

AUSSIE KIDS FUN & FITNESS

Parent Handbook



Aussie Kids Fun & Fitness OSHC

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CONTACT NUMBERS

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Service Approval: SE-40014540

Provider Approval: PR-40007985

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Please feel free to contact our Staff at any time, to discuss your child's progress, development and wellbeing.

We look forward to welcoming you and your family personally, please don't hesitate to contact us to arrange a tour of our service or discuss any questions you may have.

1. INTRODUCTION

Welcome to **AUSSIE KIDS FUN & FITNESS OSHC** Out-of-School-Hours (OSHC) Program. We are an approved School based Education & Care Service and are waiting on approval of CCS (Child Care Subsidy) through the Department of Education and Training.

We look forward in providing families with safe, caring environment full of FUN and FITNESS. Programs and experiences that stimulate, educate and motivate our Aussie Kids. Allowing them to feel safe, happy and comfortable while developing life and social skills.



Services We Provide

Name of Service	Operating Hours	Cost	
		Permanent	Casual
Before School Care (BSC)	6:30am – 8.30am	\$20	\$20
After School Care (ASC)	3.00pm – 6.00pm	\$26	\$26
**Vacation Care (VAC)	6:30am – 6:00pm	\$77	\$77
Pupil Free Days/ Teacher Strike	7.30am – 5.30pm	\$77	\$77

****Excursions/Incursions are included in the Vacation Care, Pupil Free Days & Teachers Strike**

CLOSURES: We are closed on Public Holidays. The service is closed over the Christmas/New Year period. We will advise each enrolled family as we get closer to this time.

Aussie Kids Fun & Fitness OSHC has a firm commitment to ensuring all its services function within the National Quality Framework for Out-Of-School Hours Care (OSHC). **Aussie Kids Fun & Fitness OSHC** prides itself on its ability to offer a high quality service, with continuous improvement, and open communication channels for staff, families and support agencies. We strive to maintain a high standard of service and care of your child.

Inside our parent handbook you will find valuable information about **Aussie Kids Fun & Fitness OSHC**, how we operate before and after school care and our vacation care programs. There is information pertaining to our policies, procedures, philosophy and goals. A full set is on display in our service.

Our Family Handbook undergoes an annual review to ensure its relevance and currency.

2. ABOUT US

We are licensed to accommodate 30 children in our Before/After School Care Program and 30 children in our Vacation Care Program.

Aussie Kids Fun & Fitness OSHC runs this service and is an incorporated private-for-profit business. The Company Directors - Kim Vickery – proudly owns and operates **Aussie Kids Fun & Fitness OSHC** for families in the Cudgen Area.

We welcome new families to our program and feel free to contact us for any additional information you require via telephone (0413974775), aussiekidsfunandfitness@hotmail.com or in person.

3. OUR GOALS & PHILOSOPHY

Our Goals:

Aussie Kids Fun & Fitness OSHC Goal:

Is to have fun building on Friendships, Fitness and Life Skills while providing and Environment where the Needs & Interests of the Children are our priority. Being passionate about children being visible to the Community & making connection with the real life experience that future supports their learning. Provide environments that foster learning and allow children to be who they are. Educate Children to help make a difference.

Our Daily Practise Goals:

To embed in our Service:

- Educate and Encourage good Hygiene Practices
- Provide a Learning Environment that involves Child Safety and Protection.
- Educate children to become environmentally responsible.
- Provide knowledge on how to be kind to your body through good nutrition and exercise practice.
- Maximise opportunities for each child's learning through life skills, interests and abilities.

Aussie Kids Fun & Fitness Philosophy

At Aussie Kids Fun & Fitness Outside School Care Service, we aim to provide a safe, healthy, caring and stimulating environment for school aged children and their families.

We achieve this by:

Our philosophy guides our interactions and relationships with children. We will endeavour to nurture their optimism, happiness and sense of fun and we will aim to recognise and respond to barriers which may impact on children achieving a positive sense of self identify.

Fostering a sense of belonging for children and their families.

Establishing and maintaining a comfortable, warm and friendly atmosphere where each child or visitor is valued and respected.

Maintaining a safe and clean environment through implementation of health and hygiene practices established by management, staff and parents. Ensuring that these procedures are implemented by children and any visitors to the centre.

Developing a menu that provides children with a nutritious afternoon snack and breakfast.

Providing a variety of quality fun and stimulating activities within a recreational environment. We encourage individual interests and foster independence, by providing children with the opportunity to make choices, to share ideas, to develop trusting relationships with staff, and to care and respect others.

Providing a creative and age-appropriate program to foster all developmental areas encouraging exploration, experimentation, discovery and creativity.

