



Jannali East  
 Before and After School Care  
 Program Incorporated  
 ABN : 82 641 384 248  
 P.O Box 338 Jannali NSW 2226  
 0435 996 806  
 jebasc@hotmail.com

## **Jannali East Before and After School Care Program Inc.**

### **Parent Information**

The Parent Handbook outlines important information you will need to be aware of while you are part of our service. Please read this information and address the Coordinator or Committee with any matters.

Our centre is located in the grounds of the Jannali East Public School. The centre provides before and after school care. Your child will have access to indoor and outdoor activities. Breakfast and afternoon tea are provided and drinking water is available at all times.

Jannali East Before and After School Care Inc (JEBASC) is a not for profit organisation, managed by an elected volunteer Management Committee of concerned, working parents and paid, experienced staff including a Coordinator, and a team of qualified Out of School Hours educators. Our Service complies with the National Quality Framework (NQF).

#### **Contact Details**

**Betty Tropoulos**  
 Centre Coordinator

**0435 996 806**  
**jebasc@hotmail.com**

**JEBASC website: [www.jebasc.com](http://www.jebasc.com)**

#### **Committee contact:**

Email address: [jebasccommittee@gmail.com](mailto:jebasccommittee@gmail.com)

**Times**

The Centre is open from Monday to Friday during school terms.

Morning Session 6.30am – 8.30am

Afternoon Session 3.00pm – 6.00pm

The Centre is closed during school holidays, on Public Holidays and on Pupil Free Days.

**Fees**

Permanent Booking	AM \$14.00 per child
	PM \$17.00 per child
Casual Booking	AM \$16.00 per child
	PM \$19.00 per child
Annual Administration fee	\$40.00 per family

**Child Collection Late Fees**

Late fees are liable if you are unable to collect your child within the centre's opening hours. Late fees of \$25.00 for every fifteen minutes or part thereof are applicable, for late child collections after 6pm.

**Accounts**

Accounts are payable through DebitSuccess only. Once signed up with DebitSuccess, your fees will be deducted automatically from your nominated Bank Account or Credit Card. Please read the DDR Service Agreement for Terms and Conditions, including fees related to the methods of payment. The DebitSuccess forms are available at the Centre, attached to the enrolment forms or they can be downloaded from our website.

**QK Enrol/Registrations / Bookings**

Parents intending to utilise the service for their children should enquire as to the availability of places. Children using the centre must be registered with the centre.

New to Jannali East Before and After School Care is QK Enrol for all bookings and wait-lists. The "My Family Lounge" app is available for download for Android and iOS devices from Google Play or the App Store. This app allows you to make casual bookings, report absences, and to complete and submit an online enrolment form for your child/ren. You will be able to submit a wait-list for your child/ren to secure a permanent booking and request change of days for currently booked places. The app will also allow you to provide detailed information such as medical information, diet requirements, emergency contact details and more for your child/ren.

If unable to access QK Enrol, casual users must ring, message or email the centre Coordinator to check that places are available. A minimum of 24 hours' notice is recommended, to allow for catering and staff rostering arrangements. If the centre has no available spots, the child will be placed on a waiting list.

It is families' responsibility to report absences through the "My Family Lounge" app or the Non-notification Fee of \$5.00 will be charged to your account as per the **Non-notification Fee** for Absent Children clause below,

Please contact centres coordinator with any issues relating to My Family Lounge.

### **Permanent Bookings:**

Parents with **permanent bookings** must pay for each day they have booked. This includes all absences, which are taken during school term, including family holidays and sickness. If a child has a prolonged illness (more than 2 weeks) then alternative arrangements may be made.

If parents with **permanent bookings** are taking a family holiday that is a minimum of consecutive four weeks during school term and not including school holiday's, the child's booking is able to be suspended until their return, providing two weeks' written notice is given and a placement holding fee of one third of the usual fees is paid in advance.

Fees for **permanent bookings** are payable two weeks in advance. The Jannali East Before and After School Care is a cashless service and only accept payment through DebitSuccess. You are required to complete the DebitSuccess form authorising periodic deductions of fees owing. Receipts will automatically be sent by email for every DebitSuccess transaction.

### **Casual Booking:**

Fees for **casual bookings** are payable on the day of usage and will be paid through DebitSuccess. Due to the requirements of rostering and catering, once a casual booking has been made, 24 hours' notice needs to be given to cancel the casual booking. If the appropriate notice of 24 hours is not given, payment is still required.

### **Notice of Cancellation:**

Families wishing to cancel their child's place at the centre are required to provide two weeks written notice to the Coordinator, or they are liable to pay the equivalent of two weeks' childcare fees to the service.

### **Non-notification Fee for Absent Children**

Parents must notify the Coordinator if children are not attending the centre. It is our duty of care to ensure your child is accounted for when they are enrolled in a session at our service. In the event that your child is absent from the afternoon session, staff will undertake all possible measures to locate the child. Your child's safety and the other children in our care are our primary concern and we ask that you notify the Centre of your intended child's absence before the commencement of the afternoon session.

If the Centre is not notified of your child's absence prior to the commencement of an afternoon session, a **Non-notification Fee** of \$5.00 will be charged, in addition to your booked session fee.

### **Staff**

The Coordinator, Assistant Coordinator and all other Out of School Hours educators are employees of the Jannali East Before and After School Care Inc.

Department of Community Services minimum staff to children ratios of 1:15 are applied.

A minimum of two staff attends the Centre during its operating hours.

### **Centre Policies**

The centre policies are located in the Centre and are available on the Jannali East Before and After School website. It is important that all parents are familiar with the policies before enrolling their child. Please feel free to comment on our policies at any time.

