



St Patrick's Parish  
(WANGARATTA)  
AFTER SCHOOL HOURS  
CARE

Family Handbook

VENUE: ST PATRICK'S PRIMARY SCHOOL,  
MULTI PURPOSE ROOM,  
OVENS ST, WANGARATTA

SCHOOL OFFICE: (03) 57 21 5795  
BETWEEN 8AM-4PM MONDAY TO FRIDAY  
CRN: 407 276 906X  
AFTER SCHOOL CARE 0413 429559  
BETWEEN 3.30PM - 6PM MONDAY TO FRIDAY



## TABLE OF CONTENTS/INDEX

| DESCRIPTION                         | PAGE NUMBER |
|-------------------------------------|-------------|
| Table Of Contents / Index           | 2           |
| Welcome                             | 3           |
| Staff Members                       | 4           |
| Hours Of Operation and Fees         | 5           |
| Child Care Benefit                  | 5           |
| Enrolment and Attendance Record     | 6           |
| Bookings                            | 6           |
| Cancellations                       | 7           |
| Late Collection of Children         | 7           |
| Consistent Late Pick up of Children | 8           |
| Change Of Details                   | 8           |
| Medication                          | 8           |
| Illnesses                           | 8           |
| Emergency And Accident Procedures   | 9           |
| Afternoon Snacks                    | 9           |
| Clothing                            | 9           |
| Children's Activities               | 10          |
| Behaviour Management                | 10          |
| Confidentiality                     | 10          |
| Comments / Concerns / Complaints    | 10          |
| Further Information                 | 11          |

# Welcome!

We welcome you and your family to the St Patrick's Parish (Wangaratta) After School Hours Care Program!

Our aim is to provide quality care in a happy, secure and stimulating environment at an affordable cost. We believe that every family has the right to quality care and education services that recognise and value the child as an individual and are responsive to the needs of families. All children and families will have equal opportunity to access the after school care service, regardless of income, cultural background or disability.

The service aims to:

- ❖ Provide quality affordable care for children including an environment to meet their physical and intellectual needs
- ❖ Offer a caring environment that promotes positive attitudes, personal growth, high self-esteem and respect for others
- ❖ Provide programs based on individual and group needs and will consider gender equity, cultural background, social needs and disability
- ❖ Incorporate activities which take into account the children's changing needs in the areas of physical, cognitive, creative, language, social and emotional developments
- ❖ Foster equal opportunities for all children
- ❖ Incorporate parental and community skills and resources
- ❖ Provide appropriate procedures to effectively maintain this service

## **STAFF MEMBERS**

We are currently operating a dual staff model, which means that there will be a minimum of two staff members present with the children at all times. We have been allocated a maximum of 51 places for children and cannot exceed this number at each session. In 2018 we have up to four/five staff members on duty to cater for the children's needs.

Elena DeFazio is the Coordinator of the After School Care service. We have qualified staff who have been engaged to work with the children. We also have a number of casual relief staff who are all qualified in child care or studying in the field.

Rosemary Pane is managing the administration of the service and is also employed at St Patrick's in the School Office between the hours of 8am to 4pm.

All staff members bring along a variety of skills, experience and qualifications to the service and look forward to further developing the service.

## HOURS OF OPERATION AND FEES

The service will operate between the hours of 3.30pm - 6.00pm every school day and will be based in the Multi-purpose room at St Patrick's Primary School, Ovens St, Wangaratta.

The cost of the service is \$12 per child per session. Fees are payable on a weekly or fortnightly basis (in arrears). Accounts will be processed every second Tuesday and will be emailed to the registered person on record. We can discuss other arrangements if this option is not suitable. Fees are to be paid in full on a weekly or fortnightly basis unless otherwise organised with the Coordinator. No parent should be more than two weeks in arrears. The child may be withdrawn from the service in the event of the parent/guardian not paying or attempting to pay the prescribed fee. Parent/guardians are encouraged to inform the Coordinator or Manager of any problems that they are encountering with the payment of fees. In this case we will endeavour to establish a suitable arrangement for payment of fees.

