



# YWCA OF CANBERRA O'CONNOR LONG DAY CARE AND SCHOOL AGE CARE

## Information Booklet

### Location

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The Studio, O'Connor Co-Operative School  
McPherson Street, O'Connor ACT 2602

### Contact

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Telephone: 0408 287 518

This number is connected to an answering machine for out-of-hours calls. Please notify the program if your child is booked for care but will not be attending. This is important as all children booked into the program are expected to attend unless otherwise notified.

### Director

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Katey Brown

### Operating Hours

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Long Day Care (LDC) 1:00pm – 6:00pm

Before School Care (BSC) 7:30am – 9:00am

After School Care (ASC) 3:00pm – 6:00pm

The Program is closed on Public Holidays, School Holidays and Pupil-Free days.

### Customer Reference Number (CRN)

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407 012 989 J

### Bookings

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Permanent 1 – 5 days

Casual As needed (minimum 24 hours notice required, not always available)

### YWCA of Canberra Childcare Accounts contact

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T: 02 6239 6878

F: 02 6239 6509

E: [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au)

# YWCA of Canberra Children's Services

Welcome to YWCA of Canberra School Age Care (Before and After School Care). As managers of the Program, the YWCA of Canberra aims to deliver high quality care to all children attending. We work closely with families, the school and community and welcome all suggestions and feedback.

Our staff have been selected to ensure that the children attending our programs have the best quality care, in a safe and friendly environment. Current staff ratios as determined by statutory regulations are one staff member to every eleven children or part thereof, with a minimum of two staff members present at all times.

This booklet provides information regarding booking arrangements, fees and payment of accounts, policy and procedures and other relevant details. If you require additional information or have any questions please contact us at [centrebasedcare@ywca-canberra.org.au](mailto:centrebasedcare@ywca-canberra.org.au) or call 02 6239 6878.

The School Age Care program is registered with the National Childcare Accreditation Council. This ensures that quality standards are maintained, and Childcare Benefit is available to the program for families to access. Family participation in the Accreditation process is essential and your involvement and feedback is encouraged and appreciated.

## **You must complete and return a yearly Enrolment Form**

Please read all information, complete the enrolment form and return to Childcare Accounts at YWCA Central Office or the program.

Licence Conditions set out by the Children's Policy and Regulation Unit require all families to re-enrol their children at the beginning of each school year. It is essential that the program has up-to-date information about your child, especially contact numbers for parents and emergency contacts. Please ensure any changes to information are provided to the program.

*This Information Booklet must be read before completing the Enrolment Form as you are agreeing to abide by the conditions and obligations listed.*

## **ENROLMENT**

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It is essential that there is a complete enrolment form at the program for each child. Children are not permitted to attend the program unless an enrolment form has been completed. Please ensure that information provided is correct at all times, in particular contact numbers, emergency contacts and medical information.

An **Enrolment Bond** of \$50.00 per child will be added to your first account, for permanent bookings. The bond is refunded against fees when each child leaves the program. Two weeks written notice of enrolment cancellation is required otherwise the deposit will be forfeited.

**Permanent enrolments** are considered ongoing unless written notification of changes to booking is received.

Notification of **casual bookings** must be received at least 24 hours in advance. Please ensure an enrolment form has been completed. Casual care is not always available as some programs are operating at capacity.

## **BOOKING ARRANGEMENTS AND CHANGES TO BOOKINGS**

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Please note, as per conditions of enrolment:

- When **ceasing care** (not returning to program, bond refunded), two weeks written notice is required.
- If **reducing booked days** two weeks written notice is required. This only applies if reducing days on a permanent basis.
- Immediate **increase to days**, or change of days can be negotiated, if space is available.

If two weeks notice is given to cancel care, this implies that your child/ren will not be returning to the program and your bond will be refunded. If care is required in the future, casual bookings may be made at the program, space permitting. Please note, there is limited availability for casual bookings.

