



Service Information Booklet

BELLEVUE HILL KIDS CLUB

Phone: 9369 3643

Enrolment/Fee Enquiries: admin@kidsclubosh.com.au

Centre Enquiries: bellevuehill@kidsclubosh.com.au

Website: www.kidsclubosh.com.au

MANAGEMENT

The service is managed by Early Learning Management Solutions and operated on a daily basis by a Centre Co-ordinator.

The management is committed to providing high quality care and services to the children, families, local community and staff of the school.

PHILOSOPHY

Kids Club is committed to providing an environment that supports children's learning, that helps to extend on their strengths and support their needs.

We believe that all children should have the opportunity to learn from their peers and we support the inclusion of all children of diverse abilities, socio-economic, ethnic and religious backgrounds.

We believe that all children should be treated with respect and dignity, to always feel safe and secure, to have the opportunity to learn through play, decision making and positive social interactions with their peers.

We believe our Educators are responsible for the well-being, safety and learning of every child.

Our Educators share knowledge through role modelling, engaging with the children and developing positive, trustful relationships.

Our families, their children and the staff of Kids Club are all meaningful contributors to our program.

GENERAL INFORMATION

Enrolling at Kids Club

To enrol at Kids Club your child must be enrolled and attending Bellevue Hill Public School.

You must also complete a full Enrolment Form before attending any of our services.

Please consider a start date for your child as you will be charged from this date.

We are able to hold your position open until week 3 of the school year.

See Enrolment information below

Staff

A qualified and experienced centre Coordinator/Nominated Supervisor is employed and responsible for the daily operations of the centre.

The Coordinator is supported by individually selected and experienced part time staff.

The centre encourages and welcomes families using the centre to support staff and participate in the program by contributing to centre newsletters, program suggestions, excursion ideas for vacation care and centre surveys.

HOURS OF OPERATION

The centre is open during the following hours:

- Before Care: 7.30-9.15am
- After Care: 3.15-6pm
- Vacation Care: 7.30-6pm (during school holidays)

National Quality Standards, Quality Framework and Education and Care Services National Regulations, 2011.

Out of School Hours Care Services is regulated and the quality of care provided by services monitored by the following new legislations.

1. National Quality Standards.
2. Education and Care Services National Regulations 2011.
3. National Quality Framework (NQF) "My Time, Our Place": Framework for School Age Children in Australia.

Each centre is governed by the new National Regulations along with the requirement to meet all the National Quality Standards.

Information relating to NQF will be shared with all children, staff and parents in preparation for approval and quality assurance visits.

We hope that you will be able to actively participate in our centre and in providing quality care for your child.

Regulatory Authority Contact Details:

*Early Childhood Education & Care Directorate.

E: ececd@det.nsw.edu.au

P: 1800 619 113

M: Locked Bag 5107

Parramatta, NSW 2124

Other relevant contacts

*Department of Education and Communities

www.dec.nsw.gov.au

*Australian Children's Education & Care Quality Authority

www.acecqa.gov.au

FOOD PROVISIONS

The centre provides healthy and nutritious food for the children at both breakfast and afternoon tea based on the Recommended Dietary Requirements for young children.

The centre is completely **Nut Free** and does not allow anyone to bring nut products to the centre.

- Breakfast: 7.30-8am
- Afternoon Tea: 3.30pm

Drinking water is available for the children at all times.

ENROLMENT

To enrol at the centre families will need to follow the steps below:

- Click on the **Enrol Button** on our website Home Page, Download the **Xplor Home App** onto your preferred device (mobile phone or tablet) or click on the link below.
https://prodadmin.myxplor.com/enrollment_v2/centre/MSF87DNIBYGgOL91XA1K3Q
- Complete the Enrolment Form & make a Booking
- All new Enrolments are subject to approval by the service, you will receive a confirmation email confirming your child's start date. There is a minimum of 2 days processing time for all new enrolments
- You will also have access to your child's observations, Incident Reports, Medical Information & more via the App

A Fees Schedule is attached below detailing sessional, daily, weekly and Holiday Club fees.

