

West Ryde Before and After School care Inc

Embracing Diversity



Family Handbook

Term 3 2026

Welcome to West Ryde Before and After School Care Incorporated

West Ryde Before and After School Care Inc. is a not-for-profit, incorporated organisation. The Centre caters to children aged 4 to 12 years (Kindergarten to Year 6), providing Before and After School Care during school terms and Vacation Care during school holidays. Before and After School Care is available to children currently enrolled at West Ryde Public School. Vacation Care is open to the wider community.

We aim to create a caring, fun, safe and supportive environment where children can choose from a wide range of activities that cater to their individual needs and interests.

This handbook provides important information about the Centre and its operations. Please read it carefully and keep it for future reference. Feel free to approach the Director, leadership team or a staff member with any questions, concerns or enquiries.

Our Mission

Our mission is to promote diversity amongst children, families and staff by engaging in collaborative, respectful relationships and creating a sense of belonging, reflected through meaningful experiences in a safe and fun environment. The safety, wellbeing and empowerment of every child in our care is at the heart of everything we do. We are committed to the NSW Child Safe Standards and our Child Safe Framework guides everything we do because keeping children safe is everyone's responsibility.

Our Philosophy

Our philosophy is the service's guiding document, shaping the program and the way care is provided to our community. It is updated every year with input from children, families, community members, staff and the Management Committee, ensuring it reflects the local community's beliefs and values.

WRBASC welcomes input from all stakeholders when reviewing our philosophy. A copy of our philosophy is available on OWNA and our website. We welcome and appreciate all families input.

Child Safety at WRBASC

Our commitment to child safety goes beyond our mission statement. It is embedded into how we recruit our team, how we train our educators, how we manage risk and how we respond when something goes wrong.

In line with the NSW Child Safe Standards and NSW Early Learning requirements. Our Child Safe commitment sets out how we prevent harm, respond to concerns and keep children safe every single day.

Our commitment to your family

- Every child at WRBASC has the right to feel safe, heard and valued.
- We actively teach children about their rights and empower them to speak up if something does not feel right.
- We communicate openly and honestly with families about child safety.
- We respond to every concern, no matter how small, with care, respect and confidentiality.

How we keep children safe

- All staff hold a valid paid NSW Working with Children Check, verified before commencing.
- All staff complete mandatory child protection training and courses developed by the Office of the Children's Guardian (OCG), designed to meet obligations under the NSW Child Safe Scheme and embed the Child Safe Standards into everyday practice.
- Our Child Safe Code of Conduct sets out the behavioural expectations for every adult at WRBASC, including staff, volunteers, contractors, incursion providers and visitors
- We conduct regular risk assessments and review our child safe practices annually.
- Children's voices are actively sought and included in how we manage safety at the service

If you have a child safety concern

Please speak with the Director or a Team Leader immediately. If your concern involves the Director, please contact the Approved Provider directly via committee@westrydebasc.com.au

You can also contact:

- DCJ Child Protection Helpline: 132 111 (24 hours)
- NSW Early Learning Commission: 1800 619 113 | information@earlylearningcommission.nsw.gov.au

Our full Child Safe Commitment is available on OWNA under Documents and Policies.