Using positive communication, support and guidance to enhance self-discipline, by promoting pro-social behaviour and helping children to learn the skills of co-operation and negotiation. By encouraging socially acceptable behaviour and providing a positive role model, honesty and positive self-esteem are enhanced, which will further enable children to redirect their energy in more constructive ways.

Acknowledging the traditional custodians of the land and we embrace our responsibility to develop an awareness and appreciation of Aboriginal and Torres Strait Islander Culture by embedding Aboriginal perspectives into our pedagogy

Respecting and showing consideration for staff and families personal values and beliefs.

Encouraging parents and staff to contribute their skills, ideas, experiences into the content of our program.

Involving the centre in the community by taking interest in other groups, and inviting others to share in our program. For the children to become aware of their local community and the facilities that exist, so they will feel confident and at ease when venturing forth.

Keeping informed and furthering our child care knowledge by attending professional training and reading current information provided by recognised and endorsed government agencies.

Abiding by all relevant, up-to-date regulations and other lawful documentation referring to child care management.

Recording and documenting any suspicions of abuse/neglect with copies given to relevant agencies in regards to the Child Protection Act.

Our philosophy, like our programs, foster's children's wellbeing, their development and learning through recreational experiences. It reflects on and promotes children's opportunities for Being, Belonging and Becoming. We will meet our aims by following the National Quality Framework (National Regulations, National Children's Act 2010) and by utilising information from the "My Time, Our Place" Framework for School Aged Children in Australia.

Our Outcomes and our Service Philosophy will combine to guide program decision making for children and educators to reflect on and to promote children's opportunities.

4. ENROLMENT PROCESS

The enrolment of children is an important step for our approved service. It is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) to have an enrolment notice regardless of their Child Care Subsidy eligibility status. For those eligible individuals and children, entitlement determinations will not occur without the correct enrolment in place. Aussie Kids Fun & Fitness Service will submit an 'enrolment notice' in the Child Care Subsidy System to indicate that they have entered into an arrangement with a family and a child is enrolled. Once our service has submitted an enrolment notice, we are also required to report attendance for your child.

Aussie Kids Fun & Fitness may need to create multiple enrolment notices for a child if there is more than one arrangement to provide care to your child, for example, where either:

- a child is considered a dependent child of two families, such as when separated parents share the care of a child, or the fees for some sessions of care provided to a child are paid for by a third party (such as an employer) and for other sessions by the parent(s).

How to Enrol

Every child needs to be enrolled in the OSHC program before they attend this service. We will need:

- Child parent/guardian names
- Child Reference Number (CRN) obtained through Centre Link
- Birth Certificate

Each child needs to be re-enrolled every school year for OSHC care and re-enrolled if children has not been in care for 14 weeks. You are also required to book days for each Vacation Care period.

An Enrolment form can be filled out and lodged on our website www.aussiekidsfunandfitness.com Under - **Enrolment Form**. This form is to be **fully completed** before your child/children can commence care. If you do not have a CRN (Customer Reference Number) this can be submitted at a later date, however it does mean that you cannot receive Childcare Subsidy until our service is notified of this.

This information will be kept in a confidential file and viewed only by staff that directly cares for your child.

Management and Control will ensure families enter into Complying Written Agreement (CWA)

Bookings are on a 'first in, first served' basis however Priority of Access will apply as per Child Care Provider Handbook as places are limited. If your child does not regularly attend the Before and After School Program, fees must be paid in full prior to attendance, places will only be confirmed once payment has been received.

Each family is expected to make bookings advance, for the care sessions required. **Bookings will only be excepted when families have completed the service's Enrolment Form in Full.**

A family update notice is distributed annually and a new update enrolment is available to be printed out using the Fully Booked system on the new calendar year automatically and asks the parents to confirm their details. Enrolments are updated annually or when required if there has been a change in circumstances or a child has not been in care for 14 weeks then re-enrolment is required. Please understand that it is essential we have up-to-date information in case of an emergency.

Change of Personal Details

Please assist us in keeping your records up-to-date. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

Fees are payable for family holidays and sick days if those days fall on the day that the child is booked into the service.

Child Care Subsidy Entitlement

There are three factors that determine a family's level of Child Care Subsidy. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

The Child Care Subsidy is generally paid directly to our service and to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to our Service the difference between the fee charged and the subsidy amount.

There is also targeted additional fee assistance for vulnerable families through the [Child Care Safety Net](#).