Please read through our detailed Fees Policy in the Policy Book for more information relating to the processing of fees and our accounting systems.

Our fees are reviewed annually with increases applied at the beginning of each year

Fees and Payments

Fees can be paid through Direct Debit by completing the Direct Debit Form attached or directly into the centre's bank account (see details on page 7)

Families are responsible for the immediate payment of fees once you have received your Fee Statement by email each week.

If your Direct Debit is dishonoured or your fee payment is late at any time a late payment fee of \$10.00 per week will be applied to your account if this reoccurs a second time you will receive a Suspension Letter.

All fees must be up to date at the end of each term for your booking to continue on to the following term or to book into our Holiday Club Program

Please see our full Fees Policy for details relating to overdue fees.

FEE INCREASES- Current centre fees are reviewed at the end of each year in consideration of the centre budget and ongoing costs relating to the management of the service.

Families will be notified within one month of any proposed fee increase.

Fee increases will be applied at the beginning of each year.

Fee Statements can be accessed from the Xplor Home App and are updated with payments and any child care subsidy you claim each week

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy replaces Child Care Benefit and Child Care Rebate previously offered to families to assist with the cost of child care.

This subsidy is paid directly to services and is designed to make child care more affordable to families.

Three things will determine a family's level of Child Care Subsidy:

1. Combined Family Income
2. Activity Level of Parents
3. Type of child care service

To find out more, and to estimate what your subsidy might be, visit:

www.education.gov.au/childcare

You can also contact Centrelink directly via the Xplor Home App

Inclusion Support Programme

NSW/ACT Inclusion Agency-Inclusion benefits all children both now and for the future.

The NSW/ACT Inclusion Agency is managed by KU Children's Services in partnership with Include Me and Gowrie NSW.

As a centre we aim to support and work in partnership with our families and acknowledge that every child has the right to participate in high quality child care.

For more information please speak to the Centre Coordinator

Additional information is displayed in our parent area and can be accessed via the website

www.ku.com/inclusion-support.

CENTRE POLICIES

The centre is guided by policies that outline "Best Practice" which are followed by staff, children, families and the community.

Families are encouraged to be involved in reviewing and revising centre policies throughout the year.

The centre's policies are divided into the following categories:

1. Policies in Practice
2. Facilities & Equipment
3. Staffing
4. Health & Safety
5. Programming

Centre Policies are available for parents to view at any time in the parent information area.

Following is a summary of some of our policies.

Health, Hygiene and Immunisation:

Unwell and sick children should not attend the centre.
Children's illnesses spread quickly in childcare therefore infecting many children at one time.
Contagious illnesses must be reported to the centre and exclusion periods will be enforced if required.

Medication:

Staff will only administer medication that has been prescribed by a medical practitioner. All medications must be clearly labelled with the child's name, date of expiry and in their original packaging.

Parents must complete a medication authority record for medication to be given at the centre.

You will be able to access your child's Medication Record via the Xplor Home App

For information relating to other Medical Conditions please see pg5.

Communication:

The centre encourages positive communication between staff and families through monthly newsletters, surveys and informal discussions.

A Family Information Area is set up where centre notices such as the afternoon menu, staffing and rosters, up and coming events are advertised. All other information for families is emailed directly to you.

It is important to update your contact details with us throughout the year, this can be done by downloading our Change of Details Form from our website or by emailing admin@kidsclubosh.com.au

We value your input and encourage you to make suggestions which can be made directly to staff or by placing a note in our suggestion box in the parent area.

Feedback/Grievance Procedures

The centre values feedback from parents and uses this information for policy review and staff training. We encourage our families to be open with any comments they have about the centre and hope they will bring them to the attention of the Co-ordinator as soon as possible so that they can be addressed immediately.

The centre is committed to best practice and to continual improvement.

Behaviour Guidance

The centre believes in the effectiveness of a well-planned environment to discourage unacceptable behaviour.

Children at the centre are encouraged to help in the planning of experiences and the design of the environment that they will be a part of.

Appropriate role modelling, mutual respect, valuing of others and building children's self-esteem all contribute to positive behaviour guidance.

