

COOSH

Clunes Out of School Hours Service After School and Vacation Care

A joint initiative between the Clunes Community
and the Uniting Church

CCB-After School: 1-6PX-1233
CCB-Vacation Care: 1-6PX-1499

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COOSH

Family Handbook

Clunes Out of School
Hours Service
After School and Vacation Care

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24. Healthy Food Policy

Objective/Policy:

The centre promotes and encourages healthy eating practices in children and families.

- All children are required to wash their hands prior to eating or sharing foods.
- All children are required to remain seated for the duration of eating.
- All children requiring “special dietary” foods will be catered for individually. Parents must fill these needs in on the enrolment form.
- We encourage feedback from parents regarding new ideas or suggestions.

After School Service:

- The centre will provide a nutritious afternoon tea menu each day for the children.
- Afternoon tea will be served at 4pm.

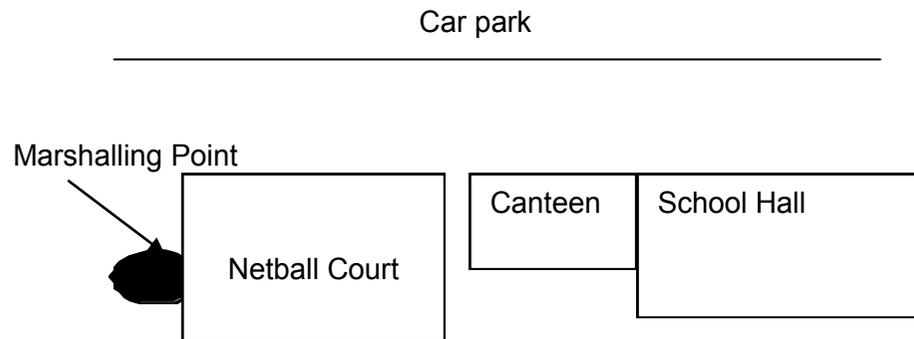
Vacation care Service:

- The centre will provide a nutritious lunch, morning or afternoon tea if planned in the program.
- Morning tea will take place at 10am, lunch at 1pm and 4pm will be afternoon teatime.

*FOR MORE DETAILED INFORMATION ON ANY OF THE POLICIES,
PLEASE SEE THE POLICY FOLDER STORED AT COOSH.*

23. Evacuation Plan

- A nominated staff member will notify the relevant emergency authority i.e.: fire brigade and police.
- The Coordinator is to collect the roll and usher all children to the marshalling point (back of the hall).
- All staff to assist and be aware of children with special needs and their carers.
- Once at the Marshalling point the children are to form a line.
- The Coordinator is to call the roll.
- Await the instructions of the police.



1. Welcome to Clunes UnitingCare Out of School Hours Service

In the following pages you will find information on how our Centre operates, its policies and requirements. If you have any further questions or suggestions please feel free to ask a staff member.

2. Policy Statement

The purpose of the Out of School Hours Service is to provide the Clunes community with affordable, high quality childcare for primary school children. We aim to make children and parents feel valued and welcome.

3. Location and Hours of Operation

The After School Centre is located in the hall of the Clunes Primary School, Walker Street, Clunes. The centre is open from 3 – 6pm each weekday.

The Vacation Care Service is also located in the hall of the Clunes Primary School.

The service is open from 8.00am to 5.30pm each weekday during NSW school holidays and the last 3 weeks of the Christmas Break.

The centre’s contact number is 66291750.

4. What happens at COOSH?

A planned and flexible program operates at Clunes Out of School Hours Service. The program provides a variety of experiences and activities to help your child develop physical, intellectual and social skills.

At the After School centre, a healthy afternoon tea is provided to the children.

At the Vacation Care Service the children are required to bring their own snacks for morning and afternoon tea, their lunch and drinks unless otherwise stated in the itinerary.

5. Centre Rules and Expectations

1. Be respectful
2. Be responsible
3. Treat others as you like to be treated
4. Be cooperative

This means that the children understand that:

We stay within the school grounds and out of designated areas.

We respect the environment and stay out of gardens and trees.

We stay within sight of the hall.

We keep our hands and feet to ourselves.

We use responsible language.

We know that nobody is perfect, so we don't tease others.

We behave appropriately towards others and we don't fight.

