



2022 After School Care

Parent Handbook



Contact Us

North Sydney Community Centre
220 Miller Street, North Sydney NSW 2060

By Post:

North Sydney Community Centre Inc.
PO Box 562, North Sydney NSW 2059

P: 9922 2299

M: 0431 063 070

E: asc@northsydneycentre.com.au

W: www.northsydneycentre.com.au

About North Sydney Community Centre

North Sydney Community Centre is a dynamic, responsive and independent not-for profit community organisation. Our programs and services foster social connection and well-being. We offer Playgroup, After School Care (ASC), Classes, workshops, community talks, venue hire and our twice-monthly Northside Produce Market. We have a voluntary Committee of Management made up of local residents.

In 1972, a group of parents acted on a need for their children to get involved in creative activities after school and so they established North Sydney Leisure Centre. This wonderful innovative activity evolved into the current

After School Care (ASC). Originally run entirely by volunteers, their vision and hard work left a legacy which is the wonderful creative hub it is today – North Sydney Community Centre.

ASC is managed by professional childcare staff, and welcomes up to 105 children per day. The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for Outside School Hours Care Services across Australia. After School Care is accredited by the Australian Children's Education and Care Quality Authority (ACECQA).





After School Care

After School Care caters for 7-12 year-olds. Priority of access is specified by government guidelines.

P: 9922 2299 or 0431 063 070

E: asc@northsydneycentre.com.au

Enrolments

All enrolments must be done through Xplor

https://prodadmin.myxplor.com/enrollment_v2/centre/bcVLhu9CITi8qT394231Wwgq3w

The ASC Handbook and selected policies are on our website. An enrolment form must be completed for each child. Places are not confirmed until you are notified by email. Enrolment continues each year unless advised otherwise.

Anychangestopermanentbookings(reducing days, bookings cancellations, changes, etc.) must be notified with two weeks notice through My Family Lounge or in writing. It is the responsibility of parents/guardians to update

their information when any changes occur.

Operational Hours

The After School Care Program operates from 3.00pm to 6.00pm, Monday to Friday during school terms. After School Care is closed on Pupil Free Days and Public Holidays. No fees are incurred on

these

days.

Attendance

Staff collect children from North Sydney Demonstration School from 3.00pm to 3.15pm and walk them to North Sydney Community Centre. If a child is arriving independently from an activity or from another school, written authorisation/communication must be completed in advance by a parent/guardian. An attendance roll is marked each day. Parents must notify through My Family Lounge APP no later than 1.00pm if their child is to be absent from the program.

Collection of Children

It is a legislative and safety requirement that all children are signed out electronically when collected from the Centre. Child Care Subsidy (CCS) requires reporting on all attendances.

If a child is to be collected by anyone other than a parent (not included in the contact list), notification must be given in writing clearly authorising a person to collect the child. Staff cannot release a child until permission is obtained. Any person unfamiliar to staff may be asked for identification.

Late fees of \$20 every 15 minutes will be charged to any family whose child has not been collected by 6.00pm.

Fees

Fees are \$32 (permanent booking) and \$40 (casual booking) per day, per child.

Fees are debited from the assigned account (Direct Debit Form completed with the enrolment form) fortnightly. A calendar with the dates of the Direct Debit process is available for parents on our website. Any changes or updates (on account or credit cards) must be notified and a new Direct Debit Form must be completed.

The reversal fee for unsuccessful processing of payments is \$19.95 (inc GST). Refunds incur a \$10.00 processing fee. Late fees are \$20 for every 15 minutes after 6.00pm. Fee statements and receipts are sent by email.

If you are experiencing financial difficulties please contact the Coordinator to discuss payment solutions.

Child Care Subsidy

The Child Care Subsidy will be paid directly to After School Care to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to After School Care the difference between the fee charged and the subsidy amount. A range of information resources are available to assist families understand the details of the new child care package.

For further information about your eligibility for the Child Care Subsidy please go to: <https://www.dese.gov.au/child-care-subsidy>



Program

After School Care works on the principle of "free play".

We aim to provide a variety of interesting and challenging activities including outdoor/indoor sport, cooking, dance, sewing & weaving club, music, art and craft, games and gardening. Children can choose to participate in structured activities or supervised play. All activities are included in the After School Care fee.

An quiet area is provided for children who wish to do their homework and incentives are offered to children who participate in the homework club.

The daily program of activities is driven by student, families and team members ideas and feedback. Taking these ideas into consideration, our staff plan and evaluate the program on a weekly basis.

Music and Classes

The Centre accommodates private music classes during After School Care hours. If your child is interested in joining the North Sydney Demonstration School Music Program, please call "Directions to Music" on 9662 2211.





Policies

After School Care policies are available at the Centre or via our website:

www.northsydneycentre.com.au

Behaviour Guidance

After School Care has developed behaviour management guidelines to provide a consistent approach and focus on encouragement and positive guidance. It is appreciated that the parents/guardians reinforce these guidelines.

