



Kariong Out of School Hours Care

10 Langford Drive, Kariong 2250

Phone: (02) 4340 4561

Email: oosh@knc.net.au

Website: www.knc.net.au

Parent Handbook

Dear Parents/Guardians,

Welcome to 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 paramount to us and we are always available to discuss any concerns or problems that may arise.

If you would like to enrol your child in our service

Please read the information and follow the link to enrol

<https://kariongoosh.hubworks.com.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

Kariong Out of School Hours Care has been in operation for 26 years and has a strong connection to our local community. We operate from the Kariong Neighbourhood Centre, which is a not for profit organisation.

Hours of Operation

Before School Care: 6:30 am – 9:00 am

After School Care: 3:00 pm – 6:30pm

Vacation Care: 6:30 am – 6:30 pm

Pupil Free Days: 6:30 am – 6:30 pm

Enrolment

At the time of enrolment you will be asked to complete an enrolment form containing essential information (i.e. name, emergency contact numbers). Please ensure ALL details are completed to enable enrolment to proceed. A checklist of all information required is included in the enrolment package. All information received will be kept strictly confidential, as per confidentiality policy.

Additional Needs Enrolments

Our service values inclusion and we work together with KU Inclusion Support Service to ensure all our enrolled children have a place here at Kariong Out of School Hours care.

Please inform the Nominated Supervisor if your child has any additional needs (e.g. physical impairment, ADHD). You will be required to provide further information so an Individual Behaviour Support Plan (IBSP) can be developed to ensure that all your child's needs are met. If the child has high support needs, an assessment may be conducted with KU Inclusion Support to determine whether the centre can support the needs of your child and access additional support if necessary.

Policies and Procedures

All of our service's policies and procedures are revised annually. Please feel free to place suggestions in our suggestion box in regards to these practices and they will be taken into consideration when being reviewed. Notification of changes will be issued via newsletters and in updated changes in this handbook.

All Policies are available to be viewed at any time.

Priority of Access

The Department of Education and Training has no mandatory requirements for the filling of vacancies. However, as vacancies arise, Kariong Out of School Hours Care prioritise children who are:

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

Fees

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

All rates shown are per child	Permanent Booking	Casual Booking
Morning	\$ 20.00	\$ 21.00
Afternoon	\$ 27.00	\$28.00
Vacation Care	\$65 In House Excursions as listed in the program	
Enrolment Fee	\$30.00	
Resource Levy Fee	\$20 per year per family	

Payment of Fees:

Invoices are emailed to families weekly on a Friday. Invoices display the week prior, the current week and week in advance. Invoices can be reprinted in hard copy on request. Fees are to be paid by iPay, a direct debit service through HubWorks.

- Fees are to be kept one week in advance at all times or your child's place may be cancelled.
- 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 Subsidy 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.

- Casual Before and After School Care will be accepted on the day if a position is available but **must** be paid in full at time of acceptance of the child. When the CCS payment is received and process, a refund will be sent to the parent or can be credited to your account.
- Families that only use our Service for Vacation Care will be required to confirm enrolment with Centrelink at time of booking, fees will be charged at **full fees**, with CCS being credited to your account or refunded once received from CCS and processed.

Cancellations:

- **Permanent bookings** are still charged if your child is absent, unless **1 weeks/ 7 days** cancellation notice is given.
- **Casual bookings** are charged and paid for once booked at full fees. CCS will be credited to your account once processed.
- **Vacation Care** – bookings cancelled within 7 days of the session will incur a 25% cancellation fee to cover Staff costs

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 notify the service by 1:00pm of an After School Care cancellation then a non-notification fee of \$5.00 per child will be charged to your account, in addition to the usual session fees.
- If you fail to notify the service of your intention to access Before School Care or Vacation Care then a non-notification fee of \$5.00 per child will be charged to your account, in addition to the usual session fees. This is to ensure we maintain correct Educator: Child ratios when rostering staff.

Late Collection of Children Fee:

- An additional fee of **\$20.00 per child** per quarter hour or part thereof will be charged if your child is collected **after 6:30pm**. If you are running late please contact the centre so that your child can be advised.
- In the case that parents are unable to be contacted after 6.30pm, the centre will first contact all emergency contacts to collect your child. In the case that an authorised person cannot be contacted, the child may be referred to Family and Community Services.