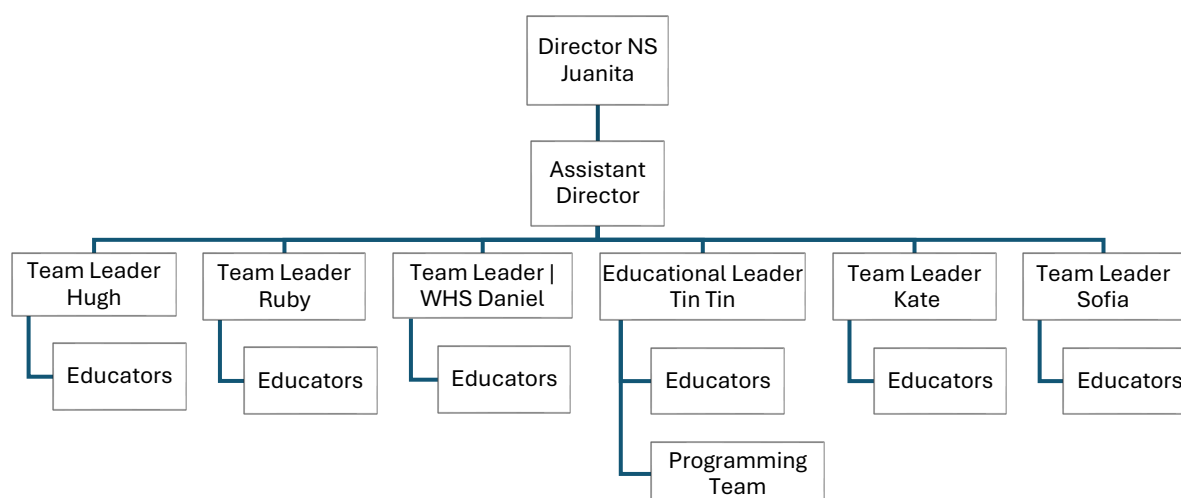
Our Team

The WRBASC team is made up of passionate, educators who are committed to the safety, wellbeing and development of every child in our care. Each member brings unique passion and expertise, focusing on helping children grow, develop and thrive by offering opportunities to gain essential skills and build meaningful connections.

All WRBASC educators are required to:

- Hold a valid paid NSW Working with Children Check.
- Complete mandatory child protection training.
- Hold or work toward relevant qualifications in early childhood education and care.
- Read, sign and uphold the WRBASC Child Safe Code of Conduct.
- Participate in ongoing professional development.
- Regularly review and uphold the service's policies and procedures.

Our leadership team, including Team Leaders and the Director, complete additional training in child safe leadership, reporting obligations and policy development.



Our Team Leaders are our Responsible Person on duty (Supervisor) during each session. To get to know our leadership team, visit our [website](#)

For more information about our recruitment and induction process, please refer to our Child Safe Recruitment, Induction and Training Policy, available on OWINA under Documents and Policies.

Service Management Structure

The Centre is managed by a voluntary group of parents comprising the Management Committee of West Ryde Before and After School Care Inc. The Committee, in conjunction with the Director, decides on matters of policy, fees, staffing and all aspects of running the Centre. The Committee meets each term or as required, and families are welcome to attend these meetings to voice any suggestions or concerns.

To continue serving as an Incorporated Organisation and operate as a not-for-profit, the Centre needs parents to volunteer each year to oversee its operations. We encourage families to attend meetings to liaise with management or share any concerns or suggestions they may have. Volunteering is a great way to get involved in your child's care environment and contribute to the community. If you are interested, please contact us at committee@westrydebasc.com.au or speak directly with the Director for more information.

The Management Team is committed to managing the service in accordance with the National Quality Framework and relevant legislative requirements. Both the staff and Management Team believe in advocating for the rights and safety of every child and acting in children's best interests in all that they do.

Communicating to Families

We communicate with families through the OWNA app. You will receive real-time updates and important announcements directly on your device. Stay informed about your child's daily activities and experiences at the Centre and receive timely information about Vacation Care programs, excursions and special activities. We also share our weekly menu and love to receive your feedback. Feel free to like posts and leave a comment.

The app gives you easy access to important information and updates anytime, anywhere. To ensure you do not miss any important communication from us, please make sure your OWNA notifications are turned on.

Parent Committee

West Ryde Before and After School Care Inc. is an independent, not-for-profit incorporated organisation operating under the Associations Incorporation Act 2009 (NSW). The Management Committee reserves the right to accept, decline or withdraw enrolment where it determines this to be in the best interests of the service, children, families and staff.

The committee is made up of community members who volunteer their time to attend meetings. They have management control of the service and make critical decisions about the budget, fees and the way in which care is provided for the community.

