



FAMILY HANDBOOK 2025

Kyneton and Woodend

Phone: (03) 5422 2767

Website: www.bug-a-lugs.com.au

Table of Contents

<i>Welcome to Bug-A-Lugs!</i>	4
<i>Our Services</i>	5
Kyneton	5
Woodend	5
<i>Key Dates</i>	6
School Term & School Holiday Dates 2025	6
Public Holidays 2025	6
<i>Our Philosophy</i>	7
<i>Our Team</i>	8
<i>Our Commitment to Child Safety</i>	9
Code of Conduct	9
Our educators and staff	9
<i>National Quality Framework</i>	10
Regulatory Authority	10
Educator Ratio and Qualifications	10
Educational Program	10
My Time, Our Place – The Framework for school age care in Australia	11
Goals for your child at Bug-A-Lugs	12
Documentation of Children and young people’s Learning	12
<i>Enrolment</i>	13
Enrolment Form	13
Family law and access	13
Authorised Nominees	13
Authorisations	14
Communication	14
Transportation	14
Excursions/Incursions/ Regular Outings	15
Photographs, social media, promotion	15
Sun Smart	15
Privacy of Information	15
Confidentiality	16
Social Media	16
Technology, Television and devices (including mobile phones)	16
Homework	17
Physical Play	17
Sustainability	17
<i>Daily Routines</i>	18
Before School Care	18

After School Care _____	18
<i>Holiday Program</i> _____	19
Holiday Care Routine _____	19
Incursions and Excursions: _____	19
<i>Holiday Care Information</i> _____	20
<i>Nutrition and Dietary Information</i> _____	21
Food while at Care _____	21
Recommended Dietary Intake for Children and young people. _____	21
<i>Fee Information</i> _____	22
Fees _____	22
Payment Information _____	22
Non-Payment of Fees _____	22
<i>Payment Calendar 2025</i> _____	23
<i>Child Care Subsidy (CCS)</i> _____	24
Complying Written Agreement (CWA) _____	24
Arrival and Departure Procedures _____	26
Late Collection _____	26
Withdrawal from care/Reducing Enrolment Days _____	26
<i>Health, Safety and Hygiene</i> _____	27
When should I not send my child to the Service? _____	27
Infectious Diseases _____	28
Immunisation _____	29
Incidents, injury, or trauma _____	30
Occupational Health and Safety _____	30
<i>Head Lice</i> _____	31
Tips for Avoiding Headlice Infestations _____	31
<i>Safety at Bug-A-Lugs</i> _____	32
Emergency and evacuation procedures _____	32
Emergency Management _____	32
Drop off and pick up time _____	32
_____	33
<i>PRIVACY & CONFIDENTIALITY</i> _____	33
<i>Medications and Medical Conditions</i> _____	34
Administration of Medications _____	34
Medical Conditions such as: Allergies, Asthma, Diabetes, Epilepsy or Anaphylaxis _____	34
Diagnosed disability or additional needs. _____	35
<i>Bug-A-Lugs Policies and Procedures</i> _____	36
<i>Family Conduct Guidelines</i> _____	36

<i>Transporting Children and young people</i>	37
<i>Children and Young People's Rights and Responsibilities</i>	38
Children and Young People's Rights	38
Children and young people's Responsibilities	38
Behaviour Guidance	38
General Program Rules for Children and young people:	39
Toys and Electronic Devices	39
<i>Parent Participation</i>	40
<i>Parent Acknowledgement</i>	41

Welcome to Bug-A-Lugs!

Exciting times are ahead! We are thrilled to extend a warm welcome to you and your family to Bug-A-Lugs! We hope you're looking forward to beginning an incredible journey with us through our Out of School Hours Care Program and/or Holiday Care Program.

Whether you're joining us at our Woodend or Kyneton centre, we're confident your child is about to embark on a wonderful adventure, filled with new friendships, engaging learning experiences, and endless fun!

At Bug-A-Lugs, we take pride in creating a safe and nurturing environment. Our approach empowers children and young people to be active participants in our programs, allowing them to use their unique skills and interests to shape their own learning journeys.

Our team of Educators meets all Department of Education and Training qualifications, and each member is trained in first aid, asthma management and anaphylaxis response.

Your child's safety and well-being are our highest priorities. We're also regularly assessed by the Department of Education and Training and we're proud to share that both of our centres have been rated as exceeding the standards of care.

This booklet is designed to give you a comprehensive overview of our programs, but please feel free to reach out with any questions or feedback. We truly value your input.

Thank you for choosing Bug-A-Lugs for your child's out-of-school care. We're excited to make this experience a rewarding and enjoyable one for you and your family.

Warm regards,

The Bug-A-Lugs Team

Our Services

Kyneton

Offering before school and after school care to Kyneton Primary School and Our Lady of the Rosary Parish Primary School, and holiday care to all school aged Children and young people (aged 4-13 years).

Location: Bug-A-Lugs Indoor Play Centre and OSHC – 3 Hoyle Court, Kyneton, Vic, 3444

Hours: Before School Care – 6:30am – 8:45am
After School Care – 3:30pm – 6:30pm
Holiday Care – 6:30am – 6:30pm

Phone: (03) 5422 2767

Email: info@bug-a-lugs.com.au



Woodend

Offering before school and after school care to Woodend Primary School and St Ambrose Parish Primary School.

Location: Woodend Primary School Hall – Owen Street, Woodend, Vic, 3442

Hours: Before School Care – 6:30am – 8:50am
After School Care – 3:30pm – 6:30pm

Both centres are closed on Victorian public holidays.
Notice will be given in our newsletters when these days occur.

Key Dates

School Term & School Holiday Dates 2025

	Start date	End date
2024/2025 CHRISTMAS HOLIDAYS	20 th December 2024	28 th January 2025
TERM 1 2025	29 th January 2025	11 th April 2025
TERM 1 HOLIDAYS	12 th April 2025	27 th April 2025
TERM 2 2025	28 th April 2025	4 th July 2025
TERM 2 HOLIDAYS	5 th July 2025	20 th July 2025
TERM 3 2025	21 st July 2025	26 th September 2025
TERM 3 HOLIDAYS	27 th September 2025	12 th October 2025
TERM 4 2025	13 th October 2025	18 th December 2025
2025/2026 CHRISTMAS HOLIDAYS	19 th December 2025	28 th January 2026

Public Holidays 2025

NEW YEAR'S DAY	Wednesday 1 st January
AUSTRALIA DAY	Monday 27 th January
LABOUR DAY	Monday 10 th March
GOOD FRIDAY	Friday 18 th April
EASER MONDAY	Monday 21 st April
ANZAC DAY	Friday 25 th April
MONARCH'S BIRTHDAY	Monday 9 th June
AFL GRAND FINAL	Subject to AFL schedule
MELBOURNE CUP	Tuesday 5 th November
KYNETON CUP	Wednesday 6 th November
CHRISTMAS DAY	Thursday 25 th December
BOXING DAY	Friday 26 th December



Our Philosophy

At Bug-A-Lugs, we hold a fundamental belief: every child should have access to top-quality care with an unwavering emphasis on their safety and well-being. This belief guides everything we do.

