



Family Handbook – Our Lady of the Angels

Welcome to KT OOSH Services!!!

We strongly recommend that you read through this handbook as it aims to assist families with any procedural questions in regard to the operation of the service, including some important policies and procedures. A full version of all the companies Policies and procedures can be located at any centre in the sign in area. Please ask an educator on site for assistance. You will be required to acknowledge in the enrolment form that you have read and understand the information.

Understanding the service policies and procedures will assist in establishing an effective relationship between families and the service. It is important that families are aware of their responsibilities and have knowledge to what KT OOSH Services provide throughout their term of enrolment.

If you have any further questions or queries please contact our Head Office at ola@ktoosh.com.au or **(02) 8814 7610**. Please note that you need to include the prefix 02 when calling otherwise your call may not be connected.

Head Office Opening Hours:

Monday to Friday 9:00 am – 5:00pm

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KT OOSH Website & Facebook Page

Visit our website to find important forms and information, including; How to Enrol, Medical Action Plans Templates, Direct Debit Forms, Our centres locations and directions, Vacation Care information and programs and also Educator profiles.

Website: <http://www.ktoosh.com.au>

Follow us on Facebook to be kept up to date with the latest information. To ensure privacy of our families, friend request sent to our Facebook page will only be accepted if your child is currently enrolled in our service.

Facebook: **KT Oosh Ola**

Service Location

KT OOSH operates within the school ground of Our Lady of the Angels Primary School. KT OOSH operates out of the YELLOW demountable and occasionally the PURPLE demountable.

Contact Information

Head Office Phone: (02) 8814 7610, please email prior to calling for bookings and queries.

Centre Mobile: 0423 420 605, this number is used to text absences a or contact the centre in an emergency.

Email: ola@ktoosh.com.au

Operating Hours

Our Service caters for children from 5 – 12 years. Our operating hours at OLA are:

Before School Care 6:45am – 8:45am

After School Care 3:00pm – 6:00pm

Vacation Care 7:00am – 6:00pm (operated at Ironbark Ridge Public School)

Fees Structure

Fee prices below are based per child, per session, before Child Care Subsidy (CCS) has been applied.

Permanent Before School Care	\$24.50
Permanent After School Care	\$27.50
Casual Before & After School Care	\$31.00
Emergency Before & After School Care	\$33.00
Vacation Care (Early Bird Rate)	\$60.00
Vacation Casual Care (After Close off date)	\$70.00
Vacation Emergency Care (Within 24 hours)	\$75.00

Families are required to complete the online Child Care Subsidy (CCS) assessment via [myGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, along with the child's CRN so we can confirm and register attendance to ensure that you are receiving the appropriate subsidy.

How to Enrol

You will find many self-guided information on "How to Enrol" tab on our website www.ktoosh.com.au

Governance

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time Our Place Learning Framework and the National Regulations (Education and Care Services National Regulations).

The National Quality Standard sets out a national benchmark for the quality of education and care services. It includes 7 quality areas that are important to outcomes for children. Services are assessed and rated by the Regulatory Authority and given an overall rating based on these results.

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 NSW. To contact our Regulatory Authority, please refer to the contact details below:

NSW Early Childhood Education and Care Directorate Department of Education and Communities
www.det.nsw.edu.au

1800 619 113, ececd@det.nsw.edu.au , Locked Bag 5107 PARRAMATTA NSW 2124

Privacy

KT OOSH Services requires certain information to be collected in accordance with administration of child care.

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.

As outlined and agreed to in the enrolment form KT OOSH Services will have open communication with your Child's School to ensure their health, safety and wellbeing is priority.

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

Types of Care provided

All bookings are to be made using the My Family Lounge APP.

All care must be pre-booked and confirmed prior to attendance.

In the case of Last-Minute Care, we will accept the request via SMS direct to the appropriate Centre your child attends, however the booking will need to be confirmed prior to attendance.

Permanent Booking Fees will be charged at the current rate. A permanent booking fee is a booking that is made on a regular basis over a period of one week or more. KT OOSH Services is not able to offer fortnightly bookings.

Casual Booking Fees will be charged at the current rate. A casual booking is one that is made on an unplanned basis and changes from week to week. Casual days are only offered to families if available within each Centres Service's license and/or Educator : Child ratio. Unfortunately, since the commencement of mandatory ratios in 2018 casual bookings cannot be guaranteed and the booking will need to be waitlisted and advised if a position becomes available.

