Quantin Binnah Community Centre Inc
School Age Care

Parent Handbook
INTRODUCTION

QUANTIN BINNAH SCHOOL AGE CARE VENUES ARE FULLY ACCREDITED FACILITIES UNDER THE FEDERAL GOVERNMENT’S ACCREDITATION AND REVIEW PROCESS.

THIS IS IN PLACE TO ASSURE QUALITY OF CARE IS ONGOING.

YOU ARE WELCOME IN OUR VENUES AT ANY TIME. WE WORK TOGETHER TO CREATE THE BEST FOR YOUR CHILD.
CENTRE

PHILOSOPHY

& GOALS
INTRODUCTION

HISTORY AND VISIONS

Quantin Binnah Community Centre Inc. (Q.B.C.C.) is situated at 61 Thames Boulevard, Werribee and offers a variety of services and programs to local residents. These include Child Care, Before After and Vacation School Care, Kindergarten, Little Kinder, Play Groups, Adult Community and Further Education, Maternal Child Health and Community Rooms for hire.

The Centre was officially opened on 30th September, 1992 and began providing services on 5th October, 1992.

The name Quantin Binnah is said to be Canadian Indian in origin, meaning 'Full and Plenty' and was the name of the Homestead of the 'Chafey' brothers who worked with the development of irrigation systems. The Centre is located near the site of the Homestead and has taken on its name, which is also reflected in local street names.

Quantin Binnah Community Centre is managed by volunteer local residents. Together they form a Committee of Management. Local residents wanted to become involved with the management of the Centre and help make it a place run by the Community for the Community. Many of the management group members and those who are involved with the Centre in a different capacity are also users of one or more of the Services provided from the Centre. In fact some of the Community Room activities are organised by volunteers who contribute their time and skills to help run the Centre. With most of the services and programs operating from the one building and used for various activities, the Centre is referred to as a "Multi-purpose Integrated Facility".

The Centre and its venues have the following Vision Statements:

- A centre that is bright, interactive, friendly, safe and welcoming!
- A centre that is rewarding, enjoyable and fun to be in.
- A centre that is managed by a community committee.
- A centre that is open to all families and which responds to community needs and offers a wide range of activities and services.
- A centre which seeks out and uses other resources within the community.

MANAGEMENT & MANAGEMENT STRUCTURE

The Centre is managed by local residents elected at a community / member meeting. This management group is referred to as the Committee of Management. Committee of Management members, are responsible for all governance of the Centre, and voluntarily offer their services and receive no financial rewards.

The Centre recognises that services being offered should meet the needs of the users of those services. To this end, the Centre encourages community members, service users etc. to be part of the Centre, to be involved in the management group, to be part of decision making and to have a say in how the Centre and Services are run.

The Centre has volunteers who are people devoting regular periods of time working at/to/for the Centre to assist staff and the Committee of Management in the day to day operations of the Centre. The Committee of Management and staff acknowledge all the work and effort of volunteers and greatly value their input and assistance.

The Committee of Management seeks to manage the Centre as an integrated facility. It has the following management structures and designated positions of responsibility with a maximum of 15 voting members, as well as ex-officio Council representatives (refer back page).
SCHOOL AGE CARE PHILOSOPHY

For children and families to feel happy, relaxed and secure in the Centre’s environment.

To provide an environment that is safe and nurturing, as well as open, for exploration and discovery.

To foster a sense of importance and respect of themselves and for others.

For each child to develop and progress at their individual pace, bearing in mind the general milestone range within their age group.

For children to foster an interest in books, music and the world around them, with emphasis on language and self-expression.

For children to seek out and explore all avenues of creativity.

For children to gain an appreciation of social expectations in a positive sensitive and caring manner.

For children, families and staff to develop strong trusting bonds with open communication.

For fun and sense of humour for life to grow and flourish and withstand the rigours of each day.

For children, families and staff to develop and promote a firm and sensitive commitment to the protection and enhancement of our environment and planet, through the conservation and recycling of our resources.

For all to have an awareness and sensitivity of the special and individual needs and qualities of all who move within the Centre, family and community at large.

To provide an environment and program that reflects, incorporates and respects the diverse multi-cultural make-up of our community.

To provide a program that gives all children equal opportunities.

Each has much to learn and each has much to contribute!
GENERAL INFORMATION

HOURS OF OPERATION
Quantin Binnah School Age Care Services are open from 6.30am for Before School Care and Close at 6.00pm for After School Care (except for Manor Lakes College and Our Lady of the Southern Cross which both close at 6.30 pm) Monday to Friday.

The School Age Care Services are not available on Public Holidays. Quantin Binnah Community Centre is usually open till Christmas Eve and commences the first week after the New Year’s holiday. Woodville PS joins Quantin Binnah on the second week of the New Year’s holiday. All other services are open on the third week till all schools are open for their first term. Vacation Care services usually begin at the end of each school term.

