



KT OOSH Services

Quality Before & After School Care

ABN: 151 5490 3876

Ironbark Ridge PS irps@ktoosh.com.au

Our Lady of the Angels ola@ktoosh.com.au

Policies and Procedures Quick Reference Guide 2015

This Quick Reference Guide comprises of key information relating to the service policies and procedures.

Management require that guardians read all policies and procedures prior to registering with the service.

Making a Booking

All care must be booked and confirmed prior to attendance. Bookings are accepted via email. Emergency bookings (under 24hrs notice) can be requested by sending a text message to the OOSH Phone. *Note this phone is only monitored during service opening hours.

Changing a Permanent Booking

Two weeks notice is required via email when permanently changing any regular bookings. Please note that bookings cannot be swapped or cancelled for one off sessions.

Absences

If your child is going to be absent from a confirmed session guardians must advise via SMS or email (If more then 24hrs notice) to avoid undue stress and a non-notification fee being charged to your account.

Fees

Fees per child, per sessions are listed below

Permanent BSC	\$19.00
Permanent ASC	\$22.00
Casual Care BSC / ASC	\$25.00
Emergency Care BSC / ASC	\$28.00
Vacation Care	\$52.00

All confirmed sessions are payable regardless of attendance. This also applies to additional excursion costs on vacation care days. Fees are payable for all permanent care bookings that fall on Public Holidays or Pupil Free Days. This does not apply if the Public Holiday falls within a vacation care week.

Late Collection Fees

Guardians must contact the OOSH Phone if they are going to be late to collect their child. The late fee rate is \$10 per child charged in 5 minute increments.

Non-Notification Fees

A \$5 Non-Notification Fee will be charged to your account if we are not directly notified of your child being absent from a booked session, or advised of your child attending care as a casual position prior to session.

Accounts and Invoicing

Statements are sent via email every 2nd Tuesday with Debits occurring the next day, on every 2nd Wednesday. If you believe your statement is incorrect you need to contact the service ASAP

Payment options

Fees are accepted via a direct debit system called, Ezidebit.

Overdue accounts

Management reserves the right to suspend use of the service in the case of overdue fee payment. During suspension, permanent care fees will still continue to accrue and a \$10 Late Payment Fee will be applied to the account every week the account remains outstanding.

Updating Contact Information

It is the responsibility of guardians to ensure that the service is notified of any changes to child health details, contact details or any other relevant information. This is to reported to the service via email.

Paracetamol

Staff may administer a child paracetamol in the case of an emergency. Every attempt will be made to contact guardians to verbally discuss giving medication to a child prior to administering. However, if guardians cannot be contacted then staff will act in the best interests of the child.

First Aid

If necessary, staff with First Aid training will apply basic First Aid to children while at the service. In the event that emergency services are required to

For a full copy of all Policies and Procedures please refer to the folder located at the service.

attend, staff will contact emergency services first, followed by parents/guardians.

Prescription Medication

If a child requires prescription medication during attendance at the service please discuss with staff. Medicine can only be administered if it remains in its original container and is labeled with doctor's details and administering instructions. Guardians need to fill in and sign a Prescription Medication Form or an Ongoing Medication Form prior to it being administered by staff.

Collecting Unwell Children

If your child is unwell please do not send them to the service. If staff request you to collect your child from the service for any reason, guardians must be on site to collect the child within 30 minutes of the initial phone call. If guardians are unable to collect the child then a nominated person should be contacted by guardians and asked to do so.

Infectious Conditions

Management must be notified of any person found to be showing signs of, or that are diagnosed with an infectious condition. Any relevant exclusion periods as per the National Health and Medical Research Council (NHMRC), must be adhered to. Prior to returning to the service a Clearance Letter signed by a medical practitioner is required. *Note:* Children will be sent home immediately from the service if head lice are found and are to remain absent until all eggs are removed.

Anaphylaxis / Asthma / Allergies Medication

If your child suffers with Anaphylaxis, Asthma, Allergies or any specific medical needs Guardians are responsible for providing the service with;

1. ALL necessary Medication noted on your child's action plan. And
2. Appropriate Action Plan that **MUST** be signed by the child's doctor. This plan must be no older than 12 months and have a recent photo of the child on it. It is the guardian's responsibility to ensure action plans and relevant medication are kept up to date.

Immunization

Immunization History Statements OR exemption form must be provided to the service upon enrolment.

Sun Protection

Staff will provide SPF30+ Sunscreen to each child at the commencement of every afternoon session. It is the guardian's responsibility to apply sunscreen to their child prior to before school care sessions. If your child is allergic to sunscreen provided, it is the

guardians responsibility to ensure their child has access to and is able to apply their own sunscreen. The service has a 'No Hat, No Outdoor Play' policy. Children attending the service must wear a hat at all times when playing outdoors.

Children requiring Additional Support

Staff will endeavour to cater for all children that require additional support while at the service. In some circumstances outside support is sought for children. It is the guardians responsibility to contact management in order to discuss their child's needs.

Family Grievance and Complaints Policy

It is recommended that any complaint and/or grievance be expressed to management in writing as soon as possible, so that the appropriate steps can be taken to resolve the matter.

Behavioural Expectations

All children who are enrolled with the service are expected to adhere to the Behaviour Policy (full version in Policies and Procedures folder). Children attending the service are expected to be respectful towards staff and others at all times, follow directions given and never display violent or aggressive behaviour towards others. If a child is unable to adhere to these guidelines whilst at the service they will be removed from harm to themselves or others and parents will be contacted.

Bullying

The service does not accept bullying of any kind. If bullying does occur at the service, incidents will be monitored and dealt with promptly. If bullying is ongoing management reserves the right to discontinue care. Anyone aware of bullying that is occurring is asked to discuss the issue with staff.

Responsibility Personal Belongings

Personal belongings are the responsibility of the child and their family. The service asks that valuable items are not brought to the service and KT OOSH takes no responsibility if any personal items are lost or damaged.

Special Dietary Requirements

The service must be advised of any child with special dietary requirements or food allergies. It is the responsibility of guardians to provide relevant information, medical items, and alternative meals if relevant. We recommend that meals provided to the service are easy for staff to prepare and similar to what other children at the service will be eating. It is the guardians responsibility to ensure food items are re-stocked and available at all times.

For a full copy of all Policies and Procedures please refer to the folder located at the service.