

# Community Based Not for Profit



**The Caring Partnership**

**“Where Early Learning Begins”**

## Parent Handbook



# Welcome to Blackmans Bay Childrens Services

Dear Parents

As the CEO of Blackmans Bay Childrens Services, I welcome your family to our service.

Blackmans Bay Childrens Services is a diverse organisation dedicated to the provision of services that are valued and respected for their quality and leadership.

We aspire to be an extended family for your child. Open communication between families and staff is fundamental to this partnership.

We aim to provide a safe environment where your child will feel secure, accepted and happy.

Please feel free to contact me on any matter regarding your child or the centre.

We look forward to sharing your child's early years with you and your family

Regards

Lynne Moran  
CEO

## Background

Blackmans Bay Childrens Services Incorporated is a community based organisation providing quality child care services for children birth to 13 years of age. The organisation's legal entity is a voluntary Board of Directors who are elected on an annual basis. The Board of Directors determine the strategic direction for the Service and engage a Chief Executive Officer to oversee the day to day management and operations.

The present Board consists of:

Jeanette Loosmore	Chair/ Human Resources		
Charles Courtney	Vice Chair		
Belinda Bresneham	Treasurer		
Mark Roberts	Public Officer		
Karen Banks	General	Joanne Clifford	General
Jonathan Mathys	General	Gaylene Cunningham	General

## History

- 1980** Blackmans Bay Child Care Centre was established as an occasional child care centre for 20 children between 2 years and 5 years of age. It was the first centre in Australia to be co- located with a school.
- 1985 – 1990** The Centre altered to a long day care model and increased the number of places to 30 to cater for children from 1 year to 5 years of age. Out of school hours programs were then established on the adjacent Blackmans Bay Primary School premises.
- 1994** Purchased the School Kindergarten building and land from the Department of Education. This building was then renovated to cater for 73 children from birth to 5 years of age. Name of the Centre was changed to Blackmans Bay Childrens Services Incorporated. Became sponsor and operator of the Kingston Outside School Hours Care Program located on the Kingston Primary School site.
- 2000** Outside School Hours Care Program was established on the Illawarra Primary School site.
- 2003** Assumed sponsorship of the St Aloysius Outside School Hours Care Program.
- 2004** Successfully tendered to the Department of Education for the lease, management and operation of the Mountain View Child Care Centre located on the Kingston Primary School site
- 2005** Board adopted governance as the methodology to follow to fulfil the roles, functions, duties and obligations as the legal entity of the organisation.
- 2006** Funded an extension to Mountain View Child Care Centre providing 90 licensed places
- 2008** Established Before School Care at Illawarra Primary School
- 2009** Extended the capacity of St Aloysius Outside School Hours Care to 90 places
- 2010** Established Before School Care at St Aloysius Primary School
- 2012** Extension at Ocean View
- 2013** Founding Director and CEO, Susan Nolan retired
- 2014** Established Outside School Hours Care and Vac Care at Woodbridge Primary School
- 2017** Established Outside School Hours Care and Vac Care at New Town Primary School

## Programs and Contact Information

### Long Day Care

#### Ocean View Child Care Centre

177b Roslyn Ave, Blackmans Bay

Opening Hours: 7:15 am to 6:15 pm

#### Age Groups:

6 weeks to 12 months	(Raindrop Room)
12 months to 2 years	(Sunshine Room)
2 years to 3 years	(Rainbow Room)
3+ years	(Snowflake/Sunset Rooms)

#### Mountain View Child Care Centre

Church Street, Kingston

Opening Hours: 7:15 am to 6:15 pm

#### Age Groups:

6 weeks to 18 months	(Buchan Room)
18 months to 2 ½ years	(Butler Room)
2 ½ years to 3 ½ years	(Wilson Room)
3 ½ years to 5 years	(Mitchell Room)

### Outside School Hours Programs

Before School Care 7:15am – 9:00am

After School Care 3.00pm – 6.15pm

Are provided at 5 venues:

Blackmans Bay Primary School  
Kingston Primary School  
Illawarra Primary School  
St Aloysius Primary School  
New Town Primary School

### Vacation Care Programs

For school aged children from 7:15am to 6:15pm

Programs are located at our St Aloysius, Kingston, and New Town sites

## General Information

### Head Office

Hours: 7:30am – 4:30pm

177b Roslyn Avenue

Blackmans Bay 7052

Email: [oceanview@bbchildcare.org](mailto:oceanview@bbchildcare.org)