Permanent enrolments are ongoing for the school year, unless written notification of changes to booking is received. Written notice is required for all changes to bookings - please request a form from staff. Staff are not authorised to accept verbal changes. The form can be returned to the program or directly to Childcare Accounts.

## **BOOKING CASUAL CARE**

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Families are to contact the program directly to book casual care. Please note, a **minimum of 24 hours notice is required for casual care**. Casual bookings will not be taken by Childcare Accounts or YWCA Central Office. There may be occasions where there is no availability for casual care, due to permanent bookings and staffing availability. Families may be contacted to collect their children if arriving at the program unannounced. This is to ensure that correct staffing ratios are maintained at all times.

## **NON ATTENDANCE & PUBLIC HOLIDAYS**

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Fees are charged during school terms, including public holidays. There are no refunds or credits for public holidays or non-attendance at the program for permanent bookings, due to the need for operational and staffing costs to be met. Families have the choice of casual bookings which are charged at a higher rate.

## **FEES**

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School Age Care is a not-for-profit program and relies on fees to meet expenses. Fees are set at the lowest level possible to provide high quality care for your child/ren. Fees are charged during the school term, including public holidays and sessions when absent.

Fees are charged fortnightly, in advance. Accounts and receipts are sent to email or postal addresses, as indicated by families on enrolment forms. Payment is to be made when accounts are received.

If you have any queries regarding accounts, please contact our Childcare Accounts Officer at the YWCA of Canberra on 6239 6878 or via email at [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au).

**Please contact Childcare Accounts or Program staff for current fee information.**

## **FEE PAYMENTS**

Fee payments are not accepted at programs. Methods of centralised payment of fees are detailed below:

- BPAY (online or by phone with your bank) – the BPAY Biller Code and reference number will be on the invoice
- EFT (online with your bank see BSB and account number below)
- Credit Card – one off payment (Visa and MasterCard only) by phone to YWCA of Canberra Central Office
- Credit Card – Standard fortnightly authority (Visa and MasterCard only). Authority forms available at the program
- Cheque or cash (paid directly to YWCA of Canberra – at the Central Office only).

### **Cheques to be made out to the YWCA of Canberra or payment directed to the YWCA of Canberra's bank account:**

Account Name:	YWCA of Canberra
Bank:	Commonwealth Bank of Australia
BSB:	062 – 901
Account Number:	1005 1712

- When making payment by direct debit from your account (not BPAY), please identify payment by centre code (first three numbers of the BPAY reference on your account) and account name, otherwise payment cannot be allocated to the correct account. For example, 101 Smith, A&B. Please contact accounts if you are unsure of your account name.
- For online payments, please email [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au) to notify Childcare Accounts that a payment has been made. This is essential, as it is the method by which your account will be credited after it has been verified by the bank statement that a payment has been made.

## **CHILDCARE BENEFIT (CCB)**

Childcare Benefit is available to families accessing School Age Care. Families are required to register with the Family Assistance Office and apply for a CCB assessment. When the service receives a copy of the assessment notice, fees will be reduced by the percentage indicated and families are required to pay the remaining balance.

In the case where there has been no previous CCB assessment the notified percentage may be backdated for 28 days from the date of assessment. Until the service receives an assessment notice, full fees are payable. Please contact the Family Assistant Office (FAO) on 136 150 for more information.

The Family Assistance Office pays Childcare Benefit to families for 30 days allowable absences per year. Families can claim Child Care Benefit and the Childcare Rebate for absences and public holidays. Families do have a choice of booking in casually, and only pay for days of attendance.

## **FEE RECOVERY**

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Fees owing to the YWCA of Canberra must be paid by the due date. Failure to comply with this requirement will result in the instigation of fee recovery action.

If payment has not been received before the next fortnight's care has been billed, fees are overdue. An overdue notice will appear on your next invoice. If payment has not been received two fortnights after falling due, a late fee of \$10.00 will be charged, and added to accounts, every month that fees are outstanding.