We wear shoes, hats and sunscreen when playing outside.

22. Movies (Video/ DVD)

Objective:

Films and videos can be used as part of the program of daily activities. The coordinator will give thoughtful consideration relating to the content and message of the film. The coordinator will ensure that all videos and films are suitable for the children's ages.

Policy:

- Films will only be viewed that have a G or PG rating.
- All films are previewed by staff.
- Another activity will be provided for the children not participating in video activities.

21. Child Protection

Objective:

We believe the welfare of all children is of paramount importance and that the centre has an obligation to defend the child's right to care and protection. Staff have a responsibility to take action to protect children they suspect may be abused or neglected. Our Centre will carry out responsibilities of mandatory reporters indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Department of Human Services—Community Services and the Commission for Children and Young People.

Policy:

A mandatory reporter is someone who is required by law to make a report to Department of Human Services if they have current concerns about the safety, welfare or well being of a child. A child is a person under the age of 16.

- Any staff member who forms a belief on reasonable grounds that a child is being abused or neglected or concerned about the safety, welfare or well being of a child should notify the Coordinator.
- The Coordinator will then contact the Department of Human Services—Community Services helpline.
- The matter will then be in the hands of the designated Departmental officials
- The process of notification will be treated as strictly confidential.

6. Enrolment

Objective: We ensure confidentiality for our families through providing secure recording and storage of family information.

Policy:

- An enrolment form must be fully completed for each family before your child/children can attend the Centre. Please ensure any special needs or situations are detailed on forms supplied.
- If a child/children is/are subject to Court Orders or agreements, the Centre must have a copy on record, including alterations relating to the child.
- Children may be enrolled at any time throughout the year. If the centre is full, a waiting list is available.

7. Service Access

Objective: to provide places for primary school aged children requiring care out of school hours.

Policy:

- Our centre provides a service for children who currently attend primary school.
- No family will be discriminated against on the basis of cultural background, religion, sex, disability, marital status or income.
- A waiting list is available and is updated regularly.
- Family members or carers are able to access their status on the waiting list on request.

8. Sun and heat protection

Objective: to ensure that all children are protected from the sun and extreme heat to minimise the risk of skin damage and heat exhaustion.

Policy:

1. A strict “no shoes, hat, sunscreen, no play” policy is to be observed.
2. Both staff and children will wear an appropriate sun hat when outside. T-shirts are to be worn by all children for all outdoor play.
3. During hot days children will be instructed to play under shaded areas.
4. Frequent drinks will be encouraged.
5. Children are to remain under cover or in the hall during extreme heat or heat wave conditions.
6. Any children showing signs of discomfort, excessive sweating, clamminess or flushed skin will be returned to the indoors area to be cooled with water, washers and fans.

9. Fees

An annual enrolment fee of \$10 per child, or \$20 per family is payable prior to the child/children attending. A completed enrolment form must accompany this. Only children who are enrolled can use the service.

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. CCB is paid for sick days and up to 42 days allowable absences per session per year. Family members or carers must notify the service if their child is not to attend on a specific day.

All booked sessions must be paid for. However, if 48 hours notice is given for non-attendance on a booked day, another day during that week will be offered if available.

20. Medication

Objective/Policy:

We aim to ensure the individual care and attention to all children through following specific guidelines regarding any form of medication given to children. Medication will only be administered with the explicit permission of the parent or in case of emergency with the permission of a medical practitioner.

- Parents who wish medication to be administered to their child at the Centre need to provide written details of:
 1. name of medication
 2. date, exact time and dosage to be administered
 3. signature
- On arrival at the Centre the medication is to be removed from the child’s bag and given to an authorised staff member. Medication is placed in the kitchen with the first aid.
- Medication will only be administered by authorised First Aid Staff member, with a witness of the administration.
- Where medication is treatment of a long-term condition such as asthma, epilepsy or ADHD, the Centre will require a letter from the child’s medical practitioner outlining details of the medication and administration.

19. Immunisation

Policy:

We respect the right of individual parents whether to immunise or not to immunise their children. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease.

- Parents will provide the Centre with documented evidence of their child's immunisation status.
- This information will be recorded on the enrolment form.
- In the event of an outbreak of vaccine-preventable disease at the Centre, children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.
- Payment of fees will be required for children excluded during an outbreak of vaccine-preventable disease.

