Quantin Binnah Community Centre Inc
School Age Care

Parent Handbook
Welcome to School Age Care

Our SAC family tree...

Manor Lakes Primary School
Westgrove Primary School
Corpus Christi Primary School

St John the Apostle Primary School
Quantin Binnah Community Centre
Our Lady of the Southern Cross Primary School

Newport Lakes Primary School
Bethany Primary School
St Martin de Porres Primary School
Good News Lutheran College Before School Care

Not just a community centre, but a centre for the community
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 educators and the Committee of Management in the day to day operations of the Centre. The Committee of Management and educators 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.
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 educators 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 educators 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, Our Lady of the Southern Cross, St John the Apostle and St Martin de Porres which 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 until Christmas Eve and all School Age Care venues commence Vacation Care the first week after the New Year’s holiday. For Terms 1 – 3, 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.

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 WELCOME TO PARTICIPATE IN THE CENTRE AND PROVIDE SUGGESTIONS FOR ACTIVITIES FOR THEIR CHILDREN. YOUR ATTENDANCE AT OUR MEETINGS IS ENCOURAGED AND IS A WAY THAT FAMILIES MAY EXPRESS THEIR VIEWS.

Any specific needs of the children will be included in program. Educators are given weekly planning time to prepare this program. Please feel free to discuss any point of interest with your venue Leader or the educators.

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 III School Age Care or Cert III Children Services
- University students who are studying to become teachers.
**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 enjoys 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's five learning goals, educators will assist your child to develop:
- a strong sense of their identity
- connections with their world
- 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 time they spend together in the school age care setting. This facilitates joint decision-making about your child's school age care experiences.

**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

**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 wellbeing. 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 lifelong 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 curiosity, creativity and problem-solving skills
- make connections between prior experiences and lifelong learning
- develop a sense of wellbeing

**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 and place 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. The 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 lifelong learning.

**FIND OUT MORE**

This booklet is an introduction to My Time, Our Place: Framework for School Age Care in Australia. To find out more visit www.deewr.gov.au/earlychildhood or ask your child’s school age care educator.

Produced by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

**WHAT IS THIS NEW FRAMEWORK ABOUT?**

The Framework aims to extend and enrich children's wellbeing and development in school age care settings. It acknowledges that children need a place to engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed. It also recognises that they need time to interact with friends, practice social skills, solve problems, try new activities and learn life skills.

Children's learning in school age care settings complements their learning at home and at school. In school age care settings there is great importance placed on relationships and nurturing children's talents and interests.

**information for families**

A new national framework for children in school age care.
WHAT YOU NEED TO KNOW
ENROLMENT

An enrolment form must be completed in full before your child/ren 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 may not agree. In line with regulations and for extreme cases the local Police will be contacted to take over care of your children until you are able to be contacted. Therefore, this is a VERY IMPORTANT section of the form to complete.

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’s School Age Care service is run. Please discuss your child’s progress or any concerns you may have with the educators.

LIFE EVENTS

Please discuss with educators any occurrences in your child’s life that we should know about so that educators 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.
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. Pancakes, spaghetti or baked beans on toast and scrambled eggs are available on a rotational basis. Some cereals are also provided.

**Beverage** – plain milk, milo or water.

**Afternoon Tea**
Assorted fruit platters (seasonal fruit) and nutritional snacks are provided by our chef at QB for all venues.

Beverage – water only.

Please discuss any specific dietary requirements with educators including allergies, religious or medical restrictions.

Children are not to bring food with NUTS to the program. We have a NO NUT POLICY at all of our venues.
HEALTH

The health and safety of all children is of concern to both educators 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 educator attention. Educators ratios are unable to 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 an educator from their venue. 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.