All families who have a current enrolment and have paid the membership fee are welcome to attend all committee meetings. All members are also welcome to attend the Annual General Meeting (AGM), at which the committee members are elected in Term 2 every year.

If you would like to have your say on how the service is run, please attend a committee meeting, speak to Centre staff or contact the committee president directly at president@westrydebasc.com.au

Parent Committee	
President	Steve Bull
Vice President	Grace Ho
Treasurer	Rob Mitchell
Secretary	Asta Stajanovski
Public Officer	Ruiming Zeng

Service Details

The Centre operates Monday to Friday during school terms and Vacation Care, excluding public holidays. Vacation Care is also available on pupil-free days.

Session	Hours of Operation
Before School Care	7:00 am - 8:30 am
After School Care	3:00 pm - 6:00 pm
Vacation Care	7:00 am - 6:00 pm

The Centre is located on school grounds next to the uniform shop at West Ryde Public School, 6 Endeavour Street, West Ryde NSW 2114.

To access the service, please enter via the main gate on Endeavour Street. During Before School Care and during Vacation Care, the service main entrance is via the Bennett Street school gate.

Contact Information

Phone: (02) 9858 5114

Email: info@westrydebasc.com.au

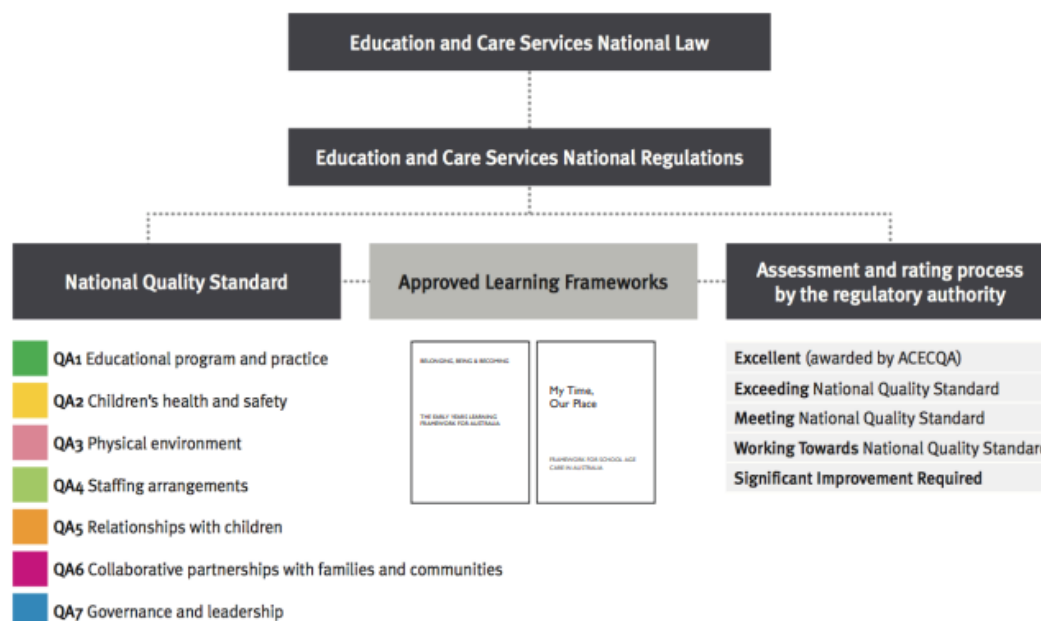
Website: www.westrydebasc.com.au

Service Approval: Provider: PR-00008010 | Service: SE-00013822

National Quality Framework

The Australian Children's Education and Care Quality Authority (ACECQA) oversees the National Quality Framework (NQF), which aims to improve the quality of education and care services. In NSW, the regulatory authority is the NSW Early Learning Commission.

The National Quality Framework



Approved services are assessed and rated across seven Quality Areas. The service receives a rating in each area and an overall rating based on the results.