Our Environment We are dedicated to creating and upholding a safe, secure, nurturing and warm environment for every child. In our environment, children feel not only welcome but also respected and included. We encourage each child to embrace their unique qualities and nurture positive self-worth. Throughout our program we integrate practices that promote positive mental health and well-being, ensuring that children feel safe and supported at all times.

Our Educators As educators, our deep passion lies in nurturing every child's social, emotional and developmental growth. The Bug-A-Lugs team works collaboratively to create an ethical and harmonious environment that promotes positive relationships. Each educator brings their unique passions, interests and skills, forging a culture of diversity and inclusion alongside the children. Our unwavering dedication extends to the continuous process of quality improvement, with the goal of better outcomes for children, educators, families and the community.

Our Relationships Our goal is to foster and sustain positive relationships with families through transparent communication and the exchange of knowledge and skills. We hold deep respect for each families distinct structure, culture and beliefs, which helps shape and enriches our environment and programs. We actively invite children and families to share their ideas and offer feedback as part of our ongoing quality improvement process. Our open-door policy ensures that families and children have a voice and an active role in shaping Bug-A-Lugs, where their input is not only valued but also promptly acted upon.

Our Community We believe involving children in authentic experiences within our community fosters each child's sense of belonging and their awareness of diversity. We often partner with local organisations and participate in local events to promote community engagement. This nurtures children's empathy and understanding of the unique contribution within their community.

Our Program Our program is based on the My Time, Our Place learning framework and is designed through collaboration with educators, children, families, and our local community. We offer a range of engaging play and educational experiences that facilitate the inclusion of every child. Through play-based learning we encourage investigation, imagination and exploration. We implement and model sustainable and healthy lifestyle practices, providing opportunities for children to learn about the importance of healthy eating and active play.

Indigenous Culture We acknowledge and embed Indigenous culture and learning within Bug-A-Lugs, thanking and respecting the First Peoples' past, present, and future.

A Heartfelt Appreciation We wish to extend our heartfelt appreciation to educators both past and present, whose unwavering dedication, boundless passion and tireless efforts have played an invaluable role in shaping Bug-A-Lugs into what it is today.

Jules | Merrilyn | Jess | Rachel | Rosie | Melanie | Rebecca | Heidi | Jarrod | Imogen | Chiara | Isabelle | Eliza | Ben | Chloe | Chiara | Tanya | Scarlett | Darby |

Our Team

Meet our Educators



Jules



Heidi



Chloe



Chiara



Tanya



Darby



Bec (Mat Leave)



Scarlett



Britney



Abbey



Mez



Milly



Jarrod



Isobel



Ellie



Our Commitment to Child Safety

Bug-A-Lugs is committed to ensuring the safety and wellbeing of Children and young people and young people is maintained at all times whilst being educated and cared for by educators and staff at Bug-A-Lugs. We promote a child safe environment that minimises the risk to all Children and young people in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our educators carry out their responsibilities as mandatory reporters as required by law under the Children and young people and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our educators are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children and young people Checks.

We have a zero tolerance for inappropriate behaviour towards Children and young people and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our director if you have any concerns. Julie Clapham 0423 043 815, info@bug-a-lugs.com.au.

We aim to ensure our education and care service is a tobacco, drug and alcohol-free environment at all times in accordance with Education and Care National Law and Regulations. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

Code of Conduct

The Code of Conduct establishes the standards for all employees of Bug-A-Lugs. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

Our educators and staff

Bug-A-Lugs is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our educators promote the human rights, safety and wellbeing of all Children and young people and consider and respect the diverse backgrounds and needs of Children and young people.

We create an environment that promotes and enables Children and young people and young people's participation and is welcoming, culturally safe and inclusive for all Children and young people and their families.

All staff hold valid Working with Children and young people Checks and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Our educators consider Children and young people's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

National Quality Framework

Bug-A-Lugs complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

Regulatory Authority

Bug-A-Lugs is regulated by the national body for early education and care – the Australian Children and young people's Education and Care Quality Authority (ACECQA) as well as the state licensing department in Victoria. To contact our Regulatory Authority, please refer to the contact details below:

North-Western Victoria Region
Loddon Mallee Area
7-15 McLaren Street
Bendigo Vic 3550
(PO Box 442 Bendigo Vic 3550)
(03) 4433 7502
email: lmr.qar@education.vic.gov.au

Educator Ratio and Qualifications

We comply with the National Regulations for educator to child ratios across Bug-A-Lugs to ensure adequate supervision is provided for all Children and young people. We assess who is attending and the support needed on the day, but our max ratio is

At Bug-A-Lugs:	1:15
Excursions:	1:15
Swimming/water-based activities:	1:15

All Educators hold First Aid qualifications, have their Working with Children and young people Check completed or Teacher Accreditation, Protecting Children and young people Mandatory Reporting training and attend monthly Educators' meetings.

Our Educators are continually evaluating how our curriculum meets the education needs of our Children and young people and reflecting on ways to improve Children and young people's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Educational Program

Bug-A-Lugs provides a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all Children and young people and young people attending our Service. Children and young people and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with Children and young people and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people and young people are provided with choices and control over their play, leisure and learning.

The development of our program guided by the My Time, Our Place Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, Children and young people, families and relevant stakeholders. Our program format varies for before and after school care and during vacation periods.

'The Framework provides broad directions for school age care educators to ensure Children and young people and young people are supported, celebrated and connected to their community, taking account of their wellbeing, learning and development.' (MTOF, 2022, p. 7)

My Time, Our Place – The Framework for school age care in Australia

Fundamental to the Framework is a view of Children and young people's lives as characterised by belonging, being and becoming. From before birth, Children and young people are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are Children and young people's first and most influential educators. As Children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for Children and young people and young people's play and leisure is provided in the MTOF Framework:

"All Children and young people and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All Children and young people and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives." (MTOF, 2022, p. 6).

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbourhoods and a global community. Belonging acknowledges Children and young people and young people's independence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who Children and young people are now and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in Children and young people and young people's lives. It is about knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years Children and young people and young people develop their interests, curiosities and explore possibilities. School age care settings give Children and young people and young people time and place to collaborate with educators to organise activities and opportunities meaningful to them.