Pupil Free days are usually held at the Quantin Binnah venue or at the Newport Lakes PS venue. Please ring the main office at QB (9742 5040) to check if it is viable to have the service open on those days.

Please ask if early prep pick-up is available for your venue at the beginning of Term 1.

PLACEMENT
Quantin Binnah School Age Care

- Before School Care -Licensed for 60 children- Child/Staff ratio 1:15
- After School Care -Licensed for 120 children- Child/Staff ratio 1:15
- Vacation Care - Licensed for 90 children- Child/Staff ratio 1:15 at venue 1:8 for excursions; 1:5 for swimming days

Manor Lakes College School Age Care

- Before School Care -Licensed for 50 children- Child/Staff ratio 1:15
- After School Care -Licensed for 90 children- Child/Staff ratio 1:15
- Vacation Care - Licensed for 60 children- Child/Staff ratio 1:15 at venue 1:8 for excursions; 1:5 for swimming days

Woodville PS School Age Care

- Before School Care -Licensed for 30 children- Child/Staff ratio 1:15
- After School Care -Licensed for 60 children- Child/Staff ratio 1:15
- Vacation Care - Licensed for 60 children- Child/Staff ratio 1:15 at venue 1:8 for excursions; 1:5 for swimming days

Newport Lakes PS School Age Care

- Before School Care -Licensed for 30 children- Child/Staff ratio 1:15
- After School Care -Licensed for 60 children- Child/Staff ratio 1:15
- Vacation Care - Licensed for 60 children- Child/Staff ratio 1:15 at venue 1:8 for excursions; 1:5 for swimming days
Corpus Christi PS School Age Care

Before School Care - Licensed for 30 children- Child/Staff ratio 1:15

After School Care - Licensed for 60 children- Child/Staff ratio 1:15

Our Lady of the Southern Cross PS School Age Care

After School Care - Licensed for 60 children- Child/Staff ratio 1:15

Wyndham Park PS School Age Care

Vacation Care - Licensed for 60 children- Child/Staff ratio 1:15 at venue 1:8 for excursions; 1:5 for swimming days

ROUTINE

All individual venues will have their basic daily routine displayed in the rooms. Programs of activities will be prepared by each venue Leader and displayed for parents to see and read.

Children’s works and expressions are displayed in folders as journals and parents are invited to view these daily.

PARENTS ARE WELCOMED TO PARTICIPATE IN THE CENTRE AND COMMENT AND PROVIDE SUGGESTIONS FOR ACTIVITIES FOR THEIR CHILDREN. YOUR ATTENDANCE AT OUR MEETINGS, SEEKING FAMILY VIEWS, IS ENCOURAGED. PLEASE ATTEND WHEN YOU CAN.

Any specific needs of the children will be included in program. Staff are given three hours per week to prepare this program. Please feel free to discuss this with your venue staff or the Leader.

NATIONAL QUALITY FRAMEWORK

The aim of the Framework for School Age Care is to extend and enrich the wellbeing and development of school age children in education and care settings. It assists the children with opportunities to maximise their potential and develop a foundation for future success in learning.

With the new regulations our School Age Care educators are well recognised in their Qualifications:

- The Director is a qualified primary school teacher
- Venue educators have a Diploma in School Age Care or Diploma in Children Services
- Assistants are qualified in Cert 111 School Age Care or Cert 111 Children Services
- University students are studying to become teachers or studying other recognised vocations that allow them to work in School Age Care
PLAY AND LEISURE IS FUN
Play and leisure time experiences chosen by children and supported by informed school age care educators promote children's learning and well-being. Children's happiness, optimism and sense of fun are significant to their emotional wellbeing and resilience. In school age care settings, children are actively involved in choosing the range of activities, which will develop their skills and attitudes towards life-long learning. Children will explore common interests and develop friendships as part of belonging to the school age care community.

Play and leisure time is very important to children. Through play and leisure activities they:
- develop relationships with others
- express their personality and uniqueness
- develop creativity, problem-solving skills
- make connections between prior experiences and life-long learning
- develop a sense of well-being.

TIME AND PLACE
We have developed the Framework to ensure your child receives quality programs in their school age care setting. This is a vital time for them to relax, make friends, engage in personal growth and develop skills and attitudes for healthy living. By using this Framework school age care educators will provide environments that are welcoming places for children and families. They will create vibrant and flexible spaces that are responsive to the welfare and abilities of all children. This vision of the Framework is for all children to feel safe and have enjoyable experiences.

It will guide educators to provide play and leisure-based experiences that are engaging and building foundations for life-long learning.

WHAT CHILDREN SAID ABOUT KEY CONCEPTS IN THE FRAMEWORK FOR SCHOOL AGE CARE
"I really feel I belong here because there is time for friends, staff really respect you and there is lots to do." Annabel, Age 9

HOW WILL IT WORK?
School age care educators will use this new Framework in a range of school age care settings, including family day care to ensure that your child receives high quality experiences.