Last Minute Care Booking Fees will be charge at the current rate. A last-minute booking is a booking that is required within 24 hours of the session's commencement time. Last minute bookings are only offered to families if available within each Centres Service's license.

Vacation Care Fees will be charged at the current rate. A Vacation Care booking fee is a booking that is made during vacation care or pupil free periods set by the Department of Education and/or each individual School. Additional excursion/incursion costs on vacation care days are also payable depending on the activity that is programmed on the day booked.

Vacation Care programs are genuinely published 4--6 weeks prior to the upcoming school holidays. The Vacation Care programs will be available on our website, www.ktoosh.com.au, our Facebook page KT Oosh Ola as well as being published in the school newsletters.

If your child is already enrolled with KT OOSH Services, families simply need to book on the My Family Lounge APP.

If your child is not yet enrolled with KT OOSH Services then the enrolment process outlined on our website under the 'How to Enrol' tab, www.ktoosh.com.au, is to be followed. Simply log onto the My Family Lounge APP and complete the information required.

Once you receive a confirmation email for your booking requests, care is confirmed and payable regardless of attendance, inclusive of all incursion and excursion costs.

Fee Policies

The fee structure of the Service includes the following and is increased annually:

An administration fee of \$25.00 per child will be charged for the initial processing and creation of their account. This administration fee is payable via Direct Debit at the time of processing prior to the child's acceptance to join the KT OOSH program.

A yearly administration fee of \$25.00 per child will be charged to process re-enrolment forms for each and every year that the child attends. This administration fee is payable via Direct Debit at the time of processing prior to the child's acceptance to join the KT OOSH program.

A \$300.00 Family Bond (refundable) is payable per family if their child only uses the service for casual or vacation care bookings. This Bond payment is payable via Direct Debit at the time of processing prior to the child's acceptance to join the KT OOSH program. If at any time a permanent booking is changed to a casual booking the \$300.00 Family Bond will be required to be paid prior to their first casual booking being placed.

The Family Bond is fully refundable when 2 weeks written notice (via email) is received that the child/ren no longer requires the use of the service. If two weeks' notice is not given then permanent fees will continue to accrue until notice of cancellation is received in writing to Head Office. From the point of notification 2

weeks' worth of permanent fees are due OR the \$300 bond is forfeited whichever is the greater amount. If attending vacation care only, then the \$300 bond is directly refunded provided there are no outstanding monies owing.

Non-Notification Fees of \$7.50 per child will be charged to your account if any of the following three incidences occur:

1. When guardians do not inform the service directly that their child/ren will NOT be attending a previously booked or confirmed AM session with the service.
2. When guardians fail to notify the service that their child/ren requires a casual/emergency AM care position prior to the child arriving at the service.

Non-Notification Fees of \$15.00 per child will be charged to your account if any of the following three incidences occur:

1. When guardians do not inform the service directly that their child/ren will NOT be attending a previously booked or confirmed PM session with the service.
2. When guardians fail to notify the service that their child/ren requires a casual/emergency PM care position prior to the child arriving at the service.
3. When guardians fail to contact the service and advise that pick up will occur after the service closes. This is important, as management may need to make arrangements to ensure someone is able to remain on site after closing until the child is collected.

CRN Update Administration Fee of \$25.00 will be charged if after 2 weeks it is found that we have been given the incorrect CRN number and a new formal enrolment needs to be completed to link Child Care Subsidy System.

Sign In/Out Administration Fee of \$25.00 will be charged if a parent has forgotten to sign their child either in or out each session to follow up and support families to ensure that they receive their entitlements. All parents are made away on acceptance of the CCS benefit that this is a legal requirement by them to sign their children in and out each time that they use the Service.

Late collection Fees at a rate of \$15.00 per child, for each 5 minutes accrue when a child remains on site after the official Centre's closing time. If a guardian is running late then they MUST contact the Centre to advise. This will give reassurance that a nominated authorised person is on their way. Failure to do so or if the Centre has to contact the guardian then this will result in a non-notification fee being charged as per the current non-notification rates per child in addition to the late collection fee. If continued lateness occurs then KT OOSH Services reserves the right to terminate care. It is important to respect that KT OOSH Services Educators have families and commitments after closing hours.

Re-Issuing of financial statements \$5.00 per request will be charged to any family each time that they request to have a copy of their statement re-issued to them. Statements are emailed directly to the parent each fortnight in electronic form and should be kept in safe keeping for their end of year financial commitments to any benefit that they receive from the Government.