BECOMING

Children and young people's identities, knowledge, understandings, dispositions, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming acknowledges Children and young people and young people's ongoing learning and development. It emphasises the collaboration of educators, Children and young people and young people and families to support and enhance Children and young people and young people's connections and capabilities, and for Children and young people and young people to actively participate as citizens.

(My Time, Our Place. 2022. V.2.0. p. 7)

Goals for your child at Bug-A-Lugs

Children and young people in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies.

(adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council)

In school age care settings educators collaborate with Children and young people to provide play and leisure opportunities that are meaningful to Children and young people and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual Children and young people within a context that promotes collaboration and active citizenship. Children and young people in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship. (My Time, Our Place, Framework for School Age Care. p.6, 2011.).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the 5 outcomes outlined in the Framework for School Age Care-My Time, Our Place.

These include:

Outcome 1: Children and young people and young people have a strong sense of identity

Outcome 2: Children and young people and young people are connected with and contribute to their world

Outcome 3: Children and young people and young people have a strong sense of wellbeing

Outcome 4: Children and young people and young people are confident and involved learners

Outcome 5: Children and young people and young people are effective communicators

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; Children and young people's first and most influential educators.

Documentation of Children and young people's Learning

Children and young people and young people's learning may be documented as a part of our continual planning cycle. Documentation may be collected in a variety of ways to assist with ongoing reflection, evaluation and assessment of their wellbeing, strengths, interests, behaviours and relationships. Documentation may include:

- child's profile
- child details form
- goals from families and educators
- observations
- objectives for further development
- work samples
- checklists

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. You will be given your child's documentation/portfolio at the end of the school year or as they finish at the Service. This documentation will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.



Enrolment

Prior to your child commencing at Bug-A-Lugs, you'll be required to complete an enrolment form, provide documentation and pay the administration fee.

Enrolment Form

If you require assistance completing the enrolment form, please contact our Nominated Supervisor or Director.

We will require the following documentation:

- your child's Medicare number (if available)
- copies of any court order, parenting orders or parenting plans
- an immunisation history statement from the Australian Immunisation Register

Please note, the names written on the enrolment form must match the names on your child's birth certificate.

Enrolment Records will be required to be updated annually or whenever your circumstances change.

Family law and access

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable. Bug-A-Lugs will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to Bug-A-Lugs. We will only allow children to leave Bug-A-Lugs with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

The approved provider will ensure that any documents of the child that is required to be disclosed that contains personal information of people, must first obtain written consent prior to disclosing. These people may withdraw their consent in writing prior to personal information being disclosed. [Reg. 177 (4, 4A, 4B, 4C)]

All documentation relating to custody and access are held and maintained securely in accordance with our Record Keeping and Retention Policy.

Inclusion of all Children and young people

If your child has a disability, please speak to our Nominated Supervisor prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Bug-A-Lugs may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from Bug-A-Lugs
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of the time spent at Bug-A-Lugs. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's day and enjoyment at the service. You are encouraged to talk to our Nominated Supervisor to arrange to meet your child's educator at a mutually convenient time.

We have many types of communication we use for families, including:

- o Newsletters
- o Phone calls
- o Emails
- o Face to face
- o Program books
- o Formal meetings

Transportation

As part of our OSHC Service, we provide transportation between our Service location and primary schools and other locations during school holidays whilst participating on excursions. The safety of Children and young people and young people enrolled in our service is paramount and we take every reasonable precaution to protect Children and young people from any hazard that could cause injury or harm. We undertake comprehensive risk assessments, always ensure adequate supervision and ensure all attendance records are checked and maintained when Children and

young people embark and disembark a vehicle. Educator to child ratios are strictly adhered to at all times. For regular transportation, including transporting your child to and from school, written authorisation will be required once every 12 months unless circumstances change. Any other forms of transportation will require individual written authorisation. Please see our Safe Transportation Policy for further information.

Excursions/Incursions/ Regular Outings

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, Children and young people's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions, and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and Children and young people are supervised at all times. For further information, please refer to our Excursion Policy.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions. Photographs and video may also be used as part of our observation and programming process.

Photographs and video may also be shared to our parent community through social media and/or to promote Bug-A-Lugs to the community through marketing and promotional materials.

Bug-A-Lugs has adopted the National Model Code and Guidelines for taking images or videos of children and ensures that only Bug-A-Lugs issued approved devices are used to take images or video of children.

We request families comply with the guidelines of the National Model Code and not take images or recording videos of children whilst at Bug-A-Lugs.

Families are asked to respect that staff are not allowed to share information on any other children, families or staff members and staff are encouraged to not join any families social media.

Sun Smart

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (SPF50+ broad-spectrum water resistant) which is reapplied according to the manufacturer's recommendations. We have a Sun Smart station where children can apply sunscreen upon arrival to After School Care and before playing outside during School Holiday Care. Sensitive Sunscreen must be provided by the family.

Privacy of Information

Our provision of services and day-to-day operations may require the collection of personal and sensitive information. We adhere to a wide and diverse range of federal and state legislation, which may require the collection of such information. If the Information Privacy Act 2000 is inconsistent with a particular piece of legislation, then the other legislation will take precedence. This personal information will be held and maintained by Bug-A-Lugs.

Your privacy is important to us, and we are committed to protecting the information we collect, monitoring its use and maintaining its integrity.

Information collected by us will be used for the primary purpose intended. At times, we may be required either by law, or directly related purposes, to provide personal information to a third party. In these situations, the third party

involved will need to adhere to our Privacy policy. Our service provider, including subcontractors, are also required to adhere to Bug-A-Lugs Privacy policy. Compliance with the policy is sought in any new contract and in all existing contracts. On request, we must provide access to information we hold about you, except in specific circumstances as outlined within the Information Privacy Act.

Where personal information is no longer required either by law or for its intended purpose, we will take reasonable steps to destroy or de-identify this information.

On request, we will take reasonable steps to provide individuals with general information on the types of personal information we hold and for what purpose, and on how we collect, hold, use and disclose that information.

Confidentiality

Information collected by Bug-A-Lugs will only include that which is essential to the safe and effective care of the Children and young people. The following information is collected upon enrolment:

- Enrolment form—background information
- Health information form
- Immunisation status
- Custodial/plans and access information.

All information will be treated as confidential unless otherwise informed. Such information may include family details, health information and social/behavioural information.

At times Bug-A-Lugs may be required either by law or directly related purposes to provide personal information to a third party. In these situations, the third party involved will need to adhere to Bug-A-Lugs Confidentiality Policy. Relevant confidential information may be discussed for professional purposes only and in private. Information shared will only be that which is relevant to the care of the child.

Social Media

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all Children and young people and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Nominated Supervisor and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form. We maintain appropriate privacy of families, Children and young people and educators by not publishing any personal information online.