Children together with staff formulate appropriate "codes of conduct" that are reviewed regularly.

Behaviour Guidance Plans guide children's behaviour and supports both staff, children and their families in guiding children towards positive outcomes.

Sun Protection

Kids Club is dedicated to the prevention of sun damage and awareness of the adverse effects of the sun on children in child care.

All children attending the centre must wear both a hat and sunscreen whilst at the centre.

The centre provides sunscreen which will be applied before the children use the outdoor environment.

If you would like to provide your own sunscreen, please do so.

The purchasing of our Kids Club hat is compulsory for Holiday Club in the school holidays along with appropriate sun protection clothing.

Please see our Sun Protection Policy for more details

THE PROGRAM

The centre plans a child focused program based on the skills and interests of the children attending.

The children, parents and staff are encouraged to write their suggestions down each week during the term on our Mind Map which is displayed near the parent sign out area.

Through observations of the children and evaluating our activities and experiences throughout the afternoon we are confident that the children have a well-balanced, interest-based program that gives them the opportunity for new experiences as well as being able to choose their own activities. Both staff, parents and children collaborate regularly to discuss program outcomes and plan short and long term projects.

Our Program is displayed through the learning areas of Science, Creativity, Culture, Community and Physical/Free play on the wall near the sign in/out area. Please take the time to look at what the children have been up to.

You can also access this information via the Xplor Home App

The Vacation Care (Holiday Club) Program is planned during the term to ensure it is varied and interesting for the children, providing the children with a range of both centre days, incursions and excursions such as The Aquarium and the Movies.

The Program is advertised on our website and at the centre, all bookings can be made by completing the Booking Form attached to the Program Places are always limited so please get in early.

Please make sure that you purchase a Kids Club hat for your child to wear during the Holiday Club Program.

PROCEDURES FOR PARENTS

Sign in and out

It is a government requirement that all parents/carers sign their children both in and out of the centre each day. At Kids Club we use a Digital System "QK KIOSK" which enables you to digitally confirm your child's attendance at the centre via the Xplor Home App using a QR Code. You will need to have a contact number registered in our software to use the Kiosk it is important to remember that anyone you ask to collect your child must also be registered in our system with a contact number.

We are also able to leave you important messages or reminders on this system so please look out for any messages.

Only an authorised adult over the age of 18 years will be permitted to pick up your child from the centre unless you provide the centre with written permission to release the child into a sibling's care. Any other adult you give permission to pick up your child must be added to your child's Enrolment Form which can be done at any time through the year. Any adult you authorise to pick up your child will be asked for ID.

Bookings

Bookings at the centre can be either Permanent or Casual. The fees are structured so that you pay less for a permanent booking but must use the centre on the days you have booked in for.

Permanent Bookings can be made via the Xplor Home App

Any requests to make a change to your permanent booking must be made by emailing the centre directly.

All permanent days must be paid for whether your child attends or is absent including Public Holidays.

Casual Bookings can be made via the Xplor Home App

Bookings must be made in advance due to safety and staffing issues and can be made up until 2.30pm on the day care is required. If you need to enquire about a casual booking after 2.30pm please phone the centre directly.

You must receive approval for a casual booking before your child attends.

If you make a Casual Booking you will be charged for the care if your child does not attend unless you cancel the booking before 6pm the day before care is required. Please see our policy and procedure for Absent & Missing Children that the staff will follow if your child is expected at the centre.

Weekly Booking-you must be booked and attend the centre for 5 mornings and 5 afternoons every week to receive the discounted Weekly Fee. Any pattern of absence will result in the Weekly Booking discount being cancelled.

Absent children

Please call the centre if your child will not be attending their booked session for any reason.

This helps staff account for all children upon arrival at the centre and ensures the safety and well-being of all children attending the centre. The centre will try to contact you and/or the other contact persons on your Enrolment Form if your child does not arrive at the centre. If we are unable to make contact with those persons we are required to call the Police to report your child MISSING.

If you fail to notify the centre of your child's absence you will be charged a non-notification fee of \$10.00 and risk having your enrolment cancelled if this occurs on more than 3 occasions.

