FAMILY HANDBOOK

C/- St. Kieran’s Catholic School
63 Gordon Street
Manly Vale  NSW  2093

School Office: 9949 3523
Educators Mobile: 0413 040 070 (On-Site)
Admin Mobile: 0425 854 723 (Off-Site)

Email: justasc@optusnet.com.au

Updated: November 2016
ABOUT JUST ASC INC. - OVERVIEW

HOURS OF OPERATION

Before School Care (BSC) 6.30am to 8.30am
After School Care (ASC) 2.50pm to 6pm

DROP OFF AND COLLECTION OF CHILDREN

BSC
Parents/Guardians are to drop off their children in the Parish Hall and sign them in.

ASC
Educators collect children from the school playground and sign them in. All children must be signed out by a Parent/responsible person.

- All children must be signed in for Before School Care and out for After School Care.
- Children may only be picked up by the people nominated on the enrolment form. Any alternative pick up arrangements must be communicated through the change of arrangement form or phone call and followed up by an email, or the children will not be released.

FEES & CHARGES

<table>
<thead>
<tr>
<th>Fees &amp; Charges</th>
<th>Charge</th>
<th>Any Special Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permanent Bookings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Before School Care</td>
<td>$16</td>
<td></td>
</tr>
<tr>
<td>After School Care</td>
<td>$19</td>
<td></td>
</tr>
<tr>
<td><strong>Casual Bookings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Before School Care</td>
<td>$20</td>
<td>Casual Bookings (subject to availability) can be made by phone or text on 0413 040 070 before prior to the day or 2pm on day of required care</td>
</tr>
<tr>
<td>After School Care</td>
<td>$23</td>
<td></td>
</tr>
<tr>
<td><strong>Annual Enrolment Fee</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Child</td>
<td>$35</td>
<td>The enrolment Fee is charged per family and on an annual basis and applied to the first invoice issued in the year of care</td>
</tr>
<tr>
<td>2 Children</td>
<td>$50</td>
<td></td>
</tr>
<tr>
<td>3 or more Children</td>
<td>$60</td>
<td></td>
</tr>
<tr>
<td><strong>Other Charges</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Late Pickup Fee (per family)</td>
<td>$25</td>
<td>Fee applies per 15 minute intervals after 6pm</td>
</tr>
<tr>
<td>Payment Dishonour Charge</td>
<td>$10</td>
<td>If a direct debit fails, a payment dishonour fee will be charged</td>
</tr>
<tr>
<td>Non-Notification Penalty (Permanent/Casual)</td>
<td>$10</td>
<td>Penalty applies per occasion if Just ASC Educators are not notified of your child/children’s non-attendance or absence from ASC before 2.30pm on the day of care</td>
</tr>
<tr>
<td>Unconfirmed Attendance (Casual bookings only)</td>
<td>$10</td>
<td>This penalty applies if Just ASC Educators are not notified of your child/children’s attendance at ASC prior to the day or before 2.30pm on the day of care</td>
</tr>
</tbody>
</table>
WELCOME

The committee and staff of Just ASC Inc. welcomes you and your children to our Just ASC community.

ABOUT JUST ASC INC.

Just ASC Inc. organises and runs Before and After School Care for school age children as a non-profit organisation. BSC runs daily from 6.30am – 8.30am and ASC runs daily from 2.50pm – 6pm. The children are supervised by experienced Educators. We are an accredited high quality centre under the umbrella of the National Quality Framework.

Just ASC Inc caters for children with special needs.

Out of School Hours (O.O.S.H.) Care is only available on school days (and occasionally on pupil free days). O.O.S.H. Care is not available on public holidays or school holidays.

PRIORITY OF ACCESS

Just ASC Inc. operates under the Commonwealth Government Priority of Access Guidelines which give priority to children as follows:

Priority 1: A child at risk of serious abuse or neglect
Priority 2: A child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act
Priority 3: Any other child.

Within each of these priorities the following children are to be given priority:

- Children of Aboriginal or Torres Straits Islander families
- Children in families that include a person with a disability
- Children in families that include an individual whose taxable income percentage under Clause 7 of Schedule 2 of the Families Assistance Act is 100%
- Children in socially isolated families and children of single parents.