The Framework focuses on your child's wellbeing and development. Educators will work with you in order to get to know your child so that they can create a program that builds on your child's interests and abilities. Educators will also keep you informed about the events and activities in which your child participates.

Through the Framework the learning goals educators will assist your child to develop:
- a strong sense of their identity
- connectedness with their peers
- a strong sense of wellbeing
- confidence and involvement in their learning
- effective communication skills.

WORKING TOGETHER
Children thrive when families, educators, schools and the wider community work together in partnership to support children's wellbeing and learning. Within this partnership everyone values each other's contributions and engages in shared decision-making.

As the most important person in your child's life you can make a difference by talking regularly with your child's school age care educator. Information you provide allows educators to link your child's experiences at home, school and within the community with the care they spend together in the school age care setting. This facilitates joint decision-making about your child's school age care experiences.
WHAT YOU NEED TO KNOW
ENROLMENT

An enrolment form must be completed in full before the child attends. These can be obtained from Quantin Binnah Community Centre Office or School venues. Payment options are attached to enrolment form. Please consider these options seriously so that the care of your child will not be withdrawn because of debt owing. There is an enrolment fee of $55 before beginning our services ($20 for administration and $35 fees in advance).

YOU MUST INCLUDE ALL EMERGENCY CONTACT NUMBERS, including your doctor’s telephone number. (Please remember, in the event that both parents are unforeseeably detained or cannot be contacted, we must be able to contact someone in respect of your child/children. Without an emergency contact person, an inability to contact you may result in decisions being made with which you do not agree or in extreme cases the community Police will be contacted - in line with regulations - to take over care of your children until you can be reached). Therefore, this is a VERY IMPORTANT portion of the form to complete.

If eligible, please bring evidence of current Fee Relief Assessment. If you are unsure, please contact the Family Assistance Office ON 136150.

NUTRITION

Breakfast will only be served for Before School care during school terms – Monday to Friday from 6.45am – 8.00am. Breakfast will not be provided during Vacation Care days.

Breakfast – Toast with either – honey, vegemite or jam. Some cereals are also provided. Pancakes, spaghetti or baked beans on toast and scrambled eggs are available on request.

Beverage – plain milk, milo or water.

Afternoon Tea

Assorted fruit platters (seasonal fruit) and cooking of the day provided by our chef at QB (Check Weekly Menu).

Beverage – water only.

Please discuss any specific dietary requirements with staff including allergies, religious or medical restraints.

Children are not to bring food with NUTS to the venues. We have a NO NUT POLICY at all our premises.
PARENTAL INVOLVEMENT

All parents are encouraged to participate in the planning of foods, fundraising, working bees and other events held by the Centre. The Committee of Management welcomes your involvement in the Centre, which cares for your child. This is your opportunity to have a say in how your child School Age Care service is run. Please also discuss your child’s progress with staff, or any concerns you may have. However, keep in mind that it is best to do this when your child is occupied elsewhere.

LIFE EVENTS

Please discuss with staff any occurrences in your child’s life that we should know about so that staff can understand their needs.

TOYS, GAMES and EQUIPMENT

If your child’s school accepts toys, games, mobile phones and other equipment at their venues please explain to your child that these must be kept in their bags whilst in our care. Quantin Binnah School Age Care services are not responsible for any lost property or any type of clothing.

SPORT

We aim to utilise fine weather for outdoor sport. Please encourage your child to be active for their wellbeing.

BULLYING

The safety of your children is most important to us. We have anti-bullying policies. Children who show lack of respect to our educators and harm other children will be seriously dealt with and may be suspended from our services. EVERYONE HAS THE RIGHT to feel safe at our premises.
Parents are advised not to take matters into their own hands by approaching other children as this is illegal. Please see the Leader of the venue if you have concerns.
HEALTH AND SAFETY PROGRAM
HEALTH

The health and safety of all children is of concern to both staff and parents using our services. Since our venues do not have separate facilities for the care of sick children, parents must not bring sick children to the venue.
Parents will be required to remove their sick child if it is felt that he or she needs to see a doctor or has an illness which is contagious or requires prolonged individual staff attention.
Staff ratios cannot cope with the type of individual care a sick child requires and this interferes with the safety and wellbeing of other children also in care.

Again, for this reason, if you are unlikely to be available in the circumstances we must have alternative emergency arrangements in place.

In the case of common infectious diseases the Health Department exclusions table will be followed (included in handbook).