If fees are outstanding 30 days or more, families will be advised by letter that monies must be paid in 14 days or access to the service may be cancelled. This means that your child/ren will be excluded from the program. If the debt is not paid within 14 days of the Letter of Demand, the debt will be pursued through a debt collection agency. In this event, the debt collection charge of 20 per cent will be added to accounts as a cost recovery for the debt.

It is important to us that the care of your child/ren is not jeopardised if fee payments fall behind. Please contact us if your circumstances warrant a payment plan for your fees.

***If families are experiencing financial difficulty, please do not hesitate to contact the YWCA regarding a payment plan. A payment plan to remain in care may involve paying current and future fees and the remaining debt off over a specified period.***

## **ARRIVAL AND DEPARTURE**

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Please be aware that the program does not take responsibility for children until they arrive at the program. It is a legal requirement that children are signed in and out by a family member or authorised guardian when delivering or collecting children from School Age Care. Children attending Before School Care will be signed out by staff at 9:00am. Children attending After School Care will be signed in by staff on arrival at the program at the end of the school day.

For the **safety of children**, only those persons nominated on the enrolment form will be authorised to collect your child/ren from SAC. Children leaving the program on their own must sign themselves out and this must be authorised by a parent/guardian. No child is permitted to leave the program other than by usual arrangements unless the program receives written authorisation from a parent/guardian.

In the case of an emergency, a parent/guardian is to contact the program and provide details of the changes to arrangements. Authorised people may be requested to provide photo identification if they are unknown to staff. This is to ensure children's safety.

Please be aware that programs close at **6:00pm**. A **late fee** is incurred for children collected after this time. The fee, **\$20.00 for every 15 minutes or part there of**, will be added to next fortnight's account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected. Families who are continually late may be excluded.

## **FAMILY COMMUNICATION**

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Staff meetings are held on a regular basis and decisions about the program's philosophy, policies and practices will be made in consultation with families and the school. All feedback and input is encouraged and appreciated. Please contact staff regarding any suggestions you may have.

## **POLICIES**

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The program's policies comply with ACT Children's Services licensing requirements and regulations and with the National Quality Improvement and Accreditation System. These include the policies and procedures of the YWCA of Canberra and the school and are reviewed regularly. A comprehensive policy and procedure folder, detailing administration, nutrition, health, safety, hygiene and programming is available for viewing and comments.

## **IMMUNISATION, INFECTIOUS DISEASES AND EXCLUSION POLICY**

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Families are encouraged to have their children immunised according to the recommended schedule, as stated by the Federal Government. Children not immunised will be excluded during outbreaks of infectious diseases as per the program's Exclusion Policy.

## **UNWELL CHILDREN**

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Government regulations require the program to refuse admission to any child suffering from an infectious disease, illness or condition that may prejudice the health of any child. If a child becomes unwell at the Program, families will be notified immediately to collect the child. Symptoms such as vomiting, high temperature and diarrhoea are considered serious and families will be advised to keep their child at home for a 24 hour period and until the symptoms are no longer evident.

## **MEDICATION**

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If your child requires a prescribed or homeopathic medication they are required to remain at home for the first 24 hours of treatment. If any medication is to be administered at the Program, please complete the medication form available. Please note that medication can only be administered as per the instructions on the label. Medication will not be administered if the requested dosage is higher than recommended on the bottle or if the child's name is not on the bottle.

## **ACCIDENTS / INCIDENTS**

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If your child has an accident or sustains an injury while at the program, an Accident/Incident Form will be completed. In the case of serious accident or injury, a parent/guardian will be contacted immediately. When required, please sign that you have read the Accident/Incident Form when collecting your child.

