



# Koolkuna OSHC Family Handbook

Balgowlah North Public School  
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# Koolkuna Service Operations

## NATIONAL QUALITY FRAMEWORK

The Service is guided and informed by the National Quality Framework (NQF).

The NQF was the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children. The NQF introduced a new quality standard in January 2012 with the aim of raising quality and driving continuous improvement and consistency in children's education and care services.

The guiding principles of the NQF are;

- the rights and best interests of the child are paramount
- children are successful, competent & capable learners
- equity, inclusion and diversity underpin the framework
- Australia's Aboriginal and Torres Strait Islander cultures are valued
- the role of parents and families is respected and supported
- best practice is expected in the provision of education and care services.

## MANAGEMENT STRUCTURE

Koolkuna OSHC is operated by Sustainable OOSH Care Pty Ltd.

Sustainable OOSH Care are committed to providing a vibrant, progressive and safe environment focused on the wellbeing and enrichment of children within the OSHC sector. The Service is committed to continual improvement across all 7 Quality Areas of the National Quality Standard (NQS):

The 7 Quality Areas are:

- QA1 - Educational Program and Practice
- QA2 - Children's Health and Safety
- QA3 - Physical Environment
- QA4 - Staffing Arrangements
- QA5 - Relationships with Children
- QA6 - Collaborative Partnerships with Families and Communities
- QA7 - Leadership and Service Management

## SERVICES OFFERED & OPENING HOURS

Koolkuna is licensed for 135 places in the morning, afternoon & during Vacation Care.

The Service provides out of school hours care for children aged 4.5 - 12 years who attend Balgowlah North Public School. The Service is also open to siblings of children who fall within the age group and attend school. The Service provides Vacation Care for children 4.5 - 12 years at BNPS and in the wider community.

Koolkuna OSHC is open Monday – Friday during term time. Vacation Care operates all days of the NSW public school holidays, other than those that fall on a Public Holiday when the Service is closed. The Service is closed for the two weeks immediately following Christmas.

Before School Care (BSC)	7:00am - 9.00am
After School Care (ASC)	3.00pm - 6.30pm
Vacation Care	7.00am - 6.00pm
Pupil Free Days	7.00am - 6.00pm

## FAMILY INVOLVEMENT & COMMUNICATIONS

Parents/guardians are welcome at the Service at all times, not just at pick up/drop off, and regular informal communication is encouraged. Parents/guardians may also contact us to arrange a private meeting.

Families play a big part in programming and are encouraged to have input in the weekly planned activities. We display programming information, the weekly menu, staff profiles and important Service information on the walls and by the Sign in / Sign out desk. The Daily Evaluation Diaries are also available for your interest.

A newsletter is distributed by email Termly containing important information about changes in the Service, news regarding programming initiatives, activities, Vacation Care etc

Periodically we seek your feedback via Survey Monkey questionnaires. We value your feedback & encourage you to have a voice in the development of the Service.

## PROGRAMS

Koolkuna OSHC uses the Approved Learning Framework: My Time, Our Place as a basis for our programming and evaluation.

The 5 outcomes of My Time, Our Place are:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Every session the educators listen out for and observe the children's current interests and abilities. The educators records these interests on our 'Children's input' mind-maps. These input mind-maps are then used to program activities for future weeks.

Every session educators also record observations through online observations. An observation outlines an educator's understanding of an individual child's current interests and learning development resulting from their interactions that day. Parents/Guardians can access these observations through their Xplor Home App. Children's observations are then used at weekly programming meetings to organise and implement activities to extend children's knowledge, interests and abilities in a meaningful way.

Educators and families are also encouraged to share their own interests and ideas for incorporation into the weekly program. Our program is then evaluated by educators in our Daily Journals for each group, Staff Evaluation Diaries and at weekly staff evaluation meetings. The whole cycle is overseen by our service's registered Educational Leader.

If you would like further information on Koolkuna's programming cycle, please contact the Centre Director. If you would like further information on The School Age Framework *My Time, Our Place* visit [www.acecqa.gov.au/families](http://www.acecqa.gov.au/families)

## **KINDY CLUB**

Each afternoon during Term 1, between 3.00 - 3.30pm the kindergarten group are assigned their own space to engage in a variety of activities.

