



FAMILY HANDBOOK



AMBARVALE CENTRE

(BLOCK B ROOM 11, 61 COPPERFIELD DRIVE AMBARVALE NSW 2560)

0478 KIDS 12

AMBARVALE@KIDSUNITED.COM.AU



FAMILY HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome | Our Family Handbook explains imperative information you will need to be responsive of whilst your child is in attendance at our Service.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

We have an open door policy. You and your family are welcome to visit our Service at any time.

Service Philosophy

At Kids United our aim is to enhance the lives of the children and their families by encouraging creativity and learning through diversity. We provide a high quality care service with a focus on play, social interactions and recreation.

We believe that children are capable, competent and active learners, and important contributors to their community. Kids United values the importance of childhood as a significant stage of human development in its own right as well as the foundation for all later learning and development.

In our work we seek to contribute to all children realising their promise and potential, both now and in the future. We believe that positive outcomes for children can best be achieved in environments and communities that are free from discrimination, where children can feel they belong and can be safe, and where their rights and views are respected.

Our belief in equity and social justice is expressed in our work with all children. We support our staff to challenge discrimination, to advocate for children's rights, and to access the resources and expertise they need to contribute to equality of outcomes for children.

When families are strong and caring, children can experience the complexities of life in safe and secure ways. Our vision acknowledges the critical role of families in raising children. In our work we seek to recognise, support and advocate for families in order to make this vision a reality.

We are committed to continuous improvement to ensure the best possible outcomes for all children.

Service Information

Kids United provides care for primary school age children through the services of Before and After School Care, Vacation Care and Staff Development Day Care.

Kids United operates for a minimum of 49 weeks of the year, Monday to Friday. We are closed on public holidays and for a short time over the Christmas/New Year period.

Kids United provides the following services:

Before school care.....	6:30am – 8:45am
After school care	3:00pm – 6:00pm
Vacation care.....	6:30am – 6:00pm
Staff development day care	6:30am – 6:00pm

We encourage feedback from children, families and staff to help us re-evaluate programs, processes and procedures to maintain variety and fun in a learning environment.

Contact Information

Centre Phone: 0478 KIDS 12 (0478 5437 12)

Email: ambarvale@kidsunited.com.au

Office Phone: 0413 UNITED (0413 864833)

Office Email: info@kidsunited.com.au

Staffing

Kids United has a management committee that is responsible for the overall operation of the service. Kids United also has a team of experience and qualified staff that hold relevant qualifications and industry experience.

Our staff are rostered to work in accordance with the attendance patterns of children.

Staff have a wide variety of skills and interests, which enables us to offer a program with diverse activities and experiences.

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators.

All Educators working directly with children will hold First Aid qualifications, have Working with Children Checks completed and attend monthly Educators' meetings.

Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of our Educators, please see our noticeboard.

Parents need to understand that staffing ratios will affect the number of children that may attend on any given day irrespective of the maximum number that the centre is licensed for. There is always a minimum of two staff rostered on at all times, regardless of attendance levels.

Parent Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day. However, it is important that parents are kept informed about day-to-day happenings at our Kids United centres and what their child/ren are doing.

As such, Kids United communicates with parents in a variety of ways including; informal chats with staff, phone calls, emails, letters, text messages, newsletters, notice in the school Newsletter, notice boards and messages on the parent table.

Kids United recognises the benefits for children when parents and staff regularly share information and support each other in the care of a child. Please get to know the staff who are caring for your child and inform staff if your child has any current interests that may be incorporated into the OSHC program.

Conversely, staff need to be informed if your child is experiencing any changes or difficulties, including temporary separation from one or both parents/carers. This information can help explain changes in behaviour and can enable staff to establish realistic expectations. If you have any concerns or queries don't hesitate to call or make an appointment to speak to the Nominated Supervisor.

It is important that staff are promptly notified of changes to contact phone numbers, including emergency contact numbers.

Please check the parents' table and notice boards regularly for newsletters, messages, booking forms or interesting readings.

Parent Participation

The Service has an Open Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills & experiences that the children and the program will benefit from.

Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication.

Kids United encourages participation of families by:

- Informing and updating parents on current issues in the Centre and seeking assistance from parents where appropriate
- Discussing with parents of the Management structure and how they can be involved.
- Advising parents of relevant Management decisions.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the Centre.
- Inviting parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre.

