



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.

Children from surrounding schools are permitted to attend our Holiday Club Program but they must be enrolled and attending a school in the local area.

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

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 (late snack at 4.45pm)

Drinking water is available for the children at all times.

ENROLMENT

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

- Complete a Kids Club Enrolment Form which can be downloaded from our website and return them to the centre or email to admin@kidsclubosh.com.au
- All sections of the Enrolment Form should be completed and any required documents attached
- **New Enrolments** are processed on Tuesdays, Wednesdays and Fridays by our Admin Officer once the Enrolment Form has been checked over by the Coordinator. Once the Enrolment Form has been processed the Admin Officer will contact you to confirm your enrolment is complete and advise you of a start date.

Please be aware this process is not immediate but we do aim to view and process new Enrolment Forms as soon as possible.

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.

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.

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

NEW CHILD CARE PACKAGE

From July 2nd 2018, a new child care package was introduced. This package includes a new Child Care Subsidy, which replaces the Child Care Benefit and Rebate previously offered.

This subsidy will be 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

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.

Parent Code of Conduct

At Kids Club we treat each other respectfully and encourage all children, staff and parents to role model appropriate behaviour when using the centre.

Please be aware of the way you approach staff including our Admin Officer when you have any concerns or issues relating to the services of Kids Club.

We welcome any feedback you have and are available to discuss any concerns that arise.

A Complaints Form is available on our website which should be emailed to the Coordinator at

cranbrook@kidsclubosh.com.au

You will then be contacted within 2 days to discuss your concerns

Please take the time to read our "Parent Code of Conduct Policy" in the parent area.

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.

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 Management

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 management.

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

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.

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 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.

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. 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. Any absences must be paid

Permanent Bookings can be made by completing our Booking Form once you have completed an initial Enrolment Form. Your booking can be changed throughout the year by completing a Change of Booking Form, these can be found on both our website and at the centre, changes require 1 week's notice.

If you wish to cancel your booking due to a family holiday/public holidays etc you are required to complete a Change of Booking Form giving one week's notice to cancel your booking with the centre, if you find you would like to re-enrol on returning from holidays you will need to complete the centre's "Booking Form"

Please be aware that any children on the Wait List will be offered any vacancies the centre has, you will risk losing your current booking.

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

Casual 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 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.

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 including Asthma, Anaphylaxis and Diabetes.

Kids Club is a Nut Free Centre.

Parents should inform the centre about their child's **Medical Condition** upon Enrolment.

It is important and essential that you meet with the Centre Coordinator so that they can complete our Medical Conditions Information Form in consultation 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 ACTION PLANS WILL NEED TO BE CURRENT FOR THE CALENDAR YEAR AND WILL EXPIRE IN DECEMBER OF EACH YEAR.

YOU WILL BE REQUIRED TO PROVIDE A NEW ACTION PLAN AT THE BEGINNING OF EACH YEAR WHEN RE-ENROLLING.

SCHEDULE OF FEES AND PAYMENTS

Dear Parents,

Thank you for your interest in Bellevue Hill Kids Club.

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

***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	\$19.00	\$21.00
AFTER SCHOOL CARE	\$24.00	\$26.00
WEEKLY (full time care=10 sessions)	\$196.00 (receive one morning FREE)	
HOLIDAY CLUB	\$42.00 PER DAY plus excursion costs before closing date Casual Fee \$47.00 after closing date	

LATE COLLECTION OF CHILD FEE	\$15 PER 15 MINUTE INTERVAL- all persons should be off the premises at 6pm.
LATE FEE PAYMENT	\$10.00 PER WEEK IF FEES ARE NOT RECEIVED BY THE MONDAY AFTER THE STATEMENT HAS BEEN ISSUED