If your child is going to be absent from a confirmed session then guardians must advise via SMS directly to the centre mobile prior to the completion of Am sessions and/or commencement of PM sessions. Should guardians have advanced notice, emails can be forwarded to the Centre's email. Failure to advise of an absence will result in a non-notification fee being charged for each child absent.

KT OOSH Services Pty Limited using a program call Qikkids to manage their bookings and charges that links directly to Child Care Subsidy System.

Child care services use the Child Care Subsidy System to record child enrolment and attendance information. This information is reported to the Department of Education and Training and used to calculate the child care fee reductions to be paid to the service.

Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:

1. The age of the child (must be 13 years or under and not attending secondary school),
2. The child meeting immunisation requirements,
3. The individual, or their partners, meeting the residency requirements.

Families level of Child Care Subsidy will be determined by:

1. Combined family income,
2. Activity level of parents,
3. Type of childcare Service.

When a child is confirmed as attending a session with the service, that session is payable regardless of attendance or not. Fees are charged depending on the Child Care Subsidy (which replaced the Child Care Benefit and Child Care Rebate in 2018). The Child Care Subsidy will be paid directly to the Service with the balance out of pocket to be paid by the parent.

Payment of Fees

Fees are to be paid fortnightly in advance through a direct debit system and are charged at the full session rate regardless of the actual attendance hours at each session.

Fees are payable in advance for every day that a child is enrolled at the Service. This includes (pupil free days for Santa Sophia only), sick days, and family holidays but excludes periods when the Service is closed.

Fees must be kept in advance of a child's attendance.

Fee invoices are sent fortnightly on Tuesdays via email to your nominated email address and payment is the responsibility of the person enrolling the child/ren. The service will only deal directly with the account holder when dealing with accounting matters. Management will not discuss accounts with any other person other than the account holder.

Upon receipt of a fee invoice it is the customer responsibility to review all charges and if you feel an error has been made then Head Office must be notified via email ASAP via your centre's appropriate email address.

Head Office will look into the credit request and if applicable do their best to rectified the error ASAP. In some cases, this may take longer than expected. If this is the case then the incorrect amount invoiced will be deducted from your nominated account or credit card and a credit will be applied on the following fortnightly fee invoice. This will be noted as the balance brought forward amount.

Debit Success is the services payment method. This can be paid directly via your bank account or credit card. Surcharges apply for credit card transactions.

Debit Success deductions/payments are then processed the following day fortnightly on Wednesdays.

Debit Success will apply dishonour fees to any failed transactions. KT OOSH Services have no control over dishonour fees and therefore these cannot be credited.

If a payment is declined or paid late then an additional \$10.00 late payment fee will be applied to your account.

Vacation Care/Casual Bookings - Except for under extenuating circumstances (at the discretion of management), Vacation Care/Casual bookings that have been confirmed are also payable regardless whether the child attends or not and no refunds, credits, or swapping and/or changing of days will be applied as Educators, activities and meals have already been accounted for.

Additional excursion/incursion costs on vacation care days are also payable regardless of attendance once bookings have been confirmed.

Due to current legislation, if a child does not attend on the first day of care or their last day of care after the Service has received their 2 week written notice to cancel their booking, the family will be charged full fees as no child care subsidy will be rebate will be paid to the Service by CCMS.

Late Payment Fees

If fees are not paid by the due date then late payment fees will be applied to your account at the current late payment fee rate. Late payment fees will be charged on a weekly basis for each consecutive week the debt remains outstanding once invoiced.

The service reserves the right to suspend care at any time until outstanding accounts are brought up to date.

Please note that during any suspension periods, permanent care fees and additional confirmed sessions are still payable.

Financial Hardship

If a family is having financial difficulties then an application for special provisions should be emailed directly to the Office Manager on 02 8814 7610.

Child Care Subsidy (CCS)

Child Care Subsidy is a means---tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- 1. Combined Family Income
- 2. Activity Test for both parents
- 3. Service Type

Child Care Subsidy requires all families to provide information and confirm current details by using your Centrelink online account through [myGov](#).

Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses.

Regardless of whether you will receive entitlements or not this must be created to link you to our Service.

Once your enrolment has been entered into our system and linked with any CCS that you may be entitled to you will be issued with a Complying Written Agreement (CWA) that is compulsory for us to administer your subsidy on behalf of Centrelink. Unfortunately, we cannot forward this until after your care has commenced but it must be signed, scanned and returned once care has commenced.