Families can get an estimate of what they may be entitled to by entering their details into the [Department of Human Services Payment and Service Finder](#)

Additional Child Care Subsidy

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

1. Additional Child Care Subsidy (child wellbeing) - to help children who are at risk of serious abuse or neglect
2. Additional Child Care Subsidy (grandparent) - to help grandparents on income support who are the principal caregiver of their grandchildren
3. Additional Child Care Subsidy (temporary financial hardship) - to help families experiencing financial hardship
4. Additional Child Care Subsidy (transition to work) - to help low-income families transitioning from income support to work.

The provider's role in Additional Child Care Subsidy

Providers are centrally involved in identifying children who require extra support through Additional Child Care Subsidy (child wellbeing).

Providers are not involved in making applications for the other types of Additional Child Care Subsidy, although they may wish to help families who they think may be eligible by encouraging them to contact Centrelink, apply for additional assistance and provide support for families eligible.

Allowable Absences

You can be paid for any absence from approved care your child attends for up to **42 days per child per financial year**. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

Public holidays will be counted as an absence if the child would normally have attended the Service on that week day, and fees have been charged for that day for the child. You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#).

A child who has not yet received care or who has ceased receiving care

Child Care Subsidy will not be paid for absences where a provider charges a family to reserve a place for a child who has not yet physically started care.

If a child is booked in to start at a service on a particular date, and does not start on that day, no Child Care Subsidy will be paid until the child physically attends a session of care.

Similarly, a child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care. This means that Child Care Subsidy will not be paid for absences submitted after a child last physically attends a session of care.

If a family has confirmed their child's last day at a service, but that child does not attend their last booked sessions of care, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service.

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

Family Assistance Law

Department of Education and Training

NSW Early Childhood Education and Care Directorate

Department of Education and Communities www.det.nsw.edu.au

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

Prioritising Access

There are no mandatory requirements for filling vacancies, and Aussie Kids Fun & Fitness sets its own policies for prioritising who receives a place. However, as vacancies in a service arise our Service considers 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.

This reflects the Australian Government's intention to help families who are most in need, and support the safety and wellbeing of children at risk in accordance with the [Framework for Protecting Australia's Children 2009 -2020.](#)

5. HOW TO PAY YOUR FEES

Fees will be invoiced with the utilisation of a third-party provider software Fully Booked document and control. The Management will issue the statement to the parent and also schedules and receives payments to parents utilising EzyDebit with Fully Booked intergraded.

Fees will be direct debited 2 days after the invoice is emailed out to families. Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care.

Where the family owes fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. (Refer to Payment of Fees Policy)

FEES will be invoiced fortnightly and paid by direct debit through **EZYDEBIT** there will be a once only Administration fee of \$2.20. If you choose Direct Debit from your bank account

then there is a \$0.88 fortnightly transaction fee or using a credit card there is a 1.87% fortnightly transaction fee.

NOTE: If you have insufficient funds then you must contact the Director 2 days prior before the fee is taken out, failure to do this will result in a \$14.80 dishonour Fee.

Bookings & Cancellation

Permanent Bookings: Families wishing to cancel their child's place at the service are required to provide **one weeks** written notice for **Before and After School Care** and **two weeks** written notice for **Vacation Care** to the Nominated Supervisor, or they are liable to pay the equivalent of one or two weeks child care fees to the service.

Casual Booking: At least **one week's** notice if cancelling a session is required otherwise full fees will be charged.

Each Family is expected to make bookings in advance, for care sessions required. If you require care at short notice please phone **0413974775** to make your booking. **(Book online feature will soon be up and running)**

Families with outstanding fees from Before School and After School Program and Vacation Care will not have their places confirmed until such time that their accounts are brought up to date.

For families who are part of the Before School, After School Program or Vacation Care and your child/children do not attend on day/days booked and you fail to cancel within the designated time then you are still required to pay the full amount.

6. BEFORE AND AFTER SCHOOL PROGRAM

The Program is written by the Educational Leader in conjunction with families and staff and determined by the children's interests, needs, abilities and cultural beliefs. The program incorporates the National Quality Framework for school age care in Australia, "My Time, Our Place", and is flexible allowing the children to choose the activities they would like to engage in each day. They have access to a wide range of art and craft materials, games and activities.

The Program provides an environment for further social development by enhancing growth in areas such as working and playing co-operatively with others, respecting each other's point of view, enhancing their individual self-esteem and self-awareness, accepting and understanding limits for appropriate behaviours and interactions with others, self-confidence and the ability to cope independently throughout the day through well-developed self-help skills.

Aussie Kids Fun & Fitness OSHC program includes a large amount of indoor/outdoor games & sporting activities to encourage children to challenge themselves physically and mentally while working as part of a team as they participate in a wide range of free choice and organised activities.

