



# OOSH Northern Beaches

Dear Parents,

It is our great pleasure to introduce ourselves, Chris and Lou Hegarty, as the owners of OOSH Northern Beaches; we are the providers of Out of School Hours Care at Pittwater House

We are a privately owned, locally based business established since 2001 and were one of the first businesses to privatise Out of School Hours Care. We strongly believe in keeping Child Care needs “family oriented” and “family friendly”. We operate eight Centres on the Northern Beaches and Chris has lived and worked in the area his entire life attending both St Kieran’s Primary and St Augustine’s Schools. We enjoy strong community ties, employ local people and are therefore a true local provider. We have a strong Management Team who contribute to the values and philosophy of our business, and warm and caring educators who we consider to be part of our family.

We provide a relaxed, safe, caring, welcoming and vibrant environment, where children can have fun through participating in a diverse range of age appropriate yet stimulating activities and we believe in supporting the individual needs of all children and families.

In preparation, please visit our website at [www.ooshnb.com.au](http://www.ooshnb.com.au) for more details and to commence the enrolment process by selecting “enrol now” and following the steps. We use an online booking management program called QK Enrol. This program gives you access to make bookings and complete an online enrolment form for your child, all within a parent portal called “My Family Lounge”. If you have any issues with registering for a My Family Lounge account or with the enrolment process, we would encourage you to contact us on 9984 8089 (Head Office) or email [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au) for any assistance.

Our Area Manager, Lauren Waite, is available to help on 0479 068 161 or [lauren@ooshnb.com.au](mailto:lauren@ooshnb.com.au) as well as Head Office and is looking forward to getting to know you and your wonderful children.

OOSH Northern Beaches has a strong reputation in the local industry and I would like to thank the Head of the junior school Ruth Achurch for her ongoing support.

Kind regards

Chris and Lou Hegarty (OOSH Northern Beaches) – Pittwater House Kids Club



## Step 1 - Register for My Family Lounge

- To register an account locate the My Family Lounge login screen on our website
- Press the **Register** button

**my FAMILY Lounge**

Parent Sign-in

Email

Password

Sign-In Register

- Enter your Given name & Surname. Enter and confirm your email address
- Press **Register**

### Register

Given Name\*

Josie

Surname\*

White

Email\*

josie.white@mailinator.com

Confirm Email\*

josie.white@mailinator.com

Register Cancel

- You will receive a Complete Registration email. Click on the blue **Complete Registration** button

**my FAMILY Lounge**

## Complete Registration

Hi Josie,

You have been registered to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

[Complete Registration](#)

- To complete the registration process create and confirm a password
- Accept the Terms and Conditions when ready then press **Complete Registration**

# Complete Registration

Password\*

At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.

Confirm Password\*

Terms and Conditions

I understand that my use of this service is governed by the Terms and Conditions.

[Complete Registration](#)

- You have now completed your registration. Click on the **Click Here** option to log into your newly created account using your email address and password

Your registration has been completed.

Please click [here](#) to sign in.

If your service is taking advantage of the My Family Lounge App, visit either the Google Play Store (Android devices) or the Apple App Store (Apple devices) and search for My Family Lounge and download.



## Step 2 - Entering your details

- Complete your details by entering your relationship to the child, at least 1 phone number and address details.
- Tick **Yes** to create a user account
- Press **Save & Next**

### EDIT CONTACT

Special Contact: Primary Contact (dropdown) Relation: Father (dropdown)

First Name: [input] Last Name: [input]

Email: qk@mailinator.com

Confirm Email: qk@mailinator.com

You must provide at least 1 contact phone number \*

Mobile No.: [input] Home No.: [input]

Work No.: [input] Building: [input]

Street Address: [input] Suburb: [input]

State: [input] Postcode: [input]

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits?  Yes  No

I acknowledge that I have no CRN to provide in this form and as a result will not have CCB and other Government payments made to my account to reduce my out of pocket expenses.

Would you like a user set up for this contact?  Yes  No

CANCEL

SAVE

### Step 3 - Add Child Details

- If you wish to advise the centre of something not included in this form, enter this in the Additional Information box
- Complete Child Details
- Press **Save**

## ADD CHILD DETAILS

Please provide us with the child's details.

Tick the box if the child is unborn

First Name	<input type="text"/>	Last Name	<input type="text"/>
DOB	<input type="text"/> 	Gender	<input type="text" value="Select"/>

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child?  Yes  No \*

Does your child have any special considerations we need to take into account for their enrolment?  Yes  No \*

Does your child have a diagnosed disability?  Yes  No \*

**ADD PRIORITY OF ACCESS**



**Please make sure you complete this section by clicking on add priority of access**

Additional Information

Please provide any information you feel the service should know about the child. eg, allergies, languages, additional needs etc.

### Authorisations

Contact Name	Collection	Emergency	Excursion	Medical
Okeefe, Joshua	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
okeefe, lisa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
test, test		<input type="checkbox"/>		<input type="checkbox"/>

CANCEL

SAVE

If you do not wish to request bookings at this time please proceed to **Step 5 – Enrolling your Child in our Service** (see below).

### Step 4 - Add Waitlist details

- Ensure you are on the Enrolment Management page of your My Family Lounge account
- To add your child to the waiting list go to Booking Requests and click on new request

## BOOKING REQUESTS

New Request

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

No records found

- Select which child/children you are requesting days for
- Select the centre **type** and centre **name/s**
- Enter your preferred **start date** and number of **days** you wish your child to attend
- Tick your **preferred days**
- Tick any days that do not suit you (this is not mandatory)
- Enter any comments if required and press **Save** and **Finish**

## ADD WAITLIST DETAILS

Select which child/children you are requesting days for \*

Rina  River

**Step 1.** Please select the service type you require: \*

<input type="checkbox"/> Long Day Care/ Kindergarten/ Preschool	<input type="checkbox"/> Before School Care <input type="checkbox"/> After School Care	<input type="checkbox"/> Vacation Care	<input type="checkbox"/> Occasional Care
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**Step 2.** Please select centres from the dropdown that match your service type selection: \*

None selected ▼

Selected Service(s): None selected.

**Step 3.** Please specify days for your child:

Preferred start date \*   No. of Days \*  Select ▼ Will you accept less days? Y  N

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days that do not suit me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Step 4.** Please enter any comments on flexibility:

APPLICATION DATE 19-04-2017

SAVE

CANCEL

**All bookings are subject to your child's enrolment form being completed in full and submitted to us with a review of any mandatory questions by management. We will be in contact once a position has been made available.**

## Step 5 – Enrolling your Child in our Service

- Ensure you are on the Enrolment Management Page
- Click on the “Start Enrolment” button next to each child's name



## Debitsuccess Terms & Conditions

### DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

#### INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 518466 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

#### RELATIONSHIP

I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I have read and understood the above mentioned and agree to the terms. \*

[Proceed to Payment Details](#)

To proceed to payment details, you will be taken to the Debitsuccess website to complete your Direct Debit settings and returned to this Enrolment form once complete.

