

FAMILY HANDBOOK 2026

Kyneton and Woodend

Phone: (03) 5422 2767

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

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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 – 8:45am
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 2026

	Start date	End date
2026 SUMMER HOLIDAYS	19 th December 2025	27 th January 2026
TERM 1 2026	27 th January 2026	27 th March 2026
TERM 1 HOLIDAYS	30 th April 2026	12 th April 2026
TERM 2 2026	13 th April 2026	26 th June 2026
TERM 2 HOLIDAYS	29 th June 2026	12 th July 2026
TERM 3 2025	13 th July 2026	18 th September 2026
TERM 3 HOLIDAYS	21 st September 2026	04 th October 2026
TERM 4 2026	05 th October 2026	18 th December 2026
2026/2027 CHRISTMAS HOLIDAYS	21 st December 2026	27 th January 2027

Public Holidays 2026

NEW YEAR'S DAY	Thursday 1 st January
Australia Day	Monday 26 th January
Labour Day	Monday 09 th March
Good Friday	Friday 3 rd April
Easter Monday	Monday 6 th April
Anzac Day	Saturday 25 th April
Kings Birthday	Monday 8 th June
AFL Grand Final	Subject to AFL schedule
Melbourne Cup	Tuesday 3 rd November
Kyneton Cup	Wednesday 4 th November
Christmas Day	Friday 25 th December
Boxing Day	Monday 28 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 | Milly | Carly |

Our Team

Meet the Team



Jules



Emily



Heidi



Chiara



Tanya



Darby



Ellie



Abbey



Milly



Carly



Laura



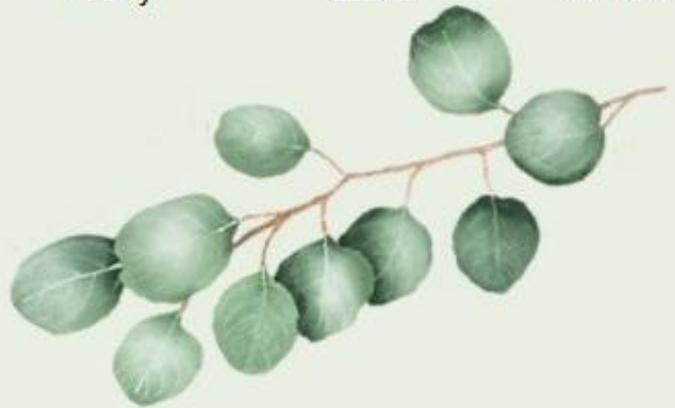
Jarrod



Mez



Bec (Mat Leave)



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, vape, 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.

Bug-A-Lugs adopts and aligns with the National Model Code and guidelines for taking images or videos of children. (See Safe Use of Digital Technologies and Online Environments Policy and Photographs/social media/promotion section below).

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 Bug-A-Lugs) have a current approved First Aid, CPR, 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

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 will never be over.

At Bug-A-Lugs:	1:15
Excursions:	1:15
Swimming/water-based activities:	1:15
Kindergarten	1:11

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 compliments 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 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 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

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's first and most influential educators.

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within Bug-A-Lugs 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. This documentation will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

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

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 or requires additional support, 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 authorisation for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide authorisation for the transportation of your child by an ambulance service
- provide authorisation 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 Bug-A-Lugs to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for the application of sunscreen and permission for an educator with current first aid to administer paracetamol in the event of a high fever. Parents must also provide the name, address and contact details of any person authorised to authorise Bug-A-Lugs 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 to and from Bug-A-Lugs.

Transportation

As part of our Service, we provide transportation between Bug-A-Lugs and Our Lady of the Rosary, Kyneton Primary and St Ambrose primary schools and other locations during school holidays whilst participating on excursions. The safety of Children and young people enrolled in Bug-A-Lugs 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 authorisation to take images and video of your child during normal activities and excursions. Images and video may also be used as part of our observation and programming process and shared with our Service app.

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

This authorisation can be withdrawn at any time by providing a written request to the nominated supervisor. Images and videos will be stored securely at Bug-A-Lugs and access available to authorised personal only. They will be deleted and destroyed when no longer required, or if retained for compliance purposes, kept for a period of 3 years after the child's last day of attendance.

Bug-A-Lugs adopts and aligns with 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 have strict protocols for appropriate storage of images and video.

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 family's social media.

Medical Conditions- Allergies, Asthma, Diabetes or Epilepsy

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 Bug-A-Lugs. 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 Bug-A-Lugs.

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).

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 - \$100 per day

Excursion Day - \$130 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.

Statement Of Fees

Each fortnight we will send you a statement via email before your fortnightly debit. 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.

Families are provided with access to Qikkids to access account information. Each family will be provided with individual log in details; families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

Payment Methods

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted fortnightly. Fees must be paid via Electronic Funds Transfer (EFT).

Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

Bonds

Other Fees & Charges:

Upon enrolment, you will be charged for the annual enrolment fee of \$25 plus the first weeks of care. Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

Penalties

- Overdue fees: \$10 per fortnight
- Late collection fee: \$15 per 15 minutes

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 the Service 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 who is claiming CCS payments for the child.