If parents have any questions regarding communication and participation they should discuss these with staff members, the Nominated Supervisor or director.

Parent Conduct Policy

Parents/guardians will be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

- Appropriate language; and
- Calm and considerate tone

Parents/guardians will not be permitted to verbally discipline or in any other way, discipline the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures.

Parents/guardians who consistently breach the conduct expected of them whilst engaging with our service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The Police may be notified if Parent conduct within the service is threatening or violent.

If you require further information on this policy please ask our Educators and refer to the Policy manual.

Suggestions and Feedback

Kids United welcomes comments and suggestions from parents, guardians and children on all aspects of the centre both informally and formally. Feedback from parents is invited formally through the quarterly newsletters and at the conclusion of vacation care program – and from children at the end of each term.

Additionally, there is a suggestion box on the parent's table and feedback is welcome at any time of the year.

If you have any suggestions or ideas on how we best can work together in the Service please let us know.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Our policies are available at the Parent's Table to view, and an electronic copy in the office. You are welcome to request an electronic copy and review at your leisure.

Enrolment Information

All children need to be enrolled at Kids United before a child can be accepted for a place including a casual place. Families are encouraged to complete an enrolment form for Kids United in case they need to access the service in the event of emergencies or unforeseen circumstances.

Prior to commencing at our Service, you will be required to complete all enrolment documentation and pay the refundable bond and enrolment fee.

Please understand that it is essential we have up-to-date information in case of an emergency.

It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

It is essential that we have copies of your child's immunisation status. We are also required to have copies of any court orders relating to the child.

PERMANENT PLACEMENTS

Families are eligible for a permanent rate if your child/ren attends on a fixed day or fixed days of the week.

Fees for permanent placements must be paid for any absence including family holidays, public holidays and due to illness. If your child is absent due to prolonged illness, please contact the centre Nominated Supervisor to discuss the child's situation.

If you wish to cancel your permanent place you must fill in a change of booking form and give two weeks notice. Your child may re-enrol for a permanent placement four weeks after their cancellation. You are welcome to use the centre as a casual placement until the four week duration is complete.

CASUAL PLACEMENTS

The availability of casual places varies depending on whether there are places available at the Centre on any given day, the staff:child ratio, and the availability of non-rostered staff to work on the day. All these conditions need to be filled in order to offer your child a casual place on any given day.

Families need to book their children in for a casual visit. It is essential that children do not just show up at the centre without booking as they may not be accepted. For the safety of the children, we need to know in advance who is attending each session so that the Nominated Supervisor can ensure we have enough staff to cover the extra children.

To make a casual booking, please contact our centre on 0478 5437 12 or send an email to ambarvale@kidsunited.com.au You will be notified as to whether there is availability for your casual booking.

CHANGE OF BOOKING FORM

All change of bookings are to be made using the 'change of booking' forms found on the parents' sign-in table. These forms allow you to add and cancel permanent bookings. Completed forms should be handed to staff on duty or sent as an email to ambarvale@kidsunited.com.au

Fees

SEETING FEES

- Our fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the service effectively.
- Fees will be reviewed annually based on attendance and the centre's ability to meet the running costs. Parents will be given at least 2 weeks written notice of any changes in vacation care fees.
- 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 registered attendance and ensure that you are receiving the appropriate subsidy.

FEE PAYMENT

- Fees can be paid using direct debit
- Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or holidays and for public holidays. This includes booked casual days if they are cancelled within 24hrs of care required.
- Fees must be paid in full until Child Care Subsidy (CCS) approval is received by the Centre. Upon receipt of the CCS approval letter from the Family Assistance Office, the difference will be credited to the family's account.
- Two weeks prior notice in writing must be given to the Nominated Supervisor for any changes to the days of care or cancellation of care. If no notice is given fees are to be paid.
- All payments will be recorded on your statement.
- All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information given in writing upon request.

VACATION CARE FEES

- Vacation care program fees are required to be paid according to your regular payment schedule. Refunds are only available if Kids United cancels the program. No refunds or credits will be given for change of mind.

PAYMENT OF PERMANENT FEES

- Invoices are automatically generated by our child care subsidy software provider each fortnight and are sent via email to each family attending Kids United who is currently in a debit balance. Parents are able to request statements for any periods of care at any time. Please ensure that you notify Kids United if your email changes.

