



NEW STUDENTS Orientation Information

Please refer to your Family Handbook for more detailed and important information

RHAC Centre Mobile: 0434 584 881
Facebook Page: KT Oosh Rhac
RHAC Email Address: rhac@ktoosh.com.au

Please Note the Following:

- A full copy of our Policy and Procedures can be located at the sign in area at the centre at all times.
- KT OOSH Operate under the Education and Care Services Regulations which support the National Law to meet our operational requirements

KT OOSH Kindy Hats

- All Kindergarten students will be issued with a KT OOSH HAT when collected each afternoon from their classrooms and prior to being escorted to their classrooms of a morning. This is to ensure they can be seen easily whilst they are learning the KT OOSH routines. Dependent on the children, this process will usually continue for several weeks at the commencement of their schooling. Once the Nominated Supervisor on site is confident that all Kindergarten children know the process well, the KT OOSH HAT process will be removed. We will notify parents when we feel the children know the collection and drop off procedure well.

Meeting Points in the PM for Children

- The Nominated Supervisor will advise the children of their meeting points for each respective year group.
- Kindergarten will be collected from their classrooms in the afternoon. Prior to Term 2 the Nominated Supervisor will review the risk and liaise with the school as to the collection processes going forward for the remainder of the year. We will notify parents or any changes.
- A Block caters for Pre-K, Kindergarten, Year 1 & Year 2 students
- J Block caters for Year 3 -> Year 6 students

KT OOSH Key rings

- All new Pre-K & Kindergarten KT OOSH students will receive a KT OOSH keyring. We suggest this is attached to your child's bag on the days they will be attending KT OOSH if it is not a regular thing OR you may leave it attached and record your permanent session pattern on the back.

Drop & Go

- It is important to drop and go of a morning to ensure our child settles well. Our educators are very good at settling them in. Should your child continue to be upset for a substantial time after you have gone then the Nominated Supervisor will call you.

Email and Newsletter Facebook Communication

- All our communication is via email. Please DO NOT call the centre mobile unless there is an emergency as the educators' priority is to care for the children on site.
- Important messages that cannot wait until the quarterly newsletter will be emailed to parents.
- Please link to our Facebook Page for updates on important information as well as Vacation Care last minute updates.
- KT OOSH Newsletters come out once a Term via Email as well as emails regarding important information and alerts. Please do not dismiss these as they are important.

Return & Earn/Buy a Cow for the Farmers

- We are supporting the small community out west of Cobar during their drought period. KT OOSH have already donated over \$3000 in one term from contributions across our three centres.
- This Term we are doing "Buy a Cow" OR "Buy a Calf". Cows are \$10 & Calves are \$5. Your child will colour in their Cow or Calf and place it up on the display for all to see.
- To purchase a Cow or Calf, please email your centre email.

Recyclable Items

- Please donate any old Magazines, paper towel cylinders, tissue boxes etc. as the children use these resources with their imagination and all donations are much appreciated.

Breakfast/Afternoon Tea & Allergies

- Breakfast is served from 6:45am - 7:30am. Toast, Cereal & Fruit are available.
- Afternoon Teas is served early during the session for all students.
- If your child cannot eat anything on the menu then they will be given a corn thins & fruit as an alternative. Due to food allergies we cannot have any food brought into the centre.
- Weekly Menus will be displayed on the Facebook page and at the centre each week for you to view

Fees

- You should have already paid a \$300 Family Bond (refundable) per family upon enrolment which covers care for before / after / vacation care.
- Currently our Fee Charging is in arrears after care has been provided on a fortnightly basis. You will receive your first fee invoice 13th February 2019 with the deductions being taken the following day from your nominated account.
- Effective from Term 2 2019 all families will have their \$300.00 bond credited to their KT OOSH Account and fees will then be charged two weeks in advance instead of in arrears. This will commence 17th April 2019.
- When a child is confirmed as attending a session with the service, that session is payable regardless of attendance or not. Additional excursion/incursion costs on vacation care days are also payable regardless of attendance once bookings have been confirmed.
- 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. Upon receipt of a fee invoice it is the customer's 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 rectify 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. Direct Success deductions/payments are then processed the following day fortnightly on Wednesdays.
- 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. If a family is having financial difficulties then an application for special provisions should be emailed directly to the Office Manager on ola@ktoosh.com.au.
- Permanent before and after school care fees are payable on all public holidays and teacher strike days with the following EXCEPTION;
 - Permanent before and after school care fees are NOT payable on Christmas Day, Boxing Day or New Year's Day.
- Confirmed sessions with the service cannot be 'swapped' or changed. Verbal requests WILL NOT be accepted under any circumstances.
- Permanent care and confirmed sessions cannot be removed for one off sessions, regardless of the period of notice provided. Permanent care is only changed on a permanent basis.

Absences

- All absences **MUST** be notified to KT OOSH **PRIOR** to the session commencing of an afternoon **OR PRIOR** to concluding in the mornings. This is so educators can account for the absent child as well as your CCS entitlements still being applied. Failure to notify will result in a non-notification fee being charged to your account as well as this may affect any CCS entitlement for that session.
- Should you be ABSENT on your very last day of KT OOSH then you will not be entitled for CCS benefits that day or any consecutive absent days prior. Best practise would be to ensure your child attends on the last day, for a minimum of ten minutes to ensure CCS entitlements are maintained.