- Please click that you accept the Debit Success terms and conditions and click on proceed to payment
- Please enter either your credit card or bank account details and click add details

**ds debitSUCCESS** Save Payment Details

[Credit Card](#) [Bank Account](#)


**Credit card details**

Name on card

Card number

Valid To  MM  /  YYYY

I confirm that I have authority over this credit card, and that it can be operated severally.



[Add details](#)

Once saved successfully, select the "Service to Enrol" from the drop down list at the top of the form and click on **submit**

- Your bookings can now be placed

**\*\*\*\* IMPORTANT \*\*\*\*** Please use a computer or laptop for the enrolment and routine bookings and not a mobile phone. Your child's Immunisation Statement, any relevant Court Orders or medical action plans also need to be uploaded if applicable. Please have these completed and ready to upload before completing the enrolment process and avoid saving the enrolment to come back and complete at a later time as you risk losing any information that you may have already entered. Please remember we are here to help on 99848089.



## “Things I’m unsure of” – Frequently Asked Questions for 2020

### **Is there a waiting list for kindergarten children?**

Kindergarten children have a guaranteed place for their first year at school as long as their enrolment is submitted to us and booking requests are received and accepted by 30th November of the preceding school year.

### **How soon do I need to book my child in?**

Any kindergarten child may be enrolled into the Centre and routine bookings requested at any time throughout the preceding year. Enrolments and booking requests are to be made through your My Family Lounge account via our website [www.ooshnb.com.au](http://www.ooshnb.com.au).

Any questions regarding Kindergarten Enrolment can be answered by Head office on 9984 8089 or our Area Manager Lauren Waite on 0479068161.

### **I don’t need my child to go to After School Care today. What do I do?**

You still need to advise your nominated Kids Club on **0411 373 386** or [pittwaterhouse@ooshnb.com.au](mailto:pittwaterhouse@ooshnb.com.au) ASAP.

### **Absences**

It is essential and a parent’s responsibility to mark their child as absent on the ‘my family lounge app’ or ring the Kids Club if their child will be absent from the centre on a day they are booked as it is not our responsibility to telephone to confirm a missing child’s whereabouts.

It is not sufficient to advise the school that your child will be absent and an email to Head Office on the day of a non-attendance is not acceptable as the email is not accessed every day 24 hours a day. In an emergency a message can be left on either the Centre’s direct number **0411 373 386** or [pittwaterhouse@ooshnb.com.au](mailto:pittwaterhouse@ooshnb.com.au) or Head Office on 02 9984 8089. There is a charge if staff is required to follow up a non-attendance which we haven’t been advised of.

### **What are the “extra fees” I could be charged for?**

<b>\$50.00</b>	Annual family registration fee paid prior to commencing.
<b>\$10.00</b>	Account service fee if the account is unpaid for 7 days after the day of attendance.
<b>\$5.00</b>	Per week, each week, an account remains unpaid.
<b>\$5.00</b>	It’s a parent’s responsibility to inform us if a child is not attending on any given booked day. Should your child be on the attendance roll and OOSH Northern Beaches has not been notified of a non-attendance and a telephone call has to be made to confirm your child’s whereabouts, this fee is applicable.
<b>\$2.00</b>	Re-booking/cancellation fee. To change any booked days or add extra days
<b>\$10.00</b>	Late Collection fee - Parents arriving to collect their child/ren after 6.00pm will be charged an on the spot late fee of <b>\$10.00</b> for every 10 minutes or part thereof.

### **Will I be charged for absent days?**

As a general rule, we do not give “credits” for days not attended. Should your child not be attending, for example student camps, holidays etc., 1 week’s prior notice is required otherwise payment will continue for these days.

If your child is away from Kids Club due to illness for 3 consecutive days and you are able to provide a doctor’s certificate, please contact Head Office on 9984 8089 or [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au) to discuss a credit on your account.

### **What will my child be doing during the afternoon?**

Your child will have a choice of many activities including indoor craft activities, board games, cooking, gardening, colouring in/painting, group games and outdoor playing, on the outdoor equipment and the oval, organised sporting games and activities ..... just to name a few!

### **Should I pack some afternoon tea?**

No – not unless they are allergic to fresh fruit, pasta, fresh sandwiches, cheese, vegetable sticks, yoghurt, spaghetti, noodles, home-made pizzas etc.



**What if my child forgets to go to After School Care?**

We have a list of children enrolled for the day and the kindy class teacher has a weekly roll to remind each child. Initially, a staff member waits outside the Kindy classrooms to collect the Children and walk them to the kids' club.

As the children's confidence grows, staff will watch the kids walk the short distance to the kids' club and we conduct a roll call immediately to account for everybody. We will call you immediately if there is any problem. It is a good idea to tie a ribbon to their bag to remind them on the days they should be attending or use the 'OOSH bands' and place it around your child's wrist.

**Will the other children pick on my Kindy child?**

Not at all!! The older children will be in awe of your Kindy child's cuteness and size. They will include them in games and read them stories; generally, they seem to take an older "sister/brother" role.

Also, the Kindy kids get a kick out of being recognised in the playground by the older kids they have met at the kids' club.

**Will the staff think I'm "neurotic" if I ask how my child is settling in?**

Absolutely not! Parent interaction is an important part of our day. Please feel free to ask Staff any questions you like regarding your child's responses and/or needs.

**Something has come up and I need my child to go to After School Care and I haven't booked them in. What should I do?**

Don't worry – you can book your child in quick and easily by using the casual booking calendar on the 'my family lounge app' if you get stuck you can ring the centre before 2pm on 0411 373 386 or [pittwaterhouse@ooshnb.com.au](mailto:pittwaterhouse@ooshnb.com.au) alternatively, you can call Head Office on 9984 8089. It is also your responsibility to contact the school to arrange for them to get a message to your child that they need attend our Centre that afternoon.

**What time does the centre open and close?**

Mornings run from 7am until school starts. Afternoon runs from when school finishes and all children are to be picked up by 6:00p.m. Staff are employed till 6:00p.m, so if you think you will be late, please call the staff on the Centre 0411 373 386 or [pittwaterhouse@ooshnb.com.au](mailto:pittwaterhouse@ooshnb.com.au). A staff member will stay with your child and you will be charged for the extra time. You will be charged \$10 per 10 minutes or part thereof

**How do children generally feel about coming to After School Care?**

They love it. Where else can they be a part of a group of different ages, experience new challenges, improve their skills and not be spending their time glued to an electronic device or television set?

**We trust that we have answered the most commonly asked questions about the OOSH Northern Beaches Kids Clubs.**

**If you should have any other questions, please call either Head Office on 9984 8089 or email [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au) or our Area Manager Lauren Waite on 0479068161 or email her at [lauren@ooshnb.com.au](mailto:lauren@ooshnb.com.au)**



**OOSH**  
**Northern Beaches**

# **OOSH Northern Beaches**

## **Family Handbook 2019**

Website: [www.ooshnb.com.au](http://www.ooshnb.com.au)

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## **Welcome**

Welcome to OOSH Northern Beaches. The family handbook is designed to give you an overview of our centres and programs and any questions you may have about the enrolment process and service.