WRBASC underwent our Assessment and Rating in 2024 and received the overall rating of Meeting National Quality Standard.

For more information please visit: www.acecqa.gov.au

The [National Law and Regulations](#) outline the legal obligations of approved providers, nominated supervisors and educators.

Our Program

At WRBASC we have a fun, flexible weekly program that provides children with variety and choice. We believe children learn and explore their world through play-based experiences and therefore provide many opportunities for both structured and free play. Our program aims to support children's development across all areas and is guided by the OSHC approved learning framework, My Time, Our Place V2.0.

Our program encourages children to question, explore and challenge themselves. We have skilled staff members who run workshops and skill development over each term, including sport skill courses such as soccer, carnival games, netball, gymnastics, hockey and basketball, as well as cartooning, art and drama workshops.

Our current weekly program can be found on display in the Centre and on OWNA. If you or your child have any suggestions, skills or interests we would love to hear from you and incorporate ideas into our program.

About our service

WRBASC is a leisure-based, group program. Our staffing, ratios, qualifications and environment are those of a group care setting operating across the school site and on excursions during Vacation Care. This is different from a school or a specialist support setting. The service will do what it reasonably can within this framework to support every child.

The service is committed to open and transparent communication with families about whether the program continues to be the right fit for their child's needs over time.

Extracurricular Activities

We recognise the importance of extracurricular activities in providing children with a holistic and well-rounded experience. WRBASC will work with families to support children in attending on-site extracurricular activities at the required time.

What you need to know:

- Written permission must be provided before your child can be released to attend any extracurricular activity. Verbal permission is not accepted.
- Permission is completed annually via an Extracurricular Activities consent form. It is the family's responsibility to ensure this form is completed and submitted to the service before the activity commences.
- No child will be released to attend an activity without a current, signed consent form on file.

How it works:

- Activities starting between 3:00 pm and 3:30 pm, children will go directly to the extracurricular meeting point. Staff are not responsible for walking children to activities during this window.
- Activities starting from 3:31 pm onwards staff will accompany children to and from their extracurricular activity if it is on school grounds, or hand children over to the adult responsible for the activity.
- Where a child is collected directly from the activity, the parent or authorised person must notify staff that the child will not be returning to the Centre.

Please note: While your child is attending an extracurricular activity, WRBASC does not accept responsibility for the child. The Responsible Person will sign the child out when they leave for the activity and sign them back in on return.

For more information, please refer to our Extracurricular Activities Policy, available on OWNA under Documents and Policies.

Vacation Care

School holidays should be fun, and that is exactly what our Vacation Care is for. We run a program full of activities both at the centre and out and about, shaped by the children's ideas and interests with plenty of room for them to play, explore, make choices and spend time with friends.

Bookings

The Vacation Care program is made available via the WRBASC website and OWINA. The program will contain descriptions and prices for each day of care offered, including Pupil Free Days.

Vacation Care bookings are made via the casual booking function on OWINA until the advertised close booking date. After the advertised date, families may still book for Vacation Care however a late booking fee will apply. For days that may no longer be available, families are welcome to add their child to the waitlist via the OWINA app.

For more information please refer to our Vacation Care Terms and Conditions and FAQ, available on OWINA and our website.

Policies and Procedures

All policies are available to families on OWINA at any time. Families are encouraged to provide input and feedback on these policies. All Centre policies aim to promote the safety, wellbeing and autonomy of all children in attendance at the Centre.

All policies are available on OWINA under Documents and Policies and on our website. Families are welcome to request a printed copy from the Director at any time.

Enrolment and Bookings

An enrolment form must be fully completed before your child attends the Centre. Forms are completed online via OWINA. More information on how to enrol can be found on our website and FAQ.

The enrolment form includes medical consent and important information necessary for your child's safety and wellbeing while at the Centre. It also allows you to specify who is authorised to collect your child from the Centre. If your child has any medical conditions such as anaphylaxis, allergies or asthma, the Centre must be provided with a copy of the action plan or medical management plan prepared by a medical practitioner.

