



Parent Handbook

Dear Parents/Guardians,

Welcome to the Kariong Out of School Hours Care.

This booklet has been prepared to give families a better understanding of how the service operates. Please read the following information carefully and contact the staff if you have any further enquires. Your child's safety and happiness is very important to us and we are always available to discuss any concerns or problems that may arise.

***If you would like to enroll your child in our service
Please read the information and follow the link to enroll
<https://kariongoosh.hubworks.com.au/>***

ph. 4340 4561 or email oosh@knc.net.au

Service Philosophy

The Kariong Out Of School Hours Care Service is committed to providing a safe, caring, warm and friendly environment whilst ensuring our children aged 4-14 years retain a strong sense of identity and positive self-concept. We are guided by the My Time Our Place Framework where we encourage the children to feel connected and able to contribute to the world around them through positive interactions and an acceptance of diversity and fairness. Our program evolves around the needs and interests of the children as they are included in the process to ensure that they retain a strong sense of belonging, being and becoming, so that they become confident, involved learners and effective communicators to guide them positively into their future years. The Service promotes an individual sense of worth, guides friendships with peers through positive and co-operative behaviours to ensure the children remain happy, engaged and relaxed through their play.

The Centre

The Kariong OOSH Services Centre caters for children from 4 to 14 years, during the hours of 6.30am to the commencement of school and from 2.30pm-6.30pm on each school day. During Vacation Care and on Staff Development days (pupil free days) the Centre is open from 6.30am-6.30pm.

The Service is a member of the following networks and professional bodies:

- Central Coast OOSH Forum
- Central Coast Children's Multicultural Resource Centre
- Network of Community Activities
- Children's Services Central

Should you require any information regarding community resources or support networks, please speak with the Daily Supervisor or contact the Neighbourhood Centre directly. The Centre has available a list of local resources as well as topical information pamphlets for your information and assistance.

Policies and Procedures

All of our services policies and procedures are available for families to view and copies can be obtained from the centre. These are revised annually. Please feel free at any time to place suggestions in the suggestion box in regards to these practices as they will be taken into consideration when being reviewed. Notification of changes will be issued via newsletters or in updated changes in this handbook.

Diversity, Inclusion and Anti-Bias

Staff shall accept and value every parent and child regardless of gender or ability. Staff are aware of the way in which they treat individual children in regards to language, attitudes, assumption and expectation, and will treat all children in the same manner.

The program will present positive experiences for the children, which are not based on gender stereotypes. All children will be encouraged to try a variety of activities and staff will provide a range of

equipment and resources, which will meet the needs of all children. The Centre is committed to the elimination of discrimination and thus ensuring that all parents and children will be treated fairly and equally at our service.

Priority of Access

In accordance with the guidelines laid down by the Office of Child Care in the Commonwealth Department of Health and Family Services. The following groups are regarded as having priority of access to the Centre in the following order

- Priority 1 a child at risk of serious abuse or neglect.
- Priority 2 a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.
- Priority 3 any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on lower incomes
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents.
- Children whose parents are both actively employed outside the home
- Children whose parents are full time students
- Children with special needs

Fees

We aim to provide a quality, nurturing and safe environment for the children that are affordable for the families of the Kariong community.

Fees Payable in Advance:

- Fees are to be kept one week in advance at all times.
- Normal fees apply to Public Holidays, sick days, family holidays and any other absence.
- Fees are not charged for days when the Service is closed *outside of Public Holidays*. Child Care Benefit is paid for a child's absences up to 42 days per child each financial year.
- The Service does not exchange days of care and does not arrange make up days.

Cancellations:

- **Permanent bookings** are still charged if your child is absent, unless **1 weeks/ 7 days** cancellation notice is given.
- **Casual bookings** are charged once booked, unless **1 day / 24hours** cancellation notice is given.
- **Vacation Care** – bookings cancelled within 7 days of the session will incur a 25% cancellation fee to cover Staff costs

Method of Payment:

- Fees can be paid any time by Netbank or at the Kariong Neighbourhood Centre between the hours of 6:30am – 6:30pm by EFTPOS.

Review of Fees:

- Fees will be set on an annual basis (financial year) by the KNC board based on the annual budget and ensuring that the required income will be received to run the service efficiently.
- Parents will be given at least **2 weeks'** notice of any changes to fees.

