

KOOSH

Kumell OOSH – KOOSH
Kumell Public School
13-31 Dampier Street
Kumell NSW 2231
0415 464 680



KOOSH Family Information Handbook

KURNELL OOSH (KOOSH)

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CONTACT DETAILS

For all enquiries including information regarding fees and changes to bookings please call one of the following:

KURNELL OOSH (KOOSH)

Hours of Operation: Monday - Friday, 7.00am - 9.00am & 3.00pm - 6.00pm (School Days)

Centre Phone	0466 457 084
Kurnell Public School Office	9668 9864
Melisa McConnell (Nominated Supervisor)	0466 457 084
Email	Melisa.mcconnell@det.nsw.edu.au kurnell-p.school@det.nsw.edu.au

IMPORTANT INFORMATION

REMEMBER to please inform the Centre educators by calling the above numbers if:

- Someone different is picking up your child/children
- Custody/access arrangement guidelines have changed.
- You have changed your place of employment or contact details.
- Emergency contacts have changed.
- A change in your employment necessitates a change in your booking.
- You have difficulty paying.
- Your child is having trouble at the Centre.
- Your child is diagnosed with an allergy or a specific medical condition.

ABOUT KOOSH

Kurnell KOOSH is a non-for-profit organisation and is incorporated under the umbrella of the Kurnell P&C. Kurnell KOOSH is located on the grounds of Kurnell Public School. Our Centre provides quality child care for children aged 5- 12 years of age offering a developmentally appropriate program, filled with a diverse range of sports, arts, crafts and social experiences aimed at enriching all ages and abilities of the children.

Types of care that we offer:

Before School Care - For children who require care before school begins.

A healthy breakfast is provided for children who require it from 7am-8.30am.

We provide art, craft, sports and games during our morning session.

After School Care - For children who require care after school ends.

A healthy afternoon tea is provided as well as indoor activities such as arts, crafts, games and outdoor activities including a variety of sports.

On pupil free days and staff development days Our Centre is closed.

OUR MISSION

" To provide quality care before and after school for students of primary school age within our wonderful Kurnell Community".

PRIORITY OF ACCESS

Our OOSH services provide the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require that care, based on work and study commitments.

The guidelines are as follows:

- First priority is given to children at risk of serious abuse or neglect
- Second priority is given to children of a single parent who is, or of parents who are working, studying or undergoing training, either full time or part time.
- Third priority is given to any other child

The Centre aims to provide places for all children needing care, however out session places are limited. Our Centre is licensed to provide care for 24 children per session.

MANAGEMENT STRUCTURE

As we are a non-for-profit organisation, the Centre is run by a voluntary Management Committee and managed by a Nominated Supervisor. The committee consists of a President, a Treasurer and a Secretary and is formed by members of the School community and parents using the Centre.

The committee and the Nominated Supervisor have implemented policies and procedures to ensure the Centre is run efficiently whilst providing a safe and enjoyable environment for the children.

All parents are encouraged and welcomed to attend Committee meetings where families have the opportunity to be involved in the decision-making process. The Committee meet on the last Tuesday of the month at the Centre, and we welcome parents to attend at 6.00pm. Please inform the Nominated Supervisor if you wish to attend. Alternatively, the Kurnell School P&C meet on the second Wednesday of every month and KOOSH parents are actively welcome there.

If you have any concerns, issues or suggestions for the Committee, it is best to put your concerns, issues or suggestions in a written letter addressed to the Committee, in which the Committee will endeavour to answer your concern, issue or suggestion.

ACCREDITATION

Kurnell KOOSH complies with the 7 Quality Areas within the National Quality Standards 2018. It also utilises the My Time, Our Place Framework for School aged children in Australia in its programming. The Accreditation process ensures that our Centre continually strives to maintain and improve all aspects of the service. Our Centre is committed to this high standard of care. You're welcome to read some of the publications about the system for further information.

STAFFING

Kurnell KOOSH was originally registered under a single staff module but due to an increase in attendances and the demands of child dynamics and child/ staff ratios, during most sessions, there are two staff members on the premises supervising the children. The KOOSH Nominated Supervisor and Educators have appropriate qualifications and work as a team to provide an environment of high-quality care for your child/children, therefore creating a harmonious, caring, and friendly environment for the children. All staff have current First Aid Certificates and have undertaken a Working with Children's check.