Regular Attendance at the After School Centre requires a permanent booking. Irregular bookings will be treated as casual bookings and attract a higher fee.

Fees are charged per session: 3 – 6pm, not per hour.

\$25 per child per afternoon (incl. afternoon tea)

Permanent bookings: to pay this rate your child/children must use the the After School Service for a minimum of one day per week and must be booked in as such.

Casual bookings: these are for families who wish to use the After School Service on a casual or more flexible basis. As long as your children are enrolled into COOSH they may use the service any day available days, provided there are spaces.

\$26 per child per afternoon (incl. afternoon tea)

Vacation Care fees are charged per day: 8am – 5.30pm, not per hour:

\$45 per child per day

\$32 per child per ½ day (5 hours)

Parent's Entitlements for Fee Assistance.

The centre is approved to offer Child Care Benefit (CCB) to eligible families. The CCB approval ID is:

After School Care is: 1-6PX-1233 Vacation Care is: 1-6PX-1499

It is necessary that children are registered with Family and Community Services before attending COOSH to ensure reduced fees will be charged. This is done at Centrelink.

Your Customer Reference Numbers are to be included on your enrolment form.

Invoice

An invoice will be issued weekly and is to be paid within 7 days. Please provide your email address to receive invoices.

Overdue fees

Family members or carers are encouraged to discuss any difficulties that they may have in paying fees with the Coordinator, who will discuss and make suitable arrangements for payment of fees in conjunction with the Treasurer, as well as informing them of other avenues for financial support if required.

If no previous arrangements have been made the centre will:

After 1 week overdue: Send a reminder note regarding overdue fees

After 2 weeks overdue: Write a letter reminding them to discuss any problems they may be having in paying fees with the Coordinator 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: Personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place if no arrangements can be made.

After 4 weeks overdue: If no arrangements have been made to pay the fees or the agreement made has not been kept the child's place will be cancelled. **I.e. bookings will not be accepted for the following term.**

If the above procedures are not effective, details of unpaid fees should be referred to the Management Committee to commence debt recovery procedures.

All records will be kept confidential and stored appropriately. Family members or carers may access particulars of their fees at any time and information given in writing upon request.

18. Illness and Infectious Diseases

Objective: We aim to provide a safe and hygienic environment that will promote health of the children.

Policy:

- To ensure the health of other children, families and carers are asked not to bring sick children to the centre.
- A child will be considered sick if he/she:
 1. is lethargic and sleeps at unusual times
 2. has a fever over 38 degrees
 3. is crying constantly from discomfort
 4. vomits or has diarrhea
 5. has an infectious disease
 6. is in need of one to one constant care
- The family or carer will be contacted if a child becomes ill at the centre.
- If a child has a fever the family or carer will be informed, fever-reducing methods will be employed. Staff will not give Paracetamol. If the fever does not reduce the child's doctor or an ambulance will be called (if parent unavailable).
- The Coordinator has the discretion to exclude an ill child from the centre.
- In the occurrence of an infectious disease in the centre the Coordinator will inform all family members or carers of the illness.

17. Complaint Procedures

Objective: We believe that families and carers have an important role in the centre and value their comments and contribution.

Policy:

- Families and carers have the right to complain about our service. A complaint may be informal or formal, verbal or written.
- All complaints will be directed to the Coordinator who will arrange a suitable time to discuss their concerns.
- If the complaint is not handled to the family member's or carer's satisfaction at this level, the Coordinator will direct the person to discuss the issue with the nominated person of the Committee.
- A Committee member will meet with the Coordinator and develop a strategy for resolving the problem.
- If any complaint cannot be resolved internally to the complainant's satisfaction, external options will be offered such as an unbiased third party.

10. Staff

Objective: to provide an adequately staffed and respectful environment for children at all times. Staff are authorised "Working With Children" clearance workers. The Coordinator is a qualified Child Care Worker.

Policy:

- The centre is staffed with a qualified Coordinator.
- There are two staff members working at the Service at any time.
- The COOSH committee and the Coordinator have the authority to appoint relief staff from the current approved relief staff list.
- The Coordinator will continually review the relief list to ensure all staff names and numbers are up to date.
- Staff will act at all times in the children's best interest by creating a safe and caring environment and by providing quality care.
- Family members or carers wishing to contribute to the Centre must have a "working with children" check.
- Staff will make themselves available for reasonable access to family members or carers to discuss issues related to their children.