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 Bug-A-Lugs and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person claiming CCS for 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.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

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 confirm the enrolment information via the [MyGov website](#).

Allowable Absences

Parent/guardians must notify the Service by 2pm if a child is absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a \$5.00 fee applies per session for failure to notify us of your child/ren's absence. We encourage families to notify Bug-A-Lugs and your school if the child is transported as soon as possible, if your child will be absent for any day or session you have booked. It is recommended that absences are notified to Bug-A-Lugs by email or through our Qikkids app.

Child Care Subsidy will be paid for any absence from an approved childcare 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](#). Bug-A-Lugs charges fees for public holidays, CCS may be paid for sessions that fall on public holidays.

Public holidays will be counted as an absence if your child would normally have attended Bug-A-Lugs on that weekday, and fees have been charged for that day for your child. 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. If Bug-A-Lugs is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will be charged.

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.

Fees In Arrears/ Financial Support

If fees are outstanding after two weeks, we will impose a late payment fee of \$10.00 each fortnight

Should fees still be outstanding after three weeks, a debt recovery process will be implemented and additional late fee added to your account. Bug-A-Lugs reserves the right to suspend/withdraw your child's enrolment if your account is overdue after four weeks.

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.

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 see the nominated supervisor to obtain the required form to complete. Children 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.*

Service Closing Time and Late Collection Fees

Please be aware Bug-A-Lugs closes at 6:30pm. In accordance with National Regulations and licensing, we are not permitted to have children in the Service after 6:30pm. A late fee is incurred for children collected after 6.30pm.

The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at Bug-A-Lugs until all children are collected.

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 within an hour of Bug-A-Lugs closing, we may need to contact the Police or other authorities to take responsibility of your child.

Permanent And Casual Bookings

Permanent bookings are an ongoing booking that:

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

Casual bookings are a 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
- if cancelled you will still be required to pay the daily fee.

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 who are:

- o at risk of serious abuse or neglect
- o a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Payment Calendar 2026

Bug-A-Lugs2026

JANUARY						
Su	Mo	Tu	We	Th	Fr	Sa
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4	5	6	7	8	9	10
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FEBRUARY						
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DECEMBER						
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 Family Statements

 Account Debit Day

Before and After School Routine

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 8:00am. 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

Bug-A-Lugs provides Holiday Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days. The program and booking form will be distributed to parents in week 8 of term. Parents/guardians will need to complete and return by the specified cut-off date in order to secure your child/ren's position.

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 main activities usually start at around 11:00am (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) and mustard. 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.

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).
- If you join us in Kyneton, your child/children and young people will require socks for the playground.

Transporting Children

Transporting Children

Bug-A-Lugs does not assume 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 children travelling to the OSHC program by bus, car, or any other external transport not staffed by Bug-A-Lugs.

Organs Bus Lines, our minibus, and our staff car will be 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 minimised 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.

Service Policies and Procedures

You will find a copy of Bug-A-Lugs policies and procedures at each centre, they can also be emailed to you. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law, National 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 Bug-A-Lugs 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 Bug-A-Lugs 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.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our online kiosk by an authorised person. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at Bug-A-Lugs.

No child will be allowed to leave Bug-A-Lugs 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 not known to educators. No child is permitted to travel home or to another activity on their own.

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 are able to access a range of technologies 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. Permission for children to use computers and other technology is requested during enrolment.

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 involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones or electronic devices are not permitted to be used in Bug-A-Lugs as we provide a balance of activities for students where an electronic device is not required. Some children and young people with a disability or health condition, may rely on the use of an electronic 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 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 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.

Food/Menu

Bug-A-Lugs provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide breakfast, afternoon tea and a late snack.

A weekly menu will be on display near the front entry. Children 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'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.

BEHAVIOUR GUIDANCE

Behaviour Guidance

Educators follow a *Behaviour Guidance Policy* that extends across the whole Bug-A-Lugs giving consistency of expectations. This policy allows children and young people to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Bug-A-Lugs has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

Educators will identify and implement strategies to guide and support children's behaviour and develop individual behaviour guidance plans as required, however Bug-A-Lugs may review a child's enrolment status if their behaviour poses a risk to themselves, others, or continues despite the use of supportive strategies and collaboration with the family. If you require further information on this policy, please ask educators and refer to the Policy manual.

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 Bug-A-Lugs setting given the amount of time children have been non-active in the classroom throughout the day.

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

Physical play provides children 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

Our OSHC Service is passionate about sustainability. We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children 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'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 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 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.

Sun Safety

We work with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times. 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 Vacation Care. If your child requires sensitive sunscreen, please supply it.

Sun Hat

A sun protective hat must be worn every day in Term 1 and Term 4, when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

Parent Participation and Feedback

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 Bug-A-Lugs and sharing skills and experiences that the children and the program will benefit from and providing feedback.

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 your child's educator at a time that suits you throughout the year and offer email, SMS, Facebook, Newsletters, Day

Book and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of Bug-A-Lugs 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 *Dealing with Complaints 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 via email or speaking with an educator. You are welcome to take a copy home and review at your leisure.

Family Involvement

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 your child's 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 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

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

Reading

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting Bug-A-Lugs.