If a child develops a serious medical condition or suffers an accident requiring immediate medical attention, an ambulance will be called and the child will be accompanied to hospital by a member of staff from their room. Parents will be notified and will be required to attend as soon as possible. Authority for this is signed at time of enrolment. Parents should be aware that an ambulance will be called if it is felt that it is required and the family will be responsible for any expense.
<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of Cases</th>
<th>Exclusion of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amoebiasis (Entamoeba histolytica)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Campylobacter</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Chickenpox</td>
<td>Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eyes has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diphtheria</td>
<td>Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.</td>
<td>Exclude family/household contacts until cleared to return by the Secretary.</td>
</tr>
<tr>
<td>Hand, Foot and Mouth disease</td>
<td>Exclude until all blisters have dried.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Haemophilus influenzae type b (Hib)</td>
<td>Exclude until at least 4 days of appropriate antibiotic treatment has been completed.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Herpes (&quot;cold sores&quot;)</td>
<td>Young children unable to comply with good hygiene</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>Human immuno-deficiency virus infection (HIV/AIDS)</td>
<td>practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Impetigo</td>
<td>Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Influenza and influenza like illnesses</td>
<td>Exclude until well.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Leprosy</td>
<td>Exclude until approval to return has been given by the Secretary.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Measles*</td>
<td>Exclude for at least 4 days after onset of rash.</td>
<td>Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility.</td>
</tr>
<tr>
<td>Meningitis (bacteria - other than meningococcal meningitis)</td>
<td>Exclude until well.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Meningococcal infection*</td>
<td>Exclude until adequate carrier eradication therapy has been completed.</td>
<td>Not excluded if receiving carrier eradication therapy.</td>
</tr>
<tr>
<td>Mumps*</td>
<td>Exclude for 9 days or until swelling goes down (whichever is sooner).</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Pertussis* (whooping cough)</td>
<td>Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.</td>
<td>Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment.</td>
</tr>
<tr>
<td>Poliomyelitis*</td>
<td>Exclude for at least 14 days from onset. Re-admit after</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>------------------------------------------------</td>
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</tr>
<tr>
<td>Ringworm, scabies, pediculosis (head lice)</td>
<td>Exclude until the day after appropriate treatment has commenced.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Rubella (german measles)</td>
<td>Exclude until fully recovered or for at least four days after the onset of rash.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Salmonella, Shigella</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Severe Acute Respiratory Syndrome (SARS)</td>
<td>Exclude until medical certificate of recovery is produced.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Streptococcal infection (including scarlet fever)</td>
<td>Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Typhoid fever (including paratyphoid fever)</td>
<td>Exclude until approval to return has been given by the Secretary.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Verotoxin producing <em>Escherichia coli</em> (VTEC)</td>
<td>Exclude if required by the Secretary and only for the period specified by the Secretary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Worms (Intestinal)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
</tbody>
</table>

The Public Health and Wellbeing Regulations 2009 are available from the Victorian Legislation and Parliamentary Documents website maintained by the Department of Premier and Cabinet.
CLOTHING AND SUN PROTECTION POLICY

Our Sun Protection Policy has been developed to ensure that all children attending Quantin Binnah School Age Care services are protected from skin damage caused by the harmful UV rays of the sun. It is to be implemented throughout the year, but with particular emphasis in terms 1 (January to April) and 4 (October to December).

- The Centre will require children to wear hats, whenever they are outside. Please keep an extra hat for your child in his/her school bag. Otherwise a spare hat may be provided by QB for your child to wear whilst outside.

- A jumper with a hood on it does not replace the need for a hat.

- During colder weather children will be asked to wear warmer clothing.

- Staff will be sensitive to cultural differences in both attitudes to dress and in dressing procedures during vacation care.

- At all times children’s clothing and footwear will be considered to meet the comfort and protection of the child. Safe footwear for activities such as running and climbing will be encouraged. Thongs and slip-ons will not be allowed as footwear. Clothing which presents choking hazards such as jumpers with chords will be strongly discouraged in School Age Care.

- Children will be encouraged to use available areas of shade for outdoor play activity.

- The provision of adequate shade and shelter will be a priority of the Committee of Management.

- Staff and parents will act as role models by:
  (i) wearing appropriate hats, footwear and clothing at all times
  (ii) using SPF 30 sunscreen for skin protection
  (iii) seeking shade whenever possible

- SPF 30, broad spectrum, water resistant sunscreen will be provided for staff and children’s use when necessary.

- The Sun Protection Policy will be reinforced in a positive way through parent newsletters, noticeboards and meetings.

- Staff and parents will be provided with educational material on sun protection.

- **NO HAT - NO OUTDOOR PLAY**

![SunSmart Logo]
ACCIDENTS

A fully equipped First Aid kit is maintained at the School Age Care venues at all times. In the case of a minor accident the child will be given appropriate treatment by a qualified member of staff. All accidents are recorded in an Accident Book and this information used to assist in future planning of grounds, equipment and programming and the establishment of accident prevention strategies. Head and facial injuries are reported immediately to parents and carefully recorded. If a child has an accident recorded in the Accident book, parents are informed and required to sign the book upon collection of the child.