Our Service promotes **Sustainable Practices** for children and families to engage in innovative practises and appreciate the wonder of the natural world while protecting the planet for future generations. Educators will make sustainable practices a part of the daily routine. These include: - Reuse, Reduce & Recycle – Gardening – Energy Conservation – Water Conservation – Sustainable equipment purchases.

As a part of our program we have incorporated sustainability. Families will be given the opportunity to contribute by gathering recycled items. Children will then be given the choice of how we can incorporate the items into our program with uses such as Arts & Crafts, Activities and Experiences.

Daily Routine:

Before School Care: (6.30 am to 8.30am) – Waiting List

Service Opens at 6.30 am

- Encourage hand washing upon arrival
- Children to assist in setting up breakfast, & planned activities
- Hand Washing before eating breakfast (Breakfast served up until 7.45am)
- 7.00am Children have the choice of planned activities & children's choice activities.
In the hall and front veranda
- 7.45am Children Assist in packing away, breakfast, games, craft, toys
- 8.00am Outdoor Fun & Fitness (weather pending)
- 8.20am packing away ready to start school

After School Care: (3.00pm to 6.00pm)

Service Opens at 3.00pm

- Encourage hand washing upon arrival
 - Children are greeted as they arrive to the Service.
- The roll is marked & discussion about the activities & experiences set up for children to engage in.
- 3.10pm: Afternoon tea, children to help pack away, Educator/s to help with Homework, quiet planned activities. (Arts & Craft, STEM, Life Skills)
 - 4.00pm – 5.30 pm: Indoor/Outdoor Sporting Activities & Games, Play Equipment, Games that reflect on Children's interests and abilities
 - 5.30pm – 6.00pm: Indoor/Veranda Activities (Planned Activities, Children's Choice)

(Hand Washing is embedded into the daily routine which can be viewed on the service wall)

Breakfast & Afternoon Tea

Breakfast and afternoon tea are provided each day for Before School Care and After School Care Only. Breakfast is available for children arriving before 8.30 am.

We Provide children with a wide variety of healthy and nutritious food from the five food groups. The nutritional Service menu is readily available on the Service notice board.

Families, staff and children are welcome to contribute to the menu.

A menu is planned on a rotational basis taking into account the children’s likes and dislikes and catering for dietary needs. A fresh fruit basket is available during the Vacation Care, for children to eat at their own leisure. Children are encouraged to help out with food preparation while following food safe practises.

7. VACATION CARE PROGRAM


The Coordinator for Vacation Care, along with input from staff, children and families, is responsible for the development and delivery of a program of activities that has been designed to consider: age, group dynamics, equipment, resources, building, development, skills, interests, needs and cultural needs.

The coordinator will also consider community needs, local resources, and utilise talent within the staff and families and seek children’s feedback about activities. Program is about FUN, FITNESS & FRIENDSHIP it is developed to stimulate school aged children, encourage team work, build on self-esteem, develop skills and challenge themselves.

Aussie Kids Fun & Fitness

Vacation Care Daily Routine

Time:	Daily Routine:
7.30 am – 8.30 am	Hand Washing Upon Arrival Indoor & Veranda – Breakfast 7.30 – 8.30 am Hand Washing Planned & Children’s Choice Activities
8.30 – 9.00 am	Outdoor Program - Planned & Children’s Choice Activities
9.00 – 9.30 am	Hand Washing - Morning Tea, Swish & Swallow encouraged, Hand Washing
9.30 – 10.00 am	Group Discussion – Daily Activities Safety Checklist
10.00 am	Depart for Excursions or Commence In-service Program
12.30 – 1.00 pm	Hand Washing – Lunch, Swish & Swallow encouraged, Hand Washing
1.00 – 2.30 pm	Quiet Activities - Drawing, Books, Puzzles, Arts & Crafts, Movie

2.30 – 3.00 pm	Chn on Excursion arriving back to the Service, Hand Washing - Afternoon Tea, Swish & Swallow encouraged, Hand Washing
3.00 – 4.00 pm	Structured Activities
4.00 – 5.30 pm	Indoor/Outdoor Program Planned & Children’s Choice Activities, Hand Washing
	<p>The Vacation Care Daily Routine May Change to suit Children’s Interests, Needs, Abilities & Spontaneous Choice</p> <ul style="list-style-type: none"> - Weather Permitting - Cancellations - Extending from Program - Staff, Child & Parent Suggestions

The Vacation Care Daily Routine May Change to suit Children’s Interests, Needs, Abilities & Spontaneous Choice, Weather Permitting, Cancellations, Extending from Program, Staff, Child & Parent Suggestions

Educators will create opportunities for children to learn about, develop respect for, and celebrate the diversity that exists in the service and in the broader community by:
 Encouraging all families, children and other educators to share their experiences, skills, cultures and beliefs;
 Inviting community members to the service to share their stories, songs, experiences, skills, cultures and beliefs;

Excursions Our Service conducts programs for excursions and incursions these expenses are included in the fee. Venue, transport, ratios and risks will be assessed during the planning stage with a formal risk assessment implemented to ensure the safety of the Children, Staff and Volunteers.

