



Concord Out of School Hours Care

Parent Handbook

Welcome!

The staff and management committee of Concord out Of School Hours School Care (COOSH) welcome you to the Centre. We hope that you find your time with our service a happy and rewarding one.

The following handbook is designed to assist you to understand some of the Centre's basic policies. Please feel free to clarify anything you may not understand with the staff at the Centre. For a more detailed listing of the Centre's policies please refer to the COOSH Policies and Procedures document.

COOSH was established in 1990 by former parents of Concord Public School to provide a before and after school care service for children attending Concord Public School and neighbouring schools. We are a parent management committee run not for profit association.

We aim to provide a quality recreation program for children who require care before school commences and at the end of the school day in a fun, stimulating, nurturing and safe environment for all children in their out of school lives. It is our hope that we can work side by side with parents in ensuring that the program meets the needs of the children and their families.

COOSH is separate from the P&C Association; however, we work with them and the school executive to improve services for the parents and children attending Concord Public School.

COOSH is a registered with the NSW Department of Community Services as a provider of an Out of School Hours service under the Children & Young Person (Care & Protection) Act 1996.

OUR PHILOSOPHY

At COOSH we believe a quality, positive and happy environment for children is one which promotes a child's self-esteem, creativity and competencies, and where staff feels comfortable and confident in their role.

We believe that:

- Families are the paramount influence in a child's life
- The service should provide effective communication to families
- The values, traditions and beliefs of each family should be acknowledged and respected
- The services should support and assist families in undertaking their parenting role.

We believe that:

- Each child is unique and should be valued for their individual personality and abilities
- Periods of early and middle childhood should be embraced as unique, special and an important stage of life. We believe that children have an amazing capacity to be active participants in their own learning journeys, so we will endeavour to provide an environment that stimulates wonder and curiosity, respect and independence
- Children have the right to be treated as capable and competent and should be provided with the opportunities to develop and practice new skills.
- Children should be provided with opportunities for self-expression and self-direction.
- Children should be provided with encouragement to participate in structured activities, where play is strongly valued; freedom of choice should also be respected, to provide the opportunities for self-esteem and independence fostered.

We believe that:

- Staff should be provided with ongoing opportunities for professional development.
- Staff be provided with the opportunities to be involved in the preparation of the services program
- Staff needs to be valued as individuals and their unique skills and abilities acknowledged and utilized.

COOSH Parent Management Committee

COOSH is run by a Parent Management Committee and is responsible for the operation of the service (staffing, fees, provision of equipment, planning and programming, bookings, rolls, etc.); Concord Public School owns the building from which the service operates. In order to ensure that the needs of parents and the school community are met the Parent Management Committee meets once a school term to discuss the management of the service.

If you would like to talk to one of the current Committee Members, please contact the Centre on 9701 0921 or via email coosh123@tpg.com.au

Staff

Staff Roster will be on display near the sign in/out register.

Centre Co-ordinator/Child Care Educator: Karen Taare - Karen has been with COOSH since the beginning of 2007; Karen has a very creative nature and spends much of her time creating all sorts of new craft activities. Karen works most mornings and afternoons.

Assistant Co-ordinator/Child Care Educator: Julie Taare - Julie has been with the Centre for almost 20 years and works most mornings and afternoons. Julie has seen many families come through the centre over the years

Casual staff also working in the centre.

Hours of Operation

COOSH is open during NSW School Terms. We do not operate during designated Public Holidays; however, we are open during Government School Holidays and Pupil Free Days UNLESS STATED OTHERWISE. Our normal operating hours are:

<u>Before School Hours</u>	
Monday to Friday	7:00 am – 9:00 am (Breakfast Provided)
<u>After School Hours</u>	
Monday to Friday	3:00 pm – 6:00 pm (Afternoon Tea Provided)

Messages can be left either on the Centre **phone number 9701 0921**, via email coosh123@tpg.com.au is best or in the parent **Day Communication book** located next to the touch screen.