Late Collection Fees

- Late collection fees accrue when a child remains on site after the official centre's closing time. Late collection fees are charged at a rate of *\$15 per 5 minutes increments per child*.
- 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 Staff have families and commitments after closing hours.

Non-Notification Fees

- A Non-Notification Fee of \$7.50 per child will be charged to your account if any of the following three incidences occur:
 - When guardians do not inform the service directly that their child/ren will **NOT** be attending a previously booked or confirmed AM and PM session with the service.
 - When guardians fail to notify the service that their child/ren requires a casual/emergency AM or PM care position prior to the child arriving at the service.
 - 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 plan to ensure someone is able to remain on site after closing until the child is collected.

Casual & Emergency Bookings

- All care must be pre-booked and confirmed prior to attendance via email or in the case of Emergency care, via SMS direct to the appropriate centre your child attends. EMERGENCY CARE, clarified by care required within a 24 hour notification period and are the only requests that can be sent via SMS directly to the centre mobile, CASUAL CARE, clarified by care required with more than 24 hours notification and must be emailed to Head Office via your centre's email address. PERMANENT CARE is regular bookings that incur a cheaper rate and can be changed, added or cancelled with a minimum of two weeks written notice to Head Office. There is no swapping of days or removal of sessions allowed but additional casual or emergency sessions can be added to existing permanent bookings.

Vacation Care Bookings

- The program will be available on our website and Facebook page 4-5 weeks prior to the upcoming holidays. It is your responsibility to email your requested care requirements to your centre email for the days required as normal Before and After School care bookings do not apply during holiday periods. Early bird rates apply if bookings are made prior to the close off date noted on the program.
- Once Vacation Care bookings are confirmed they are payable regardless of attendance and swapping or removal of days will not be

Extra-Curricular Activities during booked Session Times

- ON SITE: If on site the child will be required to attend the sign in process and then an educator will walk them to their extra-curricular activity. The child will also be collected from the activity at their conclusion.
- ON SITE: An additional form must be completed giving permission from the guardian for the child to attend the extra-curricular activity on site prior to attendance. This form can be gained from head office by emailing your centre email. This MUST be completed and processed by Head Office prior to the day of the activity otherwise the child will not be allowed to attend.
- OFF SITE: As our educators are a mandatory 1/15 ratio we cannot unfortunately have children unnecessarily going to the toilets to get changed for after school activities. Upon your arrival and once they have been signed out they are free to do so before you leave however.

Nominee & Siblings Collecting

- Children can only be collected by authorised nominees and emergency contacts given upon enrolments. Any updates need to be emailed to Head Office prior to any person collecting.
- Siblings can only collect children from KT OOSH if they are a listed Nominee and over the age of 18 years old. An exception to this is if they are 16 years or older, appear as the sibling on the child's birth certificate and a sibling collection form has been completed prior to collection on the day. All this need to be completed with head office.

Incidents at the Centre. Notifications & Requirements

- If your child has an incident at the centre and first aid is applied, the nominated supervisor or Responsible Person will notify you and upon arrival there will be an incident form for you to sign as well.
- You will receive a text advising or for a more serious incident you will receive a phone call.
- Kindergarten Parents - Please pack a SPARE Pair of UNDIES and SOCKS in your child's bag in case of accidents

Kiosk Log Ins – Confidential

- Upon your first Log In to our system you will receive a confidential PIN. This is like your Bank PIN number and not to be disclosed or used by any other person. This is for the protection of your child and for us to ensure only authorised people are collecting your children. Should we find a PIN has been disclosed to another party then you will be immediately locked out of the system and your CCS benefits may be affected as this is reportable to Centrelink.
- Ensure you are always signing in and out correctly and you have finished all steps on the kiosk iPad otherwise this WILL affect CCS entitlements and they will not be paid. Our system is linked directly with Centrelink.
- Should you NOT sign in or out at the centre and the Nominated Supervisor/Responsible Person at the centre has to do so on your behalf, then their name is next to the child's and no CCS benefits will be paid for that session.
- Under NO CIRCUMSTANCES are children to enter your mobile number or Kiosk PIN. Again, these are confidential and this is a legal requirement that only the person that holds the pin uses the Kiosk System accordingly.

My Family Lounge - QKeyLM

- This is an app you can download to your mobile of view from a computer and shows you what the children has done and learnt whilst they have been at KT OOSH for each session.
- Over the coming weeks keep an eye out for an email to activate "My Family Lounge". Follow the steps and then you will have access to view the daily journals for each session.

Signing and returning CWA's ASAP

- All new families will receive their CWA's over the coming weeks. Please ensure you sign, scan and email it back to Head Office by the date specified so your CCS entitlements commence/continue.
- It is a government requirement that all children MUST have a CWA in their enrolment file.

Parking and Delivery Entrance

- Please be mindful and respect the school parking requirements even during KT OOSH times.
- Should the school have a delivery entrance then under no circumstances are parents or children to park or walk through this area.