HOURS OF OPERATION

Morning Session	7.00am-9.00am
Afternoon Session	3.00pm-6.00pm

HOW TO ENROL

Complete a Kurnell KOOSH Enrolment/ Registration Form. Please ensure you complete in full as all information **is** required for enrolment. If your enrolment form is not completed in full or does not have all the required documentation attached, it will not be accepted. Return the completed form to the Centre or the School Office along with the accurate Direct Debit details as these are required to secure your child's/ren's placement.

The Centre gives priority to:

- Priority 1 - Existing families with current days
- Priority 2 - Existing families adding a new sibling
- Priority 3 - Remaining places will be offered to new families

TYPES OF CARE AVAILABLE

Due to the nature of KOOSH and an understanding of the flexibility of circumstances of our community, there are no permanent booking fees or penalties at our centre. All bookings are treated as casual, however we do encourage that all families always communicate with Centre staff and notify them of changes to booked days or routines, as the Centre always abides by the staff/child ratios set down by the Federal Government.

ABSENT CHILDREN NOTIFICATION

It is important to verbally notify the staff, school office or send an email if your child/children will **be absent or if on holidays from any session**. Alternatively, please contact the administration staff of Kurnell Public School.

It is important to make educators aware, so there is no unnecessary stress and time spent locating your child.

DROP OFF AND PICK UP REQUIREMENTS - SIGN IN / OUT

As part of CCB regulations and insurance requirements, ALL CHILDREN must be signed in when they arrive and signed out when they leave. The person signing must be 18 years or over and must be listed as an authorised person on enrolment form. Alternative arrangements must be communicated to the Nominated Supervisor in writing or by phone. Should a child leave the school grounds whilst at KOOSH, an Educator will contact the family immediately whilst another member of staff follows the child. If the child does not return to the Centre within 15 minutes the parent/ guardian will be contacted in order to collect their child. Please remind your child/ren that they are never to leave the Centre or School grounds whilst attending until they have been collected by an authorised contact.

COLLECTION OF CHILDREN - AFTER 6.00PM

If your child /children have not been collected by closing time (6.00pm) and no contact has been made by the parent/guardian to inform staff, then the staff will take the following steps:

- Attempt to contact parents/guardians
- If unsuccessful, then emergency contacts or registration form will be contacted.
- At 6.30pm- if still no contact has been made, the staff will contact Child Protection and Family Crisis Service and the child may be taken to the local police station by Taxi.

A phone call will also be made to the Executive Committee to notify them of the situation.

FEES
3.0

FEES, LATE PAYMENTS AND TERMINATIONS OF PLACEMENT

Kurnell KOOSH is a non-for-profit organisation, and all proceeds are redirected back into the Centre, providing quality care, resources and equipment for attending children. It is our Centres policy that upon enrolment, all families provide nominated bank account details as our Centre utilizes a billing system that direct debits attendance fees. Attendances are processed weekly. Statements will be sent via email, so please ensure your email address is correct. A direct debit due date is printed on every statement.

Fees outstanding will be automatically deducted on that date. If the transaction is not successful, an additional fee of \$10.00 will be charged. The bookkeeper will then contact you to arrange for a suitable new direct debit date. If this transaction is unsuccessful a second time, the Committee will be notified and your child's/ren's placement will be terminated and your account will be placed in the hands of a debt collection agency.

If you are experiencing any financial difficulties, please do not hesitate to contact the Centre or the Committee to organise an alternative payment arrangement.

The costs are as follows:

BEFORE AND AFTER SCHOOL CARE	
Morning Session 7.00am- 9.00am	\$16.00
Afternoon Session 3.00pm- 6.00pm	\$24.00
LATE FEE FOR PICK UPS AFTER 6.00PM	
6.00pm - 6.10pm	\$10.00
Every minute after that	\$10.00

****Fees are subject to change, however you Will be notified in writing two weeks prior to any fee change***

CHILD CARE BENEFIT

All families are eligible to apply for Child Care Benefits, regardless of earnings. Families will be able to receive the CCB in fee reductions through Kurnell KOOSH, or alternatively, receive the CCB as an end of financial year lump-sum or quarterly payment through the Family Assistance Office (FAO). Claim forms can be obtained from the FAO. Families who want fee reductions will be charged full fees until they have contacted the FAO. Once you have contacted FAO you will need to provide the Centre with your Customer Reference Number (CRN) to claim CCB.

Child Care Rebate (CCR): All families may still be eligible for child care rebate even if you don't receive the child care benefit. This pays up to 50% of your out of pocket expenses per child per year up to an annual cap. The rebate helps to cover cost of any approved childcare including out of school hours care, if you use an approved child care for work, study or training, you should check your eligibility.

