be notified immediately and advised of the action taken. If the parent/guardian cannot be contacted in a medical emergency, the child's family doctor or other medical help will be sought. If their condition is serious, an ambulance will be called.

## Illness

If your child arrives unwell or becomes unwell during the course of the program, he/she will be comforted until we can contact you and you are able to collect your child. Please understand that we do not have the facilities or resources to care for children who are ill.

Please advise staff promptly if any of your family have been in contact with a contagious disease.

## Medication

Medication will only be administered to children with explicit **written permission** from the child's parent/guardian.

All medication must be in its original container, with the original label clearly displaying the child's name and instructions for use. Supervision will be provided for children who "self administer" medication — e.g. Asthma "puffer".

## Personal Possessions

To avoid disappointment in the case of loss, breakage or confusion over ownership, we ask that you discourage your child/ren from bringing 'favourite' or valuable toys to the Centre. The staff assume no responsibility for children's clothing, toys or other possessions — especially those left behind at school.

Please check that your child/ren has collected their rightful belongings (especially school bags) before leaving The Nanyima Centre at the end of the day.

## Communication

Nanyima aims to establish and maintain effective communication between parents, staff, children and the Parent Management Committee.

Newsletters are distributed monthly and contain information about activities at the Centre, forthcoming meetings, social events, etc. Notices for parents are also displayed on the small notice board.

We encourage you to spend some time talking with the staff and to establish a routine for exchanging information about your child/ren with them. This will increase the staff's understanding of your child/ren and help them plan appropriate care for your child/ren.

You may need to consider making an appointment with the Co-ordinator if you have any major concerns or issues you wish to discuss.

## Committee Meetings

The Parent Management Committee meets on a monthly basis. If you wish a matter to be raised at the meeting, please speak with the Co-ordinator, or contact a member of the Committee. Our AGM is held in May.

## Grievance Procedures

The Nanyima Centre has an extensive policy document that is available via the website, email or hardcopy.

If a parent has a complaint or comment about the service they are encouraged to talk to the Co-ordinator. If the complaint is not handled to the parent's satisfaction they should then discuss the issue with the chairman of the committee. Complaints may be verbal or in writing. The Management Committee will then develop a strategy for resolving the problem. If the complaint cannot be resolved, external options will be offered via an unbiased third party. All communication will remain confidential.

## Contacting the Staff

The child care staff are on duty from 7.30am to 9.15am and 2.30pm to 6.00pm. If you need to contact the staff outside these hours, we recommend you employ one of the following methods:

- a) leave a message on our answer machine
- b) try our mobile
- c) send an e-mail

## Children's Behaviour

All children are expected to behave in a manner acceptable to the staff of the Centre. Our program is planned so that acceptable behaviour is encouraged and rewarded.

A set of basic rules for the children has been developed and all children are asked to abide by them. The rules are displayed on the notice board and parents are asked to support the staff in enforcing these rules.

If necessary, reasonable behaviour management strategies will be taken in line with the Centre's Behaviour Management Policy. Parents/guardians will be consulted in the case of continued disruptive behaviour.

The Management Committee reserves the right to terminate a child's enrolment if negative behaviour persists after reasonable action has been taken to encourage and involve the child in a positive way. This will especially be the case if the safety and security of other children is at risk.

We encourage you to confide in staff if your child has serious behaviour problems. Discussions involving your child/ren will remain confidential.

Our complete policy documents are available on request.



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