



Mullion Concepts Pty. Ltd.

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Asquith 2077

CCB (Before + After): **407 225 922X**
CCB (Vacation): **407 225 929S**

Parent Information Booklet 2008

Warrina Kids Before + After + Vacation School Care is situated in the Hall of St. Bernard's Primary School. We provide care and recreation for children from Kindergarten to Yr 6.

In the following, you will find information on the functions of the centre. Should you have questions please don't hesitate to contact the management and staff at the Centre on 0411 112 807.

Warrina Kids operates as a centre which cares for children of primary school age before and after school, as well as during the school holidays. This is a helpful support for the families in the school and local community.

The program is focused on providing recreational activities for children in a safe and enjoyable atmosphere. The children are provided with a range of activities from sport, to art and craft, from group games to quiet times. Children are able to choose what they would like to do, thus creating a home-like atmosphere and encouraging individuality and confidence. There is also a supervised quiet area for children wishing to do their homework.

The staff at Warrina Kids are committed to providing a high quality of care in a safe and secure environment.

Warrina Kids is a privately owned business, operated by Mullion Concepts Pty. Ltd. The company Director is Margaret Hedge. Margaret has been a primary school teacher for over 30 years. Currently Mullion Concepts Pty. Ltd. manages four other Out Of School Hours Child Care Centres in the Broken Bay Diocese.

PHILOSOPHY

At Warrina Kids we believe each child is an individual and brings with them their own interests, abilities and needs.

We aim to facilitate a high quality and developmentally appropriate environment which caters for each of their needs in areas such as physical, cognitive, social, emotional and language.

We aim to provide a safe, warm, anti-bias and multicultural environment which is welcoming to the parents, children and staff of the service.

WE BELIEVE

- ❖ That all children have the right to a loving and caring environment where they are made to feel welcome, safe and secure.
- ❖ That all children are individual and we strive to provide a stimulating environment where all their needs are met.
- ❖ That a quality environment is one that provides a program that incorporates all the developmental areas.
- ❖ That all the staff are here working as a team to provide all of the above.

HOURS OF OPERATION:

Before School Care: 7.00am – 8.45am

After School Care: 3.00pm – 6.00pm

Vacation Care: 7.00am – 6.00pm

The centre is closed on public holidays.

REGISTRATION AND INSURANCE FEES

For a position to be secured for your child, an enrolment form is required to be completed and returned with a non-refundable registration fee prior to the first day of care, no later.

The annual registration fee is for insurance purposes in accordance with the commencement of each new school year. This fee is non refundable.

No child will be covered by insurance, therefore unable to attend the centre if this fee is not paid.

Enrolment forms are kept on file at the Centre and must be kept up to date with current information, so it is your responsibility if there are any changes throughout the year, to let the staff know and update your details.

Registration Fee: \$30.00 per child

BOOKINGS

Bookings can be made directly to the Centre on 0411 112 807. Do not send your child to the Centre without a booking.

Permanent and casual bookings are available.

When making a permanent booking, your child will be placed on the corresponding daily roll.

Staff **must be notified**, if for any reason, your child **will not be attending** their usual days, or on the other hand, **need additional days**. The staff may be contacted at the Centre or by leaving a message on the answering machine **0411 112 807**.

Casual care and additional days are available. The centre must be notified prior to the commencement of the session that your child is to attend, as casual/additional days will be booked on a first contact basis. There is NO “swapping” of booked days. All casual and additional days will incur the casual fee rate for that session.

Bookings for Vacation Care require **50% deposit** of daily rate to confirm spot. Once deposit is paid, cancellations will incur the full fees. If you wish to swap from one day to another, you will need to pay full fees for the second day as well as the original day.

CANCELLATIONS

The centre **must** have a **full 72hrs notice for cancellations or a doctor's certificate (for illness only)** otherwise full fees will be charged for that day. This is applicable to both permanent and casual bookings. Doctor's certificates **must** be given to centre staff on the first day your child returns to care otherwise full fee will be charged.