Arrival & Departures

When arriving at the Service please bring your child to the allocated OOSH area. Under no circumstances will we accept children from the front gate, the car park or the outdoor play areas. This is not only unsafe but also a confusing experience for children.

Please make sure that an Educator knows that your child has arrived and has accepted them for care before you leave.

If your child is being collected by another adult, they must be named in your child's enrolment form as being authorised to do so. If they are not mentioned we are by law not allowed to release your child.

Children need to be signed in upon arrival to the centre and signed out upon departure. This is done as outlined below. Please be aware that if you do not sign your child out of the Centre an Educator will contact you prior to closing to confirm that you have collected the child and to remind you to sign out in the future. Centrelink have advised that CCS will not be granted for any sessions an educator has had to sign on behalf of an authorised collection person.

Signing In/Out – QK Kiosk

QK Kiosk is an iPad program used to sign in and out children at KT OOSH. Each authorised contact will have a unique log in, being their mobile number, and ability to set their own pin. These pin numbers are to be kept confidential and under no circumstance should the pin be given to or used by anyone other than yourself. This system is for Authorised Contacts and Educators only, under no circumstance is a child to use this program, e.g. signing themselves in. Breaching any of these conditions may result in immediate termination of care. Please see an educator if you wish to reset your pin. You are also not able to give your pin to any authorised person to collect your child. We will issue them with their own unique pin to use while collecting and dropping off your child at the service. Please ensure all authorised persons to collect have been advised to head office.

Extra--Curricular Activities

If your child is going to attend any extra activities after school you will need to give the Service written authority and permission for them to attend and to be signed out by the authorised person running that activity. You will be required to keep the Service up to date with any changes to these activities. This process will be completed on a manual sign in and out register at the centre.

Custody and Access

If you are experiencing problems associated with custody and access then please discuss this with the Nominated Supervisor. Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service.

If there is likelihood of problems associated with collection of your child, please notify any changes of Courts Orders immediately.

Without a Court Order we cannot stop a parent collecting a child.

Child Protection

The welfare of all children is of paramount importance to KT OOSH Services and we have an obligation to defend the child's right to care and protection. Educators and Management have a responsibility to take action to protect children they suspect may be abused or neglected. Educators and Management carry out their responsibilities as legislated mandatory reporters and follow the procedures outlined by Family & Community Services (FACS) <http://www.facs.nsw.gov.au/families/Protecting-%C2%AD%E2%80%90kids/mandatory-%C2%AD%E2%80%90reporters>. Child Protection Hotline 13 21 11.

What happens if my child is going to be absent?

It is extremely important that if your child is not going to attend the Service due to any reason that you make contact either by email to let us know. Our procedure is that as soon as we are aware that a child has not attended the Service after roll has been conducted that we contact the parent/guardian immediately to find out if they are safe and with the parent. As you can imagine if we are looking for multiple children in the afternoon session it can take us quite a substantial amount of time, with the concern that the number 9th or 10th child that we are trying to locate may in fact be the child that is missing.

Our procedure is as follows:

- Parents/guardians are responsible for marking them absent on the My Family Lounge APP if their child(ren) will be absent on a day that they are booked into care. This must be done through email or text if it is early morning or last minute.
- If a child is absent, and the centre has not been notified, it is the responsibility of the Nominated Supervisor to phone the parent/guardian to ascertain the whereabouts of the child/ren.
- If a child's whereabouts cannot be ascertained, Educators conduct a search of the school grounds, before contacting the parent/guardian again.
- If a child can still not be located, the local police are contacted.
- At all times the Centre must stay in contact with the parent/guardian.

Children with Medical Diagnoses/Conditions

If a child has a diagnosed medical condition, it is the parents/guardian responsibility to disclose all relevant information to KT OOSH services upon enrolment or upon diagnosis. The service will require the following completed and supplied at the time of enrolment/upon diagnosis:

- Medication (EpiPen, Ventolin, Antihistamine, Creams)
- Action Plan completed in full, signed and dated by a doctor (Asthma, Anaphylaxis, Allergy)

- Risk Minimisation Plan (completed in conjunction with the guardian at time of enrolment)

Medical Management Plans or Action Plans must be reviewed and completed by a medical practitioner annual and medication supplied must always be in date and kept with their original packaging. KT OOSH Services endeavour to remind families that their child's Medication and/or Medical Management Plan or Action Plans expire but ultimately this is the guardian's responsibility to monitor. Please keep a note of these important dates so you are aware when they are due.