Family Assistance Office Ph: 13 61 50

POLICIES AND PROCEDURES

4.0

The following policies and procedures are listed in alphabetical order for your convenience. If you wish to view ALL Centre policies, please contact Educators.

ACTIVITIES

Play and social interactions are an important part of our sessions. The children will have access to a wide variety of safe, stimulating play opportunities such as arts, crafts, sports, games, music, drama, quiet play, homework area and time to talk with staff and friends. Activities are planned and reviewed with the children. Please use our suggestion box, located on the front wall, where children place their bags. This is to give ideas and comments on our programs and daily activities. As 'messy activities' are part of our program, children are permitted to bring a change of clothes to KOOSH. Paint shirts are supplied for the children and every effort is made to ensure that their uniform is kept clean, however this cannot be guaranteed.

BEHAVIOUR

Kurnell KOOSH adopts a 'Hands Off' Policy. Physical aggression towards another person at KOOSH will not be tolerated under any circumstances. Should an incident occur a behaviour incident report will be completed, and the incident will be discussed with the parent / guardian. Continual incidents may require further attention or as a last resort may result in exclusion from the Centre.

ENTERTAINMENT

On occasions, DVD viewing may be organised. DVD's at the Centre are always rated G or PG, however, a permission slip is provided for families on enrolment form.

Personal video games, mobile phones, IPod's/IPad's or any other personal electronic devices or toys are not permitted whilst attending KOOSH. If children bring these to the Centre, they will be confiscated and returned to the child upon pick up. If Parents/Guardians would like their child to use any of the above mentioned whilst attending care, they must provide a permission note and the child will be permitted to engage in this activity for a short period of the session. Please remind your child that their friends will not be permitted to engage in this activity either with them or by observation.

EXCURSIONS

Due to not being economically viable, at this current time the P&C and KOOSH sub Committee have ruled out excursions being programmed for the Centre.

EXPECTATIONS OF OUR CENTRE

To achieve and maintain a positive and cooperative environment within the Centre all the staff, children and visitors are asked to respect the expectation below:

- To stay in the area of KOOSH and its boundaries
- To wear our hats and shoes when outside
- To care for ourselves, care for each other and care for the Centre
- To clean up after ourselves
- To look after our toys, games and equipment
- To be respectful
- To care for our belongings
- To tell an adult if going for a drink or to the toilet
- To walk inside at all times
- To sit down inside when eating or drinking
- To be included and to include others in our play
- To express how you feel
- To be treated as an individual
- To HAVE FUN!

FAMILY / STAFF COMMUNICATION

Our Centre is a small part of your busy day and to ensure you are up to date with 'what's happening'. We have several methods to keep you in touch and to exchange information.

The sign in/out table where the roll is located displays information about KOOSH events, the KOOSH program, the previous week's evaluation and other relevant child care information. Also, on the sign in/out desk there is a wide variety of community services and information. If you would like some information regarding community referral agencies etc, please feel free to browse through the information or ask a staff member for assistance.

Families will be notified of any events or changes to routine in our newsletter or the school's newsletters or by email.

You should feel free to discuss any issues relating to your child when at the Centre. The Nominated Supervisor is available to answer any queries, however, be aware depending on the time of day it may be more convenient to make an appointment to discuss an issue. If there are any changes to your details, please ensure this is provided to the Nominated Supervisor in writing.

ILLNESS OR SERIOUS INJURY

Should your child feel unwell, every effort will be made to make your children feel comfortable. Should their temperature exceed the normal reading of 36.5 degrees to 37.0 degrees C, you will be contacted for your child to be collected immediately. Any child's suffering from an infectious disease will be refused access to the Centre until the child/children is fully recovered and a Doctor's certificate is provided. Should an outbreak of an infectious disease be present at the Centre, families will be notified and children who are not immunised will be unable to attend the Centre during the illness period.

On the Registration form authorisation is given to allow the authorised supervisor to seek medical attention if required. In case of an injury, Educators who hold current First Aid Certificates will call the doctors/ambulance. Details of all injuries will be recorded on an incident form for the parent/guardian to read and sign.

Any time that an incident, injury, illness or trauma occurs at the Centre involving your child an incident, injury, illness and trauma report is completed by educators and is required to be signed by the child's parent or authorised nominee upon collection of your child and no later than 24 hours proceeding the incident. If the accident is serious then educators will contact you immediately to inform you and will notify the regulatory authority as soon as possible following the incident.