Priority of Access Guidelines letter from Family & Community Services is available on request.

JUST ASC INC. PHILOSOPHY

Just ASC Inc. values and respects the diversity of the children and their families and provides learning experiences to enhance their development in a safe and nurturing environment.

We strive to create a comfortable atmosphere that offers acceptance, support, and an environment that enhances the development and care of each and every child, as an individual and as part of a group. It is a place that encourages children to develop new skills, form friendships and discover hobbies.

We encourage involvement in decisions on policy and day-to-day programming by all stakeholders including parents, children, educators and the management committee.
The professional development of all staff is expectant to equip them with current knowledge and skills to provide high quality care and learning experiences for the children.

We are a family service with concern for the needs and well being of both child and parent. We aim to be supportive to parents and strive for open communication and good relations between parents, staff, children, management, the school and the community.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Narelle Leatham</td>
<td>Co-ordinator (on-site)</td>
<td>DIP. Teaching / Certified Supervisor/Nominated Supervisor</td>
</tr>
<tr>
<td>Liz McGuire</td>
<td>Co-ordinator (off-site)</td>
<td>DIP Teach/B.Ed/B.Spec Ed</td>
</tr>
<tr>
<td>Jessica Mule</td>
<td>Educator</td>
<td>Cert 111 Children’s Services / Certified Supervisor</td>
</tr>
<tr>
<td>Elle Brown</td>
<td>Educator</td>
<td>Bachelor of Health Science (studying) / Certified Supervisor</td>
</tr>
<tr>
<td>Kelli O’Shannassy</td>
<td>Educator</td>
<td>Diploma – Secretarial, Dev’t One – Coaching / Certified Supervisor</td>
</tr>
<tr>
<td>Hollie O’Shannassy</td>
<td>Educator</td>
<td>Studying Bach of Health Science, M of Nursing</td>
</tr>
<tr>
<td>Michelle Taylor</td>
<td>Educator</td>
<td>Bachelor of Business / Certified Supervisor</td>
</tr>
<tr>
<td>Matthew Rowland</td>
<td>Educator</td>
<td>Studying Primary Education</td>
</tr>
<tr>
<td>Alex Mascarenhas</td>
<td>Educator</td>
<td>Studying Education / Arts</td>
</tr>
<tr>
<td>Carla Christmas</td>
<td>Educator</td>
<td>Studying Bachelor of Arts</td>
</tr>
<tr>
<td>Roy Outred</td>
<td>Educator</td>
<td>Studying Bachelor Fine Arts</td>
</tr>
<tr>
<td>Zoe Kaloudis</td>
<td>Educator</td>
<td>Studying Primary Education</td>
</tr>
<tr>
<td>Harry Kelleher</td>
<td>Educator</td>
<td>Studying Physiotherapy</td>
</tr>
<tr>
<td>Indi Angel-Auld</td>
<td>Educator</td>
<td>Studying Bachelor of Law &amp; Arts</td>
</tr>
<tr>
<td>Elissa Ruddy</td>
<td>Educator</td>
<td>Certificate of Event Management / Marketing</td>
</tr>
</tbody>
</table>

PARENT INVOLVEMENT

- Support from parents/guardians to Just A.S.C Inc. is always welcome. This support can take many forms including being an active member of the Committee or attending the Annual General
Meeting.

- Please inform the on-site co-ordinator (on-site staff) of any changes in personal details in writing immediately.

Just ASC expects that all parents interact with educators/staff, other parents and children of the service with respect and courtesy and will uphold the values and philosophy of the service.

### PROGRAM & ACTIVITIES

The program allows the children to play and is appropriate for the developmental ages and levels of the children. It allows them to explore and create through a variety of mediums.

