

Nanyima Parent Handbook

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HOURS OF OPERATION

Nanyima operates Before and After School Care for the duration of the NSW School Terms. We operate Vacation Care during NSW school holidays, inclusive of Pupil Free days. We are closed for two weeks over the Christmas period and do not operate on Public Holidays.

Our normal operating hours are:

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

We ask for 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. There is a late fee of \$20 per child for every 15 minutes after 6.00pm. Ongoing lateness could result in suspension of your bookings at Nanyima.

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, 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, cereal and fruit 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.

Please note, once your Vacation Care booking has been processed, we do not allow swaps, cancellations, or changes for Vacation Care bookings.

VACATION CARE EXCURSIONS

All excursions during our Vacation Care Program are compulsory. Excursion fees are included in the daily fee and will not be refunded regardless of whether children attend. It is the responsibility of the parent/guardian to check departure times as these times are strictly adhered to. If an excursion is cancelled due to unforeseen circumstances, care costs will still be charged. Children should NOT bring money on excursions. A separate permission form must be signed by the parent/guardian prior to each excursion. Children will not be able to attend the service on an excursion day unless this permission form has been completed.

ABSENTEESIM

It is essential that we know your child is safe, so please let us know prior to the session starting if your child is unable to attend for any reason. You can do this via the Xplor Home App, or by contacting the Coordinator. When a child fails to turn up to after school care and we have not received notification that a child will be absent, it is the responsibility of the educators to locate the child. This may mean that educators have to search the school grounds, speak with school staff and contact parents to ascertain the child's whereabouts and safety. In this instance, a \$7 Search Fee will apply. Unattended sessions will be charged and recorded as an absence. Please note, the school does not inform Out of School Hours Care (OSHC) of a child's non-attendance.

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 Feb 2025) is as follows:

- Before School Care: \$21.00 or \$23.00 for casual bookings
- After School Care: \$34.00 or \$36.00 for casual bookings
- Vacation Care: \$80.00 or \$95.00 excursion day

Accounts are to be kept fortnightly in advance and are payable via direct debit. 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.

Nanyima Out of School Hours Care service runs on a not-for-profit basis and we rely on fees to meet expenses. Fees are set at the lowest level possible while ensuring high quality care for your children.

CHILD CARE SUBSIDY

Families who intend to claim Child Care Subsidy (CCS) need to contact the Family Assistance Office (13 6150) and provide us with the CRN for the child and a CRN for the claiming parent. Once your enrolment is confirmed you will need to confirm your booking in your mygov account.

RECEIPTS

Should you require a tax receipt, please contact 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 Xplor Account may collect your child/ren from the Centre, so please advise the staff if you change those authorised persons at any time.

SUN PROTECTION

Nanyima's sun protection policy has been developed in conjunction with Cancer Council NSW and Network of Community Activities. SPF 50+ broad spectrum water resistant

sunscreen is available at the centre and children and staff are encouraged to wear protective clothing and sun-safe hats when outside.

COLLECTION OF CHILDREN

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. Children must be signed in and out by their parent/carer. 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 per child 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 Office of the Children's Guardian 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" .

CHILD PROTECTION

We believe it is every child's right to be safe and protected from all forms of abuse, violence or exploitation. Nanyima has a Child Protection Policy and all employees and management are 'Mandatory Reporters' . All employees have a current Working With Children Check.

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. 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. As a family using the centre you are a member of the association and welcome to attend meetings. Our AGM is held in May.

COMPLAINTS PROCEDURE

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 Director, who will develop a strategy for resolving the problem. If the complaint cannot be resolved, this will be escalated to the President of the Parent Committee and tabled at a committee meeting for consideration around next steps.

CONTACTING THE STAFF

The child care staff are on duty from 7.30am to 9.15am and 3.00pm 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 (9955 9509)
- b) try our mobile (0425 358 582)
- c) send an e-mail (info@nanyima.com.au)

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.