



OOSH FAMILY HANDBOOK

2020

Mt Kuring-gai Public School, Leeming Street
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A fun and nurturing environment for all!



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Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of this land, the Guringai people. We pay respect to the elders- past, present and future.

Introduction

The service operates before and after school and is designed to provide quality care for primary school aged children. The service is a fully accredited 45 place not-for-profit Centre located in the grounds of Mt Kuring-Gai Public School.

Our Philosophy

At Mt Kuring-gai OOSH we:

- Aim to provide a safe and nurturing environment for families and their children.
- Are committed to providing a quality and fun program that allows the children to choose how their time will be spent at OOSH, whilst encouraging independence.
- Recognise that child-directed play, as well as structured activities are important aspects of a child's overall development.
- Believe children are capable, competent and active learners.
- Aim to foster positive self-esteem in each child and regard meeting the individual needs of all children and their families as a priority.
- Strive to provide a stimulating environment where children can be challenged and guided to develop skills in their social, physical, emotional and cognitive development.
- Our child-centered program aims to provide the children with enjoyable play experiences which encourage autonomy and independence. We believe all children, irrespective of gender, cultural background, race, religion, sexuality and ability, are important, unique and deserve to be respected.



Operating Hours

Before School Care: 7.00am to 9.00am
 After School Care: 3.30pm to 6.30pm
 Staff Development Days: 7.00am to 6.30pm
 CLOSED school and public holidays

Enrollment

To enroll, an online registration form must be submitted, and the registration fee paid (this will be direct debited from nominated payment method). The following is required as part of the registration process.

- Child's Immunisation Statement
- Parent Conduct Form
- Asthma, Allergy or Anaphylaxis Action Plan if applicable
- Court orders if applicable
- Letter of diagnosis (if applicable)
- Direct debit payment form

New children before attending OOSH are required to attend an orientation visit with a parent. These visits are conducted by appointment during afternoon sessions. Contact our Centre Manager to book for an OOSH orientation.

Orientation Visit

During the orientation visit your family will be introduced to our OOSH environment, whilst covering the following areas:

- Guided tour of the Centre
- OOSH program
- Care requirements including any applicable allergy, asthma or other additional assistance required
- OOSH rules such as, in and out of bounds areas and sign in/out procedures
- Introduction to My Family Lounge App and My Family Lounge website use



Fees Schedule

The fee schedule is reviewed against operating costs each year.

Permanent Bookings	
Before School Session 7:00-9:00am	\$12.50 per child
After School Session 3.30-6.30pm	\$24.50 per child
Casual Bookings	
Before School Session 7:00-9:00am	\$14.50 per child
After School Session 3.30-6.30pm	\$27.50 per child
Staff Development Days	
7:00am-6.30pm	\$65.00 per child (price may vary depending on cost of excursion/incursion)
Enrolment	
Family Bond – once off payment – fully refundable once care no longer required	\$100 per family
Annual Registration (per calendar year)	\$15 for 1 child, \$27.50 for 2 children, \$37.50 for 3 children and \$47.50 for 4 children.
Direct Debit Payment – fortnightly	
Direct Debit from a bank account	\$0.88 per transaction
Direct Debit from a Visa/Master card	2.35% per transaction
Direct Debit from an Amex	4.40% per transaction
Admin Fee – once off setup fee	\$2.20
Penalty Fee if payment is dishonoured	\$14.95
General Fees	
Search Fee – if a child is absent and the family do not inform OOSH.	\$10.00
Late Payment Fee – charged if account is not kept up to date.	\$5.00 per reminder letter/email.
Late Pickup Fee	\$10.00 per 10-minute block or part thereof per child
Family Account Admin Fee - flat fee per transaction should the Centre be requested to process manually a phone/ text/ email casual booking request, cancellation of a casual booking, permanent booking change of days, absentee notification or any other admin required.	\$5.00

Commonwealth Childcare Subsidy

For information regarding Childcare Subsidy please refer to:

<https://www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees>

To claim Childcare Subsidy families must be registered and assessed by Centrelink for eligibility and have confirmed their child's enrolment at the Centre via your My Gov account. You also need to have provided OOSH with your family's CRN details.