<table>
<thead>
<tr>
<th>Before School Care: Parish Centre</th>
<th>After School Care: School / Parish Centre</th>
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<tbody>
<tr>
<td><strong>Time</strong></td>
<td><strong>Activity</strong></td>
</tr>
<tr>
<td>6.30 – 7.45am</td>
<td>Care begins Breakfast as children arrive (cereal/toast, juice, milk)</td>
</tr>
<tr>
<td>7.45 – 8.30am</td>
<td>- Pack up breakfast</td>
</tr>
<tr>
<td></td>
<td>- Clean teeth</td>
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<tr>
<td></td>
<td>- Organised group games Free choice</td>
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<tr>
<td></td>
<td>- homework</td>
</tr>
<tr>
<td></td>
<td>- quiet activity</td>
</tr>
<tr>
<td></td>
<td>- reading</td>
</tr>
<tr>
<td>8.30am</td>
<td>- Close</td>
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<td></td>
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</tbody>
</table>

The table above is a guide only and is governed by the National Quality Framework (NQF) and involves intentional activities as well as children’s choices. The weekly activity program can be viewed at the sign-in table.

The children are served nutritious food. Please advise the educators of any child’s special dietary requirements and/or allergies.

Children are encouraged to wear hats when outside and an SPF 30+, broad spectrum, water resistant sunscreen will be made available in the centre.

### POLICIES & PROCEDURES

The operation of Just ASC Inc. is guided by a set of written policies and procedures. Parents/guardians wishing to view these policies can do so on request. These policies are reviewed regularly and include:

- Administration and Management
- Facilities and Equipment
- Staff Policies
- Health and Safety
- Programming
EMERGENCY PROCEDURES
In the event of an emergency, the children will be assembled at the exit area of the Parish carpark. The service has set procedures which are rehearsed by staff and students every term.

GRIEVANCE PROCEDURE
Parent concerns should be directed to the Educators at the centre. Every effort should be made to resolve the concerns with them. If this is not possible, parents/guardians can contact the Co-ordinator on 0425 854 723. If parent concern cannot then be resolved, parents may put their concerns in writing and forward to the Just ASC Committee via the school’s office. All correspondence will be dealt with confidentially.

TALKING ABOUT YOUR CHILDREN
You are welcome to discuss any aspect of your children’s participation in Just ASC Inc. with the educators. It is important that they receive positive feedback in their very demanding job. If you have any concerns about your child, please speak to the nominated supervisor on duty.

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JUST ASC INC. HEALTH & SAFETY

Children’s Well Being
Just ASC works in conjunction with St Kieran’s School to foster children’s social and emotional well-being by following the KidsMatter Frameworks. A Just ASC senior staff member is on the school KidsMatter action team.

Visitors and Volunteers
Where required, visitors and volunteers are expected to undertake a ‘Working with Children’ check.

Mandatory Reporters
Mandatory Reporters are defined in NSW legislation. They are those who deliver the following services to children as a part of their paid or professional work.

- health care-doctors nurses, dentists and youth workers
- welfare-psychologists, social workers, and youth workers
- education-teachers
- children’s services-child care workers, family day Educators, and home based services
- residential services-refuge workers, community housing providers
- law enforcement-policeman

Educators at Just ASC have all undertaken the Compulsory ‘Child Protection’ course as all staff who work with children are Mandatory Reporters. If an Educator becomes concerned that a child/young person known to them through our service is being abused or neglected or is likely to be abused or neglected they have the ability and obligation to report their concern to Community Services. Guidelines for Educators or concerned parties are available on the ‘Mandatory Reporters Guide’ which helps to clarify if a child is exposed to “Significant Harm” which is a reportable offence.

Illness and Accident
- Children who are ill or suffering from a contagious / infectious disease will not be able to attend BSC or ASC. Just ASC Inc. has adopted the School’s policy for Infectious Diseases, a copy of which can be obtained from the School’s administrative staff.
• In the event of a child becoming unwell, he or she will be comforted and cared for, and the parents/guardians or emergency contacts will be advised to come and collect the child as soon as possible.
• In the event of an accident, the educators will provide First Aid and, if necessary, will seek further medical assistance. Parents/guardians will be notified as soon as practicable.

Medication
The Educators are only able to administer medication to your child if:

• you have completed a dated ‘Permission to Administer Medication’ form, including the child’s name, details of medication, times and dosage. This form is available at the school office and sign-in/out table.
• the medication is in its original container, is within its use-by date and is prescribed for that child.
  non-prescription medicine can only be given if accompanied by a Doctor’s Certificate stating the times and doses to be administered.

Medicare Immunisation Record
You must notify the service of your child/ren’s immunisation status via the annual Just ASC enrolment form.

