

# North Kiama Out Of School Hours Care Inc.

## Information Handbook 2018



Welcome to North Kiama Out Of School Hours Care (NKOOSH). This booklet will help you understand how the centre works and what your responsibilities are as a parent user of the service.

### *PHILOSOPHY*

#### *DEFINITION:*

*The philosophy is an expression of the purpose, values and beliefs of your service. It states what you as a service aim to provide for the children and families in your community. It is the foundation on which to build your goals, policies and procedures and will direct the focus of everything that happens in the service.*

#### *North Kiama OOSH's Philosophy*

*North Kiama OSHC endeavour to provide the highest level of care and education for each individual child in a warm, nurturing and safe environment. By creating a feeling of acceptance and sense of belonging, we provide an environment which enables each child to feel safe and secure.*

*"In school age care, and throughout life, relationships are crucial to a sense of belonging. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children are and who they can become".MTOP*

*Our programs are educationally appropriate and stimulating, assisting the development of the whole child, their physical, social, emotional, cognitive, and creative domains. Indoor and outdoor experiences are offered in both small and group situations. Our programs cater for the needs and interests of the group and of individual children.*

*We endeavour to create a welcoming environment, where all children and families are respected and are encouraged to actively collaborate with educators about program decisions to ensure that experiences are meaningful.*

*We aim to maintain inclusiveness, accepting the appreciation of Australia's multicultural society, enhancing the children's awareness of, and respect for cultural differences and similarities.*

*We believe every child has the right to engage in play, recreation opportunities, and cultural and artistically diverse lifestyles. We maintain and foster positive communication and relationships between staff, children, families, schools and the community.*

*Through implementation of the My Time Our Place Framework (MTOF) we build on children's interests and knowledge as individuals within the group and wider community. We look at developing the child as a whole by linking their learning and environment to the MTOF's five Learning Outcomes, principles, and practices.*

## **MANAGEMENT COMMITTEE**

NKOOSH, which is an incorporated Association registered with the Department of Fair Trading, operates as a non – profit organisation.

A parent based Management Committee; (consisting of a President, Vice President, Secretary, Treasurer and lower committee positions), volunteer their time to oversee the smooth running of the centre. Committee meetings are held on a regular basis throughout the year (usually 6 per year) and parent participation is encouraged. Notice of meetings are displayed in the school newsletter and on the noticeboard in the centre.

## **OPENING TIMES**

Before School Care (BSC)	7am – 9am
After School Care (ASC)	3pm – 6pm
Vacation Care (VAC)	7.30am – 5.30pm
Pupil Free Day (PFD)	7.30am – 5.30pm

## **SERVICE ACCESS**

The Centre aims to provide places for school aged children needing care during their time out of school hours. We will not discriminate against any families needing care however priority of access will be determined by the Department of Family and Community Services and placement on the waiting list.

The centre will be available for children who are currently enrolled at school. No one will be discriminated against on the basis of his or her cultural background, religion, sex, disability, marital status or income. The centre will try to meet any specific needs of the families in the local community.

Under agreement with the Commonwealth Government Department of Family and Community Services, the main priority for a place in the centre will be given to:

- Working parents
- Parent's seeking work
- Parents studying for work purposes.

Other places will be available if not filled by the above priorities. A waiting list will be developed and updated regularly which identifies priority of access eligibility, date placed on list and required days of care.

Placement from the waiting list is determined by priority of access guidelines, siblings of children already in care, and date of placement on the waiting list. Parents are able to access their status on the waiting list on request.

## **ENROLMENT / ORIENTATION**

When enrolling your child, an enrolment form must be complete and a current photo of your child provided for identification purposes. The Co-ordinator is to go through the form with the parents prior to starting care to ensure all the details have been completed. When a parent is having difficulty in

completing the form, an enrolment interview should be conducted and, if necessary, organised in the parent's first language.

The enrolment form must contain all relevant details relating to personal, medical and custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child. If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court. Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future. Your child will be teamed up with an older child (Buddy) and introduced to children their own age on enrolment to make the new transition into the centre easier for your child to settle in.

### **ACTIVITIES / CHILDRENS PARTICIPATION**

Children are encouraged to develop with staff a range of indoor/outdoor activities that are programmed for the children on a daily basis.

Children are encouraged to play and relax in a safe, caring and stimulating environment. The Centre encourages the children to have a healthy respect for themselves and other people. The weekly program is displayed on the notice board for parents and children to view in their own time.

### **STAFF RATIOS**

The centre operates on a minimum 1-15 ratio with a minimum of 2 staff present at all times.