Changing fee liability from one individual to another:

As an approved before and after school service, it OOSH's responsibility to ensure that each child's attendances are submitted under the enrolment for the parent/individual with whom we have an agreement and who is liable for paying the fees for care subject to correct CRN details being provided to OOSH.

Attendances will not be resubmitted in a previous financial unless approved by CCS, subject to OOSH admin fees.

Payment

Direct debit payment is processed fortnightly on Tuesdays for any balance owing on your account. Your statement will be emailed fortnightly. Families can update their direct debit details via the My Family Lounge App.

A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

Families are responsible for ensuring they check their statement for any issues with childcare subsidy entitlements. If there is an issue with childcare subsidy families should contact Centrelink.

If a family fails to pay the required fees on time, a written reminder will be issued after one week and then again after two weeks if the fees are still outstanding. A child's position will be terminated if payment has not been made after three weeks, for which the family will receive notification of terminating the child's position. At this time OOSH will initiate its debt collection process, following privacy and conditional requirements. If a family is experiencing financial difficulties, a



suitable payment plan may be arranged with authorisation of the approved provider by contacting the Centre Manager. Discussions regarding fees are confidential.

Booking Policy and Cancellations

Permanent Bookings - 2 weeks' notice is required for cancellation.

To reduce the number of sessions or change days for an existing booking, families should edit their child's existing booking via My Family Lounge website. <http://www.mtkuringga-p.schools.nsw.edu.au/o-o-s-h/bookings>

Permanent bookings are requested via the My Family Lounge website. Once an offer has been issued, families are required to accept and confirm or decline the offer. If wishing to cancel all booked days for a session type, please email our Centre Manager, mkps.oosh.staff@gmail.com

Casual Bookings - 24 hours' notice is required to cancel. Casual booking cancellations are via the 'Sessions' icon on the My Family Lounge App. New casual bookings are via the My Family Lounge App. To check availability please refer to the App's 'Sessions' calendar.

Absentee Policy

Fees are applicable for the days your child is booked into the Centre, including times when absent due to illness or holidays. Child Care Subsidy is paid for absentee days, up to 30 days allowable absences per year.

Families are required to notify OOSH of all absences via the My Family Lounge App. Select the session type on the 'Sessions' Calendar and then select 'Absent Booking'. Cut off time for absentee notification for after school bookings is 3.15pm. and for before school bookings 8.30am. NOTE: Should families not notify OOSH regarding absences an additional fee will apply as per the schedule.

Waiting List

Families will be advised if places available do not meet the requirement of their booking request. Once on the wait list families will be notified should a place become available. Please read wait list notification carefully as their will be a date that a waitlist offer expires, when being offered a place.

My Family Lounge Instructions

My Family Lounge website and App are available to access 24 hours/7 days a week.

STEP 1 Go online to https://mtkuringga-p.schools.nsw.gov.au/supporting-our-students/before_and_after_school_care.html

Click on the link to 'sign in/register here' and follow instructions.

STEP 2 Login to My Family Lounge via the school website link (refer to Step 1.) Review your family's details.

STEP 3 Select 'Start Enrolment' button to the right of your child's name under the CHILD section and complete online form and submit.

STEP 4 Download the My Family Lounge App from your Google or Apple App store to your mobile device. Use the same email and password to login to the App. NOTE: The App login will only work once you have followed the instructions in the Welcome email from My Family Lounge.

MY FAMILY LOUNGE APP USE

- Select My Family Lounge app on your mobile device
- Select 'GET STARTED'
- Select 'Sessions' (NOTE: Both Permanent and Casual bookings will appear on the calendar as colour coded)
- Select 'ASC' or 'BSC' and applicable date
- New Bookings - Select 'Create Booking'
- Notify Absence for permanent session - Select 'Absent Booking'
- Cancel casual booking - Select 'Cancel Booking'

After selecting the above applicable option, you will receive a 'Success!' notification as confirmation your request has been processed.



Signing in and out

Parents/guardians are responsible for signing their child in when dropping the child off and signing them out when collecting them from OOSH. The kiosk is a legal document and as such should be used only by the person authorised to collect.