Stay connected and find us on Facebook under Bug-A-Lugs Indoor Play Centre

Technology, Television and devices (including mobile phones)

Bug-A-Lugs encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people and young people can access a range of resources at the service to facilitate their homework and other areas of interest (such as, song requests during group musical games). This will always be carried out under staff supervision.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the Children and young people involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used at Bug-A-Lugs as we provide a balance of activities for students where a mobile device is not required. Some Children and young people and young people with a disability or health condition,

may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's enrolment record.

Homework

We understand that many Children and young people may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support Children and young people and young people by providing them with the space, staff support and resources to complete their homework.

If you would like your child to be encouraged to complete their homework, please notify the Responsible Person. Please note that educators will not force your child to do homework while in care.

Bug-A-Lugs runs a Reading Raffle each term to encourage Children and young people to read whilst in care with us. Each child receives a ticket into the Raffle each day/session that they read to an Educator or Peer, and this goes into the jar to be drawn at the end of each term. The winner receives a Voucher to a local bookstore, as a prize.

Physical Play

Physical play includes activities that use physical movements to allow Children and young people to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time Children and young people have been non-active in the classroom throughout the day.

Bug-A-Lugs provides Children and young people with a wide range of both indoor and outdoor physically active play-based learning experiences.

Physical play provides Children and young people with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

Sustainability

Bug-A-Lugs is passionate about sustainability. We believe in supporting Children and young people and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of Bug-A-Lugs, infrastructure and teaching. Further, we support Children and young people to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

In order to empower our sustainability program, we emphasise Children and young people and young people's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging Children and young people in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide Children and young people and young people with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

Daily Routines

Our routines vary slightly between BSC, ASC and Holiday Care, however, the process of signing Children and young people in or out and handwashing remains the same.

Handwashing:

Children and young people must wash their hands upon entering the centre, before and after eating and after using the restrooms.

Before School Care

Signing in:

Before school care begins at 6:30am, and as Children and young people arrive, they are expected to place their bags in the designated areas and go to wash their hands.

It is the parents' responsibility to sign their child/ren into care before leaving the centre.

Breakfast:

Breakfast is provided to before school care up until 8:15am. Cereal, toast, milk and water are available.

Activities:

Activities in the morning are usually quieter, including crafts, construction, and imaginative play. Children and young people can read, relax, and chat with their friends before playing a group game or doing some meditation. At 8:40am, Children and young people are transported to school for the day.

After School Care

School Pick-up:

Children and young people are picked up from their schools at the end of the school day and transported to the centre. Children and young people are signed in by staff and are responsible for washing their hands and putting their bags away.

Afternoon snack:

An afternoon snack of sandwiches, fruit and the occasional treat are provided for the Children and young people. Any changes to the menu are checked with parents of Children and young people with dietary requirements including allergies.

Activities:

The Activities in after school care are related to a theme for the week. Children and young people have a strong input into the planning and decide on the crafts and games that are played throughout the week with the Educators assistance. Children and young people can play group games, build construction, use the playground equipment (Kyneton) and use sports equipment such as balls. Some days will include a disco dance party or walking to the oval to play. There are designated quiet spaces for the Children and young people to utilize at their desire.

Signing out:

After school care ends at 6:30pm. Parents/carers are responsible for signing their child/ren out at the end of the day and making sure their child has all their belongings. Children and young people are required to stay with staff until this process is completed by an authorised person over the age of 18 (as per the enrolment).

Holiday Program

Holiday Care Routine

Drop Off:

Children and young people can be dropped off for holiday care at any time after 6:30am, however, most Children and young people arrive by 9:00am and our activities usually start at around 10:00am (with the exception of excursion days- see below).

Planned Activities:

Our holiday care program is created with the Children and young people's interests in mind, as they tell us what they would like to do in the holidays! The staff then come up with several activities for the day, including craft, active play, group games, and educational demonstrations. The activities are designed with inclusiveness in mind, and staff support all Children and young people in any activities that they wish to participate in.

Lunch and Snacks:

During most of our holiday care days, Children and young people are expected to bring their own snacks and lunch. Usually this consists of a morning snack, lunch, an afternoon snack and a drink bottle filled with water. We highly encourage providing your child with more snacks than they may need, as they get hungry during the long days of active play!

We ask that no packed lunch contains nuts of any kind including Nutella, whole eggs (e.g. Boiled eggs, egg sandwiches, or quiches), or kiwi fruit or sesame seeds including on rolls. This is due to several Children and young people with anaphylaxis to these food items. If Children and young people are found to have these items in their lunch boxes, they will not be allowed to consume them at Bug-A-Lugs.

On days where snacks or lunch is provided for the Children and young people, either as a special treat or because the Children and young people are making something during the day, all parents are informed prior to the day. Parents of Children and young people with dietary requirements are personally contacted to ensure that their child can safely eat all food provided on the day without any worries.

Our morning snack is usually eaten around 11:00am, lunch around 1:00pm and afternoon snack is around 3:30pm.

Incursions and Excursions:

Incursion days:

On some days during the holidays, Bug-A-Lugs will host incursions. These are days when special guests come to Bug-A-Lugs to teach us or entertain us, or a little bit of both! We state in our program which days will include an incursion. Arrival times for your child are not affected, but if they arrive after the special guest has completed their presentation, they will miss out, so plan ahead!

Excursion days:

All Children and young people must be at the centre by 8.30am on our excursion days unless a different time is given. We will return from excursions to Bug-A-Lugs by 4.30pm. The Children and young people are to bring a small backpack that they can carry. It is compulsory for all Children and young people attending on that day to take part in the excursion planned. Children and young people will be directed by qualified staff and be given emergency ID wristbands and a high-vis vest to wear for extra safety.

Holiday Care Information

Bug-A-Lugs provides up to 12 hours care during school holidays and student free days. Care days will be advertised on Bug-A-Lugs website, displayed in the centres and emailed to our families.

All fees are to be up to date to secure a spot in our Holiday Care.

Children and young people already using the OSHC service will have priority for Holiday Care positions, However, it is highly encouraged to book as soon as you know the days you require care as we can fill up fast. Cancellation is required in writing prior to the commencement of our Holiday Care.

What food to pack

Send your child/Children and young people with a healthy lunch and snacks that do not include nuts, nut products or items that may contain traces of nuts. We also ask that you do not send food that contains Kiwi fruit, sesame or eggs. This includes muesli bars, Nutella, and chocolate /unless packaging states nut free. Please check product labels before packing them in your child's lunch box.

Provide your child/Children and young people with a refillable drink bottle (RDB) as drinking water is not always easily accessible on excursions. If Children and young people don't have a drink bottle for excursions, we will supply them with one with \$3.00 cost added to your account.