On excursions, the centre operates on a minimum 1-8 ratio. If the excursion includes swimming, the centre operates on a minimum 1-5 ratio.

### **FOOD**

The centre aims to provide nutritious and varied food to encourage healthy eating habits of children. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. The centre aims to provide the children with an eating environment that promotes family and multicultural values.

**BSC** Cereal and Toast is always available.

**ASC** The centre provides a balance of foods that are nutritious and filling. Fruit is offered daily.

**VAC and PFD** All food is to be provided by parents unless the program states otherwise.

**WATER IS AVAILABLE AT ALL TIMES OF THE DAY.**

### **SUN PROTECTION/CLOTHING/FOOTWEAR**

**We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.**

Children will be encouraged to wear sun safe hats that protect the face, neck and ears when outside. Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV alert is 3 or above.

**CHILDREN MUST WEAR SUITABLE FOOTWEAR EVERYDAY NO THONGS OR SLIP ON SHOES ARE PERMITTED.**

### **FEES**

<b>Session</b>	<b>Permanent</b>	<b>Casual</b>
<b>Before School Care</b>	<b>\$15.00</b>	<b>\$18.00</b>
<b>After School Care</b>	<b>\$25.00</b>	<b>\$30.00</b>

<b>Kiama After School Care</b>	<b>\$30.00</b>	<b>\$35.00</b>
<b>Vacation Care – Pupil Free Days</b> <b>Price includes Excursion costs.</b> <b>Transport Costs Extra</b>	<b>\$60.00</b>	<b>\$65.00</b>

### **Child Care Subsidy**

Child Care Subsidy (CCS) is a payment made by the Australian Government directly to the service to assist with the cost of quality childcare. Your family’s eligibility for CCS is assessed by information provided by you to Centrelink through your myGov account. It is your responsibility to complete CCS registration. Full fees must be paid until CCS has been approved. FAO is not backdating now. Further information can be accessed from the FAO by calling 13 61 50 or visiting [www.centerlink.gov.au](http://www.centerlink.gov.au).

### **Definition of a Permanent Booking**

A discounted session rate is available for permanent bookings. Permanent bookings are those bookings where the same weekly sessions have been scheduled for your child. **You are charged if your child is absent from a permanent session unless three days written notice is given of any changes.** Please notify staff in writing if your child will not be attending at their scheduled session.

### **Definition of a Casual Booking**

Casual bookings are available. Please contact the centre to book children into a session.

### **Changes to bookings:**

After School Care: No fee is charged if at least three days’ notice is given. **Vacation Care the fee is charged at full rate if there are changes to bookings due to rosters and staff requirements.**

### **Absence due to illness:**

No fee is charged if a child is absent due to illness and the Centre is **notified by 12:00 pm on the day.** A medical certificate must be provided by 5pm Friday of the week the illness occurred. (Absences when a child is sick but no certificate is provided will be charged full fee.)

### **Other absences:**

All other absences will be charged full fee.

The Federal Government allow families to claim a maximum of 42 days of Child Care Benefit on days children are booked into care but are unable to attend. For children in Out of School Hours Care this will include days where they are booked for Before After and Vacation care.

Allowable absences are paid for up to 42 days per financial year and can be taken for any reason.

In some circumstances you may be entitled to additional absence days but you may need to provide supporting document for this. Reasons for additional absences may include:

- Illness (with a medical certificate) or other absence due to sickness of the child, a parent or sibling, supported by a medical certificate
- Non immunisation
- Temporary closure of a school or pupil free days
- Period of local emergency
- Shared Care arrangements due to court order, parental plan or parenting order
- Other exceptional circumstances.

## ***PAYMENT OPTIONS***

1. **CASH AT BENDIGO BANK CENTRAL AVE OAK FLATS/SHELLHARBOUR**
2. **EFTPOS AT THE CENTRE**
3. **INTERNET BANKING**
4. **CHEQUE/MONEY ORDER**

*Please note when paying cash or Internet banking make sure the teller adds your name on the receipt so it can be credited to your account.*

*Due to the increased number of bank fees and that we are a non profit organisation.*

### **EQUIPMENT FEE**

An equipment fee is charged per family. This is an annual fee and is payable during first term or the first time children attend if enrolling throughout the year. The fee being:

\$25.00 -for 1 child

\$45.00 – for 2 children

\$55.00 – for 3 or more children.

This fee covers all craft costs and the replacement of equipment. The fee is payable during the first term the child is attending the centre.