During an excursion we will increase the number of educators on duty due to the higher risks associated with leaving the centre, these numbers are based on the degree of risk and a ‘risk assessment’ is done by the coordinator to determine this. Parents will be required to sign an excursion authority form.

Children enrolled on an excursion day **MUST** attend the excursion, due to our Child: Educator ratios. Spending money is not encouraged; however if you feel it is appropriate please speak to an Educator on the morning of the excursion. Children will travel to excursion via bus, mini bus or foot.

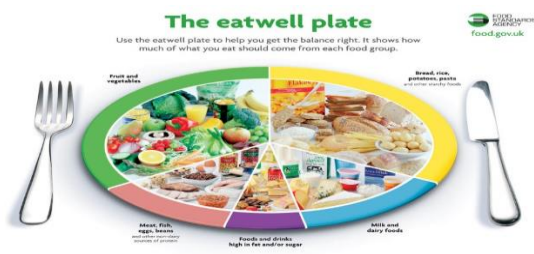
Permission notes are to be given to the families prior to the excursion to ensure all arrangements can be made to conduct a safe and enjoyable excursion.

Swimming is occasionally part of the program at **Aussie Kids Fun & Fitness OSHC**. Children are required to wear either a 'sun safe' swimming shirt or a T-shirt to help prevent sunburn. Sunscreen is to be applied to your child before they are brought into the service. Children can bring their sunscreen in their bag and re-apply if when requested by the Educator. Every child is to wear their shirt during swimming excursions or activities.

Educator to Child Ratio will be assessed on the completion of a risk assessment to determine this ratio in accordance National Regulations, National Children's Act 2010.

Food/Drink **Aussie Kids Fun & Fitness OSHC** encourage the development of the children's good eating habits through modelling and reinforcing of Healthy Eating and Nutrition practises by Educators. Families will be encouraged to share recipes and traditions to enrich the variety and enjoyment of understanding of diversity ("My Time, Out Place", 1.3). Lunches and snacks need to be brought in by families. Refer to our Nutrition Guidelines.

- Children are encouraged to be involved in food preparation.
- Children's cooking Activities will be encouraged to develop life skills
- Children's individual needs such as allergies, cultural requirements and health needs will be addressed.
- Fresh Drinking Water will be available at all times for children.
- During Vacation Care, families will be asked to provide their children's, morning tea, lunch and afternoon tea, unless otherwise stated in the program. If your child arrives before 8am then Breakfast will be provided.
- A nutritious breakfast and Afternoon tea will be provided for Before and After School Care.
- Water in a refillable container needs to be provided, with your child's name on it. Ensure that your child can open the container by him/herself allowing Children to access their drinks during activities.



What Does My Child Need to Bring?

As well as lunch and morning/afternoon snacks, we recommend that your child wears comfortable clothes and remember that we do lots of messy and fun activities so don't wear your best clothes.

As recommended by The NSW Cancer Council, clothes should cover the shoulders. The best clothes enable free movement and easily managed by children themselves.

We respect parents' wishes regarding clothing, within our Sun Safe Policy and Guidelines. For more information please see the Sun Protection Policy, located in the Policies and Procedures Handbook.

Comfortable, enclosed shoes are **a MUST**

We recommend that your child's bag should contain:

- A change of clothes (clearly labelled)
- Lunch, snacks, morning/afternoon tea
- Drink bottle with water only
- 30+ sunscreen for outside play
- A wide brimmed labelled hat.
- Water Play Clothes

Parents need to ensure that all fridge items and drinks are clearly labelled with their child's name. It is recommended that children bring an ice pack in their lunch box to keep their food cool.

8. Arrival and Departure: For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. The times must be noted.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor.

BUS PROCEDURE Our goal is to ensure the safety of all the children in our care. Our procedure has been designed to ensure that all children are dropped off at school without incident. A staff member will wait at the drop off point to collect the child/ren to take them to the hall.

During the morning session the staff member will take the child/ren to the bus stop and ensure the child gets onto the bus.

Child/ren are only permitted to travel to an excursion on any form of transport with written permission from families.

If a Child is not dropped at the school

If a child has not been dropped at the school by bus the staff member will ask the bus driver if they know of their whereabouts. If the child, cannot be located then the staff member will phone the parent to ensure that the child did attend school, if so the school will be contacted to see if

they know of the child's whereabouts. The parents will be contacted again informing them of the outcome. If the child can not be located then the police will then be notified.