OOSH Northern Beaches runs out of eight centres, Cromer Kids Club (Cromer), St. Johns Kids Club (Narrabeena), St. Kevin's Kids Club (Dee Why), Pittwater House Kids Club (Collaroy) St Rose Kids Club (Collaroy Plateau), St Joseph's Kids Club (Narrabeen), St Martin's Kids Club (Davidson) and Maria Regina Kids Club (Avalon); providing Before, After School and Vacation Care programs for primary school aged children.

Our friendly staff members work to ensure your children are provided with a safe, welcoming, and vibrant environment. Any feedback and input are welcomed, please see one of the team if you have any questions or suggestions.

We look forward to getting to know you and your child!

## **About us**

### **About OOSH Northern Beaches**

OOSH Northern Beaches, a proudly privately-owned local business, has been established since 2001 and is continuing to grow.

The owners, Christopher and Lou Hegarty, have lived in the area their entire life, and are supported by a warm loving team who have become part of their family.

Chris was one of the first people on the Northern Beaches to privatise Out of School Hours Care in 2001 and has always believed to keep it "family oriented and family friendly". To date we have an excellent Management Team who contributes to the values and philosophy of the business.

### **Our commitment**

OOSH Northern Beaches is committed to the following through the terms of children's services:

- Child protection – We provide safe spaces for children under our care, this extends through our policies, procedures and screening processes.
- Duty of care – Educators share the commitment to provide a care to the children, in an environment recognise that duty of care is a legal requirement and is therefore addressed throughout the programming of the centre.
- Appropriateness of educators – The recruitment process requires all staff to undertake a Working with Children Check, as well as adhering to all sector requirements and reference checks. Staff will receive evaluations and further development of professional practices as policies change.
- Registration approval of all our services under the National Quality Framework (NQF) – Being authorised to operate OOSH services.
- Compliance with the Education and Care Services National Regulation and National Law.
- Consistent monitoring and review of programs provided to children and families to ensure efficient, effective and responsive delivery of programs.

### **Philosophy**

At OOSH Northern Beaches we recognise that the attitudes, skills and knowledge developed in a child's early years at school provide a basis for that child's learning in later years. We believe that to develop their highest potential, we need to provide an environment that promotes positive attitudes to learning. We wish to provide a relaxed, safe and caring environment where children can have fun through participating in a diverse range of age appropriate yet stimulating activities.

We believe in supporting the individual needs of all children and families, therefore we value the input of parents.

We strive to provide a program where children are free to engage with a range of activities including cooking, craft and sports experiences. Children have an opportunity to interact with staff and peers as well as have to self time to 'unwind' after a long day at school!

- We aim to provide children and their families with a centre in which they will feel comfortable, secure and happy.
- We encourage understanding of the diversity in all families and children.
- We provide an environment that is stimulating, creative, relevant and educational, as well as fun.
- We provide children with valuable play activities in which they are free to make choices, work as individuals or as part of a group within set limits. In this we aim to promote self-esteem, encourage children to think independently and develop confidence.
- Children will be encouraged to communicate their issues and manage their own behaviour through our positive behaviour reinforcements.

- Children will be encouraged to be independent and responsible. They are also encouraged to respect the rights of others and to embrace differences.
- We actively promote parent involvement in the Centre and welcome questions, comments and participation within the program. In this we aim to be flexible and responsive to suggestions.
- We regard the health and safety of the children as a paramount concern and part of our everyday actions and programming and operate under strict WH&S legislation and respect all individuals.
- We promote an atmosphere of mutual respect and support for the children and for one another.
- We support and encourage enrolments of children with special needs.
- We aim not to be bias and avoid making comparisons between children.
- We understand that our service is an extension of home life and believe in the consistency of care, ensuring that all children are provided with a safe, supportive and educational environment.
- We aim to provide a safe environment where children are free to engage with a range of stimulating activities including various crafts, sports and cooking experiences.
- We encourage a supportive atmosphere that promotes growth and development in this important stage of a child's life.
- We are inclusive of all backgrounds, abilities, additional needs and religious affiliation and provide the best possible service to cater to all needs.
- We support families by understanding the importance of cohesiveness between the family unit and the children's services.
- We provide educators who show genuine care, support and concern for the child's wellbeing, ensuring they are adequately cared for and supervised.
- We operate under strict workplace health and safety legislation and respect all individuals.

### Objectives

We aim to achieve the following:

- Work in partnership with families and the community to provide quality services.
- Provide a caring environment that is accepting of diversity, is complementary to a child's home and school life and creates a sense of trust and security.
- Respect all families by promoting parent/guardian and children's participation in the planning, development and evaluation of the program.
- Encourage children to be active, creative and enthusiastic members.
- Provide a service that is flexible towards the needs of the children and their families.
- Adhere to all relevant sector legislation and requirements.
- Policies and procedures are reviewed annually or as required based on operational or legislative change with key stakeholders informed of any changes.

### Hours of Operation

Centre	Before School Care	After School Care	Vacation Care
<b>Cromer Kids Club</b>	7:00am - 9:00am	2:00pm – 6:00pm	All our vacation care centres operate from 7:00am – 6:00pm
<b>St John's Kids Club</b>	7:00am - 9:00am	2:00pm – 6:00pm	
<b>St Kevin's Kids Club</b>	7:00am - 9:00am	2:00pm – 6:00pm	
<b>Pittwater House Kids Club</b>	CLOSED	2:00pm – 6:00pm	
<b>St Rose Kids Club</b>	7:00am - 9:00am	2:00pm – 6:00pm	
<b>St Martin's Kids Club</b>	7:00am - 9:00am	2:00pm – 6:00pm	
<b>St Joseph's Kids Club</b>	7:00am - 9:00am	2:00pm – 6:00pm	
<b>Maria Regina Kids Club</b>	CLOSED	2:00pm – 6:30pm	

### Important contact information

Centre:	Contact Person	Phone Number	Email
<b>Head Office</b>	Chris, Lou or Keryn	9984 8089	<a href="mailto:manager@ooshnb.com.au">manager@ooshnb.com.au</a>
<b>Area Manager</b>	Lauren Waite	0479 068 161	<a href="mailto:lauren@ooshnb.com.au">lauren@ooshnb.com.au</a>
<b>Cromer Kids Club</b>	Bess Higgins	0423 710 240	<a href="mailto:cromer@ooshnb.com.au">cromer@ooshnb.com.au</a>
<b>St John's Kids Club</b>	Courtney Evans	0430 074 015	<a href="mailto:StJohns@ooshnb.com.au">StJohns@ooshnb.com.au</a>
<b>St Kevin's Kids Club</b>	Lachlan Clarke	0425 219 953	<a href="mailto:Stkevins@ooshnb.com.au">Stkevins@ooshnb.com.au</a>
<b>Pittwater House Kids Club</b>	Luciana Ramirez	0411 373 386	<a href="mailto:pittwaterhouse@ooshnb.com.au">pittwaterhouse@ooshnb.com.au</a>
<b>St Rose Kids Club</b>	Lucia Smith	0479 030 974	<a href="mailto:strose@ooshnb.com.au">strose@ooshnb.com.au</a>
<b>St Joseph's Kids Club</b>	Flavia Granadeiro	0422 000 693	<a href="mailto:stjosephs@ooshnb.com.au">stjosephs@ooshnb.com.au</a>
<b>St Martin's Kids Club</b>	Janice Haviland	0432 048 090	<a href="mailto:stmartins@ooshnb.com.au">stmartins@ooshnb.com.au</a>
<b>Maria Regina Kids Club</b>	Claudia Harrison	0422 040 205	<a href="mailto:mariaregina@ooshnb.com.au">mariaregina@ooshnb.com.au</a>

## General centre information

**Cromer Kids Club** is located within the ground of Cromer Public School (Carcoola Rd Cromer) we have our own air-conditioned room within the western side of the school grounds, joining the art room. We enjoy use of the entire school grounds including the hall, oval, play equipment and basketball court.