Website: [www.bbchildcare.org](http://www.bbchildcare.org)

Postal Address:

PO Box 64

Blackmans Bay 7052

## Services

### Ocean View Child Care Centre:

Ph: (03) 6229 4914 Fax: (03) 6229 2260

Email: [oceanview@bbchildcare.org](mailto:oceanview@bbchildcare.org)

### Mountain View Child Care Centre:

Ph: (03) 6227 1410 Fax: (03) 6227 1104

Email: [mountainview@bbchildcare.org](mailto:mountainview@bbchildcare.org)

### Blackmans Bay Outside School Hours Care (7:15 – 9:00 am and after 2:30 pm)

Ph: (03) 6229 4199 or 0418 267 200

Email: [bboschc@bbchildcare.org](mailto:bboschc@bbchildcare.org)

### Illawarra Outside School Hours Care (7:15 – 9:00 am and after 2:30 pm)

Ph: 0408 294 917

Email: [ioshc@bbchildcare.org](mailto:ioshc@bbchildcare.org)

### St Aloysius Outside School Hours Care (7:15 – 9:00 am and after 2:30 pm)

Ph: 0400 294 914

Email: [saoshc@bbchildcare.org](mailto:saoshc@bbchildcare.org)

### Kingston Outside School Hours Care (7:15 -9:00 am and after 2:30 pm)

Ph: 6229 4199 or 0427 294 196

Email: [koshc@bbchildcare.org](mailto:koshc@bbchildcare.org)

### New Town Outside School Hours Care

Ph: 0499 975 066

Email [ntosch@bbchildcare.org](mailto:ntosch@bbchildcare.org)

The services are not open on the following days and **fees are not charged for these days:**  
Public Holidays and the days between Christmas and New Year

## Fee Information

### Blackmans Bay Childrens Services Fee Schedule

As from 3<sup>rd</sup> January 2017

<b>Long Day Care</b>			<b>Outside School Hours Care</b>		
Ocean View and Mountain View Child Care Centre			Blackmans Bay, St Aloysius, Illawarra, Kingston		
Daily Fee	7.15am to 6.15pm	\$80	Before School	Permanent Booking	\$11
Session	Morning or Afternoon (where available)	\$44	7.15am to 8.30am	Casual Booking	\$16
Mountain View only			After School	Permanent Booking	\$24
Before/After	7.15am to 8.30am and	\$44	School finish time to 6.15pm	Casual Booking	\$28
Kinder Care	2.30pm to 6.15pm Kinder children only		Blackmans Bay, St Aloysius, Illawarra only*		
<b>Vacation Care</b>			Kinder After School	Permanent Booking	\$28
Blackmans Bay (Older and Younger children), Kingston			Kinder finish time to 6.15pm	Casual Booking	\$32
Daily Fee*	7.15am to 6.15pm	\$54	* Kingston Primary Kinder children attend Mountain View for before and after school care		
Session	Morning or Afternoon (where available)	\$32	Blackmans Bay only		
* Extra charges also apply for some excursion days.			Blackmans Bay	Permanent Booking	\$35
			Kinder Half Day	Casual Booking	\$39
			Wednesdays from 1.00pm		

These are full fees – Child Care Benefit entitlement is deducted from the full fees once you register with Centrelink. More information on CCB is on page 8.

### Payment

Accounts are sent monthly. Payment can be made by EFTPOS, cheque or cash at our office located at 177b Roslyn Ave between 7:30 am and 4:30 pm. Credit Card payments can be taken by phone on 6229 4914 or by completing an authority for us to take payments on the 15<sup>th</sup> of each month. Direct Deposit details are on the last page of your account. All this information is also located on our website [www.bbchildcare.org](http://www.bbchildcare.org)

### Overdue Accounts

Client accounts will be categorised as overdue after 30 days. Any accounts that are 30 days overdue will incur a flat charge of \$20.00.

### Delinquent Accounts

Client accounts will be categorised as delinquent after 60 days. Interest will be charged on the overdue amount. Delinquent accounts will be administered by Tasmanian Collection Service.

If you are having difficulties with payments due to family hardship, please talk to the CEO, Lynne Moran who will consider (in consultation with the Board) each case in the spirit of the Blackmans Bay Childrens Services Values Statement. Client services may be terminated due to the non payment of delinquent accounts.

### **Cancelling Care from Service**

On cancelling care permanently from the Service, the client is required to give 2 weeks notice or full fees will be charged.