EMERGENCY CONTACT

In the event of a parent or guardian not being available to collect a child who is sick, injured or is left at the venue after closing time, then those people listed on the enrolment form as Emergency Contacts will be telephoned and requested to collect the child.

An emergency contact person other than a parent or guardian must be listed on the enrolment form. It is the parent’s responsibility to keep Quantin Binnah updated with emergency contact numbers.

MEDICATION PROCEDURE

Medication will only be administered where:

1. The child’s parent/guardian has given written permission with explicit instructions. Parents are not to write ‘if needed’ but describe the symptoms of the child who is to receive medication.

2. The medication is entered into the child’s individual medication form:
   (a) Parent’s signature
   (b) Name of medicine
   (c) Dosage of medicine to be administered
   (d) Time to be administered

3. Medicines are in original containers bearing the label, with the child’s name to which the medicine is to be administered. Not a brother’s/sister’s name.

4. Dosages will be given which correspond to the prescription label on the bottle.

5. Dosage for over the counter medications (including creams and herbal treatments) will be outlined on the package/bottle eg. As per the age. If there is a discrepancy between the dosage written in the medication book by the parent/guardian and the dosage on the package/bottle, the dosage given will be that stated on the package/bottle unless we have written authorisation from the doctor or chemist. The dosage given should be written in the medication book by the staff member who administered the dosage and co-signed by the staff member who checked the bottle.

6. Policy prevents staff from administering the first dose of a newly prescribed medication. Children cannot return to care until a minimum of 4 hours has passed.

Over the counter medication, including non-prescription creams and herbal treatments, will only be administered for two (2) consecutive days within a one week period unless the medication is accompanied by a note from a medical practitioner describing the dosage and length of time medication is required. The medication must be within its expiry date.
It is a parent’s responsibility to ensure that medication is never left in a child’s bag.

7. If your child has been given medication prior to coming to the venue in the mornings, please acknowledge this fact to the staff.

8. All medication that is prescribed by a doctor will be administered by staff, only if written authorisation is given.

9. If a child develops an extremely high temperature (38 degrees Celsius or above) the childcare leader or other delegated staff member will contact parents to discuss appropriate action.

To reduce the risk of febrile convulsions appropriate first aid will be given, ie. tepid sponging/bath and parents will be contacted for phone permission for Panadol. In this circumstance 2 staff members must be instructed by the parent to administer the appropriate dosage for the relevant age of the child. The parental permission is signed when the parents arrive as well as the illness record which staff has completed.

9. Naturopathic / alternative medications will be administered under the same guidelines as conventional medications. See above.

**DROP OFF AND PICK UP OF CHILDREN**

Parents must sign the attendance book each day when both dropping off their child and when picking them up.

If your child becomes upset when you leave them at their venue please discuss ways of overcoming this with staff.

**CASUAL CARE**

Casual care is provided at all our venues. If you require this service you still have to fill the enrolment form with the correct information. If using casual ASC you must ring our Quantin Binnah office on 9742 5040 before 2.00pm at any given day and book your child for the days required. Please notify your child’s school so that your child will be given the message to wait for the ASC staff. You don’t have to book your children for casual BSC as you the parent are dropping off your child to the venue.

**PERMANENT CARE AND CANCELLATIONS**

Parents are required to notify Quantin Binnah to cancel a booking. Fees will be charged as per normal for permanent bookings (regardless of prior cancellation). Medical certificates are not accepted. If your child is absent please notify Quantin Binnah and their school to avoid staff from looking around the school yard. Failure to do so will mean an extra fee for lost time.

**VACATION CARE**

All children must be at their venues by 9.00 am on excursion days. Children who are late will have to go back home with parent/guardian.
LATE PICK UP OF CHILDREN

Parents whose children attend ASC are required to pick up their child/children from their venues **NO LATER THAN** 6.00pm, and Manor Lakes College OR Our Lady of the Southern Cross PS **NO LATER THAN** 6.30pm. If parents are unable, for legitimate reasons, to pick up their child by this time they are required to telephone the venue they attend and inform staff.

If a parent is late in picking up their child, **a fine of $1.00 per minute will be charged after the venue closing time until the time your child is collected** (6pm or 6:30pm for Manor Lakes and Our Lady of the Southern Cross). If a parent does not arrive to collect their child by 6.00pm/6.30pm respectively and no contact has been made with staff, the person nominated in the enrolment form to collect the child in an emergency (other than parents) will be contacted.

If your child is required to be collected by another person, other than parents, please ensure you have completed a form with the person’s details on it for the safety of your children. Children **WILL NOT** be released into the care of someone not nominated or advised to staff.