Signing Children in and Out of the Service

All children need to be signed in and out of the Service each day by a responsible adult over the age of 18. This is not only a Government requirement, but also very important for the safety of all children attending the Service.

Cross referencing attendance records with families signing in and out times will be validated with the new electronic system where parents and educators can sign children in and out of care with the e-signature process.

Parents sign children in the before school session and all children are signed out at 8.30am when the service closes. The After-School Care session all children are again signed in when I service is open at 3pm and parents can validate this by seeing the sign in time when signing their child out at the end of the care session. During vacation care the same format will be used it ensure all sign in and out times are accurate.

The person collecting your child must be listed on your child's enrolment forms. If no one on the collection list can collect your child then a written form of correspondence is required either a letter or text. Photo identification will be asked for if we are not familiar with the person who is collecting your child so please notify any person on your collection list that this may occur.

9. OUR STAFFING ARRANGEMENTS

Aussie Kids Fun & Fitness OSHC employs appropriately experienced, trained and qualified staff.

This enables us to deliver a quality environment that not only meets the needs of our children and families but our dedicated staff as well.

Educator to Child Ratios

The following Educator to Child Ratios are adopted to at **Aussie Kids Fun & Fitness OSHC**

In Service Care 1:15

Children Attending Excursions/Inclusions (This will be determined after completing a Risk Assessment)

Water Excursions/Activities 1:5 (This could differ depending on the child/rens swimming abilities and the risk associated with water)

Our Team Leaders are responsible for running the day-to-day programs, these are generally the qualified staff on duty and their names will be listed near our sign in sheets. Ratios may differ depending on Risk Factors.

Staff Qualifications

All our Educators have

- Valid Working with Children Check (WWCC)
- National Police Check

All our Nominated Supervisor, Educational Leader and Responsible Persons Qualifications:

- Valid Working with Children Check (WWCC)
- Approved Certificate in Emergency First Aid & CPR
- Anaphylaxis Management Training in accordance Regulation 170 of National Quality Framework
- Emergency Asthma Management Training in accordance Regulation 170 of National Quality Framework
- National Police Check

10. FULL FEES AND CHARGES

Fees need to be kept current each week or paid in advance. If your fees fall behind, your position in the centre will be in jeopardy and a late payment fee of **\$15** per failed transaction.

If childcare fees are more than **two weeks** in arrears your child's position at the service will be terminated. All absent days, public holidays and extra days must be paid for and will be charged accordingly. There are no make-up days as we have restricted daily numbers. Parents are not charged for any of the time we are closed over Christmas.

Late Collection Fee The service hours are stated in this hand book. Staff are unable to accept children in the service outside of these hours. Should children be present after closing time, a late fee of **\$15 every \$15 will apply**. Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service.

CRN Reference Numbers/Childcare Subsidy All families **MUST REGISTER** with **mygov** and obtain a CNR (Customer reference number) from Centrelink for both yourself and your child to be able to receive CCS (Child Care Subsidy). The amount of childcare subsidy will be assessed on your income and also the amount eligible hours per fortnight. Government subsidy will not be paid unless your CRN Numbers are provided at the Service.

11. TERMINATION OF ENROLMENT

A two week notice is required of the withdrawal of your child from the Service. Your account will reflect a charge of **2 weeks fees** from the date of your notice of withdrawal. Your child/ren must attend on their last day of care otherwise full fees will be charged.

Absence Days

Initial 42 days absence

Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence.

Additional Absence Days

Once 42 absence days have occurred in a financial year, Child Care Subsidy and Additional Child Care Subsidy can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. These reasons can include any of the following:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan
- the service is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

In shared care arrangements (where separated parents both claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant.

12. YOU AND YOUR CHILD

Settling in Your Child

Our service caters for a wide range of primary school aged children. Children may have had little previous experience of multi-age groupings. Some of the younger children, in particular, may need time to settle in and feel secure within the service. Our staff is experienced in encouraging

children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way, please telephone the service during the time your child is attending for reassurance of your child's wellbeing. Parents are always welcome to come and see their child during their stay.

Please make sure you tell your child when you are leaving and when you will return. Ask an educator to support you in separating. Remember to be happy, positive and assured, leaving with a calm, confident, short goodbye. Please do not leave without saying goodbye as this can lead to your child becoming fearful and anxious. Educators are experienced in offering reassurance and comfort and will stay with any distressed child.

In the first days of OSHC or Vacation care, the focus of the program is to provide the children with a caring and secure environment where they will become confident and independent. We introduce basic routines and assist the children to establish a safe and co-operative play environment.