This program aims to ;

- settle the children after their day at school and facilitate 'quiet time'
- create an opportunity for children to interact with other children at the same developmental stage
- build social skills through play, and
- encourage friendships with children from other kindergarten classes.

## **FOOD AND NUTRITION**

The Service provides:

- breakfast for children attending before school care
- afternoon tea for children attending after school and vacation care
- afternoon snack for those children still present at 5.45pm

Our onsite Chef prepares food daily using the freshest of seasonal produce. Our menu reflects the latest dietary guidelines "Australian Dietary Guidelines" released in 2013 and menu planning aims to incorporate the nutritional needs, eating patterns, food preferences, cultural differences and dietary requirements of the children within our care. Our Educators model healthy eating habits & encourage healthy cooking through programmed cooking activities with the children.

Please advise us if your child has special dietary requirements, so we can cater for them eg. diabetes, allergies or intolerances.

A weekly menu is displayed at the entrance to the Centre.

## **STAFF TO CHILD RATIOS**

Under The Education and Care Services National Regulations, Koolkuna OSHC follows a minimum Staff:Child Ratio of:

- 1 staff member to every 15 children at the centre
- 1 staff member to 8 children on excursions
- 1 staff member to 5 children in or around water

Where there is less than 15 children attending Koolkuna OSHC, a Singular Educator Model may be used on occasion.

## **CHILD PROTECTION GUIDELINES**

The wellbeing of the children in our care at Koolkuna OSHC is of paramount importance. When providing care to the children, we assume responsibility for them. We are required to provide a safe environment where the children are protected from all forms of harm and danger. This includes any action which might cause any detrimental effect of a physical, psychological or emotional nature and all forms exploitation and harm.

We believe that children have the right to care and protection. As such we have an obligation and desire to ensure and defend the wellbeing and safety of all children. We have a responsibility, mandated by law, to adopt procedures which cover all aspects of child safety. We are mandatory reporters.

Staff will undergo training in relation to child protection and reporting as part of the training budget.

# Conditions of Enrolment

## ENROLMENT

All parents are required to complete the online enrolment process, whether they are making a permanent or a casual booking.

You can begin this process via the Sustainable OSHC Website: <https://www.sustainableoshc.com.au>

Enrolment requires the completion & submission of ;

- Enrolment Form
- Direct Debit Details
- Immunisation History
- Medical Plans as relevant (eg. Medical Management, Asthma Action Plan, Anaphylaxis Action Plan, Risk Minimisation & Communication Plan)

Please ensure all mandatory fields on the Enrolment Form are completed

A copy of your child's Immunisation details can be obtained at any time:

- by calling the Australian Childhood Immunisation Register on 1800 653 809
- through Medicare Online Services at [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)

## PRIORITY OF ACCESS

In the case where demand for childcare exceeds availability, places are allocated to those families with the greatest need for childcare support. Priority of access to places in the Service will be given to students of MVPS and their siblings, subject to any guidelines on priority determined by the Commonwealth Department of Family and Community Services. Current guidelines are:

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test (for the purposes of the Priority of Access Guidelines)\*.

Priority 3 – any other child.

Within these main categories priority should also be given to:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 for 2017-18, or who or whose partner is on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

## CHILD CARE SUBSIDY - HOW TO APPLY

- Subsidies will be paid directly to Koolkuna OSHC and we pass them on to families in the form of fee reductions. Families will then pay the difference between their subsidy and the fees charged.
- Please ensure that you have provided Koolkuna OSHC with the Date of Birth and CRN Numbers for your child and the parent/guardian claiming Child Care Subsidy via the online enrolment form.
- **Koolkuna OSHC** will then submit the appropriate information to Centrelink
- Parents/Guardians are then responsible to log into Centrelink through their MyGov Account and accept the bookings with Koolkuna OSHC to ensure Child Care Subsidy is applied.

**For Further Information:** <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

## PERMANENT BOOKINGS

A permanent booking is a regular booking for one or more days of the week for either BSC, ASC or both.