GRIEVANCE PROCEDURES

If parent/s are aggrieved by any aspect of the operation of the School Age Care services the following is the procedure for lodging complaints or grievances:

- Verbal complaints will be accepted if it is necessary to take immediate action or the matter is of a serious or urgent nature. Contact Quantin Binnah on 9742 5040. A written complaint covering the issues must then follow and be addressed to The Centre Manager Norm Arnold, Quantin Binnah, 61 Thames Boulevard, Werribee, 3030. It is the responsibility of the Centre Manager to endeavour to look into the complaint and try to resolve the matter at Centre level.

- If a satisfactory solution is not forthcoming the complainant will submit a written complaint to the Committee of Management and be available to discuss the issue with a member of the executive committee and the Centre Manager.

  - OR

- Parents have the right to call the Department of Education and Early Childhood Development Advisers on 1300 307 415 or write to the Department of Education and Early Childhood Development at 71 Moreland St. Footscray 3012 if they are not satisfied with the resolution of the complaint.
FEES
AND
POLICY
"All Centre policies are available on request to parents. Some policy procedures are outlined below."

### FEES AND PAYMENT

<table>
<thead>
<tr>
<th>QB School Age Care SERVICE FEES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permanent BSC</strong></td>
<td>$13.50/day</td>
</tr>
<tr>
<td><strong>Casual BSC</strong></td>
<td>$16.00/day</td>
</tr>
<tr>
<td><strong>Permanent ASC</strong></td>
<td>$16.50</td>
</tr>
<tr>
<td><strong>Manor Lakes/ Our Lady of the Southern cross</strong></td>
<td>($18.50 if using service till 6.30pm)</td>
</tr>
<tr>
<td><strong>Casual ASC</strong></td>
<td>$19.00</td>
</tr>
<tr>
<td><strong>Manor Lakes/ Our Lady of the Southern cross</strong></td>
<td>($21.00 if using service till 6.30pm)</td>
</tr>
<tr>
<td><strong>Early Pick-up</strong></td>
<td>Fee charged depending on school closure</td>
</tr>
<tr>
<td><strong>Curriculum Day</strong></td>
<td>$48</td>
</tr>
<tr>
<td><strong>Vacation Care</strong></td>
<td>$52</td>
</tr>
<tr>
<td><strong>Manor Lakes/ Our Lady of the Southern cross</strong></td>
<td>($56 if using service till 6.30pm)</td>
</tr>
</tbody>
</table>

**Permanent Care** is when you have booked a permanent day or days of the week for your child. This booking assures you of a place on the required day/s and is paid for regardless of whether your child attends or not (as in Long Day Care). To cancel a daily booking, please call 9742 5040 to advise what day or days your child will be absent, if no notification is given to Quantin Binnah prior to 2:00pm on the day of the booked session, a fee of $5.00 will be charged to your account.

**Cancellation of Care**
To cancel a permanent booking for either Before or After School Care, you will need to provide 2 weeks’ notice prior to your child’s last attendance. This is to cancel your child’s place in the program permanently, not just for a session. You will still be charged for Permanent Care for two weeks from the day you give notice.

**Casual Care** is when you have not got a permanent booking but phone in hoping a place is available for your child. If a booking is made and your child does not attend the booking fee will still apply. To book or cancel a casual booking, please call 9742 5040 by 2pm on the day that the care or cancellation applies to.

**Fees must be paid weekly.**

**Vacation Care**
No cancellations will be approved after calculation of Vacation Care fee. Payment of fees must be made within 7 days of receiving notification from Quantin Binnah. When booking children in during the last week of term, fees will be payable on or before the last day of the term.

**Non-payment of fees will jeopardise placement.**

**Advance payment is required in Vacation Care so that QB can cover costs for incursions and excursions.**

Please note that no child can be accepted unless outstanding fee payments have been made prior to the commencement of the Vacation Care program.

No exchange of days will be accepted after booking.

Medical certificates no longer apply.

If days are booked out at your usual venue, you have options of other venues.

Parents will be charged the full fee if not registered with the Family Assistance Office. A call will be made to you if your child is not accepted in the program.

All parents using Vacation Care program must fill out the full enrolment form each and every Vacation Care Program.
**COMMONWEALTH CHILDCARE ASSISTANCE**

Childcare Benefit is a fee subsidy offered to families by the Commonwealth Government on a means tested basis. The Family Assistance Office determines eligibility. If a family is eligible and have registered their child/ren their entitlement is automatically deducted from the total fee.