### **Withdrawal of Care**

The service shall at all times have the right to withdraw the availability of care without notice.

Reasons for withdrawal of care could include:

- ◆ Non payment of fees;
- ◆ Physical or verbal abuse of staff or children by parent/guardian; and
- ◆ Failure to comply with Service policies and procedures

### **Allowable Absences**

(as determined by the Federal Government)

Permanent bookings will be charged at all times. If your child is absent, 75% of the normal fee will be charged. Childcare benefit is paid for up to 42 days absences for each child per financial year without the need to provide documentation such as medical certificates. All absences after this will be charged at full fees unless evidence such as a doctor's certificate is provided. An adult must sign children in and out on attendance sheets in each room. Absences must also be signed on return to the Service. Please refer to our Bookings and Cancellations Procedure

### **Swapping of Days**

If space permits, you can book an extra day for your child for that week. However, we do not swap one booked day for another casual day.

### **Search Fee**

A search fee of \$10-00 will apply if your child/ren does not attend, and staff have not been notified, as there is a lengthy procedure we need to follow.

### **Closing Time**

There is a surcharge of \$10-00 for each child not collected from the Service by 6:15 pm. A further \$10-00 will be charged for every 5 minutes thereafter. CCB is not payable on the surcharge.

### **Other Fees**

If at any time the Service needs to provide children with nappies or lunch, a charge of 60 cents per nappy and \$2-50 per lunch will be made.



## **Child Care Benefit (CCB) and Child Care Rebate (CCR)**

The federally funded Child Care Benefit Scheme is designed to ensure all families can afford quality Childcare.

All families (except non-residents) are eligible for at least the minimum Child Care Benefit. Families must register with the Family Assistance Office (FAO) by completing a "Child Care Benefit Application Form" or ringing the Centrelink Office on 13 61 50, or visit their website [www.centrelink.gov.au](http://www.centrelink.gov.au).

Families (that have passed the work, study, training test) can also claim the 50% Child Care Rebate. The rebate can be claimed in your income tax return and on a quarterly basis, please contact the FAO for further information.

## **Child Care Management System (CCMS)**

CCMS is a national child care system that brings all approved child care services online, it ensure that CCB fee reductions are calculated on your child's actual use of care.

The new system requires enrolment records to be created for all children attending a service. To ensure that the records held at the centre are the same as the FAO you will need to provide your child's and your own dates of birth. Please also provide a copy of your Assessment Notice of Child Care Benefit for approved care which you would receive from the FAO. Please advise the CEO if your child attends different services,

Parents are required to inform the FAO of any changes that may affect your assessment.

For more information on CCMS visit [www.deewr.gov.au](http://www.deewr.gov.au)

## **Attendance Records**

You are required to sign your child in and out each time they attend the Centre. This is a legal requirement. Sign in sheets must also be signed for any absenteeism.

Full fees will be charged for any unsigned attendance or absence, as Child Care Benefit cannot be applied for these days.

## **Routines**

At Blackmans Bay Childrens Services we offer a safe environment with stimulating learning experiences, which support the child's developing skills.

Our program complements the child's home routine, particularly in regard to toileting, sleep, and eating patterns. The children are actively involved in our routines and their independence is encouraged with praise given for effort. Program planning is based on the individual child, and to provide staff with relevant information about your child could you please return the profile to the appropriate staff.

Our OSHC Services are child led programs that are based around the current interests of the children from within the group. These programs also have a strong emphasis on play learnings where through play children develop, mature and gain the self-confidence required to engage in new experience and environments.

These programs are also aligned to the Early Years Learning Framework (EYLF) and the My Time Our Place Learning Framework for school aged children (MTOP)

### **When you first arrive**

Please take your child into his/her room and ensure staff know that you have arrived. We would like to have a chat with you and your child when you first arrive in the morning as this enables us to get to know each other better and find out how best we can help your child enjoy their day at Blackmans Bay Childrens Services

It is useful for us to be aware of things such as:

- ◆ Medication your child may need
- ◆ Whether your child is tired and needs a sleep
- ◆ What time your child will be collected and by whom
- ◆ Any changes at home which may be impacting on your child

Please feel that you can talk with staff about anything at all which will help us better understand your child. Any information you give us will be treated with complete confidentiality.

Be sure to say good-bye to your child as you leave.