The kiosk records the name of the contact person linked to contact phone number being used on the kiosk as the person who legally signed the child in/out of the Centre. Families should ensure they provide a unique contact phone number for each authorized person on their account.

Initial use of the kiosk please use pin 0000, you will be asked to set a 4-digit pin number. Parents are not permitted to share phone numbers for kiosk use.

If a parent/guardian drops a child off for the Before School Session without signing the child in, they will be contacted and instructed to return to the Centre to sign their child in. Until your child is signed in, they are not the responsibility of OOSH, if you are more than a few minutes away your child will be taken to the school office until your return. The authorised person who is collecting a child from After School Care must ensure that a staff member is aware that they are taking a child from the Centre.

We cannot accept verbal requests for collection of a child, this must be done in writing. If the person collecting the child isn't known to staff, they must present photo ID. Please ensure you let your authorised person know this when you organize for them to collect your child.

Older siblings are permitted to collect their younger sibling if they are 16 years or older, if they are an 'authorised contact'. If not known to staff will need to show photo ID (student ID is acceptable). They will be required to follow the usual sign in/out process.

Where a child is attending external or other school group activities (such as dance, music or band lessons) during their session at OOSH, the relevant lesson teacher is responsible for the child during the lesson. The teacher/authorised person will be required to sign your child out/in. OOSH staff are not responsible for ensuring children leave OOSH to attend external school activities.

No natural parent can be refused the right to collect his or her child unless a copy of a court Custody Order has been provided to OOSH. Court Orders should be uploaded to your family's My Family Lounge account.

Late Pickup

Children must be collected by 6.30 pm. Late fees will apply as per the schedule.

If a child has not been collected by 6.30pm and no contact has been made with the Centre, staff shall attempt to contact the parent/guardian/s. If these attempts are unsuccessful the contact persons listed on the enrolment form will be contacted. If the child is not collected within 30 minutes the police will be contacted so the child can be placed in alternative care.



Staffing

Our staff are dedicated and motivated to meet the needs of the children. The staff will listen, respond to and respect each child whilst promoting good self-esteem and modelling positive behaviour. The Centre staff consists of our Centre Manager, Nominated Supervisor, Education Leaders, Shift Supervisors and Educators. A minimum of 1 educator to 15 children ratio will be provided.

All staff are subject to a Working with Children Check. All Shift Supervisors hold first aid qualification including asthma and anaphylaxis training and accredited Child Protection training. All educators are encouraged to obtain and maintain first aid qualifications including asthma and anaphylaxis training and child protection training.

The shift Supervisor's name will be displayed at OOSH. Please don't hesitate to speak with our Shift Supervisor or Centre Manager with any questions, concerns or feedback that you might have. An appropriate time will be arranged to discuss any issues if they cannot be discussed at that time.



Programs

As play is one of the most important and valuable learning tools a child can have, we offer a wide range of age appropriate games and activities for both outside and inside the Centre. We encourage children to join in the whole group, play in smaller groups or play individually.

Essential skills are learnt through the various activities planned for the children such as art & craft, construction, cooking, sport and both small and large group games. A weekly theme is developed by staff based on input and ideas provided by children and their families on the Programming Ideas Whiteboard.

Children are encouraged to be supportive and respectful of other ideas or interests.

Children are offered a range of 'self-selection' resources and equipment during the morning and afternoon sessions where they can make their own choices as to what they would like to do. This encourages independence and promotes good self-esteem.



Caring for our environment

OOSH is committed to reducing the environmental impact we have on our world around us and to educating our OOSH children about environmentally friendly best practices.

What we do to make an impact:

1. We use compost bins to dispose of our food scraps,
2. We have our own Yellow Lid mixed recyclables bin and recycle bins in the OOSH room and Quiet room spaces.
3. Where we can we choose environmentally friendly cleaning products.

Furthermore, we have lots of environmentally friendly initiatives such as:

1. Recycling our printer ink cartridges and batteries,
2. Reducing the amount of water we use by using a dishwasher with a high star water rating instead of washing up by hand,
3. Reminding the children to turn taps off after use,
4. Reminders near light switches to switch off when not in use.
5. Kids making craft from repurposed items



6. Environment team - a group of our educators, who are responsible for regularly reviewing our practices to see how we can improve on reducing our impact on the environment.