**Family Assistance Office – 13 61 50**  
**QB Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>QB Before School Care</td>
<td>1-6PX-3853</td>
</tr>
<tr>
<td>QB After School Care</td>
<td>1-6PX-3827</td>
</tr>
<tr>
<td>QB Vacation Care</td>
<td>1-6PX-4476</td>
</tr>
</tbody>
</table>

**Woodville PS Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>WV Before School Care</td>
<td>1-6PX-854</td>
</tr>
<tr>
<td>WV After School Care</td>
<td>1-6PX-853</td>
</tr>
<tr>
<td>WV Vacation Care</td>
<td>1-6PX-1579</td>
</tr>
</tbody>
</table>

**Manor Lakes College Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>ML Before School Care</td>
<td>1-4AOQSY</td>
</tr>
<tr>
<td>ML After School Care</td>
<td>1-4AOQ0B</td>
</tr>
<tr>
<td>ML Vacation Care</td>
<td>1-4AOQY3</td>
</tr>
</tbody>
</table>

**Our Lady of the Southern Cross PS Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Lady After School Care</td>
<td>2-78B0U0</td>
</tr>
</tbody>
</table>

**Newport Lakes PS Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPL Before School Care</td>
<td>1-GLBW6</td>
</tr>
<tr>
<td>NPL After School Care</td>
<td>1-TGKB3</td>
</tr>
<tr>
<td>NPL Vacation Care</td>
<td>1-1A7P8H</td>
</tr>
</tbody>
</table>

**Corpus Christi PS Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>CC Before School Care</td>
<td>1-DQ23YO</td>
</tr>
<tr>
<td>CC After School Care</td>
<td>1-DQ242D</td>
</tr>
</tbody>
</table>

**Wyndham Park PS Service Codes**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>WP Vacation Care</td>
<td>1-ORPQCL</td>
</tr>
</tbody>
</table>
HOW TO PAY

Parents are invoiced weekly/fortnightly with the accounts mailed to your address.

The TWO preferred Payment Options are:

Option One Direct Debit

The simplest way to pay School Age Care fees is by direct debit. We are excited to be able to have Direct Debit on your Credit Card, Savings Account or Cheque Account.

Option Two Internet Banking or Payroll Deduction

Please advise us when commencing this payment option as we like to track the first payment to ensure safe payment arrival.

ACCOUNT NAME QUANTIN BINNAH COMMUNITY CENTRE
BSB 013664
ACCOUNT NO 254574717
BRANCH NAME WERRIBEE PLAZA – HOPPERS CROSSING
REFERENCE Service Area, Family ID, and Family Name
Your Family ID is located under the name on the left hand side of the invoice. By using your Family ID that number is unique to your family in a particular service area.
If your family is using more than one service area, please make two separate payments using each family ID.

If you have any concerns, please call 9742 5040

Dishonoured Cheques/ Direct Debit

- If a cheque is dishonoured, we regret to inform you any bank charges we incur will be billed to your account.
- If a direct debit payment is unable to be processed from your nominated account any bank charges we incur will be billed to your account.
School Age Care Enrolment Procedure

1. Families may enrol for School Age Care directly through Quantin Binnah Community Centre, 61 Thames Boulevard Werribee.

2. If a vacancy exists the family will be accepted at once.

3. If no vacancy exists, applications are placed on a central waiting list.

4. School Age Care places are allocated according to:
   a) Date of receipt of application.
   c) Parents Centre Preferences.

5. As vacancies arise, parents are contracted and offered a place.

6. If a position is refused by a parent, the next eligible family on the waiting list is offered the position.

7. Families who fall under the Commonwealth’s definition of “Priority 1”, have first priority on available School Age Care places.

8. Families who are Priority 3 may need to alter or reduce days of care if families who are priority 1 require additional days.

*Further information on the Commonwealth Priority of Access Guidelines are held at the Centre.
Dealing with Arrears

- Families who are unable to make the required payment of fees at the designated time are required to contact the Centre to negotiate an alternative time for payment of outstanding fees. The Centre negotiates payment of fees with families facing financial hardship in all confidence.
- If outstanding fees are not paid by the due date a final notice will be sent outlining all monies owing, and a deadline for payment before care ceases.
- If this is not responded to by the deadline, care will be withdrawn immediately and the matter will be automatically put in the hands of the Debt Collection Agency, which will incur an extra fee on top of the outstanding amount.

Childcare Benefit

Commonwealth Assistance is available to eligible families. Families wishing to claim this assistance must submit the appropriate application form to the Family Assistance Office who will assess their family income and notify the Centre of their eligibility and entitlement.

For families experiencing Exceptional Circumstances a family can through the Manager or School Age Care Director apply for Special Child Care Benefit. This is a Government allocation to assist families in meeting their Childcare cost in times of particular hardship. Special Fee Relief will be strictly available according to the guidelines set out by the Federal Government.

Families are required to contact the School Age Care Director if fees cannot be paid on the agreed day and to negotiate another time to pay their fees.

Written Notice of Termination of use of the Centre must be given to the Office at least two weeks in advance.

Families who fail to make regular payments will be at risk of having care withdrawn.
Privacy Policy

Purpose of the policy
Quantin Binnah Community Centre takes its obligations under the Privacy Act 1988, the Health Records Act 2001 and other privacy laws seriously. We respect the privacy of the personal information that we hold. This policy sets out how we handle personal information about individuals.