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 educator. All accidents are recorded on an Incident/Injury/Trauma form and this information may be used to assist in future planning of grounds, equipment, 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 on the Incident/Injury/Trauma form, parents are informed and required to sign the form 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 who is left at the venue after closing time the emergency contacts listed on the enrolment form 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 details.
## Health Related Exclusion

### Schedule 7 Minimum Period of Exclusion from Primary Schools and Children's Services Centre’s for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009)

In this Schedule, medical certificate means a certificate of a registered medical practitioner.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of Cases</th>
<th>Exclusion of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amoebiasis (<em>Entamoeba histolytica</em>)</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>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
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<tr>
<td>Herpes (&quot;cold sores&quot;)</td>
<td>Young children unable to comply with good hygiene 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>Human immuno-deficiency virus infection (HIV/AIDS)</td>
<td>Exclusion is not necessary.</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><strong>Measles</strong>*</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><strong>Meningococcal infection</strong>*</td>
<td>Exclude until adequate carrier eradication therapy has been completed.</td>
<td>Not excluded if receiving carrier eradication therapy.</td>
</tr>
<tr>
<td><strong>Mumps</strong>*</td>
<td>Exclude for 9 days or until swelling goes down (whichever is sooner).</td>
<td>Not excluded.</td>
</tr>
<tr>
<td><strong>Pertussis</strong>* (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>Condition</td>
<td>Exclusion of Cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>Poliomyelitis*</td>
<td>Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.</td>
<td>Not excluded.</td>
</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.

Chickenpox doesn’t have to spread from child to child.
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).

- School Age Care venues require children to wear hats whenever they are outside. Please keep an extra hat for your child/ren in his/her school bag. Otherwise a spare hat may be provided 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.

- Educators 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 cords 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.

- Educators 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 educators and children’s use when necessary.

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

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

- **NO HAT - NO OUTDOOR PLAY**
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 onto 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. If there is a discrepancy between the dosage written on the medication form 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 on the medication form by the educator who administered the dosage and co-signed by the educator who checked the bottle.
   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.

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

7. If your child has been given medication prior to coming to the venue in the mornings, please advise the educators on arrival.

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

9. If a child develops an extremely high temperature (38 degrees Celsius or above) the venue leader or other delegated educators will contact parents to collect the child.

10. Panadol will only be administered if prescribed by a doctor, not bought over the counter.

11. 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 the educators.

**CASUAL CARE**

Casual care is provided at all of our venues. If you require this service you are still required to complete an enrolment form. If using casual ASC you must telephone our Quantin Binnah admin office on 9742 5040 before 2.00pm if requiring care on the same day, or you may pre book your child in for the days required up to a week in advance. Please notify your child’s school when you have booked casual care, to ensure that your child will be given the message to wait for the ASC educators. Unless otherwise advised by your venue leader, you do not 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 or is being picked up directly from school, please notify Quantin Binnah by 2pm to ensure that the educators are advised that your child is not attending the After School Care program. A further fee will be charged if no notification is given to the Quantin Binnah admin office of your child’s absence.

**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, Our Lady of the Southern Cross PS or St John the Apostle **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 educators.

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, Our Lady of the Southern Cross or St John the Apostle). If a parent does not arrive to collect their child by 6.00pm/6.30pm respectively and no contact has been made with educators, 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 educators.
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.

GRIEVANCE PROCEDURES

If parent/s are aggrieved by any aspect of the operation of the Children’s Service or have a concern about the health or wellbeing of any child 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.

  o OR

Parents have the right to call the Department of Education and Early Childhood Development Advisers on 1300 307 415 or via email swvr@edumail.vic.gov.au or write to the Department of Education and Early Childhood Development at the following Regional Offices

Footscray
Postal address: PO Box 2141, Footscray, Victoria 3011
Location: 900/1 McNab Avenue, Footscray, Victoria 3011
Phone: (03) 8397 0300
Fax: (03) 8397 0303

Geelong
Postal address: PO Box 2086, Geelong, Victoria 3220
Location: 5A Little Ryrie Street, Geelong, Victoria 3220
Phone: (03) 5225 1000

Parents can also access the Department of Education and Early Childhood Development website http://www.education.vic.gov.au/about/contact/Pages/complainec.aspx
FEES AND POLICY
Childcare Benefit (CCB) and the 50% Childcare Rebate (CCR)

Childcare Benefit enables most families to receive a discount on part of our daily fee. The percentage is calculated on a family’s income, and all variations are reconciled with the family’s tax. As well all families registered for CCB receive the 50% CCR as this is not means tested. If you nominate the CCR to be paid as an immediate discount you won’t have to wait for a refund.

Contact the Federal Department of Human Services (Formally FAO) on 13 61 50 for details on how to register.