**St Johns Kids Club** Narraweena is located within the grounds of St John's Catholic Primary School (166 Alfred Street, Narraweena) situated in the kindy classroom directly opposite the canteen in its own room and we can use of the entire outside play area and climbing equipment and school canteen. Entry is via Alfred Street.

**St. Kevin's Kids Club** Dee Why is located within the grounds of St Kevin's Catholic Primary School (7 Oaks Avenue, Dee Why) we have our own room facing the school grounds on the ground floor next to the canteen which we share, which enables the use of both inside and outside space and the use of the school grounds as well as our own area.

**St Rose Kids Club** is located within the grounds of St Rose Catholic Primary School (8 Rose Avenue Collaroy Plateau) in its own, with its newly installed air conditioner, room upstairs and adjacent to the school hall with easy access to the kitchen as well. We can use all the outdoor space and school grounds as well as our own area.

**St Joseph's Kids Club** in located within the grounds of St Joseph's Catholic Primary School (108 Ocean St Narrabeen) in its own room upstairs above the School Admin with easy access to the kitchen as well. We can use all the outdoor space and school grounds as well as our own area.

**St Martin's Kids Club** is located within the grounds of St Martin's Primary School (147 Prahran Avenue Davidson) The kids club is within the in the school hall with its own designated area and admin office with toilets and kitchen on hand for easy access. We can use all the outdoor space and school grounds as well as our own area.

**Maria Regina Kids Club** is located within the grounds of Maria Regina Catholic Primary School (42 Central Road Avalon Beach) within the school hall with its own designated area and admin office with toilets and kitchen on hand for easy access. We can use all the outdoor space and school grounds as well as our own area.

**Pittwater House Kids Club** is located within the junior school in room MG20 at Pittwater House (70 South Creek Road, Collaroy). We have our own room and separate kitchen and have access to the entire school grounds and play equipment within the school grounds.

Our team of educators are highly experienced, and many are studying teaching degrees. All our Centre Coordinators are trained and very experienced. Our team is led by our Area Manager Lauren Waite, who has over 16 years' experience in the industry. Regular staff are rostered to onto ensure continuity of service and to provide a relaxing and welcoming environment for the children.

## **Before and After School Care**

At the moment 6 of our 8 centres offer Before School Care, we offer a healthy breakfast, child led activities and a combination of inside and outside play.

During After School Care, we offer a healthy afternoon tea, encouraging children to be active and enjoy the range of games and equipment provided.

We develop a range of activities to nurture the children and develop creative thinking and refine motor skills.

We promote our cooking experiences for children to take part in, where they will learn to create a range of dishes, and familiarise themselves with basic cooking skills, based on themes explored in centre.

We place an emphasis on fostering creativity through our craft activities whether children are encouraged to create, while learning simultaneously.

We value any feedback and suggestions that parents and children may have with regards to our recipes and craft options.

An online completed application form is required to enrol your child in our services. The form may be found at our website under the 'Parents' page and will take you to set up an account with My Family Lounge.

## **Vacation Care**

Our Vacation Care provides a range of fun and interesting experiences for children of all ages.

We offer an array of different days, including excursions, incursions and fun in-house days. We focus on providing safe, enjoyable activities that the children look forward to attending, and parents are happy with.

We provide children with afternoon tea, but we ask that you pack them morning tea, lunch and a drink bottle. Please ensure your child has adequate sun protection, including hats, and that they come to the centre with sunscreen on. Throughout the day the educators will supply additional sunscreen when and if required. Please pack your own or leave a labelled bottle at the centre if your child has any allergies.

The vacation care program will be posted on our website and the OOSH centre for your convenience a few weeks before the holiday period, but some days do fill up fast so please keep an eye out for the program.

Please note that due to unforeseen circumstances the program may be changed at any point.

## **Enrolling in OOSH**

### **Enrolment**

The enrolment process includes 4 steps of enrolment:

1. The individual makes a claim for Child Care Subsidy with Centrelink
2. The provider and individual agree to an arrangement for care of a child
3. The provider submits an enrolment notice and
4. The individual confirms the enrolment.

OOSH Northern Beaches uses an enrolment system called 'My Family Lounge' through QK Enrol, which allows you to complete enrolments, make bookings, notify us on any absentees on our free mobile phone app and manage your enrolment all online.

New families will need to visit our website at [www.ooshnb.com.au](http://www.ooshnb.com.au) and click on the 'enrol' tab. Go to the My Family Lounge widget and click on register. You will then be taken to a form that needs to be completed in full prior to your child's commencement at the service. Please ensure you have a direct debit form and a signed signature page ready to upload as you will not be able to save the document until all questions have been answered and mandatory forms uploaded. We will also require your child's immunisation statement (or exemption if applicable) to be uploaded to the form.

Please make sure any landline phone numbers have the 02-area code included (no spaces) and that you select the service you require from the 'Services to enrol' drop down list at the right-hand corner of the enrolment page. Enrolments and recurring bookings can only be made online, however if you would like to make a casual booking this can be done via the free My Family Lounge app or through the online casual booking calendar by clicking on the day you would like to book. Please be mindful that the day you wish to book may be full and you may not be able to complete the booking if this happens.

Any absences may be marked through the My Family Lounge app, or if you have any known cancellations (e.g. School camp or family holidays) please provide us notice in writing (via email at [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au)) with 7 days notice.

Once the form has been completed please save your document and click on 'submit' to send the form to us.

The free My Family Lounge app is available to download via the App Store or Google Play app. Once you have downloaded the app, you just login using your email and password linked to your account

### **To request bookings:**

To request bookings from the parent dashboard, click on 'new request' for recurring (permanent) bookings or 'add casual booking' for casual bookings. For recurring bookings, a request will be sent to us for processing and we will send you an offer via email where you will be required to accept the booking offer to confirm your booking.

### **Troubleshooting:**

If the enrolment won't save please check that all mandatory questions have been answered, all landline phone numbers contain the 02-area code, no symbols have been used and ensure the service has been selected at the top of the form.

If your form saves correctly but will not allow you to 'submit' the form, check again that the service has been selected at the top of the form and then click 'submit'.

If you find that the program does not allow you to request a new recurring (permanent) booking as it states you already have one, instead try clicking the 'edit' button next to the latest booking in the 'existing recurring bookings'

### **Sign in and out**

It is a legal requirement that your children are signed in and out of the service using our digital QK Kiosk tablet at the time of arrival (for BSC and Vacation Care) and departure (for ASC and vacation Care). This is a formal, legal process and therefore can only be done by an authorised nominee over the age of 18. Any absences will need to be confirmed the next date you use the service.