If there is an approved reason why your child is not fully immunised and you want an immunisation exemption, you need to provide us with one of the following from your immunisation provider or doctor:
• an Immunisation exemption for medical reasons (contraindication) form
• an Immunisation exemption by conscientious objection form, or
• a letter explaining why the exemption is necessary.

OTHER FINANCIAL MATTERS

CHILD CARE BENEFIT
Some families are eligible to receive Child Care Benefit (CCB). The Family Assistance Office can be contacted on 13 61 50 for an assessment and tell you of your family entitlements. CCB can be claimed as either a fee reduction each week or a lump sum payment with your tax return.

Families are also entitled to the Child Care Rebate (CCR), however, you must supply your and your child’s CRN and dates of birth.

FEE PAYMENT
The method of payment is Direct Debit only. Parents/Guardians are required to complete a Parent Registration form for Direct Debit. Fees are debited fortnightly on a Tuesday after the care has taken place. If banking details change, a new form must be completed. Emailed banking details cannot be accepted.

➢ Permanent bookings must be paid for if your child does not attend for whatever reason. Days cannot be swapped for others. You must notify the On-Site Coordinator if your child is not attending on their organised day on 0413 040 070. The school is not responsible for notifying Just ASC.
Any changes to permanent care must be given in writing at least one week in advance. Additional days or variation of days of care are dependant on availability of places & if fees are up to date.

If your child is away for more than a week, you may pay a holding fee to keep their place. An Application for Leave form must be filled out. The holding fee does not include CCB or CCR and the maximum holding period is one term.

If you are having difficulty with the payment of fees, please discuss this with the Co-ordinator. Your discussions will be treated confidentially. However, any requests to vary payments or to waive the late pick-up fee must be directed to the Just ASC Inc. Committee.

**APPROACH TO BEHAVIOUR MANAGEMENT**

**RULES FOR BEHAVIOUR MANAGEMENT**
The Just ASC Committee members and Educators together work out the rules (and consequences of infringements) for Just ASC Inc. based on the Behaviour Management Plan. The prime considerations are safety, freedom from harassment and respect for self, each other, the environment and the facilities. Children with behaviour problems are either redirected to another activity or spoken to by an educator. In extreme circumstances, the Just ASC Committee has the right to exclude any child whose behaviour continues to be unsatisfactory. The Behaviour Management Rules are attached.

The principles of Restorative Justice are followed by the educators as it provides a link with the school as well as being a familiar process for the children. Restorative Justice allows the child to learn from their mistakes and change future behaviour. Although there are consequences for poor behaviour, the children are encouraged to reflect upon their behaviour rather than endure punishment which has no tangible relationship to their actions. Questions asked by the educators focus on the specific behaviours or incidents without blaming.

Restorative practice Focus Areas

1. Focus on the SPECIFIC BEHAVIOURS or INCIDENTS without blaming
2. Draw out WHO WAS AFFECTED and HOW THEY WERE AFFECTED
3. Direct questions toward problem. Solve what needs to happen to MAKE THINGS RIGHT.