Your child will only be able to attend the Centre when:

- The enrolment form is fully completed.
- The leadership team has approved the enrolment form.
- For new families, an orientation meeting has been organised.

If any of your information changes throughout the year, please inform the service immediately. This is a child safety requirement, not just an administrative one.

Please note: The Director must be informed of any court orders relating to the custody of a child. A copy of any such order affecting custody will be sighted and retained.

Eligibility for Enrolment and Transition Support

We understand that starting Kindergarten or moving from primary to high school is an important milestone for families. We aim to make these transitions as smooth and supportive as possible.

Eligibility guidelines:

- Children must be enrolled in primary school during the current year.
- Year 6 graduates are welcome to attend the January Vacation Care program following their final year of primary school.
- Once a child has commenced high school, their enrolment with our service will end.
- The service retains discretion to set an upper age limit (currently 12 years) to ensure programs remain developmentally appropriate.

Kindergarten Transition

Kindergarten children are welcome to attend their first summer Vacation Care program in January. However they will not participate in excursions until they have completed one full school term. This allows time for them to:

- Settle into their new learning environment.
- Build secure relationships with educators.
- Develop confidence and self-regulation skills needed for safe excursion participation.

Priority of Access

Under agreement with the Commonwealth Government, the main priority for a place in the Centre will be given to:

1. Children at significant risk of harm or neglect.
2. Children of a family that satisfies the CCS Activity Test.
3. Any other children.

Within these categories, priority will be given to families in the order enrolment is completed.

Please note: Family Assistance Law dictates that in the case of a waitlist, lower priority families may be asked to vacate the service to provide care for a higher priority family. The Centre will endeavour to accommodate both families in such an instance.

For full details of our enrolment requirements, eligibility criteria and orientation process, please refer to our Enrolment and Orientation Policy, available on OWNA under Documents and Policies.

Fees and Payments

Membership fee: \$30.00

A membership fee is charged per family annually. This allows your family to apply to attend Before School Care, After School Care and Vacation Care. Your membership also entitles you to attend committee meetings and vote to elect committee members at the Annual General Meeting. For more information please refer to our website.

Weekly invoicing and payments

Fees are payable weekly, one week in arrears, by Direct Debit only. Families can update their direct debit details at any time via the OWNA app. Transaction fees apply for direct debit and will be automatically deducted with your total balance each week.

Session	Permanent booking	Casual booking
Before School Care	\$16.50 per child	\$21.50 per child
After School Care	\$28.50 per child	\$33.50 per child
Vacation Care	\$78 to \$120 depending on the planned activity for the day	

Please note these are 2026 session fees. Fees for 2027 will be released during Term 4 2026.

Child Care Subsidy (CCS)

Families attending WRBASC can claim the Child Care Subsidy (CCS) if they are eligible. CCS applies for children 13 years or younger who are not attending high school.

- CCS does not apply once your child has commenced high school, unless an exemption is approved by Services Australia.
- Exemptions may apply if your child cannot be left unsupervised due to safety concerns, or your child has a disability.
- Families must apply for exemptions directly through Services Australia via Centrelink and provide supporting documentation.

Please ensure you provide your CRN details on the enrolment form so we can create an enrolment with Centrelink. For more information about CCS please refer to our FAQ.

Before and After School Care bookings

If a child is to attend the Centre on a regular basis, a permanent booking is required. A permanent booking must be paid for whether the child attends or not. Permanent bookings that fall on a public holiday are non-chargeable.

The minimum booking and cancellation period for a permanent booking is two weeks. All requests to change or cancel a permanent booking must be submitted in writing via email to info@westrydebasc.com.au verbal requests will not be accepted. Our team will respond to confirm your request has been received and processed.

Casual bookings are made via the OWNA app and availability may vary.