Daily Program

We aim to provide daily routines that meet the needs of individual children and to implement a balanced program that is stimulating, interesting and exciting. This allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of the children. Whilst all children are encouraged to join in, children can choose which activities they would like to engage in and we value free play.

Children are encouraged to participate in this process by writing suggestions and placing them in the "Suggestions Box" at the Centre- located next to the touch screen. The fortnightly program can be viewed on the noticeboard at the Centre.

Below is typical of After School Care at the Centre:

- 3:00 pm Children's names are marked off, daily announcements are made, and afternoon tea served.
TIDY UP TIME
- 4:00 pm Free play outside with some organised games or indoor craft activities
- 5:00 pm Back to the COOSH rooms for craft activities and free play

5:30 pm Pack up, children offered games such as Sleeping Rabbits,
 Monopoly, Musical Statues, Uno or Television, Colouring etc.
6:00 pm Centre Closes

Sun Protection

We aim to ensure that all children attending the Centre will be protected from harmful rays of the sun. All staff are encouraged to model appropriate sun protection behaviour and enforce the sun protection policy. Please ensure that your child has a hat each day as the Centre has a no hat/play in the shade policy.

The Centre will provide and apply SPF 30+ broad-spectrum water-resistant sunscreen to all children and staff 15 minutes prior to any outdoor activities.

Meals

Breakfast is provided from 7:00 am – 8:30 am and includes toast, cereal, milk, juice and water. Menu provided in Centre.

Afternoon tea is provided between 3:00 pm – 4:00 pm. We aim to provide nutritious and varied meals. Examples include sandwiches, pasta, savoury biscuits and spreads etc. A variety of fresh fruit is provided every day.

Consideration is given to children with special dietary needs and the meals provided are adjusted based on any special needs. Please note any dietary requirements on your enrolment form and discuss these with staff.

A termly menu is displayed within the Centre. Families are asked to contribute to the menu suggestions.

Anaphylaxis is the most acute and serious form of allergy. Approximately 1 in 200 individuals will experience such a reaction. Nuts are responsible for many such reactions. For this reason, peanut butter and other nut-based products are not provided.

Attendance

Children may be booked to attend on either a regular or casual basis, subject to availability.

If you wish to change your child/ren's attendance days, either permanently or for a temporary period during term, it is vital that you notify us via email or come into the centre. The centres policy states that to cancel a permanent booking, this must be completed in the webserver by 9am Friday the week prior to the change occurring. A permanent booking must be in place for a minimum of two weeks and cannot be re-booked for this period after a cancellation has been put through.

Cancellation of Bookings

Permanent Bookings: If you find that you no longer require before or after school care you must cancel online by logging into your account via the webserver and making required changes. If the cut off time has passed (Friday morning 9am is booking and cancellation cut off time- for the following week,) please come into the centre and speak with Karen or Julie. You may follow up with sending an email to confirm. **If no notice is given, fees will continue to be charged.**

Casual Bookings

To **cancel** a casual booking, it is the same process as cancelling a permanent booking. You must log into your account and make the following changes, a written notification e.g. email to the centre, needs to be provided by 6:00 pm the previous school day in order to cancel a casual booking without incurring charge. **Failure to provide this written notice will result in fees still being charged even if your child does not attend.**

All Booking changes are to be made via the webserver. You can gain access by navigating your way thru our website www.concordoshc.com.au

All links are provided to give you further assistance with such things as FAO.

Absent Children

It is not enough to advise the school that your child will be absent. **Parents/Guardians are to advise the Centre if their child will be absent for any reason whatsoever** (e.g. if your child is sick, if they are going to a friend's house for the afternoon, if another person will be collecting them from school etc.). If it is a permanent or casual booking you will still be charged for the day. Please remember that if your child leaves school early (half day) for whatever reason, dentist- doctor appointments, going home sick or injured. Centre staff still need to be notified otherwise you can occur A NON-NOTIFICATION FEE for the day in question. If families are aware of their child being away in advance, an 'away' notice can be placed in the webserver.

Fees and Charges

The management committee are responsible for setting fees for the program based on the annual budget and ensuring that the required income will be received to run the service efficiently. Fees will be reviewed each term based on attendance and the Centre's ability to meet the running costs. Parents will be given at TERMS notice of any changes in the fees.