### **PAYMENT OF FEES**

Invoices are issued on a weekly basis at the centre. Fees are to be paid at all times on a weekly or fortnightly basis unless arrangements have been made with the Co-ordinator. Childcare Benefit is available to those eligible from Family Assistance Office.

### **DROPPING OFF AND PICKING UP CHILDREN**

The Centre aims to provide a procedure for dropping off and picking up children which is clear and ensures the safety and well being of the children in care. Parents are required to follow specific communication procedures to ensure appropriate care of their children is provided.

Parents must sign in/sign out their child/children on the digital kiosk each session.

The centre invites all new families to view the centre at any time convenient to them before their child attends.

An enrolment form must be fully completed for each family before the child can attend the centre.

### **DROPPING OFF**

Children are not to be left at the centre at any time prior to the opening hours for the centre.

On arrival the person bringing the child is responsible to sign the child in on the kiosk.

Any points of information are to be recorded in the daybook, such as any particular requirements for the day or any changes to who will collect the child. A notification of change will be completed in writing.

Children are to place their belongings on the bag hooks provided outside the centre.

The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the centre and that any special needs are communicated. Should a child require medication of any kind, parents must fill in and sign the medication form.

### **PICKING UP**

Children must be collected by the closing time of the centre. The authorised person who is collecting the child must sign the sign-out sheet next to the child's name, indicating the time of departure. The authorised person and children are to ensure that all belongings are collected.

The authorised person must ensure that a staff member is aware that they are taking the child from the centre. Staff are to be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety. If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change should be confirmed in writing by fax, if possible, and the person picking up the child is asked to bring identification. The names and contact numbers of all people authorised to

collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible. The authorised person is required to give proof of identification to staff if they have not seen them previously. The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.

If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of identity eg licence or Medicare card. If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

### **ABSENT CHILDREN**

Children are not permitted to go outside the front gate without the authorised pick up person. Parents/guardians are to advise the centre if their child will be absent on a day that they are booked into care.

If parents are aware before hand they must:

- Inform a staff member for the day of expected absence

If parents do not know until the day they must:

- Ring the centre and inform a staff member, as early as possible before 2.30 pm. Where possible this change should be confirmed in writing by fax.

Parents must ring and inform the centre when the child returns to school after an absence to notify staff that their child will be attending the centre on that afternoon.

If a child does not turn up staff will call parents to notify them. If parents are not available staff will continue to call until contact is made, or they will start ringing the emergency contacts. If the child attended school and is expected to attend the centre, then the staff member will:

- Inform the school of the missing child.
- Ask them to find out if the teacher is aware of the parent or anyone else collecting the child and assist in the search of the school area.
- Ensure all the other children are well supervised during this time.

If the child is still not found then the staff member will

- Try to make contact with the parent or authorised person to inform them and find out any further information
- Continue to make contact with the school.
- Arrange for appropriate staffing levels and send a staff member to look in the local area or follow up on any leads regarding the child going to a friend's home.

If the child remains missing:

- The parents/authorised persons are to be kept informed
- The police are to be contacted.

### **LATE COLLECTION OF CHILDREN**

Children must be collected by 6pm each day or a late fee will be charged after closure at the rate of \$1.00 per minute per child. Late fees must be paid within two weeks.

Parents should phone the centre if unavoidably detained to specify what alternate arrangements should be made. If by 6.10 pm the child has not been collected, the nominated emergency contact will be phoned. If no arrangements can be made, the Department of Community Services will be contacted to discuss the child's care for the evening.

## **NOTES FOR PARENTS/CONFIDENTIALITY**

Because of the Department of Education Policy and for confidentiality reasons we do not have access to school records. Therefore please relay any details about your child that you feel are relevant to their well being to the centre staff. The Centre aims to ensure that all appropriate and required records are kept for the specified period of time. The Centre will protect the privacy and confidentiality of all clients, staff and management of the centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know, although staff will work in conjunction with the child's school and professionals to develop behaviour management plans if needed.

## **PARENT PARTICIPATION**

Parents can assist by attending Management Committee Meetings, sharing skills and interests with children and staff and fundraising for the centre.

Please inform the Co-Ordinator in writing, in person, or by phone if:

- Change of address or phone number occurs.
- Someone different is picking up your child.
- Your child is sick or going on holidays
- Custody access arrangements and relevant court orders change.
- Changes to your employment occur.
- Emergency contact person changes.
- You wish to terminate your booking at the centre.
- You are having difficulties paying fees on time.
- Your child is having trouble or is unhappy at the centre.