Looking after our environment and reducing the impact we have often features in our educational programs. These are just some of the many ways we as a centre and in educating the children are always putting the environment first.

Food

The Centre provides a light breakfast in the mornings, available until 8.00am, consisting of cereal, toast, muffins or similar. Children are encouraged to have breakfast however it is not compulsory.

An afternoon snack is served at 3.45pm. This includes a variety of fresh fruit, vegies and often cheese. An additional afternoon snack menu item such as fruit muffins, pasta, noodles, toasted sandwiches, popcorn will also be offered. Please refer to our Afternoon Tea Term Menu displayed on the Family Noticeboard.

In the case of staff development days, breakfast will be available and late afternoon snack provided. Each child is required to bring their morning tea, lunch, afternoon tea similarly to a regular school day.

Children are encouraged to build on their independence, learn self-help skills and food safety by preparing their own breakfast and helping to serve others during afternoon tea with supervision by educators.

Please ensure the Centre Manager is aware of any food allergies/intolerances or religious dietary restrictions your child may have. If your child has a diagnosed food allergy an Allergy or Anaphylaxis Action Plan signed by your doctor must be provided to the Centre before your child attends.



OOSH is a NUT FREE ZONE. We also have children with other food allergies therefore NO FOOD is to be brought into the OOSH room without prior consent from the Shift Supervisor or Centre Manager.

Allergies/Anaphylaxis/Asthma/Medical Conditions

Parents/guardians are required to inform the Centre of any allergies, asthma or other medical/mental health conditions their child may have at the time of enrolment. Action Plans must be submitted with your child's online enrolment form. Where a child has an allergy or asthma further information including risk management strategies may need to be provided and discussed with the Centre Manager and a Authorisation to Administration Medication Record form signed.

Asthma, allergy and anaphylaxis actions plans will be displayed in the OOSH kitchen as part of your child's health risk management plan. Actions plans must include a small photo of your child, so they are clearly identifiable in an emergency. Your child's name, photo and medication condition will also be displayed in the OOSH room on the Medications Conditions Poster.



Medication

Medication will only be administered to your child under written authorisation from the parent/guardian. A parent/guardian is required to complete and sign the appropriate form, which is available from the Nominated Supervisor or Centre Manager.

All medication must be in the original packaging, clearly marked with child's name, as well as the dosage and time of administration. Non-prescription medication will not be administered without written instructions from the child's GP. Medication that has expired will require replacement.

All medication must be handed to the Supervisor and not left in the child's bag.



Immunisation

All children will be accepted into the Centre; however, children who have not been immunised may be excluded in the event of an outbreak of an infectious disease. In this regard we will follow the Department of Education Immunisation Policy. A copy of your child's immunisation statement is to be provided upon initial enrolment.

Illness

The Centre does not accept sick or infectious children (e.g. mumps, measles, chickenpox, influenza, head lice, heavy colds or stomach virus/infections).

If a child arrives at the Centre unwell or becomes ill, parents will be notified. The Supervisor has the right to exclude a contagious or sick child from the Centre and you will be contacted to pick up your child immediately or to arrange for someone else to pick the child up. If you cannot be contacted the Centre will phone a person from your contact list.

If your child is absent from school due to an infectious illness such as chicken pox, measles, mumps, influenza or viral gastroenteritis and has attended OOSH recently, please advise OOSH as well as the school so that OOSH can implement strategies to reduce further spread of illness.

Accident Policy

1. On enrolment, an agreement will be obtained in writing from the adult responsible for the child to allow the Authorised Supervisor to seek medical attention if required.
2. The Centre will have at least 1 person with a current First Aid Certificate on the premises while the children are attending the Centre. This person will assess the accident/situation. If minor, the injury will be treated or, if in any doubt, the parents or emergency contact person will be contacted. In serious cases, a doctor or ambulance may be called. If an ambulance is required, the family is responsible for any ambulance expenses incurred.
3. Details of all incidents of illness, accident or injury to a child will be recorded in the accident and injury register. In addition, the School Principal will be notified if the injury/accident is considered to be of a serious nature as well as the relevant legislative authority.
4. The Centre will have a suitable First Aid Kit and Asthma First Aid Kit available at all times.
5. A staff member, if necessary, will accompany any child needing to attend hospital or a doctor.
6. Parents / guardians will be informed of all accidents and injuries and will be requested to sign the illness/incident/injury report.