If you wish to change your enrolled days or are withdrawing your child from a permanent session, a **full 2 weeks notification in writing** is required, during which time you will be required to pay the full fees for your enrolled days. That is, two School Term weeks notification, holiday period is not included. Should families give less than 2 full weeks written notice, parents are still obliged to pay an amount equivalent to 2 full weeks of childcare fees.

DAILY CARE FEES

Rate per child:

	Permanent	Casual	Short Hours
Before School Care	\$8	\$9	\$5 (8am – 8.45am)
After School Care	\$16	\$18	\$10 (3pm – 4pm)
Vacation Care	\$33		

Family Discount: The third (3rd) and additional children attending a **permanently booked** session, pay **HALF** the fee for that session. Family discounts do not apply to Vacation Care.

Please note that the short hours fee does not apply to children that are transported by Warrina Kids.

CHILD CARE BENEFIT

The Federal Government provides funding via the Family Assistance Office (FAO) for all eligible families using childcare. This funding, known as the Child Care Benefit (CCB), can be claimed either as a fee reduction or as a lump sum payment.

CCB as Fee Reductions:

- Fees payable to the centre are reduced at the time they are charged.
- The level of reduction is based on the family's level of estimated taxable income.

CCB as Lump Sum Payment:

- Families pay full child care fees throughout the year.
- CCB payment is made to the family after the end of the financial year based on actual taxable income.

All families must register with the FAO and obtain a Customer Reference Number (CRN). This CRN uniquely identifies each child and will allow reconciliation of each child's usage of care.

If claiming the CCB as a reduced fee, once you have registered, the FAO will send the centre a letter authorising the centre to reduce your fees. The exact amount of the fee reduction is means tested and will depend on your family estimated income level.

If you choose to claim your CCB entitlement from the Government at the end of the financial year instead of as an ongoing fee reduction, **you must apply for a CRN from the FAO**. It is your responsibility to ensure that the centre has the details of your FAO reference number. Each child's usage of care will be reconciled when you complete income tax returns at the end of the year.

Invoices issued by the centre detail the days for which you are entitled to funding and the amount of CCB funding being provided.

Parents are advised to keep invoices/receipts for tax purposes.

It is **your responsibility** to register with FAO for the appropriate care required, under the correct Provider Reference Number:

Before + After: **407 225 922X**

Vacation Care: **407 225 929S**

For further information regarding CCB phone FAO on **13 61 50**.

PAYMENT OF FEES

Permanent bookings are to be paid weekly or fortnightly, unless an alternative arrangement has been made with Management. Casual bookings are to be paid on the day of care.

Fees can be paid by cash, cheque or via internet bank deposit (EFT):

Account Name: Warrina Kids

BSB: 112 879

Account Number: 127 831 987

Please insert your child's full name as the reference.

If you are experiencing difficulties with payment, please contact Centre management on 0411 112 807. Outstanding balances will incur late fees (please see below).

Each Session there is be a member of staff who is responsible for the handling of fees and payments. Please make payments to this staff member only. **Do not** leave payments at the School Office or in your child's bag, it is not your child's responsibility to hand payments to staff. It is your responsibility to ensure that recording of your payment is made.

Cash payments exceeding \$200 will not be accepted by staff.

ACCOUNTS AND INVOICES

Each session there is a member of staff who is responsible for managing the accounts. At any time this staff member will be able to inform you of the state of your current account. Invoices will be posted to families twice a term, at the end of Week 5 and at the end of the finally week of term. If you do not receive your invoice, you must contact the centre regarding this matter. Vacation Care invoices are available for collection at the Centre from the first day of Vacation Care.

These invoices will contain you child's booking schedule for the previous weeks. You will need to check the accurateness of your account, and any discrepancies or queries must be taken up with management **prior to the due date of payment** stated on the invoice. If management has not been contacted regarding queries by the due date, the invoice will be final.

OUTSTANDING ACCOUNTS

Any outstanding accounts must be finalised by the due date stated on the invoice, otherwise fines will apply. Late invoice fines will be charged per week or part there of, and will continue to accumulate until full payment of account is finalised. These late fees will be added to the next account.

Should payment not be received by the next accounting period, parents will be contacted and alternative arrangements made. Should these arrangements not be adhered to, your child will lose their position at the centre. If families leave the centre with outstanding accounts, the matter will be handed over to outside agencies regarding the collection of the debt.