It is expected that we see your child consume at least 50% of the RDB at Bug-A-Lugs.

Please remember that our hours are longer than a school day and your child will be busy so extra food might be needed.

When your child is in Holiday Care please remember to:

- Ensure your child/children and young people are wearing appropriate seasonal clothing and footwear. Excursions may also require some walking, so please ensure your child is wearing comfortable walking shoes.
- Please label food containers, drink bottles and clothing, toys with your child's name so they can be returned if lost.
- Ensure your child has a BUCKET HAT and SUNSCREEN (Sensitive sunscreen for those with allergies).

Nutrition and Dietary Information

Food while at Care

Bug-A-Lugs provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide Breakfast and Afternoon Tea during before and after school care sessions.

During Holiday Care or Pupil Free Days breakfast is provided but all other food must be provided by the families. Please try to avoid or limit sending chips, lollies/chocolates, highly processed foods, chocolate custards or desserts, pizzas, sausage rolls, pies, flavoured milk, roll ups or other high sugar bars, biscuits or cakes. Please do not send food that requires preparation or heating as staff may not have time.

Our educators will role model healthy eating at the service as we believe a healthy lunch box environment is a group effort by all families and staff.

A weekly menu will be on display on the wall. Children and young people have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same. We cater to Children and young people's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

Recommended Dietary Intake for Children and young people.

Recommended average number of standard serves per day in accordance with Nutrition Australia.

CHILDREN AND YOUNG PEOPLE	Vegetables & legumes	Fruit	Grains (cereal)	Lean meat, fish, poultry, eggs, nuts, seeds, legumes, beans	Milk, yoghurt, cheese & alternatives	Allowance for additional serves from any food group*
GIRLS 4-8 YEARS	4.5	1.5	4	1.5	1.5	0-1
GIRLS 9-11 YEARS	5	2	4	2.5	3	0-3
BOYS 4-8 YEARS	4.5	1.5	4	1.5	2	0-2.5
BOYS 9-11 YEARS	5	2	5	2.5	2.5	0-3

Reference: Nutrition Australia <https://nutritionaustralia.org/division/nsw/reclaim-the-lunchbox/>

Great lunchbox ideas can be found by looking up Get Up & Grow Brochure or the link below

<http://www.health.gov.au/internet/main/publishing.nsf/content/phd-gug-hw05>

Fee Information

Fees

The fees below are before Child Care Subsidy (CCS) has been applied.

Before School Care - \$30.00 per session

After School Care - \$38 per session

1.30pm Finish - \$54 per session

2.30pm Finish - \$48 per session

School Holiday Care - \$95 per day

Excursion Day - \$120 per day

- A \$30 administration fee is required as a once off payment per family per year.
- OSHC fees are compulsory, and invoices will be emailed to all families fortnightly.
- Fees are paid fortnightly by direct debit only. (Off week to the invoices)
- If your Child is absent and Bug-A-Lugs was not informed a \$10 "Lack of Notification" fee will also occur.

Payment Information

1. All invoices will be emailed to Parents/Guardians nominated email address. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Nominated Supervisor as soon as possible.
2. Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted fortnightly. Please note that additional charges will apply for any failed transactions as a result of insufficient funds. Direct debit through 'Debit success' is the only payment method, this is via Bank Account or Credit Card.
3. Invoices will be issued as stated on the payment calendar below.
4. Payment will be drawn out of your nominated bank account on dates listed on our payment calendar.
5. NO refunds will be given or cancellations accepted once bookings have been received.
6. Cancellations are required in writing prior to the commencement of the School Holiday Program.
7. Note, all attendances/absences not initialled by Parent/Guardian will be charged the full fee. If financial circumstances prevent you from paying fees on time, please contact Bug-A-Lugs on 5422 2767.

Non-Payment of Fees

Fees in arrears/ Financial Support

If fees are outstanding after two weeks, we will impose a late payment fee of \$10.00. Bug-A-Lugs will then issue a reminder notice stating fees are overdue, with a specified payment date for payment. Should fees still be outstanding after this, a debt recovery process will be implemented. Should your account be referred to a Debt Collection Agency an additional fee of 15% of the outstanding amount will be incurred, plus debtor's fees.

If you are experiencing financial hardship, please speak to the Nominated Supervisor or Director. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears. If a payment plan is drawn up and signed by both parties is not adhered to, the follow-up process will commence at step two.

Payment Calendar 2025

Bug-A-Lugs 2025

January						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Family Payments
 Family Statements

Child Care Subsidy (CCS)

We remind families that there are some compliance areas that Bug-A-Lugs has no influence over such as Child Care Subsidy, and timing of payments to Bug-A-Lugs and your account. When families enrol their child into Bug-A-Lugs, it is the family's responsibility to provide us with the required information to receive Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian the child is linked with.

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care Service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to Bug-A-Lugs to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Families are required to advise Centrelink of any changes to circumstances within 14 days to avoid a debt. Changes to circumstances may impact CCS payments.

Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the nominated supervisor as soon as possible. Concerns can also be directed to the Department of Education on 1800 664 231 or email: tipoffline@education.gov.au

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the MyGov website.

Allowable Absences

It is Parents responsibility to inform both Bug-A-Lugs and the school if your child will be absent from BSC or ASC care, especially if they travel on the bus to care. This can be done through the Family Lounge App and calling or emailing the school but must be done BEFORE the commencement of the session. Lack of notification of a child NOT attending will incur a \$10 administration fee.

Two weeks written notice is required to cancel any permanent BSC or ASC booking.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the Nominated Supervisor about additional absences.

You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#). At this stage public holidays will not be counted as an absence if your child would normally have attended Bug-A-Lugs on that weekday. If your child has not attended Bug-A-Lugs for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations please speak with the Nominated Supervisor for further information.

Permanent and Casual Bookings

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next (Excludes school holidays)
- must remain unchanged for a minimum of 3 weeks
- are chargeable regardless of attendance

Casual bookings are one off booking that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available.
- are designed to support families taking on casual work and shift work
- are chargeable regardless of attendance

Waiting list

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

Priority of Access

Bug-A-Lugs aims to assist families who are most in need and may prioritise filling vacancies with Children and young people who are:

at risk of serious abuse or neglect

a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Arrival and Departure Procedures

For safety and security reasons ALL Children and young people must be signed in on arrival and signed out on departure using our online kiosk by an authorised person. It is the parent/guardian's responsibility to always sign their child in or out of our service.

- In the event of an emergency the attendance record is used to account for all Children and young people in the centre.
- Failure to sign the attendance record daily may jeopardise your child's position at the centre.