### **Child Care Subsidy (CCS)**

Using the enrolment form, please provide your parental CRN and your child/children's CRN's if you wish to claim the CCS. CCS is paid directly to providers and is passed on to families as a fee reduction. Using DebitSuccess, families are debited the difference between the Centre's full fee and the subsidy (CCS) paid by the government. Please arrange to speak to the Co-coordinator or committee with any issues relating to this.

### **Financial Hardship**

If a family is experiencing financial difficulties, it is requested that the Coordinator or committee are contacted to discuss the issues. Your enquiry will be given the upmost confidence.

The Committee acknowledges that on occasions events can cause families to have difficulties in paying their fees and the Centre will consider arrangements for a payment plan.

### **Parent Involvement**

Parents are welcome at the centre at all times and are encouraged to become involved in the centre's activities. The centre is a not for profit organisation, incorporated and run by an elected volunteer Management Committee of concerned, working parents and a paid, experienced staff of Coordinator, Assistant Coordinator and a team of qualified Out of School Hours educators.

Any persons involved in the centre are welcome to make suggestions and discuss any concerns they may have regarding its current policies and practices. Suggestion forms are also available on the notice board near the parent sign in desk.

For the centre to continue, it has to have the involvement of parents either to be on the Management Committee or to assist in other ways. A minimum of six committee meetings takes place at the centre annually, and notices of these meetings are displayed at the centre, ALERT message through the Jannali East Public School (JEPS) app and on the Centre's website. Parents are invited and encouraged to attend meetings to discuss any issues or give feedback.

### **Children's Behaviour**

Please ensure that your child understands the rules, which are displayed at the centre. Bullying, swearing, rudeness to staff or continual disruptive behaviour will not be tolerated and can lead to termination of placement. The centre staff will work with parents should this behaviour's persist.

### **School Time**

Children are released from the morning session at 8.30am when school staffs are on duty in the playground. Children who are required to leave early due to sports activities, sports training, choir, music, school excursions etc., must give notice to staff via text message, verbally or child/ren can provide a written permission note from their parents. If notice is not provided, the Centre is unable to release your child/ren until 8.30.

### **Parking**

No parking is allowed in the school grounds. Street parking is available around the school premises.

### **Dropping Off and Picking Up**

All children must be electronically signed in and signed out by a parent or guardian. The Coordinator will not allow children to leave with anyone else unless parent / guardian has provided written permission. Persons picking up children must be over 18 years of age. You must list names and telephone numbers of persons who you would possibly call upon to pick up your child in case of an emergency, on your registration form.

### **Breakfast and Afternoon Tea**

The centre provides a selection of breakfast cereals and toast with a cut off time for breakfast at 7.45am. Afternoon tea includes a variety of nutritious food including fresh fruit and vegetables, cut sandwiches and a healthy treat that is rotated daily. The staff at the centre prepares food on site on Thursday, the JEPS canteen prepares food on a Monday, Tuesday, Wednesday and Friday.

### **Infectious Diseases**

Children with contagious illnesses are not permitted at the centre until a doctor's certificate is provided that indicates the illness has passed beyond its infectious stage. If your child is sick with an infectious illness, please notify the centre's co-ordinator immediately.

### **Medication**

Please refer to centre policies and your requirements in relation to medication.

### **Immunisation**

From 1 January 2018, the Federal Government legislated that children, who are unvaccinated due to their parent conscientious objections, can no longer be enrolled in childcare. The Public Health Act 2010 prevents NSW childcare centres from enrolling children unless approved documents are provided that the child is fully immunised for their age, has a medical reason not to be vaccinated or is on a recognised catch up schedule.

### **Injury / Illness**

Should a child be injured or become ill at the Centre, every attempt will be made to contact the parent / guardian for further directions. However, the Coordinator may need to seek medical advice in an emergency and consent by the parent / guardian for this will be requested on the registration form.

### **Special Requirements**

If you have special requirements in regard to the care of your child while at the centre, please direct such requests to the Coordinator.

### **Clothing**

The staff will try to have children protect their clothing during activities whenever possible. If parents are worried, please have children bring along old clothing to change into. Please make sure all clothing is labeled with child's name.

### **Sun Protection**

Our Centre is a Sun Smart service. Our Policy is "no hat, no play". This policy will be enforced. Sunscreen is provided for all children.

### **Toys**

Staffs are not responsible for lost toys that a child brings to the centre. Please discourage your children from bringing 'precious' items to the centre.

### **Program**

A wide variety of activities are planned at the centre each week. A weekly program is located on the notice board near the parents' sign in / sign out desk and also on the tri-fold screen.

### **Mobile Phones**

While we respect the right of parents / careers to allow children to bring mobile phones to school, we must insist that these are left in children's bags and not used at the centre. We have a mobile telephone, which children can use should they need to. Inappropriate use of mobile phones including photographing others without their permission is unacceptable and can have serious consequences. Please refer to the centre's policy in this regard.

### **Homework**

Children are able to complete homework during centre opening times. If your child/ren use electronic devices to assist them in this it is their responsibility to look after the device at all times, the centre will not be held responsible to any damage. Inappropriate use of a device including photographing or recording others without their permission is unacceptable and can have serious consequences. Please refer to the centre's policy in this regard.

### **Donations**

Donations of items such as fabric off cuts, wool, cardboard, boxes etc. are very much appreciated.

### **Complaints and Feedback**

Parents are welcome to communicate directly with the Committee, this can be done by email; [jebascommittee@gmail.com](mailto:jebascommittee@gmail.com)

The Jannali East Before and After School Care Inc hope that your involvement with the centre will be a long and happy one.