Again, this is for the safety of all our children. It is imperative to also ensure that you have kept your contact details current with the Centre to ensure that you can be contacted always should your child/children become ill.

LATE PICK UP PROCEDURE

- Parents are required to sign their child out and leave the Centre no later than 6.00pm or late fees and late pick up procedures will be enforced.
- After 6.00pm, Parents/Guardian's must sign out by writing the correct time in accordance to the Centre clock which is located on the sign in/out desk.
- The time provided is the standard time used across Australia.
- Once you have done the above steps, a staff member must verify the time written by the parent by initialling the roll before the parents leaves the Centre and staff must complete a late collection slip.

MEDICATION

No medication, including non-prescription drugs and paracetamol will be administered without one or both of the following:

- A Doctor's or medical practitioners written authorisation, i.e. Doctor's Certificate.
- A management plan provided by medical practitioner.

The parent/guardian must hand medication to the Director, complete and date a Medication form and Deed of indemnity form with details of the child's name, date, medication, dosage and time the medication is to be administered. Medication must be provided in original containers. When medication is being administered, two staff members will be present. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home. It is responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place.

PERSONAL POSSESSIONS

Please discourage your child from bringing toys and valuables to the Centre. Articles brought to school for projects may be left in Centre storage cupboard during the session to be kept safe, please speak with Centre staff.

Please label all your children's belongings, such as jumpers, jackets, shoes, hats, bags, etc. Only labelled items can be returned to their owner when found. Our lost property basket is located next to the sign in/out table. Unclaimed items will be passed onto the school at the end of each term.

POLICIES AND PROCEDURES

Any additional policies and procedures not outlined in this handbook are located in the Centre. The manual is available for you to view at any time and for your convenience.

SMOKING

The Centre and all surrounding areas within the school grounds are non-smoking environments. We ask that you respect this by not smoking when on school grounds.

SUN SAFETY

Kurnell KOOSH is a registered "sun smart" Centre. Educators give children sunscreen to apply and hats will need to be worn during outdoor play. If children do not have their hats, they must play in a shaded area. If your child has an allergy to sunscreen, please supply your own to us in a clearly marked bag with your child's name on it.

VEHICLE ACCESS

Parents/Guardians **must not** use the Kurnell Public School Staff car park whilst signing their children in and out of the Centre.

FOOD AND NUTRITION

5.0

KOOSH BREAKFAST, AFTERNOON TEA AND SNACKS

Breakfast is available during the morning session from 7.00am-8.30am. Children are provided with a large variety of healthy breakfast options. Fruit and vegetable platters and other healthy snacks are provided for afternoon tea. Breakfast and afternoon tea are prepared according to the food safety guidelines and is served by the staff members and children. Please ensure that all enrolment forms are up to date with any allergies, religious or dietary restrictions and if changes are needed, report immediately to OOSH supervisor.

NUTS AND NUT PRODUCTS AT OOSH

In keeping with the policies of Kurnell Public School, we ask that all families do not send peanuts or peanut products including but not limited to peanut butter, Nutella, coconut products or muesli bars containing nuts.

GRIEVANCES

Please feel free to discuss any issues you may have regarding your child with the Nominated Supervisor. Sometimes, a discussion can make things seem a whole lot less serious and lead to an eventual resolution. Please be assured that any discussion will remain confidential.

If you feel your rights are not being respected, or if you have any other complaints or concerns about the Centre, please:

- Talk to the Nominated Supervisor in person by arranging an appointment or please call the Nominated Supervisor if you wish to discuss over the phone.

If you are not satisfied with the outcome or felt that your rights were not respected then you can contact a member of the KOOSH Committee or the President of Kurnell Public School P&C or place your complaint in writing and forward to:

P&C President Kurnell Public School

If you are not satisfied after using the above steps, you can contact the NSW Ombudsman by phone on 9286 1000 or write to:

NSW Ombudsman
Level 24
580 George Street
Sydney NSW 2000
PH: 1800 451 524

Thank you for taking the time to read through our handbook. We hope the information provided was helpful and gives you insight into our Centre. If you require any forms, permission slips or copies of policies, please ask the Centre staff. If there is anything you wish to know about that was not covered in this handbook, please inform the Nominated Supervisor, so information can be displayed and then entered the next edition. If you have any further concerns, comments or feedback about this handbook or the Centre, please contact the Nominated Supervisor

Email: melisa.mcconnell@det.nsw.edu.au

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