Review of Fees:

- Fees will be set on an annual basis (financial year) by the KNC board based on the annual budget.
- Parents will be given at least **2 weeks'** notice of any changes to fees.
(Please see our "Fees Policy".)

Child Care Subsidy Scheme:

- Child Care Subsidy (CCS) is the main payment to assist families with the costs of child care. It is paid directly to the service to be passed on to families as a fee reduction.
- Children who have not attended the service for 8 consecutive weeks will be automatically unenrolled from the service. This will affect the families that only attend during Vacation Care or on a casual basis. If this occurs, when you re book you will be required to re confirm your enrolment with Centrelink in order for CCS to be applied to your account. Failure to do so will result in full fees being applied to your account.
- Families make a co contribution to their child care fees and pay the service the difference between the fee charged and the subsidy amount.

- For Child Care Subsidy to be paid for a session of care, the child and their parent/s or carers must meet certain eligibility requirements. These requirements include age, immunisation, and residency details for the parent.
- The final fee 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 CCS.
- The amount of CCS a family is entitled to is determined by the:
 - Family income
 - Results of an activity test
 - Types of eligible child care services
- Further information about CCS eligibility or on how to apply for CCS is available through Centrelink. Website - humanservices.gov.au or ph 136 150

Please Note: You must provide Kariong OOSH with your child/children's and the primary carer's (*this is the registered carer with Centrelink*) date of birth and CRN Numbers. In addition, you will need to advise us if you have any other children attending another approved Childcare service. Without this information the **full fee** will have to be charged.

Pupil Free Days:

- On Kariong Public 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 enrolment in Before and/or After School Care you must give at least **1 weeks' notice in writing must be given to the daily supervisor or emailed to oosh@knc.net.au.**

Arrivals and Departures

The Daily Attendance Roll (Located at the sign in desk) must be signed when children are dropped off in the morning and picked up in the afternoon. We are utilising Electronic Sign In at our Service. Please ensure that you do not allow children to access the tablet used for Electronic Sign In. You **MUST NOT** provide another person with your Electronic Sign In PIN number. Every Authorised Contact will be issued with their own PIN. In the event that the person is a one of collection, and you do not wish to give ongoing authority a Supervisor will sign your child out on your behalf, provided prior notification by yourself is provided to the Service. Please ensure that a staff member is aware of the child's presence before leaving the centre after drop off, and that any special needs, medication etc. are communicated with the Supervisor in charge. When collecting your child in the afternoon please ensure that a staff member is aware that you are departing with your child.

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

A list of people authorised to collect your child/children is to be provided at the time of enrolment. This list will be strictly adhered to by staff. To add or remove an authorised person, the centre must be notified in writing e.g. letter, email, amendment form.

Parents must advise Kariong Before and After School Care staff if an unauthorised person is to pick up their child on any occasion. An authority to collect form will be completed by staff noting the persons, name and date that they are authorised to collect the child. This person will be asked to provide identification before being authorised to collect any child from the centre.

In the morning staff will conduct a roll call before walking with the children to school 8:30 am. In the afternoon centre staff will collect children in Kindergarten from their class teachers.

Kindergarten students will be transitioned to meeting at the COLA during Term 2. All other year levels meet educators in the undercover COLA area.

(For further details please see our Transportation Policy.)

Children who attend other schools are welcome to attend Kariong Before and After School Care, however transport is not provided. We have a bus stop outside the Caltex Service Station, next door to the Kariong Neighbourhood Centre, and we assign a staff member to collect children travelling by bus from other schools.

Missing Child

It is extremely important that you contact the centre *directly* via phone or email if your child will not be attending on an afternoon they are booked for.

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.
- If the child did attend school parents will then be contacted to verify the child's whereabouts.
- 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 locate the child, maintaining educator to child ratios at all times. If the child is not located, parents will be notified immediately by the Nominated Supervisor. If parents are un-contactable Police will be notified.

Parental Custody

The Nominated Supervisor should be made aware of any court order in relation to the custody of their child. A copy of such a court order must be provided to the nominated supervisor. 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.

Please discuss any custody issues with the Nominated Supervisor prior to enrolment.

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 or any child at risk.