Children must not leave the centre except in the manner indicated on the enrolment form. Alternative arrangements must be communicated to the Co-ordinator in advance.

## **BEHAVIOUR MANAGEMENT POLICY**

The first five days of care are a settling in period. During this time it should be established that:

1. The welfare and needs of the child and other children can be met.
2. The child is not a danger to him/herself or other children.

If this is not the case, policies relating to the above may result in exclusion from the centre.

Parents are encouraged to communicate with staff over any concerns or ideas they may have to assist the centre in providing a happy, safe and secure environment.

## **CODE OF BEHAVIOUR**

A guide to acceptable behaviour at North Kiama Out Of School Hours Care. (NKOOSH)

All children will:

- Behave sensibly, in safe, designated areas
- Keep the environment clean and tidy
- Respect others, school and personal property
- Be punctual, polite and friendly at all times
- Follow staff directions/instructions
- Follow rules of the centre

The following behaviours will not be tolerated:

- Bullying
- Disobedience
- Fighting
- Dangerous behaviour (to self and or others)
- Throwing objects
- Rudeness / insolence / disrespectfulness
- Stealing

Definition of bullying – repeatedly hurting another person who is less powerful, either physically or psychologically. It may take the form of physical bullying, verbal bullying or indirect bullying such as spreading untrue stories or excluding others from a game or group.

## **RULES OF THE CENTRE**

North Kiama Out Of School Hours Care rules:

Children are expected to follow these simple rules whilst attending the centre:

1. Children are not to leave the centre without a staff member or their nominated pickup person.
2. Children are to maintain common courtesies to both each other and centre staff.
3. Children should refrain from using offensive language and unacceptable behaviour.
4. Unsafe games and the use of physical violence are not accepted.
5. Children are expected to assist with the cleaning up, and putting away of equipment.
6. Any equipment deliberately damaged is to be replaced.
7. No climbing of trees or fences.
8. Children are to play within the centre boundaries unless with a staff member.

## **COMPLAINTS PROCEDURES**

The Centre believes that parents have an important role in the running of the centre and value parent's comments. The Centre aims to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

If a parent has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. They can also make notes in our parent communication book without leaving a name if they prefer.

## **EMERGENCY PROCEDURES**

The Centre aims to provide an environment that provides for the safety and well being of the children at all times. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken.

## **FIRST AID**

The Centre believes that first aid equipment and facilities should be available to all staff, children and visitors in the centre and while on excursions. All staff will be encouraged to undertake first aid training as part of their conditions of employment to ensure full and proper care of all is maintained.

## **ACCIDENTS**

The Centre will ensure the safety and well being of staff, children and visitors, within the centre and on excursions, through proper care and attention in the event of an accident. The centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents or emergency contact will be informed immediately where the accident is serious.

## **ILLNESS AND INFECTIOUS DISEASE**

The Centre aims to provide a safe and hygienic environment that will promote the health of the children. As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health, parents will be asked not to bring sick children to the centre and to collect children who are unwell. All care and consideration will be given to the child who becomes ill while at the centre. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health.

## **IMMUNISATION**

The Centre respects the right of individual parents whether to immunise or not to immunise their children. However children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Proof of immunisation will be sought at enrolment stage and recorded in the enrolment form.

## **MEDICATION**

We aim to ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children.

To ensure the interest of staff, children and parents are not compromised; medication will only be administered with the explicit permission of the parents or, in the case of an emergency with the permission of a medical practitioner. Specific consideration will also be given to children who are carrying medication in their school bags.

Parents who wish medication to be administered to their child at the centre will complete the medication form providing the following information.

- Name of medication
- Date, exact time and dosage to be administered.
- Signature.

Medication must be given directly to an authorised staff member and not left in the child's bag.

Parents and staff are to ensure the details on the form are clear and clarify any questions.

Staff will store the medication in the designated secure place, clearly labelled. Staff will ensure that medication is kept out of reach of the children at all times.

Medication will only be administered from its original packaging and by authorised staff member. Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date.

Authorisation from anyone other than the parents cannot be accepted. If anyone other than the parent is bringing the child to the centre, a written permission note from the parent, including the above information must accompany the medication.

Before medication is given to a child, the authorised staff member who is administering the medication will verify the correct dosage with another staff member.

A second staff member is to witness the administration of the medication recording details on the medication form.

**A DETAILED POLICY AND PROCEDURE MANUAL IS AVAILABLE FOR PARENTS TO VIEW AT THE CENTRE AT ALL TIMES.**

**These policies and procedures are reviewed and evaluated annually.**