There is provision on the enrolment form to indicate if your child will be regularly picked up by someone other than a parent. Please ensure this information is kept up to date.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor and advice has been given in writing. Photo identification will be required for any person collecting Children and young people not known to Bug-A-Lugs. Children and young people will not be released to anyone under the age of 18 years. No child is permitted to travel home or to another activity on their own.

Late Collection

Please be aware our Service and program closes at 6:30pm. In accordance with National Regulations and licensing, we are not permitted to have Children and young people in the service after 6:30pm. A late fee is incurred for Children and young people collected after 6.30pm.

The fee is \$1 per child for every 1 minute after our scheduled closing time and will be added to your next account. The late fee is strictly adhered to, as staff members are required to remain at the Service until all Children and young people are collected.

Parents/guardians are required to notify Bug-A-Lugs immediately if they are going to be late collecting their child. If after 15 minutes, parents/guardians have not made contact with Bug-A-Lugs, the staff will contact the emergency contact person to arrange collection of the child/ren.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/Children and young people within an hour of Bug-A-Lugs closing, we may need to contact the Police or other authorities to take responsibility of your child.

Withdrawal from care/Reducing Enrolment Days

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please contact Jules via email to clarify any changes or ending of bookings at info@bug-a-lugs.com.au.

Children and young people are not able to attract CCS for any days after the last day your child physically attends Bug-A-Lugs. There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.

Health, Safety & Hygiene

Bug-A-Lugs has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

Additional strategies are outlined in our COVID Safe Plan. We strictly adhere to Public Health Orders and recommendations to reduce the risk of transmission of the virus. All adults must wear a face mask whilst indoors (As required).

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all Children and young people and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to Children and young people and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

Please monitor your child's health and do not bring your child to Bug-A-Lugs if they are suffering from an infectious disease/illness or are generally unwell. Bug-A-Lugs cares for children and young people before or after a busy and demanding day for the bodies and minds of our children at school and during holiday care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying healthy: Preventing infectious diseases in early childhood education and care services, 6th Edition*. Our policies and procedures for *Dealing with Infectious Diseases* is available for all families to view.

If your child becomes ill whilst at Bug-A-Lugs, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure Bug-A-Lugs is aware.

Children who are on antibiotics are to be kept away from Bug-A-Lugs for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for Children and young people from an early childhood education and care service. Please inform staff if your child has any of the following Infectious Diseases so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

[Exclusion for common or concerning conditions](#) (Australian Government, National Health and Medical Research Council, Staying Healthy 6th Edition 2024)

CONDITION	EXCLUSION
Chicken pox	Exclude until all blisters have dried – this is usually at least 5 days after the rash first appeared in non-immunised children, and less in vaccinated children. See the guidelines for contact exclusions
Conjunctivitis or eye discharge	Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis)
Ear infection	Not excluded unless they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
Fever	Exclude until the temperature remains normal, unless the fever has a known non-infectious cause. If the child has gone home from the Service with a fever but their temperature is normal the next morning, they can return to the Service. If the child wakes in the morning with a fever, they should stay home until their temperature remains normal. If a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.
Gastroenteritis ('gastro') <ul style="list-style-type: none"> • Campylobacter infection • Cryptosporidiosis • Giardia infection (giardiasis) • Rotavirus infection • Salmonella infection (salmonellosis) • Shigella infection (shigellosis) 	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours
Norovirus infection	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours
Hand, foot and mouth disease	Exclude until all blisters have dried
Head lice	Not excluded, as long as effective treatment begins before the next attendance at the Service. The child does not need to be sent home immediately if head lice are detected
Hib (Haemophilus influenza type b)	Exclude until the person has received treatment for at least 4 days
Measles	Exclude for at least 4 days after the rash appeared. See the guidelines for contact exclusions
Meningitis (viral)	Exclude until person is well
Meningococcal infection	Exclude until the person has completed antibiotic treatment
Mumps	Exclude for at least 9 days or until swelling goes down (whichever is sooner)

Pneumococcal disease	Exclude until person has received antibiotic treatment for at least 24 hours and feels well
Rash	Not excluded unless combined with other concerning symptoms (fever, tiredness, pain, poor feeding)
Respiratory conditions and infections <ul style="list-style-type: none"> • Bronchitis and bronchiolitis • Common cold • COVID-19 (also refer to state or territory advice) • Croup • Flu (influenza) • Human metapneumovirus • Pneumonia • RSV (respiratory syncytial virus) 	<p>If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), exclude them only if:</p> <ul style="list-style-type: none"> • the respiratory symptoms are severe, or • the respiratory symptoms are getting worse (more frequent or severe), or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) <p>Otherwise, do not exclude.</p> <p>A person can often have an ongoing cough after they have recovered from a respiratory infection.</p> <p>If their other symptoms have gone and they are feeling well, they can return to the Service</p>
Shingles (zoster infection)	<p>Exclude children until blisters have dried and crusted.</p> <p>Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered)</p> <p>See the guidelines for contact exclusions</p>
Skin-related infections <ul style="list-style-type: none"> • Cold sores (herpes simplex) 	<p>Not excluded if the person can maintain hygiene practices to minimise the risk of transmission.</p> <p>If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry.</p> <p>Cover sores with a dressing, if possible.</p>
<ul style="list-style-type: none"> • Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot) • Impetigo (school sores) • Scabies and other mites causing skin disease 	<p>Exclude until the day after starting treatment</p> <p>For impetigo, cover any sores on exposed skin with a watertight dressing</p>
<ul style="list-style-type: none"> • Warts 	Not excluded
Strep throat	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well
Whooping cough (pertussis)	<p>Exclude until at least 5 days after starting antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics.</p> <p>See the guidelines for contact exclusions</p>
Worms	Not excluded

Immunisation

When enrolling your child at our Service you will be asked to provide an Immunisation History Statement as recorded on the Australian Immunisation Register (AIR) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through MyGov.

For eligibility for Child Care Subsidy and other family payments, immunisation must be in accordance to the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the service, your child will be considered as not being immunised and will not be able to attend the service.

Incidents, injury, or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, Children and young people sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times when we provide education and care to Children and young people.

In the event of a minor injury, first aid will be provided as required. An Incident, Injury, Trauma and Illness Record will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An Incident, Injury, Trauma and Illness Record will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by Bug-A-Lugs.

Occupational Health and Safety

Bug-A-Lugs is committed to providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all person/s attending our Service to adhere to our policies regarding Occupational Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to Children and young people to ensure this is rectified before Children and young people use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Head Lice

Bug-A-Lugs is aware that head lice infestation can be a sensitive issue and is committed to maintaining Children and young people's confidentiality and always avoiding stigmatization. However, management of head lice infestation is most effective when all Children and young people and their families actively support our policy and participate in our screening program.