Quantin Binnah Community Centre collects and stores information that may include an individual’s name, date of birth, current and previous addresses, telephone/mobile phone numbers, email address, bank account details, credit card details, occupation, drivers licence number or childcare benefits details. Personal information is collected for the purposes providing our services, researching and developing our services, reporting to government authorities and complying with the law.

In certain circumstances we may collect sensitive information such as health information. We only collect this information with the individual’s consent (or with the consent of parents, guardians or authorised representatives as appropriate) or as required or authorised by law.

We will only collect the information we need, and for which we have a purpose that is legitimate and related to one of our functions or obligations.

The type of information we collect and hold includes (but is not limited to) personal information, including health information, regarding:

- Children and parents/guardians before and during the child’s attendance at a service (this information is collected in order to provide and/or administer our services to children and parents/guardians).

- Job applicants, students, employees members, volunteers and contractors (the information is collected in order to manage the relationship and fulfil our legal obligations),

- Contact details of other parties with which the service deals.

We will collect information on the following identifiers;

- Tax File Number for all employees related to the deduction and forwarding of tax to the Australian Tax Office. Failure to provide this would result in maximum tax being deducted.

- **For School Age Care** Customer Reference Number (CRN) for children attending School Age Care services in order for them to access Childcare Benefit. Failure to provide this would result in the parents/guardian not obtaining the Childcare Benefit.

**Personal information provided by individuals either in relation to themselves or their children using the service.** We will generally collect personal information about an individual by way of forms filled out by parents/guardians or job applicants, face to face interviews and telephone calls.

Use and Disclosure of Personal Information

We may disclose some personal information held about an individual to:

- Government departments or agencies as part of their legal and funding obligations;

- Local Government in relation to enrolment details for planning purposes;

- Organisations providing services related to staff entitlements and employment; insurance providers in relation to specific claims. Law enforcement agencies;

- Health organisations and/or family in circumstances where the person requires urgent medical assistance and is incapable of giving permission;

- Anyone to whom the individual authorises the service to disclose information.
**Storage**

We will take reasonable steps to protect the security of the personal information that we hold from misuse and loss and unauthorised access, modification or disclosure. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy. We train our employees how to properly handle personal information and we restrict access to what is necessary for specific job functions.

**Access**

Individuals can request access to and correction of the personal information that Quantin Binnah Community Centre holds.

*Individuals have the right to ask for access to personal information we hold about them without providing a reason for requesting access.*

Under the privacy legislation, an individual has the right to:
- ask for access to personal information that the service holds about them;
- to access this information and to make corrections if they consider the data is not accurate, complete or up to date.

There are some exceptions set out in the Acts where access may be denied in part or in total. An example of some of the exemptions are where:
- The request is frivolous or vexatious;
- Providing access would have an unreasonable impact on the privacy of other individuals; Providing access would pose a serious threat to the life or health of any person.
- The service is involved in the detection; investigation or remedying of serious improper conduct and providing access would prejudice that.

**Disposal of Information**

We will not store personal information longer than necessary.

In disposing of personal information we will ensure that it is either shredded or destroyed in such a way that no one can access the information.

For information on the Privacy Policy please contact the Centre Manager or President of the Committee of Management.
CONTACTS

School Age Care Director
Quantin Binnah Child Care Service
61 Thames Boulevard
WERRIBEE VIC 3030

TELEPHONE 9742 5040

Centre Manager
Quantin Binnah Community Centre
61 Thames Boulevard
WERRIBEE VIC 3030

TELEPHONE 9742 5040
COMMITTEE OF MANAGEMENT

President
Vice President
Treasurer
Secretary
Promotions
Ordinary Member
Ordinary Member
Ordinary Member
Ordinary Member
Ordinary Member

Marianne Hatcher
Carolyn Dillon
Alison Britt
Alison Britt
Wendy Ferguson
Marita MacMillan
Melissa Yates
Clarissa Pittcock
Reginald Stott

STAFF

Centre Manager
Childcare Director
School Age Care Director
Community Development Co-ordinator
Kindergarten Leader
Little Kinder Leader
Woodville Childcare Leader

Norm Arnold
Leeanne Laidlaw
Mary Raimondo
Deb Kerr
Kate Wilson
Irene Neville
Isobel Sapiano

SCHOOL AGE CARE STAFF

Quantin Binnah School Age Care Leader
Woodville School Age Care Leader
Manor Lakes School Age Care Leader
Our Lady of the Southern Cross
School Age Care Leader
Newport Lakes School Age Care Leader
Corpus Christi School Age Care Leader
Wyndham Park School Age Care Leader

Christian Lardizzone
Kate Absolom
Kristina Fortuna
Lauren McNamara
Michelle Gianfala
Linda McGowan
Pam McKenzie

ADMINISTRATION

Linda Gianfala, Natalie Britchford, Tammy MacKenzie, Ebonie Mackenzie