Child Care Benefit Scheme:

- Your fees are reduced by the amount of your Child Care Benefit and Rebate. If you have registered with the Family Assistance Office, and provide accurate information at enrolment, your CCB is automatically deducted from your fees. This is done at the end of each week when the attendance records are uploaded to Centrelink.
- The final amount may vary from the estimate if an adjustment to your notified percentage or some other factor has been taken into account by Centrelink. The Service has no control over these matters and does not determine the amount of the CCB. CCB reduces the amount of fees that you pay based on family income.
- Information on how to apply for CCB is available through Centrelink. Website - humanservices.gov.au or ph 136 150

Notification of Holidays:

- If you wish to withdraw your child from Before and/or After School Care for a holiday of 3 or more consecutive working days during school term, then you must give at least **1 weeks'** prior notice in writing.
- Booking fees for permanent days will still apply if such notice is not given.

Non-Notification Fee:

- If you fail to give the required cancellation notice then a non-notification fee of \$5.00 per child per day will be charged to your account, in addition to the usual booking fees.

Late Departure Charges:

- An additional fee of **\$20.00 per child** per half hour will be charged if your child is collected **after 6:30pm**, If this occurs regularly your child's position in the service may be jeopardised.

Pupil Free Days:

- On school pupil free days the Centre will operate between the hours of 6:30am to 6:30pm and the fees will be the same as for vacation care. There is no reduction in fees for lesser hours. ***You must book for the day even if your child normally attends Before and/or After School Care as Vacation Care is deemed to be casual bookings.***

Termination of Attendance:

- To terminate your child's attendance at Before and/or After School Care you must give at least **1 weeks' notice in writing which must be handed to the daily supervisor.**

Statements:

- Statements are emailed to families. Statements can be reprinted in hard copy on request.

Overdue Fees:

- Parents are encouraged to discuss any difficulties they may have in paying fees with the KNC Manager before they fall into arrears. We will then try to work with the families to make suitable arrangements for payment.
- If fees are in arrears and no previous arrangements have been made with the KNC Manager regarding payment, the Centre will:
 1. Send a reminder note or contact you directly regarding the amount owing,
 2. Make a follow up phone call to remind you of your outstanding account,
 3. Create a payment plan between families and OOSH.
 4. If the debt is not fully repaid within **3 weeks** after the initial contact, ***your account will be sent to a debt collection agency and your child may be refused attendance to the service.***
- If arrangements have been made with the KNC manager and KNC treasurer of the board regarding payment and you fail to make the agreed payments for at least 4 weeks, then

your account may be sent to a debt collection agency AND YOUR CHILD MAY BE REFUSED ATTENDANCE TO OUR SERVICE UNTIL THE DEBT IS CLEARED.

Arrivals and Departures

- A supervisor is appointed for each shift. This information is displayed on the window outside the OOSH office.
- ***Children are not to be left at the centre at any time prior to the opening hours of the centre.***
- On arrival, the person bringing the child is responsible to **sign the child on the sign-on sheet** next to the child's name, indicating time of arrival.
- Any points of information are to be recorded on an amendment form and handed to a staff member. (e.g. changes on who is collecting a child)
- The person dropping off a child must ensure that a staff member is aware of the child's presence before leaving the centre, and that any special needs, medication etc. are communicated with the Supervisor in charge.
- All children must be signed out upon departure and the time of departure noted on the sign out form. Please ensure that staff are aware that you are departing with your child.
- At the time of collecting your child please check if there are any relevant notes or messages concerning your child. a message of "please see staff" on the roll indicates that the parent/carer is to **talk to a staff member re: incident/accident**
Please refer to Dropping Off and Child Collection Policy for further information.

Missing Child

A Child Missing from the School Pick up.

If a child is not at the designated school pick up area, but has not been cancelled for that day the following steps will take place:

Staff will check with teachers and the school office if the child has attended school, and if they know the child's whereabouts. On returning to the Centre parents will be contacted.

In the event of the parents not being contactable emergency contacts will be notified.

A Child Missing from the Centre.

If a child leaves the Centre without permission every effort will be made by staff to search for the child (without leaving the other children unsupervised). If the child is not found, parents will be notified immediately by the supervisor in charge. If parents are un-contactable Police will be notified.