### **Authorised collection**

Any persons who you have nominated as an authorised collector on your enrolment form will have the ability to collect and sign out your child. If you require someone to collect your child who is not on your authorised collection list, you must inform the centre prior to their collection. The person collecting the child will be asked for identification.



### Permanent booking

A permanent booking is one that does not change each week. This will be charged at a permanent booking rate. All absences due to illness, holidays, or extracurricular activity will be charged as normal unless given one weeks' notice in writing.

### Change of days and cancellations

All changes to permanents bookings must be submitted in writing via email to Head office at [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au). Any cancellation or changes must give one week's (7 days) written notice via email at [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au).

If you find you do not need the service one day, please call the centre to advise us of your child's absence, or alternately mark them as absent on the My Family Lounge App. Please note you will still be charged the usual rate.

### Casual booking

A casual booking is a booking that changes each week. A casual booking can be made via the My Family Lounge App and our website.

If, in an emergency you require your child's attendance that afternoon, call or email the centre and contact the school so your child knows to come down to After School Care. You can leave a message on the answering machine and staff will confirm your child's attendance when the centre opens.

In accordance with the National Regulation and National Quality Standards, we cannot always guarantee a position for your child when a casual booking is made. A casual booking is an additional \$2 per day.

### Priority Access

The Commonwealth Government has a Policy on Priority of Access.

- Priority 1: A child at risk of serious abuse or neglect.
- Priority 2: A child of a single parent who satisfies, or of both parents who both satisfy, the work/training/study test under Section 14 of the A New Tax System (Family Assistance) Act 1999.
- Priority 3: Any other child.

In addition to, and including the above, we will also give priority to bookings according to the time at which they are received by one of our service coordinators or administration staff.

For further information please visit [www.mychild.gov.com.au](http://www.mychild.gov.com.au)

### Inclusion and Professional Support Program

Our programs may be eligible to receive an Inclusion & Professional Support Subsidy (IPSP) which can assist with the inclusion of children with additional support needs. The number of funded positions is capped by the national funding authority.

The needs of the child are initially assessed and suitability to the program established prior to any enrolment. A re-assessment and re-evaluation process is also in place at all services and we will communicate with you about your child's needs and ability to participate within the program.

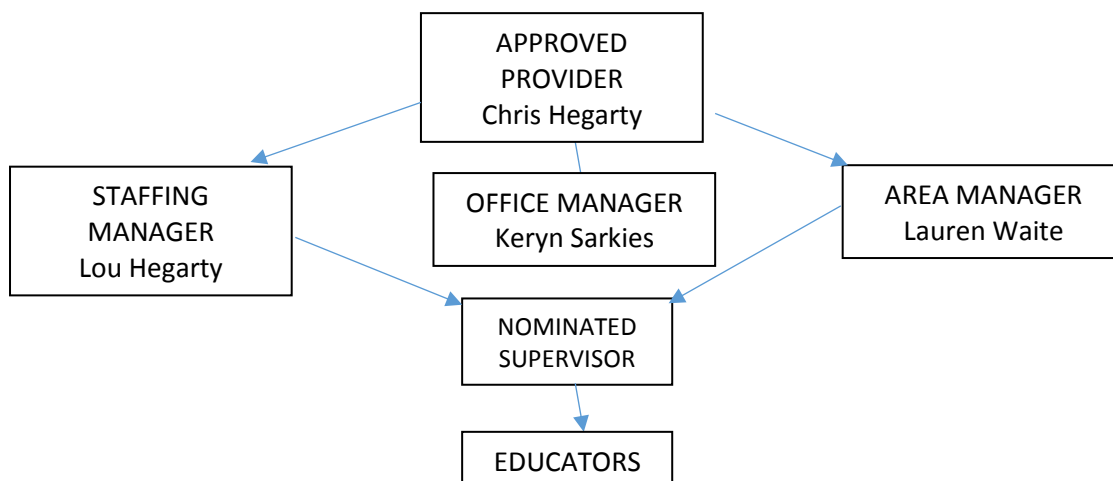
Please note that because our educators are not specifically trained in working with children with additional support needs, your child's needs may be deemed as being out of our capability and therefore a position may not be able to be offered. For more information concerning IPSP please contact your service coordinator.

Our service will access professional development for educators to help the service meet the needs of each child with additional needs.

### Policies and procedures

#### Staffing Structure/ Management Structure

We are a privately-owned company; the management Structure is;



## **Policies and Procedures**

As part of our policy development and review and in accordance with the National Regulation and National Quality Standards (NQS), we aim to provide effective management and a quality service through the ongoing development and review of policies. We ask parents/carers, families and the community for feedback to continuously improve our practices.

Our policies and procedures folder, as well as our Quality Improvement Plan are available for you to view at any time at your service and we welcome your feedback at the service.

## **Child Protection**

OOSH Northern Beaches is committed to creating a safe, secure, and supportive environment for the safety and wellbeing of children. This commitment is supported by our values, strategic plan and organisational policy and procedure.

All employees are expected to safeguard young children by:

- Respecting the rights of children.
- Making sure that children know that it is always their right to feel safe.
- Teaching them about acceptable and unacceptable behaviour in general.
- Making sure they are safe by monitoring their activities and ensuring their environment meets all safety requirements.
- Taking anything a child says seriously and following up their concerns.
- Teaching children to say 'no' to anything that makes them feel unsafe.
- Encouraging them to tell educators of any suspicious activities or people.
- Not tolerating abuse of any kind.
- Reporting any form of abuse or neglect, suspicious behaviour, issues or concerns of which they become aware to management and external authorities.
- Acting in accordance with all OOSH Northern Beaches policies and procedures and the Standards of Conduct.
- 

OOSH Northern Beaches has a written child protection risk management strategy to protect the children and young people in our service from harm. The strategy will help ensure our service is a safe and supportive environment, by identifying and minimising risks.

Screening employees and volunteers through safety screening clearances is also part of our strategy.

The child protection risk management strategy addresses the following elements:

- A statement of commitment.
- A code of conduct for interacting with children and young people.
- Procedures for recruiting, selecting, training, and managing paid employees and volunteers.
- Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines.
- A plan for managing breaches of the child protection risk management strategy.
- Policies and procedures for implementing and reviewing the child protection risk management strategy and maintaining an employee registers for a working with Children checks.
- Risk management plans for high-risk activities and special events.
- Strategies for communication and support.

## **What are our educators' responsibilities?**

- To ensure all children are safe and protected from all forms of abuse and neglect.
- All educators are Mandatory Reporters and must report risk of significant harm to children to Family and Community Services. Managers are also Mandatory Reporters.