Medication can only be administered if the Medical Practitioner or Chemist have clearly named the child and the dosage on the label.

Please Note: KT OOSH Services does not administer any regulated medications or Anti-biotics.

If your child requires the service to administer medication you will be required to sign an additional medication record upon collection.

No child will be allowed attend the service if current medical requirements are not up to date or expired. KT OOSH Services reserves the right to terminate care after a request has been made to bring these up to date due to the safety and risk involved for the child.

Parents/Guardians will also be requirement to complete yearly a Risk Minimisation Plan (RMP) in consultation with your medical practitioner to ensure that we have the proper procedures in place relating to your child's condition, and to ensure that they are assessed and minimised on an ongoing basis.

Immunisation

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care. The Public Health Act 2010 prevents NSW child care centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not be vaccinated?
- Is on a recognised catch up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

An updated Immunisation History Schedule can be obtained from your MyGov account.

What happens if my child is unwell?

Our Service is a busy and demanding environment and we are not equipped to care for sick children, however we will do everything we can to comfort a child who has become unwell in our care. To try and prevent the spread of disease and sickness, please do not send your child if they display any of the following symptoms:

- High Temperature
- Required Panadol or Nurofen in the last 24 hours
- Diarrhoea or vomiting in the last 24 hours
- Red, swollen or discharging eyes
- Rash

Please see below exclusion periods if your child has been suffering any infectious diseases. We also ask that you notify the Service if your child is diagnosed with any of the following so that we can let families and the Department of Health know to avoid an epidemic. Please note that confidentiality will always be maintained:

All conditions above must gain a doctor's clearance certificate before returning to care.

If your child has been just unwell please check with the Service whether or not you will need a certificate before they return.

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.

Collection of sick/injured children from the service

In the event of illness/injury, first aid will be applied based on the signs and symptoms experienced/displayed by the child. Educators will follow the company's First Aid Administration & Illness Policy and Procedure, which can be found in our Policies and Procedures located in the sign in area of the service. In the event of a serious illness (one that requires further medical attention), the child's parents/guardians will be contacted and informed that they need to collect the child within 30---minutes of the initial phone call. Should the illness/injury be significant and require ambulance attention, the ambulance will be called prior to the guardian being informed and any charges from NSW ambulance will be liable and payable by the family. If a child is suspected of having a contagious illness, educators will isolate the child and parents must collect within 30---minutes of the initial phone call.

Further details in regards to the child's illness/injury, objects involved, symptoms, first aid treatment and any medication administered by educators will be documented on the appropriate medical form.

Educators will notify the parent/guardian prior to collection and endeavour to have the form signed upon collection, or the next attended session. This form is kept confidential and is filed in the child's locked file. All children's files are kept in relation to the relevant National Law.

Paracetamol & Ventolin Policy

KT OOSH Services maintains the right to administer Paracetamol or Ventolin to any child in attendance at the service if it is deemed necessary. If your child shows any signs and symptoms of suffering from a high fever, general illness or asthma attack whilst at KT OOSH Services staff will make every attempt to contact you and discuss First Aid treatment strategies to assist your child. If staff cannot contact you or it is deemed an immediate necessity, staff will administer non---prescription medication, being Children's 5--- 12yrs Panadol or Ventolin only due to previous consent being given on the child's enrolment form.

Consent to administration of both these medications is a condition of enrolment.

IMPORTANT: Panadol and Ventolin will only be administered to a child if Staff deem it to be necessary. Staff have the right to refuse to administer Panadol and Ventolin if they do not feel that it is in the best interests of a child. Staff will not be administering Panadol or Ventolin on a regular long---term basis. If a child does require Panadol or Ventolin at regular intervals throughout a session then it is advised the child not attend the service during this time. A note from the child's medical practitioner will be required if a guardian wishes to request Panadol or Ventolin be administered on a regular basis. If staff suspect guardians are not acting in the best interests of the child's health and wellbeing staff will contact DECS immediately to report.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self---discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour.

The School rules are also incorporated into the daily program to ensure that children always have a clear understanding of expectations while on the school grounds. If you require further information on this policy, please ask Educators and refer to the Policy manual.