Accounts are generated fortnightly (i.e. every 2 weeks). Fees are to be paid for all booked days, regardless of whether your child attends or not. The current fee structure is as follows:

<u>Before School Care (BSC)</u>	
Permanent booking	\$13.00 each
Casual booking	\$17.00 each
<u>After School Care (ASC)</u>	
Permanent booking	\$20.00 each
Casual booking	\$24.00 each
<u>Surcharges</u>	
Early penalty (drop-off before 7:00 am and Late fee (pick-up after 6:00 pm)	\$10.00 for first 5 minutes
	\$1.00 per 1 minute thereafter
Non-Notification with Bookings and Cancellations	\$5.00
Not Signing Child/ren In/Out	\$5.00

Casual bookings would be preferred to be paid for on or before the day of care.

Families are required to settle invoices promptly and keep up to date and on time or care may be cancelled. Families will be unable to make Vacation Care Bookings if the account is still owing for previous terms. If you are having difficulties paying your invoices, please contact **9878 2651 (Becklyn) to discuss a payment plan.**

Concord OSHC does not except payments made by cash or cheque. All families can set up their direct deposit details through the webserver. This can be found under 'parents menu', 'EziDebit' tab in your account.

Our details for payments as follows:

Commonwealth Bank Account details	
Account Name:	Concord Out Of School Hours Care
BSB:	062-145
Account Number:	0090-2848
Reference:	*Please use your Parent Code

If a family is more than two weeks in arrears of their fees, then the management committee can determine that their placement at the centre will be cancelled. The outstanding amount will be forwarded onto the **Debt Recovery Agencies**. The family will not be able to attend COOSH until the situation has been rectified i.e. all remaining fees to be paid up to date.

Details of consistent late payment of fees or non-payment of fees are referred to the Centre's Management Committee and are then handled by a debt recovery agency. If a collection agency is engaged to recover monies, the parent will be liable for any costs, charges, commissions and expenses reasonably and properly payable by COOSH to such collection agency and/or solicitors relating to the recovery of such sum.

Child Care Subsidy

The Child Care Subsidy is the main way the Government assists families with their child care fees.

The Child Care Subsidy that commenced on 2 July 2018:

- replaced the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy
- is generally paid directly to child care providers to be passed on to families
- is simpler than the previous multi-payment system
- is better targeted and provides more assistance to low- and middle-income families.



Child Care Subsidy Eligibility

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criteria, such as children with a disability or medical condition in certain circumstances)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

Child Care Subsidy entitlement

There are three factors that determine a family's level of Child Care Subsidy. These are:

- **Combined annual family income**
- **Activity test** – the activity level of both parents
- **Service type** – type of child care service and whether the child attends school

The Child Care Subsidy is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

There is also targeted additional fee assistance for vulnerable families through the **Child Care Safety Net**.

Families can get an estimate of what they may be entitled to by entering their details into the **Department of Human Services Payment and Service Finder**.

Resources

A range of information resources are available to assist families and providers.
www.education.gov.au/child-care-subsidy

Our Provider details are as follows:

Before School Care Provider Number: 555 006 660J

After School Care Provider Number: 555 006 836X

Contact Details

It is your responsibility to notify us immediately of any changes to your contact details or those of any person whom you have nominated as an emergency contact. You can log into your account via the webserver and complete these details. Once completed you and the Centre Director will receive notification changes have been made.

Please be advised that an online enrolment form with updated details will be required annually for parents that wish to continue care with the service.

In the event of an emergency, COOSH will not be held responsible if contact details and numbers have not been updated and staff are unable to contact you, or another nominated authorised person.

Daily Attendance Register

It is a **legal requirement** that parents must sign children into before school care and out of after school care rolls when dropping off and collecting children and note the time of arrival and departure.

Only nominated persons listed on the enrolment form can collect the child/ren, please notify the Centre in advance if someone not nominated on your enrolment form will be collecting your child/ren. They will need to provide a current NSW Drivers licence for proof of Identity and address.