Positive Guidance (Behavioural Management)

Children will be encouraged at all times to show respect to the Educators, their peers and for the environment around them. Through positive communication with the children on a developmentally appropriate level, the children will become familiar with the limits and expectations for their behaviours.

Children will be encouraged to resolve their own conflicts through role modelling and positive reinforcement.

Where required, children may be re-directed from the situation in which they are experiencing difficulties. Children will be encouraged to verbalise their feelings and the challenges they are experiencing, empowering them to become responsible for and better able to manage their own actions.

The use of physical force or punishment will not be accepted or used at any time. The staff at all times will maintain clear, consistent and realistic expectations for behaviours, which will assist the children in understanding and valuing these expectations. Staff will continue to be provided with opportunities for professional development in this area, to further develop their skills in positive guidance and appropriate strategies for behaviours management.

Behavior Guide:

(These Rules Will Be Clearly Display)

- **Whilst at the service, we expect that the children will comply with the following basic rules:**
 - ✓ Respect each other
 - ✓ Respect other people's property and that of the service
 - ✓ Share with other children and be inclusive
 - ✓ Accept and respect individual needs and differences
 - ✓ Clean up after activities
 - ✓ Be polite to educators and to each other
 - ✓ Follow the instructions from educators
 - ✓ Play only in the allocated areas and as directed by educators and not enter areas that educators have designated as "out of bounds"
 - ✓ Remain in the supervised area of the program and during excursions
 - ✓ Not participate in physical fighting (play or real), for example, spitting, throwing toys, stones or dangerous objects.
 - ✓ Not bully or engage in any form of aggressive behaviour
 - ✓ Use appropriate language at all times
 - ✓ Treat others the way you would like to be treated
 - ✓ Have Fun!!

Addressing Bullying Behaviours

The service does not accept any behaviours that is intimidating to other children or adults.

Our staff aims to ensure all children are accepted for themselves and are able to express themselves without intimidation.

All children who attend the service have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and co-operative.

Staff will always listen and respond to children when incidents of bullying are reported or observed, and will act to eliminate bullying at the service. Children will be encouraged to speak to educators if they see, or are subjected to, bullying behaviours, and to refuse to be in any bullying situation.

Parents are asked to tell an Educator about any bullying incident, or if they suspect that bullying has occurred. Parents are also asked to support the services policies and emphasise the importance of courtesy, consideration and co-operation in everyday life with their child. A copy of the Behaviour Guidance Policy and Procedures Handbook.

Family Involvement and Support

Parents, Carers and families are welcome to support the service. Your encouragement and assistance, in any which way would be of valuable to our service. This can be done by contributing recycled items for our ongoing sustainability program, assist with supervision on excursions, share recipes, interesting news, family traditions and culture.

Accessing and using a range of resources (including multi-cultural and multi-lingual resources) that reflect the diversity of children and families in the service and in the broader community.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interests with the staff. Even though a parent/carer's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying and participating in the program.

At various times you will be asked to complete surveys/questionnaires and help contribute to our Quality Improvement Plan (QIP) these usually relate to things such as our standards, policies, procedures and programs. Please take the time to complete the forms your input is invaluable for us to continually improve our standards and offer a high level of care for your child.

Toys

Please do not bring any toys into our service as children are provided with a range of fun and stimulating activities and experiences throughout their day.

Photography

Before the Service photographs and distribute photos of children using the service. We will obtain appropriate authorisations from parent/guardian to ensure the privacy of children and families is respected. From time to time children participating in OSHC will be photographed for use in the service publications and advertising. A parent/guardian authorisation in writing will be obtained before the taking of photographs of their child at the Service. If you do not wish your child to appear in promotional material, please discuss this with the Nominated Supervisor or Coordinator.

13. CHILDREN WITH ADDITIONAL NEEDS

If your child has requirements that you would like us to be aware of, please contact the Service to arrange a meeting to discuss inclusion support. Parents are to note details of restrictions and/or "special" diets on the enrolment form.

Special Dietary Needs and Allergy Awareness

The service is supportive of special dietary requirements of children in care. Parents are free to discuss their child's needs, including any food allergies, restrictions (cultural or religious) and how the service can support parents to meet the child's dietary requirements.

MEDICAL CONDITIONS: (IF YOUR CHILD HAS A MEDICAL CONDITION)

- Families must provide required information on their child's medical condition, including
 - Medication
 - Allergies
 - Medical Practitioner contact details
 - Medical Management Plan

A Medical Management Plan must be developed in consultation with families and the child's medical practitioner.