During school term, casual bookings may be cancelled without charge provided the Centre is notified prior to the commencement of the booked session. Cancellations received after the session has commenced will be charged in full.

To cancel a casual booking, please email info@westrydebasc.com.au

Sign In / Sign Out and Authorised Collection

Families must sign their children in for Before School Care and Vacation Care. Parents must sign their children out for After School Care and In and out for Vacation Care. Failure to do so will incur a \$15 fee.

Individual PINs

Families and authorised nominees must use their individual PINs when signing children in and out of the service. Each PIN is unique and must only be used by the person it is assigned to. Please do not share PINs between family members or authorised contacts. Any use of incorrect credentials will incur a \$15 fee.

If you or your authorised contacts are unsure of your PIN, please email info@westrydebasc.com.au or speak with a team member.

Authorised collection

Children can only be collected by a person listed as an authorised contact on their enrolment form. Photo ID may be requested for any person collecting a child who is not known to our educators. If you need to add or remove an authorised contact, please update your enrolment form as soon as possible, or submit an Add Authorised Contact form to the service.

Authorised collection requirements are set out in full in our Enrolment and Orientation Policy, available on OWNA under Documents and Policies.

Late pick up

The Centre closes at 6:00 pm. A late pick-up fee applies any time a child is collected after 6:00 pm. The fee is \$20 for the first 10 minutes and an additional \$10 for every 5 minutes or part thereof.

If a child is not collected by 6:30 pm and no contact can be made with parents or emergency contacts, the child will be placed under the supervision of an appropriate carer. This may include a staff member, a member of the Management Committee, or if necessary, the Department of Communities and Justice or NSW Police.

Departure Expectations

Outside of scheduled events, families are expected to leave the premises within a reasonable time after signing their child out. Staff will use their discretion to determine what constitutes a reasonable timeframe and will kindly remind families to depart if needed. Linger in play areas, classrooms or common spaces is discouraged unless it is part of a planned activity.

Please note: To ensure the smooth operation and safety of the service, families who continue to disregard departure expectations after three reminders within the same calendar year will incur a \$15 fee.

Absenteeism and Non-Notification

If your child will not be attending a pre-booked session, please mark their absence on the OWNA app via the Mark Child Not Attending section. Notifications are accessible via the OWNA app, which will automatically update the service roll and any potential casual bookings for other families. A roll is called at every session to ensure all children are present. Staff are instructed to follow up on any child who is not reported absent and not present at roll call.

Please note you will still be charged for sessions where your child is absent.

Non-notification fees

A non-notification occurs when the Centre is not notified of a child's absence by:

- 8:30 am for a Before School Care session.
- 3:00 pm for an After School Care session.

A non-notification warning will be issued for the first three occurrences in a calendar year. All further occurrences will incur a \$15 non-notification fee.

Managing Medical Conditions

If your child has a medical condition that requires medication or a management plan, please ensure this is documented on their enrolment form and discuss it with the Director prior to commencing care. If your child has any medical conditions such as anaphylaxis, allergies or asthma, the Centre must be provided with a copy of the action plan or medical management plan prepared by a medical practitioner.

Medication

If your child requires medication while in our care, parents must complete and sign a medication form detailing the child's name, date, type of medication, dosage, time to be

administered and the prescribing doctor's details. Medication must be provided in the original container showing the child's name, dosage, doctor's name and expiry date.

All medications are checked by a Responsible Person and double-checked by a second staff member before administering. A medication form must also be completed for non-prescription medicines such as Panadol or herbal remedies. Children must not carry medications in their bags.

For more information, please refer to our Medical Conditions Policy, available on OWNA under Documents and Policies.

Management of Incident, Injury, Trauma and Illness

If your child has an accident/ injury at the Centre, every effort will be made to make them comfortable until they are released into your care. WRBASC ensures that at a minimum, at least two staff members on every shift hold a current First Aid certificate.