Parental Custody

The Co-ordinator should be made aware by the parent of any court order in relation to the custody of their child. A copy of such a court order is to be copied and attached to the enrolment form for the child. Supervisors on shifts with the children will be notified. A parent cannot be refused access to the child if there is no court order applicable to the child. In the event of the non custodial parent attempting to take the child from the Centre without permission, the custodial parent will be notified immediately and staff will make every effort to keep the child at the Centre without physically putting themselves at risk.

Child Protection

All of our permanent and casual employees undergo a Working with Children check and are informed on Mandatory Reporting. We have a process in place on how, when and who to contact in regard to keeping children safe. Staff follows regulations and Centre policy and procedures relating to child protection.

The Centre takes no responsibility or liability for arrangements or contact with families outside of the centre's opening hours

Accident/ Incident

All of our staff hold a current First Aid Certificate. If a child is involved in an accident, the nearest staff member will attend and all first aid procedures will be adhered to. A written report will be compiled and must be signed by a parent/guardian at collection of the child on that day. If any

medical treatment by doctor or ambulance is required parents will be contacted and the necessary help will be sought. A staff member will stay with the child at all times and where possible will accompany the child for treatment if the parents don't arrive in time to accompany the child. A written agreement is obtained from the parent/guardian on the enrolment form to allow the supervisor to obtain medical assistance if required. All financial costs for the child's medical expenses, including ambulance costs are the parents/guardian's responsibility.

Behaviour Guidance

We provide an environment where all children, staff and parents feel safe, secure and cared for. This environment encourages co-operation and positive interactions between all persons. Rules will be clearly established based on factors such as safety and respect for others. Positive behaviour and self-discipline skills will be encouraged by all staff and developed through modelling positive behaviour and interaction.

- Praise and appreciation will always be given when appropriate behaviour is expressed, building on children's strengths and achievements.
- All rules will be promoted in a positive manner and reinforced consistently through discussions, interactions and modelling.
- All rules are displayed on the parent notice board. The rules are referred to and discussed with children at least monthly or more often when needed.
- If inappropriate behaviour continues, it will be documented on a Behaviour Report "Stop, Think and Do" program sheet will be given to the child to complete with assistance from the staff member this is to involve the child in managing their own behaviour and taking acceptance of the behaviour. Staff will support the child's completion and signing of this form. Parents must sign the stop think do form as well as the behaviour report on collection of the child from care or within 24hours of the incident.
- For consistency with all staff, children's behaviour towards other children, staff and self will be written into the staff communication diary so all staff are aware of any issues or incidents with children's behaviour.
- If behaviour is consistently inappropriate after the above steps have been taken, the child will be excluded from our service. (refer to the Behaviour Guidance Policy)

Medication and Illness

- The Service has comprehensive policies on the issues of Medication, Medical conditions and Illness. Full details are contained in the policy manual and a copy of the particular policy can be provided on request.
- Please note that no medication will be administered to any child unless the Policy is complied with in every way. Similarly there are significant requirements for children who have allergies or are asthmatic.
- Medication can only be administered if the OOSH medication authorisation form has been completed and signed by the child's parent or legal guardian. That form will require the following information:
 - The date, the child's name.
 - The type of medication and the dosage to be given.
 - The time of the last dosage was given to the child
 - The time the medication is to be given and method of administration.
 - The parent or guardian's signature

If you suspect your child has an infectious condition or early symptoms of illness, they should be kept at home until you have had the symptoms checked by a medical practitioner.

This protects both your child and other children and staff at the centre from unnecessary exposure to illness. Signs and symptoms to be alert for include:

- A high temperature or fever
- A severe cold, sneezing or a runny nose
- If a child seems sick without obvious symptoms e.g. tired, irritable pale or lethargic

- Vomiting and/or loose bowel motion
- Rashes – any irritation you cannot identify
- Red, swollen or discharging eyes.

Please discuss the rules with your child.