Sun protection, wet & cold weather policy

Staff will direct children to wear hats for outdoor play. Children who do not have a hat will be directed to play in sheltered areas. Children are not permitted to share hats. A SPF 30+, broad-spectrum sunscreen is available at the Centre and is to be applied before outside play. If your child has allergies or sensitivity to the sunscreen, you are requested to provide an alternative sunscreen, or your child will be required to play in sheltered areas. Outdoor activities will be held in shaded areas where possible during the warmer months. During colder months children should bring a jacket. When rain is predicted children should bring a raincoat to wear for travelling between OOSH and the toilet block or hall. Some spare rain jackets are also available for use by children at OOSH. Umbrellas are not permitted to be used at OOSH.

Expectations at our Centre

Children are expected to observe these simple rules of the Centre at all times.

- Children must be courteous to each other and staff at all times.
- Children must refrain from using physical violence.
- Children must refrain from using bad and inappropriate language.
- Children must not use the equipment to place other children at risk.
- Boundaries imposed by the Centre must be observed.
- Children must not leave the Centre other than at the departure time with appropriate

In addition, the children who attend the Centre have prepared a code of acceptable behavior that is displayed in the Centre.

Discipline

For the benefit of all children and the effective operation of the Centre, a certain level of behavior is expected from each child. We encourage staff to aim for consistency when dealing with inappropriate behavior. We also emphasize positive reinforcement for appropriate behavior to maintain positive self-esteem in all children. Negative behavior is dealt with in a calm and appropriate manner to achieve a positive outcome. Children will be offered choices if behavior is inappropriate.



Staff will supervise children at all times and will ensure that all of the children are advised of the rules and will also offer clear and simple directions for all activities. Children are encouraged to ask staff for support.

Families will be provided with feedback on both positive and negative behavior of the child.

If necessary, a child may be removed from the group until they can behave in a way that is acceptable. Staff will guide the child on how they could resolve the situation.

In moderate cases of negative behavior staff will document the incident. Parents will be informed of the incident or issue. If there are repeated issues with negative/inappropriate behavior or in the case of a severe incident a meeting will be scheduled to discuss with the child's parents. The child may or may not be present for this meeting depending on whether this is appropriate.

For ongoing behavior issues or a severe incident, the School Principal will also be notified in case it impacts the child or other children at school.

In the case of a severe incident or for ongoing behavior issues if it is deemed appropriate by the Centre Manager after consultation with the OOSH Committee President, the child may be excluded from the Centre for a specified period of time or permanently.

Personal Possessions

Lollies, chewing gum, toys, skateboards, electronic devices, mobile phones/smart watches and other personal toys are not allowed at OOSH. Articles brought to school for school project can be given to the Supervisor for safekeeping or left in your child's bag during the session. Staff assume no responsibility for children's clothing, toys, musical instruments or other personal possessions. If children bring personal belongings to the Centre, they will be instructed by staff to put these in their bag during OOSH time. Children who need to bring their musical instrument to OOSH due to participation in the school band will be responsible for taking their instrument to their classroom for storage during school hours. During OOSH children's instruments should be safely stored on the OOSH verandah so as not to create a trip hazard or your child should discuss with a staff member where else it may be appropriate to store. Instruments cannot be stored in the OOSH kitchen, office or quiet room areas.



Animals

OOSH does not allow pets including dogs or cats during OOSH hours for the safety of all the children unless it is a guide dog or a scheduled activity visit where a risk assessment has been prepared and permission granted by the Centre Manager. Dogs are not permitted on school grounds as per the Department of Education's policy. Please be aware we have children who have allergies and phobias of certain animals.

Complaint Procedure

If a parent wishes to make a complaint, they must make an appointment with the Centre Manager or Nominated Supervisor to ensure all confidential conversations with parents will take place in a quiet area away from children, other parents or staff not involved.