## **How do our educators report concerns?**

Within OOSH Northern Beaches:

- Nominated Supervisor
- Area Manager
- Service Provider

External to OOSH Northern Beaches:

- Mandatory Reports Online Guide – Child Story Website
- Child Protection Helpline – Mandatory Reporters line (Family and Community Services)
- NSW Ombudsman – (relating to allegations and convictions against employees)

## **How do parents/carers report concerns?**

- Your Service Coordinator (See contact information for numbers)
- Area Manager (0479 068 161)
- Head Office (02 99848089)
- Child Protection Helpline – 132 111

If there are any concerns about the safety of a child within an OOSH Northern Beaches site, please report the concern to the Nominated Supervisor, Area Manager or call the office

### **Recruitment Practices:**

We require all staff undergo an extensive screening process prior to appointment. Successful applicants must comply with the OOSH Northern Beaches Safeguarding children policies and procedures.

Our screening process includes:

- National Criminal History Records Check
- NSW Working with Children Check
- Minimum two reference checks

When a new staff member arrives at OOSH Northern Beaches they also complete:

- An induction and training program
- Accredited child protection program

### **The National Quality Framework (NQF)**

OOSH Northern Beaches follows the National Quality Framework (NQF) for OOSH and adheres to all relevant sector and workplace legislation. Educators are employed for their sector experience, training and suitability for working with school-aged children.

The NQF was established on January 1, 2012 and is applied in all OOSH services. It aims to raise quality and drive continuous improvement and consistency in education and care services through:

- Education and Care Services National Law (NL)
- Education and Care Services National Regulation (NR)
- National Quality Standard (NQS)
- A national body known as the Australian Children's Education and Care Quality Authority (ACECQA)
- An assessment and ratings process
- OOSH Northern Beaches is an Approved provider of OOSH. All our OOSH services have Service Approvals which are displayed at each centre.

### **Routines, programming, policy and educators**

#### **Program content**

Our services aim to meet the curriculum for OOSH – *My Time Our Place*:

Our programs aim to incorporate all five outcomes:

- Outcome 1: Children have a strong sense of identity.
- Outcome 2: Children are connected with and contribute to their world.
- Outcome 3: Children have a strong sense of wellbeing.
- Outcome 4: Children are confident learners.
- Outcome 5: Children are effective communicators.

Our programs include planned experiences for indoor and outdoor play, as well as allowing for spontaneous activity. Our programs are designed by listening to the voices of the children and including what they would like to explore to encourage their development whilst at OOSH. The programs are accessible for families to read and offer feedback and suggestions.

#### **Routine**

Our afternoons are structured to ensure that children receive a full range of activities. There is allotted time for meals, games, cooking, homework and free play.

Please see your centre's staff members for a detailed look at the routine.

#### **Staffing**

We recognise that the care of large groups of children for significant periods of times requires educators to have specialist knowledge and skills.

Our educators to child ratios are in line with or exceed the National Regulations.

Our service will have at least one "responsible person" present at all times when caring for and educating children. A responsible person is:

- An approved provider
- An Area Manager
- A nominated supervisor
- A certified supervisor who oversees the daily running of the service
- The name of the responsible person will be displayed on the staff notice board.

## **Centre policy**

### **Personal items**

While children are welcome to bring in toys from home, they remain their responsibility and the centre will not be held liable for the loss of possessions. During term time we ask that you not send your children in with electronics, however during vacation care they are able to bring them in for free time. The centre does not accept responsibility for children's belongings and we ask that if you send them with anything it is clearly labelled in case of any loss.

### **Homework**

Space will be provided to encourage children to do homework. Homework time is not mandatory, but it is offered, and we provide stationery and equipment to aid them in completing homework. If you would like your child to do their homework at the service, please inform the staff so that they may see to it.

### **Behaviour Policy**

At OOSH Northern Beaches we encourage a positive behaviour model and ensure to reward good behaviour. If, in the event there is a more serious breach of rules and behaviour, the individual centre's behaviour policy will be outlined to you.

While we do try to manage behaviour positively, at times serious behaviour will result in serious consequences. Educators maintain open dialogue with families regarding issues, however suspension from the centre will be instigated following, violent, dangerous, or aggressive behaviour against staff or students.

The following behaviour will result in suspension from the centre:

- Running away from the centre
- Repeatedly disrespecting staff
- Destructive behaviour
- Repeated bullying
- Acts of violence against staff or other children will result in suspension from the centre and if deemed appropriate, expulsion from the centre.

### **Centre rules**

Children are asked to follow the rules of the centre to ensure the safety of children in our care. In the event of consistent rule breaking, the staff may come to speak with you about your child's behaviour and try to work together on a plan to create a safe, enjoyable space for your child.

Should behaviour not improve more serious steps will be taken, as we take the safety and wellbeing of our children and staff very seriously.

### **Smoke-Free Zone**

Smoking is not allowed at any OOSH Northern Beaches service, or its surrounding buildings, grounds or facilities.

## **Family involvement**

### **Parent communication**

Communication between family members and the service are considered crucial for a child to reach their full development. Our service aims to provide as many outlets as possible for family/service communication. These include:

Face to face.

- An OOSH newsletter is included in the school's newsletter.
- A communications book at the sign out area.
- A notice board for displaying upcoming events and notices.
- Regular informal meetings with parents and the opportunity to plan formal meeting if necessary.
- Suggestion/feedback folders at the sign out area where parents can anonymously (or give their names if desired) make suggestions to improve the service.
- Short surveys regarding the service's philosophy and how your child/ren feel about the service.
- In line with Quality Area 6: Collaborative partnerships with families and communities ensure supportive relationships are established with families and the local community.

### **Mandatory Communication Requirements of Parents/Guardians**

- Maintain appropriate and respectful communication with the service.
- Inform the service if your child is to be absent from the service.
- Change any booking in writing.
- Inform the service if your child has been unwell.
- Inform the service of any court order in place that affects the child and your family.
- Disclose any conditions that your child may have.
- Do not approach any child other than your own whilst at the service.
- Do not use abusive or threatening language inclusive of swearing whilst at the service.

## **Confidentiality**

We acknowledge and follow confidentiality guidelines as outlined in the *Educational and Care Services National Regulations*, the *Early Childhood Australia (ECA) Code of Ethics & Privacy Act 1988*.

## **Custody and Access – Court Orders**

If you are experiencing problems associated with custody and access, we ask that you discuss this with your service coordinator. A copy of current family law is required on enrolment and we will do our utmost to abide by this. If there is a likelihood of problems associated with the collection of your child, it is your responsibility to advise the coordinator and to provide information about any change to court orders.

## **Communication**

We ask that parents encourage their children to greet the staff members and inform them when they are leaving the service.

## **Medical information**

### **Health**

Administering medications:

Educators will only be permitted to administer medication to a child if it is:

- A prescribed oral medication.
- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing, and expiry date.
- Accompanied by a signed Administration of Medication Record from the parents/guardian.
- For ongoing medical conditions including allergies, you are required to provide a *Medical Management Plan* completed by a medical practitioner, complete with a *Risk Minimisation and Communication Plan* and a *Medical Alert Form*. Children with asthma require an Asthma Management Plan from their medical practitioner and a Medical Alert Form.