For the safety of the children; once the afternoon roll call has been taken at the school, the children may only be collected after completion of the roll call at the Centre. **Children are not to be collected en-route to the Centre.**

Staff will only sign children out of before school care and sign in children for after school care. Only under special circumstances, staff will be able to sign your child out.

Early Drop-Off/ Late Collection

Our opening times are 7:00 am for before school care and 7:30am for Vacation Care. Parents who drop their children to the Centre prior to our opening time will be charged an early penalty fee (page8)

Our closing time is 6:00 pm. Parents who collect their children after 6:00 pm will be charged a late fee. If you realise that you are going to be late collecting your child/ren, please contact the Centre immediately. If a child has not been collected by 6:30 pm and attempts to contact the parents and authorised persons have failed, staff will contact NSW Department of Family and Community Services (formerly DoCS) and the police. It then becomes a legal matter.

Accident/ Illness

In the event of a medical emergency involving your child, our priority is to organise immediate medical attention. We will attempt to contact parents (NB: in cases where court orders regarding access are in place, we will first attempt to contact the parent who is responsible for the child at the time of the event) as soon as possible. If a parent/guardian cannot be contacted, the child's family doctor or other medical help will be sought. If their condition is serious, an ambulance will be called.

Whilst staff provide constant and careful supervision, they will not be liable for any injury to your child/ren's person or property whilst in the Centre, the school playground and equipment or on any outing organised by the Centre (unless negligence on the part of the Centre is proven).

It is important that the service maintains a safe and hygienic environment that will promote the health of the children. Please understand that we do not have the facilities or resources to care for children who are unwell. Therefore, parents are asked not to bring sick children to the Centre. If your child becomes unwell whilst at the Centre, we will attempt to contact you and request that you collect your child.

Children with infectious diseases will be excluded from the Centre for the period recommended by the Department of Health. Infectious diseases information and the exclusion periods can be found in the parent resources folders or at www.health.nsw.gov.au

Medication

We are only able to administer medication to your child if:

- You have completed a "Permission to Administer Medication Form" including details of time and dosage
- The medication is in its original container and is prescribed for that child
- Non-prescription medication will only be given if accompanied by a Doctor's Certificate stating the dosage and the time to be administered.

Any medication must be given directly to an authorized staff member and not left in the child's bag

Immunisation

On enrolment, you **MUST** supply the Centre of a copy of each child attending **IMMUNISATION RECORD'S or EXEMPTIONS**. It is a legal requirement to have these documents in the Centre otherwise risk fines. Parents are to record the child's immunisation status on the enrolment forms. Parents of children not

immunised will be advised on enrolment that their child will be excluded in the event of an outbreak of a vaccine-preventable disease. Children are not permitted to attend Centre's for the first twenty-four (24) hour period following a scheduled immunisation. **NO JAB NO PAY**

Allergies

To ensure that we can provide safe and effective care to the children parents are required to advise staff of any allergies that your child may have. Families of children that have allergies will be required to provide a health action plan that has been developed in consultation with a medical practitioner prior to the Child's enrolment being accepted into the Centre. In addition to the action Plan, An Individual Risk Assessment and Communication Plan will be made for the Centre records.

Please ensure that you refer to the Allergies Policy in the COOSH policies and procedures manual.

Asthma Action Plan

Parents of any child with asthma are required to complete an Asthma Action Plan. This plan will advise the staff of the actions they should take should your child become unwell with asthma. An appropriate form is available and should be completed by a doctor.

In addition to the Asthma Action Plan, An Individual Risk Assessment and Communication Plan will be made for the Centre records.

Code of Behaviour

Whilst at COOSH, children are expected to follow the basic rules below to encourage appropriate behaviour therefore a pleasant environment:

“At COOSH we:

- Respect each other
- Respect the staff
- Respect property belonging to COOSH and others
- Respect school property and school rules
- Use acceptable language

- Play within boundaries
- Cooperate
- Pack away after ourselves
- We do not hurt each other"

If necessary, behaviour management techniques appropriate to the child's age/stage of development will be used. If negative behaviour persists despite reasonable efforts by staff to encourage and involve the child in a positive way, then the management committee reserves the right to suspend, or if necessary, terminate, a child's enrolment. This is particularly the case where the safety, security and physical wellbeing of other children may be threatened.