If the complaint is not handled to the parent's satisfaction at this level, they should contact the President of the Management Committee via the committee email to raise their concerns. Management will discuss the issue with the Centre Manager and Nominated Supervisor and develop a strategy for resolving the problem. This would be discussed further with the



parent or if necessary, a meeting will be organised with the Centre Manager and/or Nominated Supervisor and parent to resolve the problem.

Policies and Procedures

Policies and procedures are kept at the Centre. Parents wishing to access these are most welcome. The Centre Manager can arrange a time for parents to read the documents if required. Policies and procedures are reviewed regularly.

Child Participation

Children are encouraged to make suggestions and have input into activities at the Centre through discussions during our Yarning Circle, informal one on one conversations with staff and in small groups discussions. They are also encouraged to put ideas on our programming whiteboard.

Parent Participation

Families are encouraged to attend P&C meetings to raise any issues or ideas for the Centre. Parents are welcome to attend the Centre at any time and staff will be happy to explain the activities. Parents may be asked for their input via informal conversations with staff and formal input such as surveys. Feedback from families both positive and negative is important to our centre as it gives us an opportunity to continue to improve.

Expectation of Families

Families are expected to be familiar with the procedures outlined in this brochure. From time to time the Centre may have a fundraising activity, proceeds of which are used to purchase equipment for the Centre; families are encouraged to actively support any such activity.

Families are required to be aware of our Communication Guidance for Families Policy and the conditions as stated in the Parent Conduct form.

Privacy and Confidentiality

- Parents/guardians will be given access to information held in relation to them and their child/ren upon request.
- Staff and management will, at all times demonstrate professionalism in the handling of personal information.
- Staff and management will ensure that all required records kept in the nominated secure place.
- All records are kept confidential and only made available to authorised persons.
- All documents relating to children and parents will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the management committee who require relevant information, or Commonwealth or State Government officers when requested.
- All documents relating to staff will only be made available to the individual staff member, the Centre Manager, and an authorised member of the Management or police, if required.
- Computer files containing parent/guardian or children's, staff or family information will be accessed by authorised personnel only.
- All documents relating to fee payment and CCS will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the Management Committee or Commonwealth Government officers.
- No member of staff may give information on matters relating to children, to anyone, other than to the parents or guardian of the child when this information has been obtained during employment in the Centre. Except when required to do so by law.

Exceptions are made:

- For normal information exchange among staff and management for the daily operation of the Centre and wellbeing of the staff and children.
- When required to do so in a court of law when subpoenaed.
- Where a child is suspected of being at risk, neglected or abused, notification to the NSW Department of Family and Community Services is mandatory. Staff will comply with this legislation. Such notification will be handled with sensitivity and professionalism. Where the Nominated Supervisor has made the notification to, information regarding the notification will only be revealed to other staff at the Nominated Supervisors discretion.
- Where it is important for continuity of care that information regarding a child's care be shared between an OOSH Supervisor, Centre Manager and the child's class teacher or School Principal.
- Where a child has suffered a serious injury notification of the incident will be made to the school Principal.



Management Structure of the Service

OOSH is managed by a volunteer subcommittee of the Mt Kuring-gai P&C Association. They are committed to managing the service in line with relevant legislative requirements under the National Quality Framework for school age children and the Education and Care Services National Regulations. Our ACEQA quality rating assessment is displayed at the Centre. The committee employs staff to oversee the day to day management and operations of the service.

The sub-committee reports back to the P&C monthly and ensures compliance regarding policies, supervision of staff, financial oversight and ensuring reporting of attendances to relevant government department.

Members of the sub-committee are elected on an annual basis:

1. President
2. Vice-President
3. Treasurer
4. Secretary

OOSH Management meetings are held once a month. For confidentiality reasons, parents are not permitted to attend these meetings. Parents are encouraged to attend the monthly P&C meetings on the third Wednesday of the month and the OOSH Annual General Meeting held in October. As a registered family at OOSH, 1 representative per family can vote at the OOSH AGM held in October. If interested in becoming more involved, either as a committee member or in other ways at OOSH, please speak to a member of the committee or our Centre Manager. Volunteering can be very rewarding and is greatly appreciated by the children, staff and P&C.



We look forward to welcoming your family to OOSH!