### **Signing in**

It is a Government requirement for payment of Child Care Benefit, that parents sign their children in and out each day. It is also necessary for our records should we need to evacuate the building for any reason. The signing in sheets are kept in the individual rooms and must be signed with times each day. If a child has been absent parents must sign on these dates also. Failure to sign will result in full fees (i.e. no child care benefit) being charged.

### **When picking up your child**

When picking up your child, parents should let staff know that they have arrived. Staff should be available at any time for a chat and to let parents know how your child's day has been. Children must be collected by an adult rather than brothers or sisters, and must not be allowed to go on ahead of their parents. We also request that children not be allowed to climb on over/under gates. We will only allow parents or person stated on the enrolment form to collect your child/ren from the centre.

## **Custody Arrangements**

If you have a legal agreement outlining custody or restraining arrangements, please provide the Centre with a copy for our records. Parents are kindly requested to notify the CEO immediately if these legal circumstances change.

## Daily Activities

There is a program planning board in most rooms, which will detail the activities that took place during the day and any general information we want to share with you.

We welcome parent feedback and comments and to assist with any other general information we have an extensive range of brochures and literature available which we encourage parents to use. We keep a copy of the Centre's policies at the front desk and we are happy for parents to browse through them at any time.

## Health

All medication must be taken out of bags and passed to a staff member on arrival. Parents are required to fill in and sign a medication form authorising staff to administer the medicine which will be kept away from all children. The medication must be in the original container and have the following printed on the bottle label:

- ◆ Drug name
- ◆ Dosage
- ◆ Child's name
- ◆ Name of prescribing Doctor
- ◆ In date

We are committed to providing and maintaining a healthy environment to safeguard children and Centre Staff from infection according to Staying Healthy in Childcare 5<sup>th</sup> edition.

To ensure high quality care for your child it is important that you provide an action plan (asthma, anaphylaxis, diabetes) from your medical practitioner.

The Centre reserves the right to send home or refuse attendance to any child who is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you may be required to collect them from the centre. Please do not send your child if they are unwell.

It is the policy of this Centre not to admit any child who has a communicable disease. We require a doctor's clearance stating that they are no longer infectious before they can be re-admitted to the Centre.

Please notify the Centre if your child has been exposed to, or has a communicable disease. We will advise parents of an infectious disease in the Centre by placing a notice in each room.

**MEDICAL ALERT: WE ARE AN ALLERGY AWARE CENTRE:** Several children in our care have life threatening allergies to nuts/nut products and Eggs. Please be aware of this when packing Childrens lunch/snacks.

## Personal Belongings

Children's personal belongings need to be named with permanent pen to prevent loss. We are more than happy for children to bring a special toy or book to help them settle, particularly when they are new to Blackmans Bay Childrens Services, or have just moved through to a new room. However, we urge parents to recognise that we cannot take responsibility for any losses or breakage. Staff always endeavour to make sure that belongings are returned to parents, however we would like to stress that at times things are overlooked.

Please include a full spare set of clothes, which are clearly marked with the child's name. For Winter include gumboots, coat and warm hat and for Summer sunscreen and hats.

Please return any Blackmans Bay Childrens Services spare clothes and we also welcome any donation of clothing, particularly trousers, socks and pants.

## Meals

Lunches are to be provided by parents. Please do not bring chocolate bars, lollies or chips as we are educating the children about good nutrition and the importance of eating a balanced diet.

Drinks can be provided by the Centre and will consist of milk or water. Children may bring their own drink if they wish.

The Centre provides morning and afternoon tea consisting of fruit and other nutritious snacks. Dietary requirements or allergies must be advised to Staff.

## Transitions/Room Changes

Children will move through the Centre according to their stage of development, their age and the availability of space in the next group.

When it is felt a child should start the transition to the next room, both teams of staff will work closely together to ensure that your child is well prepared and happy with the arrangement. As a parent you will be notified when your child starts to visit the next age group and you will be introduced to the new carers. This transition can take as long as is needed to ensure you and your child are comfortable. Individual room booklets will be given to parents at this time.

## Updating of Records

When first booking your child into Blackmans Bay Childrens Services an enrolment sheet must be completed along with any action plans. It is essential that this is done before your child is left for the first time as we may need to contact you. Any changes to your information such as a change of address, phone numbers and recent immunisations etc must be updated.

## Concern or Complaints

We hope that both you and your child will be very happy at Blackmans Bay Childrens Services, however there may be occasions when you feel concerned about an issue or worried about the care you are receiving. It would be appreciated if you would share these thoughts with staff in order to ensure that the highest quality care is being given at all times. Either discuss issues with your room carers or see the CEO. All concerns will be treated with respect and confidentiality.