- All permanent bookings are to be requested and confirmed via email communication.
- Fees are payable for the entire period of enrolment during the school term, including times when the child is absent due to ill health or holidays.
- All permanent bookings automatically roll over into the next term in the same year unless changes have been communicated via email notification.
- Fees for BSC and ASC are not refundable when force majeure causes any program to be suspended eg due to teachers' industrial action.

**2 WEEKS NOTICE is required for the CANCELLATION of a permanent booking.**

## CASUAL BOOKINGS

A casual booking is a one-off booking for either BSC or ASC and is subject to availability.

- Bookings are essential and must be made via the Xplor Home App subject to availability prior to showing up at the Service.
- Cancellation of a Casual Booking is required 24 hours before the booking, otherwise the fee will be payable.

## VACATION CARE BOOKINGS

The Vacation Care Program & booking form will be available 5 weeks before prior to the end of term.

- No credits or refunds will be given once the booking cancellation has closed, unless a medical certificate has been supplied.
- Koolkuna OSHC reserves the right to cancel a day if bookings do not reach the required number of children to cover our costs (determined at Booking Cancellation) or change an activity if weather is a factor.

## EXTRA-CURRICULAR ACTIVITIES

Koolkuna OSHC facilitates your children's attendance at extra-curricular activities organised by parents/guardians on the grounds of BPS. Under National Regulations children must have full staff supervision when moving to and from these extra-curricular activities & a small fee is charged for this service. Extra-curricular forms including a Waiver must be completed by parents for each activity.

## DELIVERY & COLLECTION OF CHILDREN

Children must be signed in and out on the Xplor Hub via the iPad when dropped off or picked up from the Service. This is a legislative requirement & is to ensure your child's safety. Koolkuna OSHC's responsibility for children booked into the Service, begins when a child is signed into the Service and only ends when that child is signed out of the Service.

## NOTIFICATION OF ABSENCE

### Before School Care

Responsibility for children booked into the Service for BSC only commences when they are signed in by a parent/guardian, the non-arrival of a child to BSC deems them Absent & the rolls are marked Absent by our staff.

### After School Care

Responsibility is assumed for children booked into the service for ASC at 3pm. If your child is to be absent from ASC it is essential that you advise the Service via Xplor Home App by 3pm on that day. Staff will not accept verbal messages. Absence from Before School Care is not deemed as notification that they will be absent from ASC.

- Please be aware that BPS does NOT inform Koolkuna OSHC if your child is absent or goes home for any reason.
- A fee will be charged if a parent/guardian fails to notify the Service of an absence.

**REMEMBER; if you fail to notify Koolkuna OSHC of an absence, your child is deemed missing.**

## **MISSING CHILD PROCEDURE**

If a child is booked into the Service for After School Care and does not arrive at 3pm, or goes missing during the hours of care, the following procedure applies:

- Contact the school office and class teacher and establish whether the child attended school, whether a parent/guardian collected the child
- Contact the parent/guardian & emergency contacts and establish whether the child is absent or has been collected

If it is determined by 3:30pm that the child was absent from school, the parents/guardian will be reminded of the Policy and charged a Failure to Notify fee.

If the parents/guardians are uncontactable, and/or the child is not determined to be absent, Koolkuna OSHC will;

- Maintain appropriate levels of staffing to ensure all other children are well-supervised
- Commence a search of the school & surrounds
- Ask the children whether they know where the child might be, contact neighbours, visit the home address
- Keep the parents/guardians or emergency contacts informed
- If the child cannot be located within a reasonable time, the police will be contacted.
- A Missing Child Fee will be charged if the parents/guardians are uncontactable and the child is determined missing at 3.30pm.

For further information, please see Koolkuna OSHC Policy Document - Absent & Missing Children

## **HEALTH AND SAFETY**

- Children with infectious diseases or illnesses may be excluded for a period of time recommended by the NSW Department of Health. In some cases, a medical certificate stating clearance may be required by the Service, before a child resumes care.
- Medication shall not be administered to a child unless the child's parent/guardian has given written consent by filling in a Medication form. Forms are available from the Koolkuna OSHC office.

