



DOUBLE BAY OUT OF SCHOOL HOURS INC
DBOOSH

Family Handbook

2024

DBOOSH is located on Gadigal land. The first people of this area were the Aboriginal people of the Eora and Dharawal language group. At DBOOSH we acknowledge, respect and celebrate the traditional owners of the land who lived and worked in this area for many thousands of years.

Welcome to DBOOSH!

DBOOSH is an important part of many children's school life. We pride ourselves on providing a service that children love attending and we trust that you will share this experience.

DBOOSH is located on the grounds of Double Bay Public School and provides Before and After School Care as well as a Holiday Care program for school age children.

As an Out of School Hours care service, we are guided by the National Quality Framework (NQF) which consists of a school aged framework, regulations and an assessment and rating system.

We look forward to forming a partnership with you and your family. Please feel free to contact us at any time with any queries or feedback that you may have during your time with us.

The DBOOSH Team

Double Bay Out of School Hours Care Inc
William Street
Double Bay NSW 2028
(grounds of Double Bay Public School)

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www.dboosh.org

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DBOOSH HOURS & FEES

Before School Care (BSC)	After School Care (ASC)	Holiday Care
Hours 7.00 – 9.00am	Hours 3.00 – 6.30pm	Hours 8.30am – 5.30pm
Fees Permanent \$19.00 Casual \$25.00	Fees Permanent \$30.00 Casual \$36.00	Fees \$75 per day

DBOOSH closes for three weeks in December and January. Exact dates are communicated to families during Term 4.

ENROLMENT AT DBOOSH

Please visit our website, www.dboosh.org for enrolment procedures.

All children must be re-enrolled each calendar year. Re-enrolment procedures are circulated in Term 4, with re-enrolment to be completed by the end of the calendar year.

An annual administration fee of \$50 per family will be applied at commencement of enrolment and at the start of each calendar year.

XPLOR HOME

DBOOSH uses Xplor Home to manage parent accounts, casual bookings, cancellations, and absence notifications. You will receive a registration link upon acceptance of your child's enrolment at DBOOSH. For further information on how to set up your account or the app, please ask the DBOOSH staff, or visit the Important Info page on the DBOOSH website.

PAYMENT OF FEES

Fees are paid by direct debit; it is a requirement that all families have an active direct debit facility set up before children start at DBOOSH. Account statements and direct debit payments are processed weekly.

ADDITIONAL FEES 2024

NO SIGN-IN/OUT FEE

Where children are not signed into DBOOSH for BSC or out of DBOOSH for ASC via the Xplor Home app, and there is no prior agreement with DBOOSH, a \$10 no sign-in/out fee will be applied to the account for each instance of non-compliance.

LATE NOTIFICATION FEE

The following Late Notification Fee schedule applies for families who fail to notify DBOOSH of their child being absent during ASC. Families are required to notify the service before 2.45pm on the day of the attendance.

The Late Notification Fee is as follows:

- A Family will receive three warnings per calendar year for failure to notify DBOOSH of their child's absence from ASC (notification must be given by 2:45 pm on the day)
- If a family fails to notify DBOOSH for a fourth time, a \$10 Late Notification Fee will be charged to their account. This is added to their weekly statements
- For every time a family fails to notify DBOOSH after this (in that same calendar year), an

additional \$10 Late Notification Fee will be charged to their account
Note the Late Notification Fee is not eligible for CCS deductions.

LATE PICK-UP FEE

Any parent who collects their children after 6.30pm will be charged a late fee. 6:31pm is considered late. Wherever possible, parents should advise DBOOSH when they will be late to collect their child.

Late Pickup Fees are as follows:

- Any pickup after 6.30pm is considered a late pickup and will incur a fee of \$30 per 15 minutes or part thereof.
- If a family is late collecting children more than four times in a term, the late fee will be doubled for all lateness for the remainder of the term.

Late fees are not subsidised with CCS.

SIGNING IN AND OUT

It is a requirement for enrolment at DBOOSH, and a condition of Child Care Subsidy (CCS) and that all children are signed in and out of DBOOSH by a parent or guardian for each session they attend. These documents act as our roll call and are proof of attendance for CCS claims.

Only authorised contacts can collect children from DBOOSH. An authorised contact is someone whose information is provided at the time of enrolment, updated via the Xplor Home app, or provided to DBOOSH in writing. An authorised contact must also have the Xplor Home app set up or an Xplor Home app login to sign children in or out. Please note, children are unable to sign themselves in or out.

If your child is being collected by someone who is under 18 years, you will need to provide DBOOSH with a written notice of approval.

ABSENCES & HOLIDAYS

For permanent bookings, all absences, including illness and holidays, require two-week's notice. Absences within the two-week notification period, including illness, incur the normal daily charge.

If your child will be absent from ASC, you must notify via the Xplor Home App, notification must be made by 2.45pm. Please note, even if your child is absent from school and you have notified the school, DBOOSH must be notified via the app.

Children are considered missing if DBOOSH has not been informed and appropriate action is then taken.

CANCELLATION OR VARIATION IN YOUR DBOOSH CARE

DBOOSH requires 2-weeks' notice in writing for any cancellation of your child's permanent placements. Families are not eligible for CCS if a child has left care and the notice period is still in order.

If you would like an additional permanent booking, the request must be placed in writing to DBOOSH, and a position will be offered if available. If there is no availability, a waitlist form must be submitted, and a member of the management team will call to confirm when the spot becomes available.