The service will also consider providing care to children on pupil free days during the term. This will be subject to availability of staff and a minimum number of children (14) to access the service. If care is provided on these days the cost is \$42 per child per session.

## CHILD CARE SUBSIDY

Child Care Subsidy is a payment from the Commonwealth Government to help you with the costs of child care. Child Care Benefit helps you balance work and family life. It also provides opportunities for children's learning and development.

In order to claim a Child Care Benefit (which everyone is entitled to) your child must be registered at the service he/she attends. To do this, all parents must apply for Child Care Subsidy (CCS) through the MyGov website

(<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>)

or Centrelink.

The CRN for the St Patrick's (Wangaratta) After School Hours Care is **407 276 906X** - this number is required when registering your child. If the service does not receive your CCB details from the FAO, the full fee will be charged. It is the family responsibility to ensure their Child Care Subsidy information is current with the Family Assistance Office.

## ENROLMENT AND ATTENDANCE RECORD

Every child attending the St Patrick's Parish (Wangaratta) After School Hours Care Program needs to be formally enrolled by a parent or guardian. Enrolment forms are available from St Patrick's Primary School or from the Coordinator.

All children will be signed into the program by a member of staff and must be signed out by a parent or authorised person before leaving the premises. Children attending the service must proceed directly to the Multi purpose area as soon as they are released from their classrooms at the end of the day. Staff members from the service will meet the children at this point every day and sign them in to the attendance register.

If for some reason, someone other than parents or guardians are collecting your child/ren, please notify the Coordinator or Manager. No child will be able to leave the service unless collected by an authorised person.

## BOOKINGS

Bookings can be made at the service or at the school office. If you wish to make a booking we require you to contact us at least 24 hours before the session as we may have reached our capacity and we might not be able to accept your booking. Parents of a child not allocated a place will receive advice that their child is to be placed on a waiting list.

Parents/guardians can opt to make a **Permanent booking** and this shall always be available for that child or alternatively a **Casual booking** can be made, where care can be booked on a casual basis up to one week in advance and these shall be subject to availability.

## CANCELLATIONS

We require you to contact the school office or the service to cancel bookings at least 24 hours before the session begins. Failure to cancel any session may incur half fees for this session – this is at the discretion of the Coordinator. Child Care Subsidy is payable for 42 absences per year providing you sign the attendance list. Additional absences are allowable if supporting evidence is provided e.g. medical certificate. If you are unable to give 24 hours notice of cancellation, it is still advisable for you to ring before the session begins, this will be noted as a Late Cancellation and you won't be accumulating your allowable yearly absences.

It is extremely important that you notify us if your child/ren will not be attending the after school care, for whatever reason, so as not to cause undue stress and worry as to whereabouts of your child/ren.

## LATE COLLECTION OF CHILDREN

It is often upsetting for children who are not collected at the appropriate time. If unforeseen circumstances prevent prompt collection of any child, staff should be notified in advance or, as soon as possible by either phoning the school office on (03) 57 21 5795 (between 8am – 4pm) or the service directly on **0413429559** (after 4pm).

If staff members have not been notified that the parent/guardian will be late, they will ring all contact numbers at regular intervals after closing time. As the service needs to cover the costs of remaining open after closing time, the parent/guardian may be charged \$2 for every minute late per child. The late fee will apply at the discretion of the Coordinator or Manager. This will be decided on a case by case basis, as deemed by the Coordinator or Manager. Payment of the late fee will be required within fourteen days. Non payment will incur the same penalty as non payment of the usual childcare fee.

## CONSISTENT LATE PICK UP OF CHILDREN

Where a child is collected up to 15 minutes late on more than 3 occasions, the Coordinator can give formal notification that this situation is unsatisfactory. They shall inform the parent of the number of late pick-ups accrued and explain the Service's legal responsibilities in regard to caring for children out of operating hours. A discussion may be required as to whether the parent's childcare needs are being met. If late pick ups continue to occur, a meeting shall be arranged between the manager and the parent to discuss the situation and determine further action that may be required.