In circumstances of genuine hardship, please contact the centre management and alternative arrangements can be made.

LATE COLLECTION AND FEES

Please endeavour to contact the Centre if you are unavoidably delayed. Late fees will occur **after 6.00pm at \$2 per minute per family**. All late fees charged are to offset the cost of overtime and administrative costs, as staff ratios have to be adhered to at all times.

If a child remains in the centre after the session has finished, the following rules apply:

- No warnings, no excuses.
- The time will be determined by the centre clock.
- The parent will need to countersign the time filled out by the staff.
- The amount of the fine will be added to the account.

SIGNING IN/ SIGNING OUT

On arrival to the centre each morning/afternoon all children are written on the daily rolls. When you arrive to drop off/collect your child, **you must, by law, sign your child in/out** and write the time you dropped/ picked them up. It is an essential requirement to receive CCB that you have correctly signed in and out of the centre each session.

The person dropping off the child must ensure that a staff member is aware of the child's presence, and that any special needs are communicated.

The authorized collecting person must ensure that a staff member is aware that they are taking the child from the centre. The authorised person and child are to ensure that all belongings are collected.

RULES AND REGULATIONS

School rules will be followed at all times. These rules will be explained to children who do not attend the school. All staff are responsible for maintaining correct behaviour and orderly conduct at all times. All children are expected to obey the rules and maintain the highest standard of manners and general conduct at all times.

In addition to the school rules, there are four basic rules that are followed at the Centre:

- Hands off
- No put-down zone
- Everyone has the right to feel safe and happy
- If there is a problem, tell a carer.

BEHAVIOURAL PROCEDURE

For the smooth running of the Centre as well as the safety of all children and staff concerned, there are rules in place that the children are continually reminded of. If these rules are broken or there is an issue of concern, parents will be notified and asked to attend to the matter.

We understand that children respond differently to different methods of behaviour management, therefore at the Centre, positive reinforcement in the form of praise or rewards such as the “star chart” is encouraged. However, should certain situations arise that may compromise safety of the child involved or others attending the centre, a necessary discipline in the form of “time out” may be enforced.

Should a more pressing issue arise, staff may feel it fit that a Behaviour Management Report (BMR) be completed. Should this occur, centre management will be contacted and a suitable time to discuss the issue with the parents/guardians will be arranged. Should the child receive three (3) BMRs, it may be suggested that alternative child care be arranged.

PERSONAL BELONGINGS AND LOST PROPERTY

As school rule are followed, toys, expensive belongings or items of personal value are not allowed at the centre. Staff can not take responsibility should anything happen to your child’s belongings while at the centre. Staff make all efforts to look after your child’s items of clothing that are clearly labelled, however it is your responsibility to make sure your child goes home with the items of clothing and their belongings that they arrived with. A Lost Property box is available at the centre. Please check the box should you be missing items.

MEALS

The Centre considers meal times to be a very important part of the children’s day, not only for the nutritional reasons, but also for the social development of young children. The children are encouraged to use self help skills, sharing with others and helping staff to clean up after meals providing a sense of responsibility.

Before school care provides breakfast and after school care provides a nutritious snack accompanied by a choice of two fruits for afternoon tea. Vacation care provides nutritious breakfast, morning and afternoon teas, and lunch when at the Centre (parents must provide all food on excursion days).

Drinking water is available throughout the session.

If your child has allergies or intolerances, the centre will, to the best of its ability, cater for their needs; however this must be discussed with the centre management.

No nuts or nut products are allowed at the centre. It is preferred that no lollies, gum etc. be brought.

REMEMBER!!!

The information provided in this booklet creates a reference point for the terms and conditions of care at Warrina Kids. Should you require further details and information on policies and procedures, please consult the *Parent Handbook* or centre policies.

Please inform the staff in writing or by phone if:

- Your child will or will not be attending.
- Someone different is collecting your child.
- You have changed your contact numbers, address etc.
- Custody/access arrangements have changed.
- Your child is experiencing problems or is unhappy at Warrina Kids.