DBOOSH requires 24-hour's notice for cancellation of a casual position, otherwise full rates apply.

CASUAL BSC & ASC

Casual bookings are taken on a week-to-week basis. Casual Bookings are made via the Xplor Home app. The app is set to allow maximum booking numbers for each session, so if a successful booking is made via the app, it is considered confirmed. Casual positions are added to your weekly statements after the attendance.

CHILD CARE SUBSIDY (CCS) AND ADDITIONAL CHILD CARE SUBSIDY (ACCS)

DBOOSH is a CCS and ACCS approved service.

We strongly encourage families to seek out relevant information from the government website regarding Child Care Subsidy. <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

GETTING TO AND FROM SCHOOL

During BSC, the DBOOSH roll is taken at 8.30am. Children who are in Year 2 or below can walk to their class lines just before the school bell rings. A staff member takes the kindergarten children to their class line up area. Children who are in Year 3 or above can walk to their class lines when roll call is completed.

During ASC, staff collect the kindergarten children from their class line up area and bring them to DBOOSH. All children in Years 1-6 walk to DBOOSH by themselves.

With parent permission, children in Years 5 & 6 can walk themselves to DBOOSH in the mornings or leave DBOOSH at an agreed time in the afternoons. Please contact staff to discuss arrangements.

HOLIDAY CARE

Holiday Care runs during each holiday period except for 3 weeks over the Christmas and New Year period when DBOOSH is closed. Holiday Care provides fun & exciting programs with a variety of incursions and DBOOSH-based days.

Holiday Care programs are published 3 – 5 weeks prior to each holiday, and bookings are made via the Xplor Home app.

Please visit the Holiday Care page of the DBOOSH website for more detailed information.

SCHOOL STAFF DEVELOPMENT & PUPIL FREE DAYS

DBOOSH is open on school staff development and pupil free days. Bookings are taken for this with Holiday Care enrolments via the Xplor Home app.

On teacher strike days, DBOOSH will operate within its regular hours only for BSC and ASC.

HOMEWORK

DBOOSH operates a Homework Club from approx. 3 – 3.45pm Monday – Thursday, with all children who are interested, invited to attend. Please note, while children can be encouraged to do homework at DBOOSH, this cannot be enforced. Families wishing to for their child to complete homework tasks while at DBOOSH are encouraged to speak to the Afternoon Coordinator.

BEFORE AND AFTER SCHOOL ACTIVITIES (BASA)

If your child will attend an extra-curricular activity on the DBPS grounds and either leave DBOOSH to attend, or join DBOOSH afterwards, we must receive a BASA permission slip. This can be located on the Forms page of the DBOOSH website.

FOOD AT DBOOSH

Healthy, nutritious, and multicultural menus are developed each week for children.

Breakfast (7.30am – 8.30am)

The BSC menu consists of different cereals, toast and drinks e.g., smoothies and milo. Hot breakfast is provided once a week on a rotating basis.

Afternoon Tea

Meals are noted on the weekly program. The children often help prepare or serve afternoon tea throughout the week.

We can cater for special dietary needs, providing DBOOSH has been informed by the parent/ guardian in writing.

Drinking water and cups are always available for children.

We are always looking for new ideas. If you have a popular recipe, we would love to receive it!

PERSONAL BELONGINGS

Personal belongings are brought from home at the family's discretion. DBOOSH does not take responsibility for breakage or loss.

Children are not permitted to play with personal devices or handheld video game consoles at DBOOSH. Children are not permitted to use mobile phones at DBOOSH. If families choose to allow their children to carry a mobile phone, children may keep them stored in their bags.

MEDICAL CONDITIONS & MEDICATION

If your child has a medical condition, DBOOSH must be informed, and all required documents need to be provided before the first day of attendance.

Children who have life-threatening medical conditions (such as anaphylaxis or asthma), need to have a Medical Management Plan signed by a doctor, provided to DBOOSH and discussed with a member of the management team before enrolment.

DBOOSH is a nut-free zone.

If your child requires medication whilst at DBOOSH, a parent or guardian must complete a Medication Form.

That medication will not be administered to your child unless (excluding asthma and anaphylaxis medications):

- The medication is in its original container
- The child's name is on the medication
- The medication is current
- A separate medication form has been provided to DBOOSH staff and filled out by the parent/ guardian

SUN POLICY

DBOOSH has a NO HAT, PLAY IN THE SHADE policy when the UV rating is 3 and above. We ask parents to please assist us in enforcing this rule by ensuring their child has a hat at DBOOSH every day. It is also a requirement of Double Bay Public School that children wear a hat every day.

Please ensure your child is dressed appropriately during Holiday Care. We advise families to not send children in singlets or thongs.

FAMILY INVOLVEMENT

At DBOOSH we believe that families have a very important role to play, and we value your opinion. We have an open-door policy and highly encourage family involvement. Communication between all stakeholders is a priority to us, and all feedback is welcome.

We communicate with families primarily via email, our website and phone. Information is sometimes provided on family notice boards and posters displayed throughout DBOOSH.

COMPLAINTS PROCEDURE

If you have any complaints, please see either the Morning or Afternoon Coordinator. We always welcome any type of feedback coordinator@dboosh.org. If you wish to escalate your complaint or comments you can email the executive committee at secretary@dboosh.org. If you still feel your complaint or questions have not been resolved, reach out to Lauren Sten (DBPS Principal) lauren.sten@det.nsw.edu.au.