After School Care Rules

- Respect each other, the Centre and its property.
- No hat, no play.
- No teasing, hitting, bullying or pushing.
- Report incidents to staff
- Stay within the boundaries of the Centre.
- Ask staff to retrieve balls and lost property.
- Clean up after playing with toys and ensure dishes and cups are in the container for cleaning.

Child Protection

All staff and tutors are required to have a Working with Children Check prior to commencing employment. Under the Children and Young Persons Care and Protection Act 1998, all childcare workers are mandated to report to the Department of Children Services any child who is at risk of harm or who displays symptoms of abuse or neglect.

Safety

Covid Safety

The Centre takes necessary steps to prevent the spread of COVID-19 at the service. All notices from the Education Department are followed and procedures are in place to minimise, and if necessary, cope with spread of the virus. Also increased regularity of hygiene practices have been established, such as wiping down tables and door handles with disinfectant before, during and at the end of each session. Enhanced hygiene practices are required for staff and children including frequent hand washing and use of hand sanitiser regularly. Anyone (staff and children) who is sick with influenza-like symptoms, even with mild symptoms, should not attend.

Sun Protection

All children must wear a suitable hat when outside. Please provide a hat for your child each time they attend After School Care. SPF30+ sunscreen is available and may be applied to all children unless requested otherwise by a parent/guardian.

Appropriate Clothing

Children are required to wear covered shoes and clothing that covers the shoulders (for sun protection). Please ensure your child has either a rain jacket or umbrella in case of wet weather.

North Sydney Community Centre undertakes to comply with all relevant Workplace Health and Safety (WHS) legislation and regulations. Staff attend regular WHS meetings where maintenance and safety.





Workplace Health and Safety

issues can be identified, addressed and corrective actions followed up. Evacuation procedures are in place and are routinely practised with children.

Parent/Guardian Issues

We ask that all negotiations and legal orders in regard to access, pickup and payment of fees be cited and discussed with the ASC Coordinator in advance. Staff are not involved in negotiations between separated parents and cannot exclude access or information to one parent unless a court order is in place.

Nutrition

Afternoon tea is offered daily and includes a selection of sandwiches, hot food (weekly), crackers, fruit bread, cheese, vegetables and seasonal fruit. Drinking water is always available to children. Children and families are advised of ingredients in cooking activities and made aware for allergy, cultural, religious and personal reasons.

Food Allergies

Allergic reactions can be a life threatening and frightening experience. Detailed information from parents is important to prepare and accommodate children with allergies. Our staff participate in anaphylaxis training.

Our After School Care provides nut free afternoon tea. Staff encourage children with food allergies to question and obtain ingredient information before eating food prepared by others. In extreme circumstances, parents/ guardians may be requested to provide afternoon tea for their child.

Hygiene

Hand washing, before food and following use of the bathroom, is necessary and it is appreciated that parents reinforce this to their children. Food is prepared by staff under the NSW Food Authority guidelines.

Injuries and Illness

If a child arrives at the Centre unwell, or becomes ill during the After School Care program, a parent/guardian will be contacted to collect the child if he/she:

- is distressed
- has a known infectious or contagious disease
- has symptoms or signs of infection (fever, vomiting, diarrhea, rash or discharge from an eye or wound)
- needs one-to-one care
- requires medical attention

In the absence of the above, the child may be given a rest and hydration period and a parent contacted if there is no improvement after 30 minutes. Please let us know if your child has any medical history or reason where this procedure may not apply.

In the event of an accident, all staff members are trained in First Aid and will:

- render immediate first aid
- assess the seriousness to determine the appropriate action
- contact an ambulance and parent/guardian immediately if the injury is serious
- if a parent cannot be located, emergency contacts will be phoned.

Grievance Procedures

The Centre supports the right of users of our services to complain and will make every attempt to resolve any issues. Parents are encouraged to first raise their complaints informally with the ASC Coordinator.

If the complaint remains unresolved or concerns the ASC Coordinator, parents may contact the Centre Director. It is preferable that grievances are put in writing to:

Centre Director

North Sydney Community Centre Inc
PO Box 562 North Sydney NSW 2059

Alternatively, you can email director@northsydneycentre.com.au

Depending on the seriousness of the complaint, it may be addressed directly to the President of the Management Committee. If requested, this contact will be made available by the Centre Director to the complainant or their representative



Parent Communication

- Please ensure all phone numbers, email addresses, payment details and emergency contacts are current.
- Parents are automatically subscribed to the ASC E-newsletter. This email communication is sent periodically to update parents on information regarding After School Care.
- The After School Care noticeboard displays current and up-coming event information.
- North Sydney Community Centre believes that the users of our services have an important role to play in the Centre and we value your comments and feedback.
- Parents may contact the ASC Coordinator by phone 11.00am-6.00pm (Mon-Fri) on 9922 2299 or on the ASC Mobile 0431 063 070.
- If the matter is not urgent please email: asc@northsydneycentre.com.au
- All communication will be treated as confidential.
- Call (02) 9922 2299 or email asc@northsydneycentre.com.au
- We look forward to welcoming you to After School Care!





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Gus Gomez, ASC Coordinator

Linda Ramsden, Educational Leader