Centre Rules

- At all times children must be use manners with other children and staff.
- Children must not use nasty or hurtful language.
- Physical violence or fighting will not be tolerated at any time.
- No child is to leave the Centre grounds unless with a parent/guardian or educator.
- Children must ask an educator if they require the use of any equipment from the cupboards.
- All children must pack up any equipment they have used and assist in cleaning up.
- Children should be discouraged from bringing personal possessions to the Centre, e.g. toys, etc. these may become lost, broken or stolen.
- Children are NOT to bring technological items as per our policy, such as iPod, phones, tablets or laptops to the Centre. If children have these items they must be kept in their bags or they will be put in the office and returned to parents on departure.
- The building, equipment and furniture must be looked after and treated with respect at all times.
- If any equipment is damaged, this must be paid for by the child's parents/guardians.
- Indoor areas are quiet areas. Running, excessive noise or playing in the hallways or toilets won't be tolerated at any time.
- The office, storeroom and shed are out of bounds at all times.
- The Kitchen is out of bounds unless a supervisor gives permission and is supervising children in the area.
- All school bags are to be hung up neatly on the hooks in the rooms.
- In Vacation Care and travelling on the bus; for safety reasons eating, drinking, standing or kneeling on seats or putting heads or hands out of the windows will not be tolerated.

Programming

Both before and after school care sessions are programmed for, we maintain a relaxed and recreational time for the children in our care. Our program is changed weekly and is on display at the Service. Although the routine remains relatively unchanged, the daily activities change weekly whilst maintaining some flexibility to cater for the children's individual interests and variations in the weather.

Student Development or Pupil Free Days

On the days Karingong Public School has pupil free days, the Centre will operate between the hours of 6.30am to 6.30pm and the fees will be the same as for Vacation Care. There will be a flat daily rate depending on the activities planned for this day. Breakfast, lunch, morning and afternoon tea need to be provided by the parent/guardian. Parents will also need to ensure that they have told staff about their plans for that day. You must book in with us for the day even if your child normally attends Before or After School Care on that day normally. If you do not book in for care that day it is assumed that you do not require care.

Vacation Care

Parents will be advised 2 weeks prior to the vacation care program through the website, email and having the program on display. Your children will only be booked in when a booking form is completed by the parent and approved by the daily supervisor.

Please note that there are limited places in Vacation Care and the first ones who book and pay for their care are guaranteed a position. Do not leave booking to the last minute to avoid disappointment.

Please note: no breakfast will be provided through Vacation Care.

Excursions

All formal excursions departure times are to be strictly adhered to due to bus arrival and event bookings. If a child is not present at the time of departure, the Centre does not accept responsibility for the child. It is the responsibility of the parent to ensure that their child is adequately prepared for a day's outing - i.e. plenty of food and drinks, suitable shoes, wet weather gear, hats and sunscreen. **No spending money is allowed.**

Clothing

It is recommended that you send along suitable play clothes for your child so they are free to involve themselves in the various activities provided. A hat is essential. No hat then the child will be restricted to indoor play only. Wet weather gear should be included in your child's school bag. A spare set of clothing is recommended for emergencies. Enclosed shoes are a must! No sleeveless tops or dresses either due to sun safety. Shirts must cover shoulders and back.

Nutrition and Food

Water is always available for the children each session. Please inform us of any food allergies so we can be aware to watch if necessary and to adjust the menu appropriately. The Service is Nut Avoidance and you are asked **not to send foods with your child that contains nuts.**

Children are encouraged to provide feedback on what they might like for both breakfast and afternoon tea.

Wherever possible these requests are accommodated within our menus.

Before School Care:

A substantial, nutritious and varied breakfast is included in your Before School Care fee. This can include cereal and toast, and special days are organised periodically.

After School Care: Afternoon tea consists of:

- A savoury item. This might be pasta, a vegetable slice or muffins, mini pizza, nachos bread cups etc.
- A large fresh fruit platter. We obtain our fruit each week from the local fruit shop to ensure we provide the freshest seasonal fruit available.

Vacation Care: Food is not provided during Vacation Care but a supply of fruit is generally on hand if someone is very hungry. Please send enough healthy food for the whole day as active children are hungry children. Fast food such as McDonalds, KFC etc. is not permitted at the Centre.

Personal Possessions

- Children should be discouraged from bringing personal possessions. The children are responsible for their own belongings and staff will advise children to leave them in their bags. When children take off their school jumpers and shoes they will also be advised to put them in their bag. Staff assumes no responsibility for the children's clothing, toys or other personal possessions. Please LABEL all clothing and items CLEARLY.
- PLEASE NOTE: There is a lost property box where all clothing shoes and any toys that have been left by the children are collected. At the end of each term any remaining school clothing is taken up to Kariong Public School for their uniform pool. Any leftover clothing from vacation care is put into the spare clothes or taken to charity.

Homework

Homework facilities are available for all children. Homework is considered a very important part of a child's education; however staff do not force the children to do homework. An educator will always be available to give any assistance needed.