The Board of Blackmans Bay Childrens Services is also happy to speak with you at any time should you feel the need. Our Policy Manual is always available at the front desk – please take time to read – your comments would be very welcome. Copies of any policies will be supplied on request.

## Accidents

If a **minor accident** occurs, first aid will be administered. All room co-ordinators, and the majority of other staff hold Senior First Aid Certificates. A report will be written on the Accident Report Form. Parents are required to sign the accident report form when they pick up their child.

If a **major accident** occurs an ambulance will be called and every attempt will be made to contact parents. The child will be transported to the Royal Hobart Hospital with a staff member. Your child's personal information file, which includes the parent consent form, will be taken to the hospital.

## **Behaviour Guidance**

Behaviour guidance techniques used by all staff, centre around positive reinforcement, positive role modelling by adults, intervention and re-direction. We aim to foster socially acceptable behaviour and encourage children to take responsibility for their own actions.

Staff are not permitted to use corporal punishment of any kind, nor are they permitted to shout at, or humiliate a child. Our program aims to provide a safe and secure environment where each individual is respected.

Further information is available in our Policy Manual.

## **Special Occasions**

We love to celebrate children's birthdays or any other special occasions while they are at the centre at morning or afternoon tea time.

## **Staff/parent Communication**

There are a number of ways in which communication can take place.

Parent and family members are welcome to visit the service at any time.

### **Programs:**

A copy of each room's program is displayed on a notice board in the room. We value your feedback, interest and involvement in our rooms programs, so if you would like to comment, please do.

### **Newsletters:**

Newsletters are produced periodically and contain news from each room as well as general Centre information and articles for parents.

### **Parent Information Notice Board:**

There are boards in each room and one in the located outside the office displaying information.

### **Sign in and Out Book:**

Short messages can be written on these sheets by both parents and staff.

### **Policy and Procedure Folder:**

The Folder is located in the foyer of the Centre; copies of policies are available. Policies are under constant review and development in an ongoing process of self evaluation and growth. Folders are also available upon request at each of our OSHC sites.

### **Website:**

A wide range of resources and information is available on our website.

[www.bbchildcare.org](http://www.bbchildcare.org)

## **Assessment and Rating System**

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

The National Quality Standard aims to promote:

- the safety, health and wellbeing of children
- a focus on achieving outcomes for children through high-quality educational programs
- families' understanding of what distinguishes a quality service.

All services must complete the self-assessment and quality improvement planning process as part of the assessment against the National Quality Standard and develop a Quality Improvement Plan that will be a working document reviewed annually.

## **Our Staff**

At Blackmans Bay Childrens Services we recognise that staff are our greatest resource – they provide quality care and education for your children.

We aim to have a balance staffing profile in regard to age and gender.

Our staff is employed in accordance with the Tasmanian Child Care Regulations and all have undergone safety screening checks.

The majority of our staff hold qualifications ranging from Certificate Level through to Diplomas and Bachelor of Education. Ongoing professional development is strongly encouraged for all staff.

The majority of our staff have First Aid qualifications, CPR, anaphylaxis and Asthma Training. Our staff have a wealth of experience and knowledge in caring for children and are always available to assist you with any issues or concerns that you may have and these are treated with the strictest of confidence.

Staffing profiles are available in all our programs for your reference.

## **Confidentiality**

Blackmans Bay Childrens Services collects information about you and your child(ren) to provide the highest quality care and for administrative functions including the processing of accounts and the means to contact you.

This information will only be used for these purposes unless you consent otherwise or we are legally bound to do so. We will not disclose your personal information unless authorised to do so or required by law. You can gain access to the information held on you by contacting the Director

*We believe in inclusive and interactive community partnerships, where respect and a supportive learning environment embraces the nature of the child. Through our educators knowledge of child development our approach is play-based and full of opportunities for growth. With growth, comes the development of resilience, responsibility, friendships, a sense of social conscience and self-worth.*

*Our indoor/outdoor spaces will promote and challenge children's curiosity, support sustainable practices and respect for our natural environment through an ongoing process of learning together. Children are given opportunities to grow and develop through messy play, exploration and discovery where the voices of children, educators and families are valued and listened to.*

Our philosophy is seen as a living document, continually evolving in the light of new research, the ideas of team members and input from families.



## **The Caring Partnership**

[www.bbchildcare.org](http://www.bbchildcare.org)