



## SERVICE OPERATION AND MANAGEMENT

### Programme hours

|                    |           |
|--------------------|-----------|
| After school care: | 3PM – 6PM |
| Holiday programme: | 8AM – 6PM |

### Enrolment

All children attending the programme must be enrolled using the enrolment form (on Enrolmy) by the parent, caregiver or other authorised adult.

The adult enrolling the child/ren will be given the programme information sheet and must sign the parent agreement.

At least two emergency contacts must be provided.

The names of all people authorised to collect the child/ren from the centre will be listed on the form, along with a copy of any custody or access order in place.

Information regarding health conditions, special needs, and cultural background is requested on the enrolment form.

Parents must also give written consent for any off-site activities and other specific activities (e.g. swimming) when requested by the programme.

Parents must sign a Walking School Bus Policy (After School Care Programme only) to give permission for Staff to walk children from school grounds to the programme on Church Street, Northcote.

### Children with special needs

Every effort will be made to include children with special needs in Mi Casa ASC Programmes. All venues and programmes are selected to enable inclusion of children and families with special needs such as learning difficulty, disability and developmental delay. However if there is insufficient training and support, Mi Casa may decline an enrolment based on the best needs for the child.

The programme supervisor will discuss fully with parents, the child's requirements: medication, diet and supervision requirements, which will be recorded with the child's enrolment form.

The programme supervisor will assess how the child's needs may be catered for and discuss this approach with parents and staff. With parental consent the programme supervisor may also contact schools and other agencies who have contact with the child for more information and advice.

The safety of the child and other children in the programme will be a major consideration. Children cannot be included in the programme if their behaviour or the level of supervision required, compromises programme supervision and safety. The programme supervisor may offer enrolment for an initial trial period.



The programme supervisor will ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care. Each case will be considered individually and every effort will be made to include the child within the limits of the programme's resources.



### **Record-keeping and privacy**

Mi Casa ASC Programme maintains accurate records of current enrolments, attendance, health information and all medication administered by staff. All Information is kept in accordance with the Privacy Act 1993.

Information on each child is collected on an enrolment form directly from parents/caregivers or other authorised person. As part of the enrolment procedure parents/caregivers are advised that they are responsible for notifying the programme of any changes of details and that they can view and correct their child's information by notifying the programme supervisor.

Information collected about children is used only for providing care during in the OSCAR programme.

Photographs of children may be used for advertising the programme, unless parents state otherwise.

Enrolment information is stored securely at the programme venue and also accessible on-line for the programme supervisor, manager and admin staff. Enrolment information will only be kept while the child attends the programme and then will be disposed of securely. Health and safety records (such as incident reports) may be kept for a longer period and will be securely archived.

This information will not be shared with other persons or agencies without the consent of the parent / caregiver, except where there is a concern about safety and welfare of a child and as advised by the Police or Child, Youth and Family.

### **Management / governance**

Mi Casa ASC Programme is operated by:

Elisa Hohepa and Jansyl Andrews - Directors

The programme manager will maintain regular communication with programme staff, by being on-site at the programme and phone contact with the supervisor (or other Director/Manager), through a report after each holiday programme and twice per term.

The Directors will review insurances annually to ensure there is appropriate coverage for significant risks.

The programme policies will be reviewed annually by the Manager in consultation with programme staff and report to the Directors.

Parent feedback and complaints will also be taken into account when reviewing policies.

A full set of policy documents will be available for parents to view by the sign in/out sheets at the programme venue.



### **Financial management**

Mi Casa ASC Programme will maintain systems to keep control of day to day finances and provide accountability for expenditure of funds.

The Directors will monitor programme expenditure. All spending is restricted to amounts determined in the programme budget.

The Directors are authorised to purchase programme consumables. A petty cash allowance will be available for day to day use. Amounts over this allowance must be approved by and obtained through Management. Every effort is made to minimise amounts of cash carried by the Directors.

It is the Directors responsibility to:

- Set an annual budget
- Maintain clear, up-to-date financial records and monitor cash flow spending limits / controls
- Ensure government funding is accounted for separately from other income
- Maintain whenever possible a reserve of funds, set aside for adverse financial circumstances.

### **Fees**

After school care fees are payable by Friday for the previous week. Parents will be invoiced weekly by Friday evening. A maximum of 2 weeks arrears is permitted before further action is taken.

Holiday programme fees are payable prior to programme commencement. There will be no fee refunds, but amounts may be credited towards the next programme fees at the discretion of the Manager.

A full schedule of current fees will be given to every parent upon enrolment, as well as information on applying for OSCAR Fee Subsidy.

Any parent expecting Work and Income Fee payments must show evidence of application and pay (50%) of the fee until payments are received by the programme. Any credit balance at this point will be notified to the parent.

For permanent bookings, fees are payable for public holidays and any day the child is booked but absent from the programme. Two weeks' notice is required to cancel a permanent booking. Any request for a permanent booking that cannot be accommodated will be added to a waiting list. First preference on the waiting list will be for bookings of 3 days or more.

If any child is absent for a continuous period of 3 weeks their permanent booking will be cancelled and their name will be removed from the permanent roll.

Fee payments are by internet banking. Credit Card payments are also accepted.

Non-payment of fees will lead to exclusion of children concerned and debt collection services will be notified.

The Directors must approve any changes to fee levels.



## **Complaints**

Parents will be informed on enrolment that there is a complaints procedure. This will be included in information given to parents at enrolment and clearly displayed at the centre. This information will include the contact details of MSD Approvals, should parents wish to raise the matter there.

In general, if any parents have complaints about the programme or staff members, they should:

1. Approach the programme Manager who will attempt to resolve the matter. (The Directors may be approached initially if preferred.)
2. If the parent is still unsatisfied they should contact the Directors.
3. Further concerns/complaints must be made in writing and must contain details of the grievance and desired outcomes. The manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

If there are any meetings, all parties are entitled to have an independent support person present. While the matter is being resolved, all effected parties will be treated fairly, with proper consideration for their privacy and any special needs.

If a parent wishes to take the matter further they can raise it with MSD Approvals, who are responsible for granting the programme accreditation as an OSCAR provider.

The Manager will keep the Directors informed of any verbal complaints received. The manager will maintain a register of complaints – both verbal and written.