FINANCIAL DIFFICULTIES IN PAYMENT OF FEES

- Parents are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor, who will discuss the situation with the manager, and thereafter, make suitable arrangements for payment of fees with the parents.
- If no previous arrangements have been made regarding overdue fees the centre will:
 - After 1 week overdue:
Verbally communicate with parents to discuss the overdue fees, and provide a statement indicating balance owing.

- After 2 weeks overdue:
Send a letter reminding them to discuss any problems they may be having in paying fees with the Nominated Supervisor and informing them that their child's place may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.
- After 3 weeks overdue:
A letter of cancellation will be sent to the parent clearly outlining the date from which care will no longer be provided.
- We will, at our discretion, engage an accredited commercial debt collection agency to act on our behalf to recover outstanding debts and parents will bear all costs associated with this action.

Child Care Subsidy (CCS)

Most Australian families are eligible to receive Child Care Subsidy (CCS). Families who are eligible for CCS will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with the Department of Human Service – Centrelink via their online account through myGov before the child attends OSHC. Parent and child/ren each receive their own CRN (Customer Reference Number) which must be cited on the enrolment form. For more information contact Centrelink on 13 61 50 or visit their website at

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Please note families cannot be offered CCS until assessments have been completed and notification received from the Family Assistance Office (FAO). It is the parent's responsibility to apply for relevant assistance.

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:

1. Combined Family Income
2. Activity Test for both parents
3. 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.

Allowable Absences

Childcare Subsidy can be claimed for up to 42 days absences per financial year for each day your child is booked. If your child is attending both before school care and after school care, but is e.g. absent for before school care, this will still be included towards your 42 days of absence. These absences include sickness without a doctor's certificate, holiday leave and occasional absences.

Absences due to sickness with a doctor's certificate are not included in the number of Allowable Absences and continue to be eligible for Childcare Subsidy. Medical certificates must be produced within seven (7) days. A credit, of fees paid, is allowable at the Children's Services Manager's discretion for children with extreme illness, hospitalisation etc.

For all absences exceeding 42 days, the full fee portion must be paid.

Public holidays will be counted as an absence if the child would normally have attended the Service on that week day, and fees have been charged for that day for the child. You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Service Closing Time and Late Fees

Please be aware the Program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6:00pm.

The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

If a parent/caregiver is running late they should call the centre and let staff know approximately how long they will be. If they expect to be later than 6:00pm, families are expected to organise another person to collect their child. Staff may contact a person authorised to collect your child after 6:00pm if they have not received a message from the parent.

Wherever possible parents should advise the centre when they will be late to collect their child.

- Educators will not enter into discussions over why the caregiver is late or engaged in assessing whether the caregiver has a "good excuse" for collecting the child late.
- If a parent continues to collect their child after the closing time of the Centre, the Nominated Supervisor will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.
- Caregiver should arrive at the centre with sufficient time to conduct any account business or to discuss their child with educators and be out of the centre by 6pm.
- Caregivers that arrive exactly at 6pm will incur a late fee by the time they conduct account business, collect the child's belongings and sign the child out of care. The fee will be added to the next account.

- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

Absences and Search Fees

If your child is booked in for any session and will not be attending, the centre should be notified. Any parent, who does not require Kids United to collect their child/ren for after school care on a particular day, must notify Kids United before 2.45 pm.

Kids United is concerned for the safety of your child if they do not attend as expected and our procedures require us to initiate a search to locate your child. In the case of a parent failing to advise staff that their child/ren will not be attending Kids United (After School Care), a search fee will apply. The search fee is currently \$25 should an additional staff need to be involved or authorities contacted.

For all other situations, a non-notification fee of \$5 will be automatically added to your weekly fee. These include, but is not limited to, situations where we have had to contact you to determine your child's absence. It will also include situations where we have had to contact the school to confirm that your child/ren was absent from school.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. The times must be noted.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service.

Educational Program

We follow the My Time Our Place (MTOPI) Framework as per our programming policy.

We are committed to providing a developmental and educational program, which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and Educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we as Educators have any areas of concern, we will inform you and advise where help may be pursued, e.g. speech therapist. We understand this is a sensitive topic and it is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

Vacation Care

A program will be developed and made available for pick up 3 weeks prior to each vacation care period. The full payment is due prior to the start of vacation care.

Once a booking is confirmed:

- Any changes to Vacation Care bookings are subject to approval by the centre Nominated Supervisor and are dependent on staff/child ratios.
- Partial refunds are given if cancellation occurs prior to the deadline on the booking form.
- No refunds are given if cancellation occurs after the deadline on the booking form.

Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Meals and Nutrition

Kids United is aware of children's varied nutritional needs and aims to meet these in the form of healthy and interesting snacks. The food choice is based on children's needs, likes, possible allergies and the various cultures within Kids United. Allowances will be made for children with specific needs such as cultural differences and/or special dietary needs.

The centre's Food and Nutrition Policy adopts the Australian Dietary Guidelines for Children and Adolescents in their Healthy Food Choices. The Centre is a NUT FREE centre. We do not serve peanut butter, Nutella or similar nut products at the centre and would appreciate it if families do not send their children with food that contains peanut butter, Nutella or similar nut products.

Kids United provides breakfast until 8am at Before School Care and offers afternoon tea during After School Care. Drinking water is available at all times.

Please advise our staff of your child/ren's dietary requirements before attending the sessions to enable us to cater for their needs.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Sun Safety

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturers recommendations. We ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor play immediately and not have to wait the 20 minutes after application.

SUN HAT

A sun protective hat must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.

Accidents

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service.

In the event of a serious accident or sickness, Kids United staff will implement first aid, try to contact parents, and arrange for the child to be taken to a doctor or hospital. A Kids United staff member will remain with the child until a parent or guardian arrives. Financial responsibility including the cost of transporting an injured child to the hospital and any treatment sought on behalf of a child will be borne by the parent/guardian. Any accident or incident affecting your child is recorded by staff who will discuss the incident with you.

As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

INCIDENT REPORTING

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed by an educator, the Nominated Supervisor and by the parent.

If the injury occurs in the morning session, and the child requires any additional attention or there are likely to be implications for the school day, then in addition to the above procedure, Kids United staff will advise the school office of the injury and the course of action undertaken, so as to assist the school to manage the child through the rest of the school day.

When should I not send my child to the Service?

To try and prevent the spread of disease, please monitor your child's health and watch for:

- A runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the Service if they display any of the above symptoms. Staff are unable to give a sick child the attention they would receive at home, and cross infection is a concern. Kids United staff may refuse access if they are concerned about a child's health. If a child becomes ill whilst at the Service the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection. If parents cannot be contacted or whilst waiting for a parent or emergency contact to arrive, a quiet area will be provided for your child to rest.

Your child should not attend the Service if they have had Panadol or Neurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication so we do not re-administer and potentially overdose.

If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

CONDITION	EXCLUSION
CHICKEN POX	Minimum seven (7) days after spots appear, or with medical certificate
CONJUNCTIVITIES	Until all discharge from eyes has stopped
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
IMPETIGO	Excluded only if sores are on exposed surfaces such as scalp, face, hands or legs. Sores must be covered and treated
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until adequate carrier eradication therapy has been completed.
MUMPS	Exclude for 9 days or until swelling goes down (whichever is sooner).
PEDICULOSIS (HEAD LICE)	hair must be treated and completely clear, with no sign of eggs.
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.

RING WORM AND SCABIES	Until all evidence of disease has disappeared or medical certificate stating sores are inactive
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until diarrhoea ceases.
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment.
WORMS (INTESTINAL)	Exclude if diarrhoea present.

Immunisation

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care. The Public Health Act 2010 prevents NSW child care centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not be vaccinated
- Is on a recognised catch up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

Allergies or Asthma

It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 6 months.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation in all centres. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour.

Children and staff have a Responsibilities Code, which is as follows:

- If you have any problems or if something is troubling you, ask a staff member for help.
- Listen to the rules of games and play by the rules.
- Respect others, their property, their feelings and their body.
- Use language that is acceptable to everyone.
- Stay in the area that is supervised by staff.
- Always walk when inside and always use tables and chairs in an appropriate manner.
- When on excursions or outings always go 'two to the loo'.

When guiding children we are conscious of a child's developmental level and hence what might be considered inappropriate behaviour for one child may be acceptable for another child.