KT OOSH Services is committed to providing an environment free from bullying for all children, families, visitors, educators and the wider community.

Please refer to the Enrolment Form Terms and Conditions.

Behaviour Policy

KT OOSH provides “positive guidance” to children to assist them in developing skills and understandings to participate fully in the experiences and opportunities within the Services’ program. The Service is dedicated to the sensitive management of children’s behavioural interactions, through co-operation, encouragement and self-discipline skills.

We aim to create positive relationships with children making them feel safe, secure and supported within our Service. We will ensure children are treated with respect, consistency, fairly and equitably as they are supported to develop the skills and knowledge required to behave in a socially and culturally acceptable manner. Supporting children to develop socially acceptable behaviour is a primary goal for educators and families. This is embedded in fundamental documents including the My Time Our Place (MTOP) Early Learning Years Framework (RHAC) Educators (ELYF), The Education and Care Services National Regulations and the National Quality Standard (NQS).

At KT OOSH Services, we consider the following to be forms of unacceptable behaviour:

- Harming another child, Educators, another parent or visitor physically
- Violent, aggressive or harmful behaviour
- Aggressive language
- Destruction of Centre equipment or furniture; and
- Bullying – please refer to the “Bullying” policy.
- Running away or hiding from Educators

Suspension of care

If a child behaves in a way that poses a risk of harm to themselves, other children, educators or visitors at the Centre, management reserve the right to issue a suspension of care for period of up to one week.

Termination of care

Termination of care is the last step that KT OOSH Services will implement.

Step 1: The behaviour policy has been followed and the parents were notified that this is the first formal warning via a phone call and/or an email outlining the incident that occurred and the action that will be taken regarding the individual child. If the parent/guardian would like to request a formal meeting at this stages they can email KT OOSH Services to organise a suitable time.

Step 2: The behaviour policy has been followed and the parents were notified that this is the second and final warning towards termination of care and again documented via email at the conclusion of the meeting.

Step 3: On the third instance Termination of care is effective immediately.

NOTE: Depending on the severity of the incidents that have occurred will be dependent on the time frame between each warning being issued but not being less than one week between warnings.

Educational Program

We are committed to provide a program that caters for each child's individual needs, abilities and interest that is developed in partnership with the children and families. We encourage children to be responsible for their own learning through choices in experiences and interests through conversations and play as the basis for teaching. We encourage children in promoting their independence and self-help skills and involving the children in interest-based projects.

KT OOSH Services are committed to protecting our environment to ensure a sustainable future for our children. We actively participate in caring for our environment and promote sustainable practices through educating our program.

KT OOSH Services uses a secure online programming system that Educators will use to upload pictures and observations about the program. You will be given access once enrolled and given an individually allocated Username and Password. Please refer to the Enrolment Form Terms and Conditions.

Children and Educators will wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid exposure to the sun. SPF 50+ will be applied during the session according to the manufacturers recommendations. We ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor activities immediately. Please see Enrolment Form Terms and Conditions. Whilst in care, children will also be required to abide by our NO HAT NO PLAY policy. If a child does not have a hat at the service then one will be issues with a laundry cost of \$2.00.

KT OOSH Services value children and family input and encourages family and community involvement. The Centre has a Quality Improvement Plan that is kept onsite at the Service and asks all families to work in partnership with the Service to participate. The Quality Improvement Plan assesses and plans for improvements in the future.

The Services Policies and Procedures regularly come up for review and again will encourage family and community involvement during this process.

Menu

KT OOSH Services provide all meals to the children.

Our menu is development in consultation with industry professionals. Our rotating menu is displayed in the Centre as well as posted on our Facebook page weekly.

Children with food allergies or special dietary cultural requirements are catered for. Also if your child has a special consideration that does not allow them to eat certain foods due to dietary, cultural or religious reason we will also make sure that they are catered for.

The meals are designed not only to be nutritious, but also to offer new tastes and textures so that eating can be an educational and a cultural experience.

The menu undergoes seasonal changes and families are invited to give feedback and comments if you have any ideas or suggestions to quality@ktoosh.com.au

Emergency Evacuation/Lock Down

At the time of any emergency, the Service has in place a clear procedure for the evacuation or lock down of the premises. Both procedures have been developed following the assessment of the likely risk to the health and safety of the children, Educators and visitors and in line with what the School already have in practice, to avoid any confusion. The Centre practices these quarterly.