Staff will assess the situation and may call a doctor or ambulance as necessary. A member of the leadership team will accompany any child who needs to be transported to hospital by ambulance. You will be contacted immediately. Details of all accidents will be recorded on an Incident, Injury, Trauma and Illness form and shared with you.

Illness

A child will be considered unwell if their temperature is above 38 degrees, they vomit, have diarrhoea, or have been given pain relief medication to ease a condition. We ask that children remain at home if any of the above applies.

If a child arrives at or becomes unwell while at the Centre, you will be notified and asked to collect your child promptly. All unwell children will be kept as comfortable as possible and separated from other children where practicable.

Although not excludable, colds can spread quickly through the Centre environment. We ask that you consider the wellbeing of all service users, including staff, and keep children home during these times where possible.

Children and staff will be excluded from the Centre if they have a contagious illness. Exclusion periods are based on NSW Health recommendations. Families will be notified via email of any excludable illness at the service, and all individual privacy rights will be upheld.

Any chronic conditions such as diabetes or asthma must be discussed with the Director and documented on the enrolment form.

Behaviour Guidance Support

At WRBASC we use positive, strengths-based guidance strategies that support children to develop self-regulation, resilience and respectful relationships. Our approach is grounded in the My Time, Our Place V2.0 framework and our Behaviour Guidance Policy.

Our educators listen to children, validate their experiences and work collaboratively with them to develop positive behaviour strategies. Where a child requires additional support, we work in partnership with families to develop a plan that meets their individual needs.

We are committed to ensuring every child feels safe, included and respected at WRBASC.

If the program cannot safely meet the child's needs

Where the program cannot safely meet a child's needs, the service is committed to open and transparent communication with families about next steps and the most appropriate pathway forward.

For more information, please refer to our Behaviour Guidance Policy, available on OWNA under Documents and Policies.

Feedback, Concerns and Grievances

At WRBASC we welcome feedback from families. It helps us continuously improve our service. We take all concerns seriously and will always respond with care, respect and confidentiality.

How to raise a concern

- Speak with a Team Leader, Assistant Director or Director at the service
- Contact the Director: director@westrydebasc.com.au | 02 9858 5114
- Submit written feedback via the feedback box at the service entry

If your concern is not resolved

Please contact the President of the WRBASC Management Committee:
president@westrydebasc.com.au

If your concern relates to child safety

Please speak with the Director or a Team Leader immediately. If your concern involves the Director, contact the Approved Provider directly via
committee@westrydebasc.com.au

You may also contact external authorities at any time:

- NSW Early Learning Commission: 1800 619 113 | information@earlylearningcommission.nsw.gov.au
- DCJ Child Protection Helpline: 132 111 (24 hours)

Our full Complaints and Grievances process is outlined in our Feedback, Complaints and Grievances Policy, available on OWNA under Documents and Policies.

Staying Connected

Newsletters

We publish a newsletter each term and a separate newsletter for each Vacation Care period. Newsletters include program highlights, important dates, child safe updates and service news. Newsletters are shared via OWNA and are available on our website.

Frequently Asked Questions

For quick answers to common questions about fees, bookings, sign in and out and more, please refer to our FAQ document available on OWNA and our website.

Our policies

All WRBASC policies are available on OWNA under Documents and Policies and on our website. Families are welcome to request a printed copy from the Director at any time.

Helpful Links

 OWNA Parent Portal: <https://portal.owna.com.au/login.aspx>

 Website: <https://www.westrydebeforeafterschoolcare.com.au/home.php>

 General enquiries: info@westrydebasc.com.au

 OWNA Parent Resource Package: <https://ownaportal.tawk.help/article/parent-guides-package>

 Questions? [Email](#) us or speak to our team. We are always happy to help.

WRBASC Family Handbook (previously Parent Handbook) | West Ryde Before and After School Care Inc. | Reviewed Term 3 2026 | Review Annually All policies referenced in this handbook are available on OWNA under Documents and Policies and on our website.