Recyclable Items

We are always on the lookout for recyclable items for the rooms. 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.

Special Events

Bug-A-Lugs might organise special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

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 your child's educator or the nominated supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

Community Information

We have community information at the front area in Kyneton and on the front table in Woodend. This is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

Health & Hygiene

Health, Safety and 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.

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 visitors to Bug-A-Lugs wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand-washing techniques to children and regularly clean and disinfect high touch objects throughout Bug-A-Lugs to reduce the spread of infection.

When Should I Not Send My Child to Bug-A-Lugs?

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 vacation 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 within a 30-minute time frame where possible. 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 our Service is notified.

Children who are on antibiotics are to be kept away from the Service 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 24 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 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	<p>Exclude until the temperature remains normal, unless the fever has a known non-infectious cause.</p> <p>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.</p> <p>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.</p>
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 24 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	<p>Not excluded, as long as effective treatment begins before the next attendance at the Service.</p> <p>The child does not need to be sent home immediately if head lice are detected</p>
Hib (Haemophilus influenza type b)	Exclude until the person has received treatment for at least 4 days
Measles	<p>Exclude for at least 4 days after the rash appeared.</p> <p>See the guidelines for contact exclusions</p>
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) 	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry. Cover sores with a dressing, if possible.
<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 	Exclude until the day after starting treatment For impetigo, cover any sores on exposed skin with a watertight dressing
<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)	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. See the guidelines for contact exclusions
Worms	Not excluded

Immunisation

When enrolling your child at Bug-A-Lugs 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 with the National Immunisation Program (NIP) Schedule.

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

Medication

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

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)

- in its original packaging and have the original label clearly showing your child's name
- 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 Bug-A-Lugs 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*.

Children may self-administer medication provided written authorisation is provided on the child's enrolment form. Medication must be provided to educators at the start of the session. An *Administration of Medication Record* must be completed at the start of the session and at the end of the session to acknowledge the dose and time medication was administered.

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 sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout Bug-A-Lugs.

Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge and sign an *Incident, Injury, Trauma and Illness Record*. In the event of a minor injury, first aid will be provided as required. If your child injures their head, even if it is a small bump, you will be contacted by phone to advise of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them, if emergency medical treatment is required following a head injury, educators will contact emergency services.

If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor/responsible person will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at Bug-A-Lugs, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that the cost of 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. Bug-A-Lugs 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 our Service.

Safety in Bug-A-Lugs

Safety

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 rehearsals. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation rehearsals 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 rehearsals every three months, but we do them monthly. Parent/guardian authorisation will be obtained for emergency evacuation rehearsals which require children to leave Bug-A-Lugs premises to our secondary evacuation point.

Educators are trained to use fire safety equipment located within Bug-A-Lugs. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated. Educators will follow the instructions of emergency services and the regulatory in times of emergencies.

Drop Off and Pick Up Time

We ask that parents be extremely mindful of danger when arriving and departing from Bug-A-Lugs and closely supervise your child/ren. Children and young people will be effectively supervised at all times while attending Bug-A-Lugs.

- Please always hold young children's hands in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- 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 do not enter areas in the Service that are for adults/staff only.

Workplace Health and Safety

We are committed in 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 persons to our Service to adhere to our policies regarding Workplace 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 to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of Bug-A-Lugs. 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.

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. [Click here](#) to join our Private Facebook page

We promote safety and wellbeing of all children 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. We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

Privacy and Confidentiality

Privacy and 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 the Service 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 the Service's app, 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 Bug-A-Lugs 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 is available in our *Record Keeping and Retention Policy*.

Parent Acknowledgement

Parent Acknowledgement

I/we have read this handbook carefully and agree to comply with the requirements set out in this handbook and in the 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.

Privacy Statement

Bug-A-Lugs will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the Service. The privacy of all information provided is paramount which we as a Service will protect at all times.

Personal information gathered by Bug-A-Lugs may be accessed by and exchanged with staff educating and caring for a child, by administrative staff or for legal requirements. Personal information collected may include, medical information, income and financial details, contact information, children's developmental records, legal information, employment/marital information, qualifications, staff entitlements, and information required under the National Law and National Regulations.

We may disclose personal information where we are permitted or obligated to do by Australian law. This may include

- Government employees
- Authorised officers during Assessment and Rating
- Software companies that provide computer based educational programs which use children's personal information
- Lawyers in relation to a legal claim
- Debt collection agency where fees are outstanding
- Officers carrying out an external dispute resolution process
- Protecting individuals from serious misconduct or to prevent a serious threat to a life, health or safety.

Personal information is stored in a safe and secure manner, using locked filing cabinets or password protected database and computer. Information is backed up electronically and stored securely. Hard copy information is stored securely at the Service and archived in accordance with regulatory requirements when no longer needed.

Bug-A-Lugs will gather written authorisation prior to disclosing personal information. This may include, displaying medical plans or early intervention services. We are committed to safeguarding and protecting the privacy of personal information and adhere to the Australian Privacy Principles. By providing our service with personal information, you consent to the collection, storage and use of personal information in the ways described in our policy and collection statement.

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