## **GRIEVANCES AND COMPLAINTS**

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Families are encouraged to communicate any concerns regarding the care of their children to staff. Concerns will be discussed and follow up action taken when required, in line with YWCA of Canberra Policies and Procedures. The aim is for a consultative process and a positive resolution for all involved.

## **EMERGENCY PROCEDURES**

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Emergency procedures, including evacuation procedures, are posted in the room. Please familiarise yourself with these procedures.

## YWCA of Canberra Children's Services

### STATEMENT OF PHILOSOPHY

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YWCA Children's Services Programs provide community based care and education for children in the Canberra Community. Our vision is to ensure high quality service provision in YWCA Children's Services Programs, and to support staff and program participants in all aspects of service delivery. We endeavour to develop and create an environment that is reflective of the children, families and community in which we live and the values that we as a society hold.

#### Children and their development

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**We understand the importance of each stage of children's development, from birth to early, middle and later childhood and the value of play to realise this growth and development.** There is an understanding and valuing that childhood is important. It provides the foundation for all future learning and development. We identify the individual physical, social, emotional and intellectual levels of children by observation and plan experiences based on the needs, strengths and interests of each child. Relating to children with respect, empathy, equity and warmth, and acknowledging and understanding children's individual learning styles is important in our programs; along with listening to children and taking into account their ideas and perspectives.

#### Programs

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**We acknowledge that children learn and develop through play and self-discovery.** Programs will encourage children to make choices through child-initiated and child-directed activities by providing experiences that incorporate these learning opportunities. We encourage cooperation in children and foster self-esteem by focusing on positive guidance and acknowledging children's strengths. We aim to ensure that all experiences have positive outcomes for children and teach them to work cooperatively and build relationships with others. Programs support evidence-based practice, which is updated through professional development and evaluation.

#### Environment

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**Children are nurtured in a happy, safe and stimulating environment.** We support children in the need to care for our world, encouraging the development of an environmental awareness and a sense of responsibility and ownership.

#### Diversity

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**Children are treated equally irrespective of culture, race, religion, socio-economic and family background and physical and cognitive abilities.** Within our programs there is an acknowledgement and respect of diverse child rearing practices, and that each child comes into care with a different set of experiences, family backgrounds and cultural values. We believe that being able to share a variety of experiences from diverse cultures, and backgrounds provides children with opportunities to explore, experiment and find out about themselves, other people and the world around them, building stronger communities.

**We are aware of different cultural and philosophical approaches to childcare within the community and draw on this information in communicating with families.** Our programs support practices that are free from discrimination, challenge stereotypes and promote anti-bias, and value and acknowledge diversity as a strength from which to learn and share information to achieve better outcomes for children.

## Family and Community

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**We acknowledge each child and family member as individuals.** We respect the bonds that are established in each family, and aim to build collaborative relationships with families to ensure consistency for the children and a sense of positive acceptance. Family and community interest and involvement is encouraged and sought through participation and open communication within the program. Programs provide support for families through positive relationships, mutual respect and shared decision making through consultation. Our programs support building links with agencies to advocate for children and families.

## Staff

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**The skills and experience of our staff are recognised and valued.** By sharing knowledge, providing support for one another, drawing upon each other's strengths and recognising each other as individuals, we aim to create a caring and stimulating environment in which children and staff are encouraged to reach their full potential. Programs provide opportunities for all staff to participate in consultation and feedback, and give staff opportunities to reach their potential and further their professional development.

We value staff diversity and provide opportunities to learn from and share that diversity. **The philosophies of the YWCA of Canberra Children's Services are parallel to those of current childhood practices and our programs aim to provide holistic, high quality care for children.**

Reviewed: October 2008



### **YWCA OF CANBERRA CENTRAL OFFICE CONTACT DETAILS**

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GPO Box 767, Canberra ACT 2601

Phone: 02 6239 6878

Fax: 02 6239 6509

Email: [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au)

[www.ywca-canberra.org.au](http://www.ywca-canberra.org.au)