With the consent of parents, head lice inspections will be carried out. All inspections will be conducted in a culturally appropriate and sensitive manner, and information about why the inspections are conducted and the benefits of preventing infestations will be explained to Children and young people prior to conducting the inspections.

Only the Nominated Supervisor will be permitted to carry out inspections on Children and young people at the service. Each child's hair will be inspected for the presence of head lice or lice eggs.

Where live head lice are found, Bug-A-Lugs will notify the parents/guardians when the child is collected from the service and will provide them with relevant information about the treatment of head lice. Other families will be provided with a notice to inform that head lice have been detected in the group and to encourage them to be vigilant and carry out regular inspections of their own child.

Please note that while head lice do not spread disease, they are included in the Department of Health's exclusion table which defines the minimum period of exclusion from a Children and young people's service for Children and young people with infectious diseases. According to this table, where a child has head lice, that child must be excluded until the day after appropriate treatment has commenced.

Tips for Avoiding Headlice Infestations

- Avoid head-to-head contact during play and other close contact activities.
- Do not share clothing such as hats, headbands, scarfs, or hair ribbons.
- Do not share brushes, combs or towels.
- Tie long hair back.
- Do not lie on couches, beds, pillows, carpets or soft toys that have been in recent contact with an infected person.
- Machine wash and dry clothing, bed linens, and other items that an infected person wore or used during the 2 days before treatment using hot water laundry cycle and high heat drying cycle. Non-washable items may be dry cleaned or stored in a sealed plastic bag for 2 weeks.
- Do not use pest control or fly sprays to treat an infestation. They are ineffective and may cause harm if fumes are inhaled or absorbed through the skin.

Safety at Bug-A-Lugs

Bug-A-Lugs is committed to providing and maintaining work environments and systems of work that are safe and without undue risks to health. We are committed to the health, safety and welfare of all Children and young people, families, employees, contractors and visitors to the service.

Emergency and evacuation procedures

Bug-A-Lugs conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Emergency Management

Bug-A-Lugs will be closed on CODE RED days

The Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations, regulation 97, requires the approved provider of an education and care service, to take adequate precautions to protect Children and young people from harm or hazards and develop and regularly practise emergency procedures. An Emergency Management Plan has been developed to outline actions to be taken in the event of:

- Emergency incidents occurring within Bug-A-Lugs building or grounds
- Emergency incidents occurring outside of Bug-A-Lugs that has the potential to impact on the service.

In the event of an emergency, the aim of this plan is to ensure the safety and protection of Children and young people, visitors and staff in the service. The emergency management plan for the Service is located at the service for viewing.

Emergency contact information section on the enrolment form must be completed as part of your enrolment process.

Drop off and pick up time

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children and young people will be actively supervised at all times while attending the Service.

- Please always hold young Children and young people's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small Children and young people
- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure Children and young people do not enter areas in the Service that are for adults/staff

only.

Privacy & Confidentiality

We are committed to protecting the privacy and confidentiality of children, young people, individuals and families and have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from Bug-A-Lugs with anyone, including other families of Bug-A-Lugs. (See *Privacy and Confidentiality Policy*).

All families are not to use or share images obtained from Bug-A-Lugs, via Facebook pages or other format. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.

Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms except the regulated Services private Facebook page.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. This may include Child Information Sharing Scheme or Family Violence Information Sharing Schemes.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file. Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure Bug-A-Lugs acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*. Bug-A-Lugs is required to keep and maintain detailed records about children, young people, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Record Keeping and Retention Policy*.

Medications and Medical Conditions

Administration of Medications

Your child's health and comfort are important. If your child is required to take any medication prescribed by a qualified medical practitioner, it is necessary that staff be advised and that certain procedures and safeguards are followed.

If your child requires medication whilst at Bug-A-Lugs, you must complete a risk minimisation form, an Administration of Medication Record to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. Under no circumstances should medication be left in Children and young people's bags.

Educators can only administer medication that is:

- o prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- o in its original packaging and have the original label clearly showing your child's name
- o before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the Administration of Medication Form.

Administration of medication will be recorded on the appropriate form. Details to be recorded include:

- o parent's authorisation
- o name of medication
- o expiry date of medication
- o dosage to be administered
- o when medication should be administered
- o dosage actually administered
- o time it was administered
- o who administered medication
- o who witnessed the dosage administered.

In the case of an emergency, verbal authorisation may be given by the parent/guardian for the administration of medication. This must be followed by written confirmation as soon as possible. The verbal authorisation will be verified by a second person.

Medical Conditions such as: Allergies, Asthma, Diabetes, Epilepsy or Anaphylaxis

Bug-A-Lugs have a responsibility to provide a safe environment for Children and young people with allergies.

Anaphylaxis is a severe, life-threatening allergic reaction. In Children and young people, common allergies are often nuts, eggs and milk, among others.

If your child has an allergy, please let your educator know as soon as possible. It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Bug-A-Lugs requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

Parents with Children and young people who suffer from Anaphylaxis, Asthma or ADHD must ensure an auto Injection device, asthma medication or enough ADHD medication always remains at the service.

Children and young people will not be allowed to hand over medication to staff.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed disability or additional needs.

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Nominated Supervisor at least 2 weeks prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Bug-A-Lugs may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Bug-A-Lugs Policies and Procedures

You will find a copy of Bug-A-Lugs policies and procedures in our office. We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Family Conduct Guidelines

The *Family Conduct Guidelines* work in conjunction with Bug-A-Lugs *Enrolment Policy*, *Dealing with Complaints Policy*, *Privacy and Confidentiality Policy*, and the Early Childhood Australia Code of Ethics. The *Family Conduct Guidelines* are in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren. If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in police involvement.

To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue or complete a '*Complaints/Grievance Form*', forms can be returned to the Service in person or via email info@bug-a-lugs.com.au Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

Transporting Children

Bug-A-Lugs does not resume responsibility for Children and young people until they have arrived at the service and been signed in by a Bug-A-Lugs staff member. Bug-A-Lugs accepts no responsibility for my child accessing the OSHC program by bus, car or any other forms of external transport that are staffed by Bug-A-Lugs.

Organs Bus Lines, our minibus, and car will be the used to transport the Children and young people.

Before School Kyneton:

A designated OSHC Bus/car will collect the Children and young people at 8.40am, where they will be waiting with a Bug-A-Lugs staff member and drop them off at Our Lady of the Rosary Primary School then Kyneton Primary School.

After school:

With the assistance of bus monitors at each school, a designated OSHC bus/car or walking school bus will collect the Children and young people from designated Schools or bus stops, and then drop them at the designated program, where a Bug-A-Lugs staff member will be waiting.

Children and young people registered with Bug-A-Lugs outside School Hours Care program are to be transported in a manner that always ensures maximum safety and protection.