Children are encouraged to develop self-discipline by accepting responsibility for their own behaviour. The specific consequences for inappropriate behaviour will be one or more of the following, depending on the severity and frequency:

- Verbal guidance
- Re-direction to another activity
- Reflection time away from other children
- Removal of privileges
- Nominated Supervisor discusses problem with child
- Child given opportunity to overcome problem
- Child's behaviour documented by Nominated Supervisor and staff in a Behaviour Book
- Contact with parents and child given opportunity to overcome problem
- Suspension/exclusion

BEHAVIOUR BOOK

Behaviour Book: All incidents of the use of inappropriate language, intentionally hurting a child or being out-of-bounds will be noted in the behaviour book. Parents will be notified each time their child's name is recorded in the behaviour book. If in any term, a child's name is recorded in the behaviour book three times, then a meeting will be called with the parents to discuss the issues and identify the next steps to improving behaviour.

If in any term, a child's name is recorded more than three times in a behaviour book further action will be taken, which depending on the circumstances could include a discussion with the Centre director.

SUSPENSION/ EXCLUSION FOR UNACCEPTABLE BEHAVIOUR

Exclusion should only be considered after:

- the steps of the guidance and discipline procedure have taken place;
- adequate support and counselling;
- Parents/Guardians have been notified and given the opportunity to discuss their child's behaviour;
- Careful consideration by staff and the Management Committee;
- Clear procedures have been established for accepting the child back into the service.

If you require further information on this policy please ask Educators and refer to the Policy manual.

Anti-Bullying Policy

All children have the right to be free from bullying. Any form of bullying is contrary to Kids United' philosophy and will not be tolerated. A student has the right to seek assistance as soon as s/he feels threatened. Bullying is regarded as a serious and punishable offence, and therefore, immediate suspension from OSHC may result.

DEFINITION OF BULLYING

Bullying is the inappropriate use of power by an individual or group, with an intent to injure either physically or emotionally. It is usually deliberate and repetitive. The bullying may be physical or psychological (verbal and non-verbal).

- Physically, bullying includes pushing, hitting, punching, kicking or any other action causing hurt or injury.
- Verbal bullying includes insults, taunts, threats, and ridicules.
- Psychological bullying includes physical intimidation and ostracism. Interference with, or damage to personal property, may be included as bullying.

If subjected to bullying a child should approach a staff member or the Nominated Supervisor to seek assistance or advice. Kids United management will follow up any report discreetly and will undertake an appropriate investigation. If the report is verified, Kids United will view the matter seriously and will take action as outlined in our Behaviour Guidance Policy, which is available from Kids United centres.

Lost Property

Lost property is kept near the parent's sign-in table. Feel free to search for missing items at any suitable time. At the end of each term, labelled items are given to the children and unlabelled items are donated to the Ambarvale Public School Clothing Pool or an appropriate charity. Please remember to label all items of clothing as this will assist us in returning items. Please note that children are responsible for the items and belongings they bring to Kids United. Kids United takes no responsibility for lost or misplaced items or belongings.

Homework

Homework is an important extension of children's school learning and thus, time will be allocated for homework on a regular basis. From Monday to Thursday, a 'Homework / Reading Time' will take place between 4:45pm to 5:30pm. Although, we do like to encourage, promote and support children who choose to do their homework while they are here, it is not compulsory during OSHC times.

All children are responsible for remembering to bring their homework to After School Care. Parents are responsible for checking that their child's homework is complete and/or correct.

Parents please note: We do not provide any homework tutoring.

Emergency Drills

Throughout the year the Service will hold emergency drills, which occur at any given time for each session. These are carried out in a well-organised and orderly manner. An emergency evacuation plan will be displayed in each exit.

In case of an emergency that requires an evacuation from the OSHC building, staff will ensure that all children assemble in the assembly area. If this is unsafe, an alternate safe place will be determined by the Nominated Supervisor. Staff will make the announcement to evacuate, identifying where and how, collect children's attendance records, parents' contact numbers and emergency services numbers and a first-aid kit. After emergency services have been notified, if appropriate, parents will be notified. A staff member will ensure that there are no children in the building and the surrounding areas. Remaining staff will supervise children at the assembly point and take a roll call.

Workplace Health and Safety

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time Our Place Framework and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

NSW Early Childhood Education and Care Directorate

Department of Education and Communities www.det.nsw.edu.au

1800 619 113, ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124

Compliments and Complaints Procedure

All issues regarding your satisfaction with the OSHC service or its policies and procedures should in the first instance be discussed with the centre staff. If the issue is not resolved to your satisfaction you should then contact either the Nominated Supervisor or Kids United Director.

Nominated Supervisor: 0478 5437 12

Director: 0422 701 282

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent.

Service Policies and Procedures

You will find a copy of our Service policies and procedures at our Parent's Table. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

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