Food Handling and Hygiene

We aim to maintain high standards of hygiene as it is essential in preventing the spread of infectious diseases and ensuring good health. Effective hygiene practices assist significantly in reducing the likelihood of children becoming ill due to cross-infection or as a result of exposure to materials, surfaces, body fluids or other substances that may cause infection or illness. All staff will maintain and model appropriate behaviour for effective hygiene and will encourage the children to adopt these hygiene practices. *(Please refer to the Hygiene Procedure.)*

Toxic Products

All efforts will be made for the use of environmentally friendly products without compromising health and hygiene issues. The Centre is cleaned by a cleaner outside of business hours ensuring no children are on the premises while cleaning products are in use. The Centre also obtains material safety data sheets (MSDS) on all products that are used in the Centre. Material safety data sheets are located in a red folder in the kitchen for referral as per our WH&S obligations, these are updated regularly.

Sun safety

Our sun protection policy has been developed to ensure that all children, employees and visitors attending Kariong Out of School Hours Care are protected from skin damage caused by harmful ultra-violet (UV) radiation from the sun at all times.

- Educators will use the SunSmart App to assess UV levels in our area and Sunscreen with an SPF of 30+ is applied morning and afternoon when UV levels require it before playing outside
- The centre will require children to wear hats that protect the face, neck and ears depending on the UV rating.
- Children who do not have their hats with them will be issued with a clean, spare hat that we provide.

(Please refer to the Sun Protection Policy for further information.)

Fire Evacuation

The staff will stay with the children and all parents will be called as soon as is possible to collect the children.

Emergency/Lockdown Drills

Fire drills as Lockdown practice are conducted by the staff with the children on a regular basis and on various days to ensure all children participate. They are conducted during a morning, afternoon and vacation care sessions

Complaints

* Kariong OOSH Services are a project of the Kariong Neighbourhood Centre Inc. KNC believes all Kariong residents have the right to praise or complain about any or all of our services.

* KNC believes that a well managed complaint comment handling procedure will allow management to monitor the quality of service provided and identify any deficiencies.

*All suggestions, complaints and comments will be treated confidentially with no discrimination or retribution to anyone concerned.

Steps for Making a Complaint:

1. All suggestion's complaints and comments about the Kariong OOSH Services should be directed to the daily supervisor. If you do not feel comfortable to do this or if you are unhappy about how your complaint was handled then talk to the KNC Manager or complete one of the complaint forms and either deliver it to the KNC Manager or put it in the box near the front door.
2. If a complaint cannot be resolved by the KNC Manager, it will be forwarded to the Board. You will be kept informed as to what is happening.
3. If you are not satisfied after these measures and you consider that our service has acted unreasonably or you or your family have been victimised, you may contact the Community Services Commission. The Community Services Commission is an independent body set up to resolve complaints about services funded by the Department of Community Services.

**All help by the community services commission is free.*

*If you wish to contact the Dept. of Education and Communities about the service

Phone 02 9716 2100 or 1800 019 113

Confidentiality

All staff and volunteers sign a confidentiality agreement upon the start of their employment.

Any information collected by the centre, e.g Surveys, become the property of the Centre and only information, not names are used for statistical purposes. At the discretion of the KNC manager, the statistical information only may be passed onto other organisations or Government departments. Any client records held at the Centre are classed as strictly confidential. No one is to access this information without prior permission from the KNC Manger.

Any verbal information of a sensitive nature given to staff or volunteers by users of the centre, including children, is classed as confidential, other than information which is to protect the health and or well-being of the child. This information, if a matter of concern, should be discussed with the KNC Manager.

Any divulgence of illegal activities is not covered by this code and staff is required by law to report knowledge of any illegal activities.

All staff must abide by Child Protection Act 1998, all are mandatory reporters and must report any child suspected of being a victim of any child abuse or neglect

IF I HAD MY CHILD TO RAISE ALL OVER AGAIN



If I had my child to raise all over again

I'd finger paint more and point the finger less

I'd do less correcting and more connecting

I'd take my eyes off my watch and watch with my eyes

I would care to know less and know to care more

I'd take more hikes and fly more kites

I'd stop playing serious and seriously play

I'd run through more fields and gaze at more stars

I'd do more hugging and less tugging

I would be firm less often and affirm much more

I'd build self-esteem first and the house later

I'd teach less about love of power

And more about the power of love