A meeting will be arranged with the parents/guardian as soon as the Service has been advised of the medical condition. During this meeting a risk minimisation plan will be developed in consultation with the parent/guardian

A regularly updated list of children who have special dietary requirement is placed in food preparation area for staff and volunteers to familiarise themselves with.

MEDICATION:

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families or children, must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags. If a child self-medicates then the Self-Medication Form must be filled out and signed by a parent or guardian.

14. SERVICE POLICIES & PROCEDURES

Policy Manual

Aussie Kids Fun & Fitness OSCH has developed a comprehensive set of policies and procedures by which our Service operates. These will be reviewed on a regular basis.

Our Policies are valuable information for you a Parent/Carer as to what service we provide and how we follow the guidelines in providing it. Policies and Procedures have been developed using information and guidelines from a wide range of sources. These sources where applicable are documented at the bottom of the relevant policies. Our policies cover all aspects of Service operation from programming to health and safety, nutrition, communication, Workplace Health & Safety, Governance and so on and are reflective of the regulatory requirements of the Education and Care Services National Law Act 2010

These policies are available for your perusal in our sign in area. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations. We recommend that you take the time to read through these policies and procedures at your convenience to become more familiar with our Service as partners in your child's care and education.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures as we are always keen to reflect on, and evaluate our Service in an effort to provide a level of care and education that exceeds your expectations

15. ILLNESS/INFECTIOUS DISEASE

Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of a sick child are difficult to meet without dramatically reducing the general level of supervision of the other children, or risking another children's health.
- Where a child takes ill at the service, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if he/she:
 - Sleeps at unusual times, is lethargic.
 - Has a fever over 38⁰.
 - Is crying constantly from discomfort.
 - Vomits or has diarrhoea.
 - Is in need of constant one to one care.
 - Has symptoms of an infectious disease.
- If a child is unwell at home, the family is not permitted to bring the child to the service. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.

- If a child becomes ill whilst at the service, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the service promptly.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's family or other authorised adult takes them home.

COVID -19

We are monitoring the coronavirus (COVID-19) situation closely and following the daily advice and alerts from the Department of Health and Public Health Units. Our greatest responsibility and priority during this challenging time is to ensure the health and safety of your children, our staff and visitors to the service.

As a precautionary measure, we ask that all Parents and visitors no longer enter the service. You must sign your child in at the sign in desk located the front of the hall. If activities are not in the direct hall area then families are to call the Service phone and your child/ren will be brought to you.

Please use the alcohol-based sanitiser located at the front entry. We suggest that you bring your own pen or if you use the Services pen please place it in the 'Used Pen Plate' for disinfecting.

Any person who has recently returned from overseas travel, must adhere to government guidelines and self-isolate for 14 days. Self-isolation is also required for any person who has been in close contact with someone suspected with the virus.

To help minimise cross infection of any illness, we are strongly requesting, that any child who is sick or displaying any flu-like symptom, refrain from coming to our service until they are well.

We have not been notified of any suspected cases of COVID-19. Should we be notified by the Public Health Unit of any suspected or confirmed diagnosis, parents and families will be notified by email or phone immediately. If our service is directed to close for a period of time, we would be notified by the Public Health Unit.

We have implemented a dedicated *Coronavirus (COVID-10) Management Policy* to ensure best practice and reinforce our hygiene protocols.

It is suggested that children with Health Care Plans have their Plans reviewed by their local GP, to ensure that any changes that need to be implemented are done so, for your child's Health and Wellbeing.

INFECTIOUS DISEASE

- The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

CONDITION	EXCLUSION
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until adequate carrier eradication therapy has been completed.
MUMPS	Exclude for 9 days or until swelling goes down (whichever is sooner).
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until diarrhoea ceases.
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment.
WORMS (INTESTINAL)	Exclude if diarrhoea present.
COVID - 19	Exclude until medical certificate of recovery is received.

- *If your child is unimmunised according to our records, then they will be excluded until the threat has passed.*

16. ACCIDENTS

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the parent. The Department will be notified within 24 hrs.

17. GRIEVANCE PROCEDURE

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child. We welcome all parent/carer feedback, as this will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, professional manner. We encourage families to speak with a co-coordinator about any issues as they arise so that they can be addressed as soon as possible, and in turn may prevent them becoming a major concern.

As mentioned, families are welcome to approach a co-coordinator. If you have followed this step and still feel your grievance has not been acted upon, you may wish to contact management at aussiekidsfunandfitness@hotmail.com

- The service will support an individual right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything an individual thinks is unfair or which makes them unhappy with the service.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or staff that are not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Nominated Supervisor (if different from the Coordinator) or management liaison person, either in writing or verbally.
- Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Coordinator and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Coordinator or management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Coordinator will write personally to the individual making the complaint. If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