## CHANGE OF DETAILS

If any family or personal details which are required on our enrolment form change, it is the responsibility of the parent/guardian to notify one of our staff members.

## MEDICATION

If a child has a condition that requires medication, however occasional, parents/guardians must complete details on the child's enrolment form or provide details in writing. All medication must be in the original container, bearing the original label. All medication must be labeled with the child's name and the dosage required. When administering medication, staff will sign a Medication Book giving details of the child's name, date, time, medication and dosage taken.

## ILLNESSES

Parents are discouraged from bringing sick children to the service. In the event of a child becoming unwell while within the service, a quiet area to lay down and rest will be provided. A parent / guardian or emergency contact person will be phoned and notified. In the event of urgent medical attention being required, the Coordinator will contact the appropriate medical agency.



## EMERGENCY AND ACCIDENT PROCEDURES

If your child has an accident or injury while attending the service, it will be treated and the accident recorded in the Accident Book with incident details and signed by a member of staff. Parents / guardians must also sign the Accident Book when collecting their child from the program.

Parents/guardians will be notified immediately in the case of serious accident or injury. Parents will be required to collect their child in this case, unless an ambulance is required immediately.

It is advisable for parents/guardians to join the ambulance fund as staff will have no hesitation in calling an ambulance when or if they feel necessary.

## CLOTHING

Please ensure you provide your child/ren with sensible clothing i.e. warm clothes and a coat in the winter, a hat, t-shirt and sunscreen in the warmer weather, adequate footwear. If your child does not have a hat or sunscreen, there will be no outside play.

Please clearly label all your child's belongings.

## CHILDREN'S ACTIVITIES

A range of activities are available for the children to choose from. Activities and experiences are designed to stimulate the children's interests and foster their development. Activities include sport and games, art and craft, reading, free play, videos, etc. We have a blend of quiet and loud, indoor and outdoor, active and non active activities. The children have a large input into the activities, ensuring they feel a part of the service. The children's needs are respected at all times.

## BEHAVIOUR MANAGEMENT

For the benefit of all the children attending the Out of School Hours Care, a certain code of behaviour is expected from each and every child. We aim to reward and praise good behaviour, however, when situations occur and are unresolved by those involved, staff will intervene and discuss the behaviour with the child. If undesirable behaviour continues, parents/guardians will be notified and given the opportunity to discuss their child's behaviour. Children may be withdrawn from the service if they behave in such a way as to constitute danger to the physical and emotional health of any staff member or child, or if they consistently and deliberately fail to do as a staff member asks them.

## CONFIDENTIALITY

All information provided to the Service regarding the child and the family will be treated in strict confidentiality and within the guidelines of the Information Privacy Act 2000 (VIC) and the Health Record Act (2001). All records pertaining to the after school care service are stored in a secure lockable place.

## COMMENTS / CONCERNS / COMPLAINTS

Any comments or suggestions in relation to the service provided, staff, children or administration of the St Patrick's Parish After School Hours Care are welcomed. Please feel free to contact the school office on (03) 57 21 5795 to discuss any issues or alternatively forward your comments in writing to:

Mr Terry Corrigan  
C/o St Patrick's Primary School  
Ovens Street  
Wangaratta Vic 3677

## FURTHER INFORMATION

We hope that this booklet has provided you with the necessary information in relation to the St Patrick's Parish After School Hours Care.

We are committed to continue to develop this service to meet the future needs of our community and for the benefit of the children.

Should you have any further queries, please do not hesitate to contact the school office on (03) 57 21 5795 between the hours of 8am - 4pm Monday to Friday or the service directly on between 4pm - 6pm.

### CONTACT DETAILS:

St Patrick's Parish After School Hours Care  
Ovens Street, Wangaratta VIC 3677

Phone: (03) 57 21 5795 Mon-Fri 8am to 4pm

Or

Mon - Fri 4pm to 6pm

0413 429559

Fax: (03) 57 21 9604

Manager: Mr Terry Corrigan

Administration: Rosemary Pane

Co-ordinator: Elena DeFazio

Staff:

Wendy Groves

Jodie Mays

Hayley Fishman

Alison Simonetti