Child Protection

All of our permanent and casual employees undergo a Working with Children check and undergo training in Child Protection.

(For further details please see our Child Protection Policy.)

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

Accident/ Incident

All Educators hold a current First Aid Certificate, CPR Training and Asthma and Anaphylaxis Training.

(For full details please see our "Incident, injury, trauma and illness Policy".)

Behaviour Guidance

Promoting Positive Behaviour

Positive behaviour and self-discipline skills will be encouraged by all staff and developed through modelling positive behaviour and interaction.

All rules will be promoted in a positive manner and reinforced consistently through discussions, interactions and modelling.

Dealing with Inappropriate Behaviour

Our qualified and experienced staff have procedures in place for behaviour management.

(Please 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.
- Medication can only be administered if the medication authorisation form has been completed and signed by the child's parent or legal guardian.
- All medication **MUST** be from its original container, bearing the original label with the name of the child and before the expiry or use by date. Medication will be administered in accordance to any instructions attached to the medication or any written or verbal instructions provided by a registered medical practitioner.

(Please see "Managing Infectious Diseases Policy" & "Medical Conditions & Medication Policy")

Nutrition and Food

Before School Care:

- A substantial, nutritious and varied breakfast is included in your Before School Care fee.

After School Care:

- A nutritious and varied afternoon tea is served every afternoon.

Please inform us of any food allergies or dietary requirements your child may have. The Service is Allergy Aware and observes nut avoidance. You are asked **not to send food containing nuts. Children are also asked not to bring sweets or lollies to the service.**

Water is always available for the children each session. Children are to bring their water bottles to OOSH and these can be filled from our filter water cooler.

Children are encouraged to provide input into our menus.

Food Handling and Hygiene

We aim to maintain high standards of hygiene. 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.)

Programming

Our program will present positive experiences for the children. All children will be encouraged to try a variety of activities and staff will provide a range of equipment and resources, to meet the

needs of all children. The Service is committed to the elimination of discrimination to ensure that all parents and children will be treated fairly and equally.

Vacation Care

The Vacation Care Program will be released at least 2 weeks prior to the commencement of the vacation care period. It will be available through the website, via email and the program will be on display in the centre. **Bookings are made via BOOK ME, which is accessed via your Hubworks login.** Please note that there are limited places in Vacation Care and the service operates on a first in, first served basis. Please book early to avoid disappointment.

Food is not provided during Vacation Care. Please send enough healthy food for the whole day. A general guide is to pack more food than you would for school as their day during vacation care can be much longer than the school day and the children are more active. "Fast food" such as McDonalds, KFC etc. is not permitted at the Centre.

Personal Possessions

- Children should be discouraged from bringing personal possessions. The service assume no responsibility for the children's clothing, toys or other personal possessions. Please LABEL all clothing and items CLEARLY.
- There is a lost property box located in the hallway. 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 & an educator will always be available to give any assistance needed.

Toxic Products

We endeavour to use environmentally friendly products without compromising health and hygiene issues. A contract cleaner is employed to clean the centre outside of business hours. The Centre obtains material safety data sheets (MSDS) on all products that are used in the Centre.

Sun safety

Kariong OOSH has been rated a "Sun Smart" centre and as such:

- 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 are above or forecast to be above 3.
- The centre will require children to wear hats that protect the face, neck and ears.
- Children who do not have their hats with them will be required to stay indoors until the UV levels drop to below 3

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

Emergency/Lockdown Drills & Evacuation Drills

Evacuation & Lockdown Drills are conducted with the children on a regular basis and on various days to ensure all children participate. They are conducted during morning, afternoon and vacation care sessions.

(Please refer to our "Evacuation & Lockdown Policy".)

Complaints

Kariong OOSH Service is a project of the Kariong Neighbourhood Centre Inc. KNC believes feedback from families, educators, staff & the wider community is fundamental in creating a service that

meets regulations, the needs of children & their families & the continuing improvement of the quality of the service.

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

(Please see our Grievance & Complaint Policy)

Confidentiality

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

All staff must abide by Child Protection Act 1998, all are mandatory reporters and must report any suspected child abuse or neglect to government authorities.

(Please see our Confidentiality Policy.)

Thank you for choosing Kariong OOSH - we look forward to getting to know you and your child/ren!



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