### **Injury, illness and infection**

Children should not attend any of our services if they are unwell. If your child becomes unwell throughout the day, you will be notified and asked to pick up your child. When any child or educator is found to be showing signs of any infectious disease:

- We will contact you immediately to collect your child and seek medical advice. You are expected to arrive in a timely manner. If this is not possible alternate arrangements must be made for the collection of your child and the service notified of these changes.
- For any diseases or conditions that require a medical certificate to clear the child or educator from the illness, we refer to *Staying Healthy in Childcare Edition 5*, available at [www.nhmrc.gov.au](http://www.nhmrc.gov.au). This medical certificate will be required by the service coordinator before that child or educator can be readmitted to the program.
- Clear medical information such as signs and symptoms of any illness or condition will be posted in the parent area.
- If your child is involved in an accident or becomes ill whilst at the service, you will be notified and will be required to sign the *Incident/Injury/Trauma and Illness Record* that an educator will complete.

### **Infectious diseases**

OOSH Northern Beaches provides a safe and hygienic environment and has a policy that is in line with the NQF. The centre takes steps to limit the threat of infectious diseases through our procedures. It is the responsibility of the parent/guardian to inform the centre of any infectious diseases to the centre staff. The privacy of individuals will always be maintained.

### **The regulatory authorities will be informed if:**

Any child is seriously injured or affected by illness while in the care of the centre which would require the urgent medical attention from a registered medical practitioner.

A child attends hospital from instances such as broken bones, whooping cough, or anaphylaxis.

It is the responsibility of the nominated supervisor to inform the regulatory authority in any of the above instances, and it will be done in a timely manner.

### **First Aid**

The centre has a well stocked, regularly checked First Aid kit. Staff members will hold current First Aid certificates with asthma and anaphylaxis training.

## **Food and drink**

### **Food and Nutrition**

We offer a healthy nutritious afternoon tea based on the five food groups, and educators use the opportunity to discuss nutritional content of the food provided. Children are given the opportunity to develop their self-help skills through food preparation and serving and are encouraged to use best practice regarding food safety measures. During Vacation Care please ensure you provide your child will enough food and drink for morning tea and lunch, as we provide afternoon tea. Food should cover all food groups and be high in nutritional content to allow your child to actively participate in our high energy programs.

The serving of afternoon tea time varies between centres.

Meals are rotated weekly and are available for viewing in centre. Please check your centre's menu's if you have any questions or would like to avoid conflict with dinner plans. There is always safe drinking water available to the children. Please note our services are **NUT FREE ZONES** to reduce the risk of anaphylactic reactions. Please do not send in any food containing nuts or nut related products.

### **Additional dietary requirements**

Our educators will aid and support any child with allergies or additional dietary requirements. Please inform educators at enrolment about such requirements and provide all necessary information with your enrolment form.

We endeavour to meet religious beliefs regarding food for individual families. Please remember that additional dietary requirements are about allergies and respect for religious beliefs, not likes and dislikes.

**If your child is a picky eater** please pack an additional snack for them, as we cannot make individual meals for children with specific tastes. Additionally, if your child requires more food please pack them their own snacks. Our services do not provide snacks and set good eating habits by eating meals at set times, not snacking throughout the day.

If you pack a meal for your child that needs refrigeration, please give it to one of our staff on arrival and they will see that it is kept in the fridge until needed.

Parents should inform the centre of food restrictions on enrolment.

## **Workplace health and safety**

### **Transporting children**

During Vacation Care we often require the use of buses to transport the children to excursions. We use private buses with full insurance and to ensure the safety of all children, a Transport Policy is in place to govern transport practices.

### **Sun and Heat Protection**

Outside play is a large and valuable part of our programs. Although weather conditions will determine whether an outdoor activity will take place, you should expect that unless it is raining the children will go outside and require hats. Where possible, play will take place in a shaded area. We employ a 'No hat, play in the shade' policy from October to March. We do provide SPF 30+ sunscreen that is applied prior to outdoor play. However, if your child requires a specific sunscreen, please label it with your child's name and send it each day.

### **Clothing**

As children in After school Care will be in school uniform, we encourage children to take care while participating in messy play. Children are encouraged to wear a paint shirt for certain activities, and we gladly accept donations of old shirts.

In our Vacation Care program, you are asked to send children in clothes that are appropriate to the day's activities. Simple play clothes and running shoes allow children to participate without fear of damaging clothes. Shorts, t-shirts, jeans and jumpers with closed in shoes are recommended. All children must bring and wear hats.

Shoes must always be worn while at the service.

During excursions we provide the children with a fluoro vest to wear on top of shirts, this helps identifies the children and allows for added safety when out and about.

### **Building cleanliness**

The centre shall ensure that all areas and equipment are cleaned regularly and maintained in safe, clean, hygienic condition.

## **Fee Structure**

### **Fees and Charges**

Management sets the daily fee on an annual basis. This fee will be based upon the service's annual budget along with the required income to successfully ensure the continued running of the service with quality staffing, programming and resources.

Payment of fees

Fees can be paid using:

- Direct debit

Fees can also be paid on a term by term basis, in advance to receive a 5% payment discount, and we are happy to accommodate should you have needs. Please send through an email to the office if you have a request for payment and we will see what we can do for you.

### Session Fees

Centre	Before School Care	After School Care	Vacation Care/Pupil Free Days
Cromer Kids Club	Permanent – \$15 Casual - \$17	Permanent – \$25 Casual - \$27	\$60 a day + \$10 bus fee where applicable
St John's Kids Club	Permanent – \$16 Casual - \$18	Permanent – \$26 Casual - \$28	\$60 a day + \$10 bus fee where applicable
St Kevin's Kids Club	Permanent – \$13 Casual - \$15	Permanent – \$25 Casual - \$27	CLOSED
Pittwater House Kids Club	Closed	Permanent – \$26 Casual - \$28	\$60 a day + \$10 bus fee where applicable
St Rose Kids Club	Permanent – \$16 Casual - \$18	Permanent – \$25 Casual - \$27	CLOSED
St Martin's Kids Club	Permanent – \$16 Casual - \$18	Permanent – \$26 Casual - \$28	CLOSED
St Joseph's Kids Club	Permanent – \$16 Casual - \$18	Permanent – \$26 Casual - \$28	CLOSED
Maria Regina Kids Club	Closed	Permanent – \$26 Casual - \$28	CLOSED

Fees are paid fortnightly (2 weeks in Arrears) in conjunction with the CCS week 1 fortnight using direct debit against a credit card or bank account. Bookings for days required, and a fee will not be charged for public holiday or pupil free/staff development days if you do not attend. A non-attendance reported a week in advance will result in no charge for that day.

A receipt will be issued for cash/cheque payments. Invoice/statements are emailed with the fortnightly direct debiting and available by requesting them at [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au) and are also issued at the end of each school term.

Sessions reports are submitted weekly on a Friday evening though our software (QikKids) and reconciliation of accounts are conducted weekly to ensure CCS payments and messages are updated automatically to family accounts. Our software (QikKids) automatically calculates family entitlements and management manually checks for any errors before charging occurs.

### Child Care Subsidy

*Please Note: Childcare Rebates came into effect 02/07/2018. Further information on the new Child Care Subsidy (replacing the current Child Care Rebate and Child Care Benefit) can be found at <https://www.education.gov.au/ChildCarePackage>*

To help with childcare costs, the Australian Government offer a payment called Child Care Subsidy. For further information please contact the Department of Human Services on 13 61 50 or visit [www.humanservices.gov.au](http://www.humanservices.gov.au). Please note: this includes information about allowable absence days.