## **CHILDREN'S BEHAVIOUR**

The Service has appropriate behaviour management strategies in place including behaviour limits, positive reinforcement, warnings, re-direction and reward systems. Service rules are established for the safety and wellbeing of all children and staff. Children constantly breaking these rules may be excluded after consultation involving all parties - the Directors, child, parents/guardians and staff.

## FEES

Fees are set to maintain the standard of service offered and cover the full cost of running the Service. The fees are subject to annual change as determined in the Licence Agreement. The current fee structure is as follows:

Before School Care (BSC)	\$18.50 permanent \$20.50 casual
After School Care (ASC)	\$27.00 permanent \$29.50 casual
Vacation Care	\$70.00 per day + cost of programmed activities

A child, who has a permanent booking but requires a casual place on another day, will be charged the casual rate.

**Annual Administration Fee** - \$33.00 – Annual charge per family.

**Extra-Curricular Fee** – for the delivery & collection of children from on-site & off-site activities

\$2.20 – on-site

\$4.40 – off-site

**Failure to Notify Fee** - \$11.00 – for children who are absent and the Service has not been notified via Xplor Home App prior to 3pm.

**Late Collection Fee** - \$16.50 – for children who are still present after 6.30pm, a late fee of \$16.50 per every 15 minutes will apply.

**Missing Child Fee** - \$33.00 - will be charged if the parents/guardians are uncontactable and the child is determined missing at 3.30pm.

## PAYMENT AND BILLING SYSTEM

The compulsory method of payment for fees at our Service is fortnightly in advance by direct debit (Debit Success) using either a nominated credit card or bank account.

Families will receive an invoice via email from Xplor, on a Monday Morning, detailing the amount owing for services requested on a fortnightly basis. This amount is then direct debited from your bank account or credit card on the same Monday at 12:50pm.

For current costs associated with Debit Success, please see Appendix 1.



# Grievances

Our priority is to do everything possible to improve the quality of our Service. We believe parents and guardians have an important role at the Service and we value their comments. Parents/guardians should feel free to communicate any concerns they have in relation to the service without fearing negative consequences, and are made aware of the grievance procedure as follows.

## GRIEVANCE PROCEDURE

- We will support a parent's/guardian's right to make a formal or informal complaint about anything that they think is unfair or which makes them unhappy with the service.
- If a parent/guardian has a grievance or comment, they should discuss this with the Centre Director and agree to a resolution to address the issue.
- If the grievance is not handled to the parent's satisfaction at this level, they should direct their grievance to the CEO of Sustainable OSHC Care either verbally or in writing.
- The CEO will discuss the issue with the Centre Director and develop a strategy to resolve the problem, involving the parent/guardian in discussions as appropriate.
- Any grievance or comments made to the Centre Director or CEO will be recorded, stating the issue and how it was resolved.
- If the issue cannot be resolved in this manner, the parent/guardian may contact an outside party such as the NSW regulatory authority Department of Education and Training (DETs) or Network of Community Activities (Netoosh) for further advice or options.

# Appendix 1

Annual Administration Fee (per Family)	\$33.00
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## BEFORE SCHOOL CARE

Permanent	\$18.50
Casual	\$20.50

## AFTER SCHOOL CARE

Permanent	\$27.00
Casual	\$29.50

## VACATION CARE

Per day fee	\$70.00
+ cost of Programmed Activity	\$0 - \$30

## SUNDRY FEES

Failure to notify non-attendance	\$11.00
Missing Child Fee	\$33.00
<b>Late pickup after closing time;</b> Every 15 minutes or part thereof	\$16.50
<b>Extra-Curricular Fees</b>	
On-site	\$2.20
Off-site	\$4.40

## DEBIT SUCCESS FEES (INCL. GST)

Bank Account per transaction	\$0.95
Visa/MasterCard calculated on transaction value	2.53%
Amex calculated on transaction value	4.73%
Reversal Fee (returned transaction)*	\$19.95

\*We will contact you if this occurs and allow time to resolve before transaction is attempted again