______________

**Affective Questions**

1. What happened?
2. How did it happen?
3. How did you act in this incident?
4. Who do you think was affected?
5. How were they affected?
6. How were you affected?
7. What needs to happen to make thing right?
8. If the same situation happens again, how could you behave differently?
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>WHY?</th>
<th>WHEN?</th>
<th>WHAT?</th>
<th>WHO?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Alert Student</td>
<td>To redirect and to make the student aware that the behaviour is unacceptable.</td>
<td>When student breaks rules, or engages in disruptive or dangerous behaviour.</td>
<td>Ask student what he/she should be doing. Ask student why their action may be thought inappropriate.</td>
<td>Any JUST A.S.C staff member at the school.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Caution Student with time out</td>
<td>To cease the disruptive behaviour</td>
<td>When student continues the inappropriate behaviour.</td>
<td>Give student time to think to discuss and to choose a better way of dealing with situations. Notify on-site co-ordinator.</td>
<td>Any JUST A.S.C. staff member at the school.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Notify Parents</td>
<td>To ask assistance to help student modify behaviour</td>
<td>When student's actions continue to be dangerous or disruptive to other students or the staff.</td>
<td>Ask parents for their assistance by discussing the inappropriate behaviour with their child at home.</td>
<td>On-site co-ordinator</td>
</tr>
<tr>
<td>Step 4</td>
<td>Notify Co – ordinator</td>
<td>To set up support for the staff and gain assistance to help manage student behaviour</td>
<td>When prior warnings and requests have been disregarded &amp; student’s behaviour has threatened the safety or dignity of others.</td>
<td>Phone Co-ordinator and inform of the situation. Make her familiar with written Incident Reports on student’s behaviour.</td>
<td>On-site co-ordinator</td>
</tr>
<tr>
<td>Step 5</td>
<td>Staff/Parent/Student Liaison</td>
<td>To formulate Action Plan, i.e. Contract, Reward System, Day Book etc</td>
<td>When parents are willing to discuss and support and Action Plan to monitor their child’s behaviour.</td>
<td>Negotiate which plan would be appropriate. Implement plan and monitor daily, keep parents informed. Encourage student.</td>
<td>Co-ordinator Parent</td>
</tr>
<tr>
<td>Step 6</td>
<td>Suspension</td>
<td>Action plan has failed to modify disruptive or dangerous behaviour.</td>
<td>When previous attempts have failed to modify behaviour and time away from the Service is felt to be beneficial for the student.</td>
<td>Negotiate with co-ordinator and parents re length of time away from the service. Give alternative information.</td>
<td>Co-ordinator Parent</td>
</tr>
<tr>
<td>Step 7</td>
<td>Exclusion</td>
<td>Suspension has not modified student behaviour.</td>
<td>When the Committee deems it necessary for the well being and safety of the service.</td>
<td>Liaise with parents and co-ordinator. Committee will inform parents of decision.</td>
<td>Co-ordinator Committee</td>
</tr>
</tbody>
</table>
Translation in Italian

Il ASC Inc. giusto i valori ed i rispetti la diversità dei bambini e delle loro famiglie e fornisce le esperienze di apprendimento per aumentare il loro sviluppo in una cassaforte ed ambiente di consolidazione.

Ci sforziamo generare un atmosfera comodo che offre l'accettazione, il supporto e un ambiente che aumenta lo sviluppo e la cura di ogni bambino, come individuo e come componente di un gruppo. È un posto che consiglia ai bambini sviluppare le nuove abilità, amicizie della forma e scoprire gli hobby.

Consigliamo alla partecipazione alle decisioni sulla politica e sulla programmazione giornaliera da tutti i consegnavatori compreso i genitori, i bambini, gli educatori ed il comitato di gestione.

Lo sviluppo professionale di tutto il personale è in grande aspettativa li dota delle conoscenze attuali e delle abilità per fornire la cura di alta qualità e le esperienze di apprendimento per i bambini.

Siamo un servizio della famiglia con preoccupazione per i bisogni ed il benessere sia del bambino che genitore. Miriamo ad essere di appoggio ai genitori ed a tentare d'ottenere la comunicazione aperta ed i buoni rapporti fra i genitori, il personale, i bambini, l'amministrazione, la scuola e la Comunità.

Translation in Spanish

Just ASC Inc. valora y respeta la diversidad cultural de los niños y sus familias y les proporciona experiencias de aprendizaje para mejorar su desarrollo en un ambiente seguro y acogedor.

Nos esforzamos por crear un ambiente cómodo que ofrezca aceptación y apoyo, y un ambiente que mejore el desarrollo y el cuidado de cada niño, ya sea como individuo o como parte de un grupo. Es un lugar que anima a los niños a desarrollar nuevas habilidades, a formar amistades y descubrir aficiones.

Animamos a que todas las personas interesadas, tanto padres como niños, educadores y comité directivo, participen en las decisiones sobre las normas y la programación diaria.

Es de esperar que el desarrollo profesional de todo el personal les dote con los conocimientos actuales y las aptitudes para poder ofrecer cuidados de gran calidad y una experiencia de aprendizaje para los niños.

Somos un proveedor de servicios para familias que se preocupa por las necesidades y el bienestar tanto de los niños como de los padres y nos esforzamos en establecer la comunicación y las buenas relaciones entre los padres, los empleados, los niños, el comité directivo, el colegio y la comunidad.