Concerns, Complaints & Grievances

Informal Complaint

- Talk to the Nominated Supervisor – Our Nominated Supervisor can acknowledge your feelings so that action becomes possible.
- If you are not satisfied, please place your concerns in writing to quality@ktoosh.com.au
- If your complaint or grievance is with the Nominated Supervisor you can email quality@ktoosh.com.au or telephone Head Office on 8814 7610 and ask for the General Manager Jackie Hewitt or the Provider Tracey Kelly.

Formal Complaint

Once a formal complaint or Grievance has been received an agreeable timeframe for resolution and appropriate method will be discussed with you. You will be asked to complete this in writing.

All formal complaints and grievances should be referred to the Nominated Supervisor. If the complaint or grievance is about the Nominated Supervisor it should be referred to Head Office.

The Nominated Supervisor will work with you and Head Office to ensure that your complaint or grievance is dealt with as a matter of utmost urgency and confidentiality.

All formal complaints and grievances are lodged with our Regulatory Authority as detailed below who will investigate the matter and may contact you directly to discuss. You can also make direct contact with them if required.

NSW Early Childhood Education Care Directorate Department of Education

Locked Bag 5107 PARRAMATTA NSW 2124

1800 619 113 (Toll Free)

Parent/Guardian Code of Conduct

To demonstrate their commitment to the highest ethical standards, parents/guardians are required to:

- Behave in a way that upholds the values, integrity and good reputation of the Service.
- Behave fairly and honestly, including reporting others who may be behaving inappropriately.
- Avoid conflicts of interest and act in the best interest of the Service.
- Sign in and out on arrival and departure from the Service.
- Make every effort to resolve problems in a fair and reasonable manner.
- Avoid personal attacks – either physical or verbal.
- Pay fees promptly or discuss payment plans with Head Office.

- Adhere to the operating hours of the Service.
- Respect the Service's children with allergies policy by not sending food products.
- Keep sick children at home.
- Speak to all children in a positive manner.

Qualifications and Ratio of Staff

At KT OOSH Services we meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Responsible Persons will hold First Aid qualifications, have Working with Children Checks completed, Child Protection training and attend monthly Educators' meetings.

Our Educators are continually evaluating how our curriculum meets the education needs of our children with the support of our Educational Leaders and reflect on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Our Philosophy

Our statement of philosophy describes the service's values beliefs and understandings about children, families, the role of educators and the ways children learn. Our philosophy is included in our information booklet and shared with families together as well as part of our induction process for all Educators who join our team. 7.1.1

KT OOSH Services strives to provide reliable, cost effective Out of School Hours care that is accessible to all families within the community, by maintaining the highest quality standards of service in a welcoming and stimulating environment, that supplements children's formal schooling. 1.1

At the beginning of each year Educators, families and the Community participate in developing and reviewing this Philosophy, utilising the My Time Our Place and the Early Learning Years (RHAC) frameworks to support and guide pedagogy and decision making. 1.3.1 & 6.1

At KTOOSH we are committed to providing a quality, fun, play based program that allows children to choose how their time will be spent whilst at the Service. We recognise the importance of each child's experiences and the knowledge that they have acquired prior to attending our service. Each child is treated with respect and valued as a unique individual, at the same time recognising the significance of children engaging in meaningful experiences to facilitate their learning and development. 5.1.1

Building connections, between home, the Centre and the community develops a sense of belonging and enhances self-worth, which increases self-esteem. We offer structured activities and child directed play opportunities for children to explore, experiment and engage with each other and the wider community. 6.2.3

We also recognise the significance of family culture and community on every child's sense of belonging. We encourage children and parents to be actively involved in the planning, implementation and evaluation of the program so that cultural diversity is reflected within activities and experiences at the service. Parents, families and the community are also important in ensuring children develop a strong sense of identity and respect for others. We acknowledge and respect the bond that Australian and Torres Straight people have with this land. 6.1

KT OOSH Services understands and caters for the developmental differences and similarities of children aged 3 --12 years. Children are shaped by many experiences and therefore we encourage all children to support one another and build upon one another's skills and knowledge bases. Our everyday experiences and routines provide opportunities for children to become active members of society and are aimed to develop a strong sense of identity and wellbeing. It is vital that we support the development of positive mental health to assist the wellbeing of every child, by offering a supportive confidence building atmosphere that promotes physical, emotional, intellectual, creative and social growth. 2.1

A copy of our Centre's Philosophy is available on display and on request at the centre.