Please keep in mind that school records are confidential and are not passed on to the Centre. The Centre is caring for the same children without the benefit of background information. We therefore encourage you to inform staff if your child has a serious behavioural problem/ disorder, so we can provide them with the best of care possible. All discussions will be confidential.

Complaints & Compliments

We believe that parents have an important role in the Centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the Centre, staff, management, programs or policies, without any negative consequences. Our priority is to do everything possible to improve the quality of the service.

If you wish to comment on any aspect of the service, please write it down and put it in our suggestions box, speak with the Centre Director/Coordinator or come along to one of the term Committee meetings.

Alternatively, you can send an email addressed to the Committee Members to coosh123@tpg.com.au

Complete Centre's Policies and Procedures

A series of guidelines and procedures for the service have been developed. These procedures and guidelines are reviewed on a regular basis to ensure that they are kept up to date with community expectations. We hope that you will take the opportunity to comment on these if you are asked or if you feel that some aspect is inappropriate. Please contact the Centre Administrator to have a copy of Centre's Policies and Procedures emailed to you or you can access on COOSH website. The document includes guidelines and procedures on:

- Enrolment
- Fees and changes
- Delivery and collection of children
- Accidents, illness and medical treatments
- Child protection
- Complaints handling
- Minimising the spread of infections
- Provision and preparation of food
- As well as other issues

Conditions of Enrolment

COOSH aims to provide a quality, caring and safe before and after school care program for your child/ren. Council seeks your cooperation by complying with the conditions set out in this handbook (summarised below), and the Centre's Policies and Procedures Manual. Your signature on the Enrolment Form (electronic signature- enrolment done online) indicates your acceptance of these conditions.

1. The COOSH Enrolment Form and/or Booking Form must be completed prior to acceptance of any child into the program. We will contact you to confirm acceptance details of enrolment.
2. Before commencing care a \$20 annual fee will be charged. This is a **1 off fee PER FAMILY, PER YEAR (unless it is a split account)**. Fees should be kept up-to-date and at least one week in advance.
3. Fees are reviewed each-term, any proposed changes will be identified in the COOSH Newsletter and at least two weeks notification will be sent to parents.
4. All children who attend must be booked in. Parents/guardians will be phoned and asked to collect their child/ren if this is not so.
5. Once a permanent booking has been made, fees are payable whether the child attends or not.
6. Casual use of the service is dependent on whether there are spaces available on the days required. Casual bookings are to be paid for on or before the day of care are required.
7. Reduction of permanent booking days will be considered and, if accepted, one week's fees will be charged at the rate prior to the reduction in booking.
8. Cancellation of booking due to unemployment or leaving school requires seven days' notice in writing. Management will consider cancellation of booking due to other circumstances with a minimum of one weeks' notice otherwise fees will continue to be charged.
9. Accounts in arrears or overdue: face possible refusal of care if a family is more than two weeks in arrears.
10. If a debt collection agency is engaged to recover monies, the parent shall be liable for any costs, charges, commissions and expenses reasonably and properly payable by COOSH to such collection agency and/or solicitors relating to the recovery of such sum.
11. It is a legal requirement that children must be signed in/out by their parents/guardians at the beginning/end of the day when they are dropped off/collected from the Centre. Children not signed in/out will be recorded as ABSENT. This may affect you Child Care Subsidy entitlement.
12. Whilst staffs take all care to account for children appearing on the daily roll,

it is not the responsibility of the Centre to ensure that children attend. If children are not attending the service for whatever reason on a day they are booked, the Centre must be notified.