<table>
<thead>
<tr>
<th>FEES AND PAYMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QB School Age Care SERVICE FEES</strong></td>
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<td>Permanent BSC</td>
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<tr>
<td>Newport Lakes BSC</td>
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<tr>
<td>Permanent ASC</td>
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<tr>
<td>Newport Lakes ASC</td>
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<tr>
<td>Casual ASC</td>
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<tr>
<td>Early Pick-up</td>
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<tr>
<td>Curriculum Day</td>
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<tr>
<td>Newport Lakes Curriculum Day</td>
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<tr>
<td>Vacation Care</td>
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<td>Newport Lakes Vac Care</td>
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</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, an additional fee 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 used when a child does not have a permanent booking but is available as required, depending upon availability at the venue. To book or cancel a casual booking, please call 9742 5040 by 2pm on the day that the care or cancellation applies to. An additional charge will be added to your account each time no notification is given to the Quantin Binnah admin office by 2pm of your child’s attendance or absence.

**Fees must be paid weekly.**
Vacation Care

No cancellations or changing of days 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 cancellations or 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 Department of Human Services.
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**
Department of Human Services (Formally known as FAO) – 13 61 50

**QB Service Codes**

<table>
<thead>
<tr>
<th>Service</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>

**Manor Lakes College Service Codes**

<table>
<thead>
<tr>
<th>Service</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>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Lady Before School Care</td>
<td>4-4LR5N2</td>
</tr>
<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</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>NP Before School Care</td>
<td>1-GLBW6</td>
</tr>
<tr>
<td>NP After School Care</td>
<td>1-TGKB3</td>
</tr>
<tr>
<td>NP Vacation Care</td>
<td>1-1A7P8H</td>
</tr>
</tbody>
</table>

**Corpus Christi PS Service Codes**

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>CC Before School Care</td>
<td>1-DO23YO</td>
</tr>
<tr>
<td>CC After School Care</td>
<td>1-DO242D</td>
</tr>
</tbody>
</table>

**St John the Apostle PS Service Codes**

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>St John Before School Care</td>
<td>4-11H9K4O</td>
</tr>
<tr>
<td>St John After School Care</td>
<td>4-11H9KAC</td>
</tr>
</tbody>
</table>

**St Martin de Porres PS Service Codes**

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Martin de Porres Before School Care</td>
<td>4-1TIIPKR</td>
</tr>
<tr>
<td>St Martin de Porres After School Care</td>
<td>4-1TIIPNX</td>
</tr>
</tbody>
</table>
HOW TO PAY

Parents are invoiced weekly with the invoices being emailed or mailed to your address.

All fees for Before and After School must be paid via Direct Debit. All families must return a completed direct debit form upon Enrolment.

Vacation Care fees must be paid within 7 days of receiving notification of the cost from Quantin Binnah.

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.

If you have any concerns, please call 9742 5040

Dishonoured Direct Debit

- 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.

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.
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, 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 educators 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.
COMMITTEE OF MANAGEMENT 2015/2016

President
Vice President
Treasurer/Secretary
Ordinary Member
Ordinary Member
Ordinary Member
Ordinary Member
Ordinary Member

Carolyn Dillon
Alison Britt
Wendy Ferguson
Lesley Bramich
Reg Stott
Marita McMillan

EDUCATORS

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
Paula George
Irene Neville
Isobel Sapiano

ADMINISTRATION

Linda Gianfala, Natalie Britchford, Tammy MacKenzie, Ebonie Ationne
CONTACTS

School Age Care Director
Quantin Binnah Child Care Service
61 Thames Boulevard
WERRIBEE VIC 3030
TELEPHONE 9742 5040
EMAIL qb@qbcc.org.au

Centre Manager
Quantin Binnah Community Centre
61 Thames Boulevard
WERRIBEE VIC 3030
TELEPHONE 9742 5040
EMAIL qb@qbcc.org.au

SCHOOL AGE CARE VENUE CONTACTS
In an emergency, SAC venue leaders can be contacted on the following numbers:

Quantin Binnah 0415 403 367
Manor Lakes 0438 084 181
Newport Lakes 0409 793 965
Corpus Christi 0439 204 077
Our Lady of the Southern Cross 0408 295 672
St John the Apostle 0407 436 787
St Martin de Porres 0417 727 908

Please note all bookings and cancellations need to be called through to the admin office by 2pm on 9742 5040, not directly to the venues.