To ensure all risks are minimized when transporting Children and young people.

Procedures:

- At the time of enrolment parents signed a consent giving permission to transport their child/ren.
- Educators should always use the same route when transporting or walking Children and young people to and from the program so that they can be found easily in an emergency.
- Where transportation of Children and young people is required, Buses/vehicles or any other means approved by the provider shall be utilised.
- Drivers will hold appropriate full licenses and the vehicles be registered and be fully insured.
- We will only use vehicles with seat belts and all Children and young people, and staff are required to wear them.
- When Children and young people are going on a routine outing or excursion there is a roll call before departure and a head count. Head counts are also undertaken during and at the conclusion of the excursion or outing.
- The Bus/Vehicle is checked immediately after every trip by an additional educator (not the driver) to ensure the Bus/Vehicle is clear of all Children and young people and no child is left on/in the vehicle.
- Risk assessments are conducted and read by staff prior to boarding transport and leaving the program venue.
- Transport options may include and are not limited to bus, community bus, local bus, car, train, bicycle or foot.
- Where the bus/car is involved in an accident, the appropriate emergency services will be called, and the Team Leader notified. The supervisors are to always remain with Children and young people, and where possible move them from the accident scene and reassure Children and young people.
- The Team Leader will arrange alternate transport if necessary, and parents and the Department of Education and Early Childhood will be notified of the accident.
- All vehicles will be fully roadworthy and serviced.
- All Children and young people are required to arrive for excursions at the agreed time to ensure timely departure. If Children and young people are not present, the excursion will commence without them.
- Approved bus companies or Bug-A-Lugs Minibus will transport the Children and young people attending the Holiday Care program while on excursions.
- In the instance of a breakdown of a car or bus transporting the Children and young people, the driver will contact the director or Team Leader to arrange for alternative transportation i.e. another bus or vehicle.
- Any transport costs for excursions will be included in the cost of the Holiday Program bookings.

Children & Young People's Rights and Responsibilities

Children and Young People's Rights

Children and young people have the right to feel relaxed, happy, safe, accepted, and respected, whilst also having fun. The Children and young people will practice social and life skills to help build a foundation so they can become the very best they can be.

They have the right to say NO.

If Children and young people are feeling unsafe or threatened, please speak to one of our friendly educators.

BULLYING IS NOT TOLERATED AT BUG-A-LUGS "SO, SPEAK UP"

Children and young people have the right to voice what they would like to see happening daily in the program by talking to an educator or using the suggestion book.

Children and young people have the right to join in and play with all activities in the program.

Children and young people have the right to play, be happy, share, and feel like a valued member of Bug-A-Lugs. Staff are there to support Children and young people daily.

REMEMBER, if you have any questions or concerns, please talk to our educators or if you wish, you can contact Jules on: 5422 2767 or excursions call 0423 043 815

Children and young people's Responsibilities

It is everyone's responsibility to show respect for the other Children and young people, staff, families, visitors to the program and equipment.

Please ensure programs, routines and rules are followed to ensure the program is always a safe, friendly and a welcoming place to be.

Behaviour Guidance

Bug-A-Lugs encourages positive Children and young people's behaviour. Rules are set by staff in conjunction with the Children and young people at each programme. Children and young people are expected to behave in a way that is appropriate to meet the aims and objectives of the programme.

Bug-A-Lugs reserves the right to remove any child/ren from the programme where the child:

- Acts in such a way that threatens the physical and or emotional health of any child, staff member, or themselves.
- Repetitively and or deliberately does not follow the instructions given by staff.
- Has an illness or other health related issue that may be dangerous to other Children and young people, staff members, or themselves.
- Deliberately damages any property or belongings.

General Program Rules for Children and young people:

Please read the rules with your child/Children and young people

1. We respect each other, Staff and equipment
2. Socks must be always worn in Kyneton
3. We respect the playground in Kyneton
4. We always walk when inside
5. Before you go to the toilet you MUST ask/tell an educator – this is so we know where you.
7. We pack up activities when finished
8. We don't allow spending money
9. We do not hit or kick others
10. Have fun and be safe

Toys and Electronic Devices

Bug-A-Lugs recognises that Children and young people sometimes bring their own toys (named) to school, however Children and young people are asked for these toys remain in their school bag whilst at the program. Bug-A-Lugs has an abundance of toys and we ask that Children and young people do not bring in toys from home. Toys that are not named and left at the Centre will go into general use. The Centre does not take any responsibility loss or damage to toys, games, mobile phones, iPads, iPods etc.



*We hope you have an enjoyable experience with
Bug-A-Lugs Outside School Hours Care!*

“We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.”

Maria Montessori

Parent Participation

Bug-A-Lugs has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills & experiences that the Children and young people and the program will benefit from.

Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with you whenever it is needed throughout the year and offer email, SMS, Facebook, Newsletters, Journals and pride ourselves on strong verbal communication daily. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand any aspect of Bug-A-Lugs or your child's experience we have a Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in each centre. You are welcome to take a copy home and review at your leisure.

Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at Bug-A-Lugs. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

You are the most important person in their world. We welcome all parents to Bug-A-Lugs to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest Children and young and these talks are the best educational resources you can provide for Bug-A-Lugs.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

Your Home Culture

Your home culture is most welcome in Bug-A-Lugs. We would greatly appreciate if you were able to share with Bug-A-Lugs aspects of your culture and family life. This would assist us to enrich the lives of all our families and Children and young people.

Recyclable Items

We are always on the lookout for recyclable items for the centres. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Suggestions

Parents are welcome to visit or call Bug-A-Lugs at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see the Nominated Supervisor or contact Jules. We have a grievance/complaints procedure if you would like to formally raise any concerns.

Parent Acknowledgement

I/we have read this handbook carefully and agree to comply with the requirements set out in this handbook and in Bug-A-Lugs policies.

I/We understand the commitment that you are undertaking providing education and care for our child, and our responsibilities to Bug-A-Lugs.

I/we have completed the enrolment form and provided the required documentation for our child.

I/we agree to notify Bug-A-Lugs of any changes that may affect the education and care of our child (changes to court order, parenting orders, authorised nominees, Medical Management Plans, medication etc).

ACKNOWLEDGEMENT OF FAMILY HANDBOOK			
I have read and understood the information in this handbook and agree to the terms and conditions provided in relation to my child/ren's enrolment.			
Child's name			
Parent/Guardian 1 name		Date	
Parent/Guardian 1 signature			
Parent/Guardian 2 name		Date	
Parent/Guardian 2 signature			

Nominated supervisor name		Date	
Nominated supervisor signature			

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with Bug-A-Lugs.

Have you completed the orientation evaluation? Yes No