11. Arrival at the Centre

Objective: To ensure all children are accounted for at the beginning of each day/ afternoon session.

- On arrival at the centre, every child's name will be marked off on the attendance register. The Coordinator will sign each child in during the start of the afternoon session at the After School Service and the parent or carer is required to sign each child in after they arrive at the centre for Vacation Care.
- Family members or carers are required to notify the centre (preferably 24 hours in advance) if their child/children will not be attending as per their usual booking. This limits time wasted by staff in chasing up information and allows for emergency placements.
- When a "booked in" child fails to arrive, the procedure for missing and absent children (see number 14 in this booklet) will be used.
- Where a child who is not booked in for the day arrives, the Coordinator will make contact with the family or carer and ask them to pick the child up.

16. Emergency Procedures

Objective: the centre aims to promote an environment that promotes safety and wellbeing of the children and staff at all times. An evacuation plan is displayed on the noticeboard.

Policy:

- All staff will be informed of the emergency procedures and their specific duties in their orientation.
- Families and carers are to be informed of the procedure and assembly points (see no. 23 in this booklet).
- Fire extinguishers and smoke detectors are installed and maintained in accordance with Australian Standard 2444.
- In the event of a person/s unknown to the service harassing or making threats to the children or staff, the centre will:
 1. calmly ask them to leave the centre
 2. if they refuse to leave, explain it may be necessary to call the Police
 3. Staff will calmly move the children away from the person
- The centre will practice the emergency exit procedure at least once per school term.

15. Accidents

Objective: to provide immediate health care to children and staff when any accident or health incident occurs with the centre grounds.

Policy:

- Families and carers are required to supply details of family doctor on the enrolment form.
- If a child experiences a minor or major accident, they will be attended to by staff holding Senior First Aid qualifications.
- If the Coordinator determines that immediate medical or dental treatment is required an Ambulance will be called.
- Families/ carer or emergency contact will be contacted immediately and advised on action taken.
- The incident will be recorded on an Accident form and filed in storage filing.

12. Discipline and Behaviour Management

Objective: To provide a safe and secure environment for children and staff. To implement appropriate policies that assist in minimising harm (physical & emotional) to children and staff.

Policy:

- The Coordinator has the discretion to decide which behaviours are considered harmful either physically or emotionally. Appropriate disciplinary action will be made if required.
- Centre staff are not to physically discipline any child. Centre staff are not to verbally discipline the child in a manner that can be considered damaging to self-esteem.
- Children receive three verbal warnings for inappropriate behaviour.
- Once three warnings have been made, the child will proceed to time out, where they think about their actions, then apologise.
- The Coordinator has the authority to issue both the offending child and the child's family or carer with a warning if the behaviour is considered significant.

13. Children not collected by 6pm (After School) / 5.30pm (Vacation Care)

Objective: to provide a safe environment for children not collected on time.

Policy:

- The Coordinator will phone the family or carer, using any phone numbers available on enrolment form.
- The Coordinator will contact the police or the Department of Human Services—Community Services if the parent/s cannot be contacted by 6.30pm (After School) / 6pm (Vacation care)
- A late fee of \$15.00 per 15 minutes will be charged for all late collections of children.
- No person other than the authorised people listed on the enrolment form can collect children unless a written note or phone call is supplied.
- Authorised people collecting children must sign the attendance register and sign children out.
- If there is an emergency and the family, carer or an authorised person cannot collect the child, the family or carer must telephone personally. The parent will be required to indicate who will collect the child, and provide identification on arrival at the Centre.

14. Absent and Missing Children

Objective: to ensure the safety and welfare of children attending.

Policy:

- Families and carers are to advise the Centre if their child/ children will be absent on the day they are booked into the Centre.
- Should a child not arrive at the After School Service when expected, the staff will:
 1. ask the other students if the child was at school and where the child may be
 2. if teachers are still on site, ask them if the child attended school or may have caught the bus home
 3. telephone the child's family or carer
- Where contact with the child's family or carer cannot be made, the emergency contact will be telephoned.
- Where contact cannot be made with the emergency contact, the Police and Department of Community Services will be contacted.