13. For the safety of the children; once the afternoon roll has been taken at the school the children may only be collected after completion of the roll call at the Centre. Children will not be allowed to be picked up en-route to the Centre.
14. Only those persons nominated on the enrolment form will be able to collect children. Written permission, or in an emergency verbal permission by telephone, is required if someone else is to collect the child/ren. If someone is prohibited from visiting the Centre or collecting your child/ren this information must be included on the enrolment form. A copy of any relevant court orders must be provided.
15. A late fee will be charged for children who are collected late i.e. after closing time of 6:00 pm. Late fees are currently charged at \$10.00 for the first 5 minutes and then \$1 per minute thereafter. Please inform the Centre if you think you may be late so that your child/ren can be informed.
16. If a child has not been collected by 6:30 pm and attempts to contact the parents and authorised persons have failed, staff will contact NSW Department of Family and Community Services (formerly DoCS) and the Police. It then becomes a legal matter.
17. The program cannot cater for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Make sure your contact numbers are current.
18. You understand that staff is required to seek out the appropriate medical care and/or call an ambulance in cases of emergencies or where your child is unwell and you or the contact persons listed on the form are unable to be contacted.
19. Whilst the Centre staff provides constant and careful supervision, they will not be liable whatsoever for any injury sustained to your child's person or property whilst in the Centre or on any outing organised by the Centre (unless negligence on the part of the Centre is proven).
20. No medication will be administered to children unless the following steps have been followed:

- Medication form is completed with details of the time of dose, exact dose to be administered and the name of the medication is for the child and signed by the parent/guardian thereby agreeing to the Centres policy relating to the Administration of Medication.
 - The medication is in the original bottle with the child's name and dosage marked on it and given to authorised staff
 - Medication is not to be left in the children's bags for them to self-administer.
21. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included on the enrolment form.
 22. You agree to have Centre staff apply SPF 30 sunscreen to your child. If your child is allergic to sunscreen you will advise the Centre so that a non - allergenic sunscreen can be purchased.
 23. All changes to enrolment information must be updated via the webserver.
 24. If a child's behaviour is such that it endangers the safety of them, other children or staff your child's attendance will be reviewed in consultation with the parents.
 25. You have received, read, understand and agree with all COOSH policies and procedures. Non-compliance of any of the above conditions and those mentioned in the Centre's Policies and Procedures will result in the attendance of the child/ren at the Centre being reviewed.



Concord Out of School Hours Care

NEW ENROLMENT- How to Enrol at OSHC for the first time:

1. Read through the [Parent Handbook](#)
2. Obtain an Enrolment Password from the Centre Director. Navigate to the **Concord OSHC Webserver** and input this Enrolment password in the 'New User-Register here' section. Click "submit".
3. Complete the new user registration page and click "Save"
4. You will receive an email containing your username and password – once you have this, enter your login name and password and click "login"
5. Setup your secret questions- you must complete at least one in order to continue.
6. Click on "User Menu" and select "Change Password". The password you enter will be required to sign your child in and out at the Centre. Once you have updated your password, please click "Save"
7. Click on "Parents Menu"
8. Click on "Enrolment for 2019"
9. Follow the instructions, using the arrows.
10. Enter your children's details in the Child Details section, uploading any documentation and any applicable [Allergy](#), [Anaphylaxis](#) or [Asthma](#) action plan forms, court orders and/or ACIR immunisation records)
11. Continue through the process, clicking the "Finalise" button on the final page
12. You will then receive 2 emails from Becklyn:
 - your completed enrolment form, for your records
 - your 2019 membership fee invoice.

To complete the enrolment process, you will then need to pay the Membership Fee as per the invoice and provide the receipt to the Centre Director via email– more information about our family membership fee can be found in the Family Handbook. Information on payment options are available on the website.

Your enrolment will not be approved by the Centre until your 2019 membership is paid.

Once the Director has your online enrolment, all required documentation and your receipt for the membership fee, they will approve your enrolment, and you will receive an email confirmation.

NB: Booking Confirmations are sent separately to the Enrolment Confirmation. Having a confirmed enrolment DOES NOT mean you have secured permanent bookings. Please keep an eye on your emails for your Booking Confirmation. We anticipate sending these Booking Confirmations towards the end of Term 4.