Collection of Children

The collection of children from the centre should ideally be an adult over the age of 18 years. If you are unable to pick up your child and require a sibling to do so, please provide the centre with a letter detailing who will pick up the child and that you give permission for the child to be released to this person.

Please ensure you have 2 authorised people listed on your enrolment form for the collection of your child, these people will be asked for ID when they pick up your child.

Changes can be made to your enrolment form at any time by coming into the centre.

If your child attends a Before or After school activity and still needs to attend the centre please ensure you complete a **Return or Release Form**.

Late Collection of children

Children must be picked up by 6pm when the centre closes. Our License is until 6pm and we are not covered by Insurance or Workers Compensation if people are on the premises after 6pm.

Any late will be collection of children will be recorded and a fee of \$15 for every 15 minute intervals will be charged. Please see our "Dropping off and Picking up" Policy

Medical Conditions

Kids Club is a Nut Free Centre.

Parents should inform the centre about any **Medical Condition** their child has upon Enrolment.

It is essential that you meet with the Centre Coordinator so that they can complete our Medical Conditions Information Form in discussion with you and provide you with any relevant Centre Policies to read. All information will be confidential and used to provide the best care for your child whilst they are in attendance at the centre.

Severe allergies such as Anaphylaxis, Asthma, or Diabetes will require notification from your child's General Practitioner (GP) or Paediatrician. An Action Plan or Asthma Management Plan will be completed for your child's condition detailing the action to be taken if they have an episode at the centre, this will be shared with staff regularly and discussed at staff meetings. All staff are trained in dealing with varied Medical Conditions and First Aid.

ALL MEDICAL MANAGEMENT PLANS WILL BE REVIEWED EVERY 6 MONTHS TO CONFIRM ANY CHANGES TO YOUR CHILD'S CONDITION AND/OR TREATMENT

NEW ACTION PLANS WILL NEED TO BE COMPLETED BY YOUR GP OR PAEDIATRICIAN IF ANY INFORMATION HAS CHANGED

ANY MEDICATION PROVIDED FOR YOUR CHILD MUST REMAIN IN THE EXPIRY DATE

Schedule of Fees and Payments

Please find below the sessional, weekly and holiday club fees for the centre.

Fees are reviewed at the end of each year in consideration of the centre budget and ongoing costs relating to the management of the service.

Families will be notified within one month of any proposed fee increase.

***Our bank account details are as follows:**

Bank : ANZ

Bank Account Name: Early Learning Management Solutions

BSB: 012-262

Account Number: 4592 98082

OUTSTANDING ACCOUNTS:

It is centre policy that all accounts relating to the care of your child be paid each week.

You can pay directly into the centre's account or register for Direct Debit.

Please see our Fees Policy for Late Fee charges

	PERMANENT	CASUAL
BEFORE SCHOOL CARE	\$23.00	\$25.00
AFTER SCHOOL CARE	\$28.00	\$30.00
WEEKLY (full time care=10 sessions)	\$232 (receive one morning FREE)	
HOLIDAY CLUB	\$52.00 PER DAY plus excursion/incursion costs Early Bird Discount- \$10.00 discount off total booking cost, minimum 3 day booking, valid for one week after program released.	

LATE COLLECTION OF CHILD FEE	\$15 PER 15 MINUTE INTERVAL- all persons should be off the premises at 6pm.
LATE FEE PAYMENT	\$10 PER WEEK IF FEES ARE NOT RECEIVED BY THE MONDAY AFTER THE STATEMENT HAS BEEN ISSUED
NON-NOTIFICATION FEE	\$10 IS CHARGED IF YOU FAIL TO NOTIFY THE CENTRE OF YOUR CHILDS ABSENCE FROM THE CENTRE. YOU MAY RISK YOUR ENROLMENT BEING CANCELLED IF THIS OCCURS ON 3 OR MORE OCCASIONS

We hope this information has been helpful, please contact the Centre Coordinator if you have any further questions.

You and your child are very welcome to come in and have a look around, if you are interested in visiting the centre before your child starts please contact the centre to arrange a time.

We look forward to welcoming your child to Kids Club