Families are required to complete the online Child Care Subsidy 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 register attendance and ensure that you are receiving the appropriate subsidy.

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:

- Combined Family Income
- Activity Test for both parents
- Service Type

Transitioning to Child Care Subsidy requires 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.

### Overdue accounts



Any family who is two or more weeks late with their fees may be charged a \$10 account service fee. Families can make appointments to speak with centre's licensee regarding payments if there is a need to do so. Continuing not paying fees will put your child's place in the Service in jeopardy. A fee of \$5.00 a week may apply to any overdue fees.

**Dishonoured cheques**

If this happens, a charge of \$9 will be billed to the account.

**Other fees and charges**

**Annual Family Enrolment Fee**

An annual family enrolment fee is paid prior to commencing. This is payable when your enrolment is confirmed and covers the cost of all the administration of your account for the year.

**Absent fee**

It is the parent's responsibility to inform the service if your child is going to be absent in all instances. When a child fails to turn up to the service, it is the responsibility of the educators to locate the child. This may mean that educators must search the school grounds, speak with school staff and/or teachers and contact parents to ascertain the child's safety. A \$5 admin fee will be added to your account in this situation.

**Late fee**

Our programs close right at their stipulated closing time. The penalty fee for collecting a child after the specified closing time is \$10.00 per 10-minute increments and part thereof per child to provide sufficient funds to pay additional wages for two educators for time worked.

You should arrive with sufficient time to have a discussion with staff about your child, collect your child and their belongings and be out the door of the service before the specified closing time. The time used for the calculation of the late fee is not the time of your arrival, but the time of departure after collecting your child and conducting any other business.

Late fees must be paid in full because they do not attract CCB.

**What are the 'extra fees' I could be charged for in 2019**

<b>\$50.00</b>	Annual family registration fee paid prior to commencing.
<b>\$10.00</b>	Account service fee if the account is unpaid for 7 days after the day of attendance.
<b>\$5.00</b>	Per week, each week, an account remains unpaid.
<b>\$5.00</b>	It's a parent's responsibility to inform us if a child is not attending on any given booked day. Should your child be on the attendance roll and OOSH Northern Beaches has not been notified of a non-attendance and telephone call must be made to confirm your child's whereabouts, this fee is applicable.
<b>\$2.00</b>	Re-booking/cancellation fee. To change any booked days or add extra days.

**Grievances and Complaints**

**Feedback and complaints**

We value all feedback.

**How to give feedback or make a complaint?**

There are several avenues for you to provide feedback or make a complaint. This can be done verbally, via email, or via parent or family feedback form.

You can give feedback or make a complaint to:

- Service coordinator
- Area Manager: Lauren Waite [lauren@ooshnb.com.au](mailto:lauren@ooshnb.com.au) or 0476 068 161
- Head Office: [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au) or 02 99848089

Verbal customer complaints will be responded to by the manager, or the educator directly receiving the feedback. Written customer feedback will receive a written confirmation of the complaint being received within two business days of the complaint being received and an investigation completed within 4 weeks. These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

Please note: If the complaint alleging that the safety, health or well-being of a child was or is being compromised, or that the law has been breached, the appropriate documentation will be forwarded to NSW ECECD. The ECECD is our independent statutory authority for NSW. Once the ECECD receive the form they will contact OOSH Northern Beaches and may arrange to visit the service.

### **Frequently Asked Questions for My Kindy Child**

#### **Is there a waiting list for kindergarten children?**

No there is no waiting list for any kindergarten child who enrolls and books by the 30<sup>th</sup> November the year before school commences. During the year certain days may fill up and places will be limited.

#### **How soon do I need to book my child in?**

Any kindergarten child may be registered and booked into the centre at any time through 2018. Registration and bookings are on our website [www.ooshnb.com.au](http://www.ooshnb.com.au)

Any questions regarding Kindergarten Registration will be answered by Head Office on 9984 8089.

#### **Absences**

It is essential and a parent's responsibility to ring the Kids Club if their child will be absent from the centre on a day they are booked in and not out responsibility to telephone to confirm a missing child's whereabouts.

It is not enough to advise the school that your child will be absent and an email to Head Office on the day of a non-attendance is not acceptable as the email is not accessed every day 24 hours a day. In an emergency a message can be left on either the centres direct number or Head Office on 02 9984 8089. There is a charge if staff members are required to follow up a non-attendance which we haven't been advised of.

#### **Will I be charged for absent days?**

As a rule, we do not give 'credits' for days not attended. Should your child not be attending, for example student camps, holidays etc. 1 week's (7 days) prior notice in writing via email is requested otherwise payment will continue for these days.

If your child is away from Kids Club due to illness for 3 consecutive days and you are able to provide a doctors certificate, please contact Head Office on 9984 8089 or [manager@ooshnb.com.au](mailto:manager@ooshnb.com.au) to discuss a credit on your account.

#### **What will my child be doing during the afternoon?**

Your child will have a choice of many activities including indoor craft activities, board games, cooking, gardening, colouring in/painting, group games and outdoor playing, on the outdoor equipment, sandpit, and the oval, organised sporting games and activities...just to name a few!

#### **Should I pack some afternoon tea?**

No- educators will aid and support to children with allergies or dietary requirements. Check out the weekly menu if you have any concerns.

#### **What if my child forgets to go to After School Care?**

We have a list of children enrolled for the day and during the first term the kindy class teacher has a weekly roll to remind each child. We will call you immediately if there is any problem. It is a good idea to tie a ribbon on their bag to remind them on the days they should be attending or use the 'OOSH bands' and place it around your child's wrist

#### **Will the other children pick on my kindy child?**

Not at all! The older children will be in awe of your kindy child's cuteness and size. They will include them in games and read them stories; generally, they seem to take an older 'sister/brother' role.

Also, the kindy kids get a kick out of being recognised in the playground by the older kids they have met at the kid's club.

#### **Will staff think I'm 'neurotic' if I ask how my child is settling in?**

Absolutely not. Parent interaction is an important part of our day. Please feel free to ask staff any questions you like regarding your child's responses and/or needs.

#### **Something has come up and I need my child to go to After School Care and I haven't booked them in. What should I do?**

Don't worry – a simple phone call before 2pm to the Kids Club Centre to book them in on the day will get you out of trouble. Alternatively, you can book them in through the My Family Lounge App.

#### **What time does the centre open and close?**

Morning Sessions run from 7:00am until the bell goes and the centre remains open until 9:00am

Afternoon session runs from when school finishes until the centre closes. Staff are employed till 6.00pm, so if you think you will be late, please call the staff on the centre number. Staff will stay with your child and you will be charged for the extra time. You will be charged \$10 per 10 minutes or part thereof.

**How do children generally feel about coming to After School Care?**

They love it. Where else can they be a part of a group of different ages, experience new challenges, improve their skills and not be spending their time glued to a television set?

**Once again, welcome to OOSH Northern Beaches Children's Services. We look forward to working alongside you and having you as part of the OOSH Northern Beaches family.**