



KT OOSH Services

Quality Before & After School Care

ABN: 15 154 903 876

2019 Family Handbook – OLA

Welcome to KT OOSH Services!!!

We strongly recommend that you read through this handbook as it aims to assist families with any procedural questions in regards to the operation of the service, including some important policies and procedures. A full version of all the companies Policies and procedures can be located at any centre in the sign in area. Please ask an educator on site for assistance. You will be required to acknowledge in the enrolment form that you have read and understand the information.

Understanding the service policies and procedures will assist in establishing an effective relationship between families and the service. It is important that families are aware of their responsibilities and have knowledge to what KT OOSH Services provide throughout their term of enrolment.

If you have any further questions or queries please contact our Head Office at ola@ktoosh.com.au or (02) 8814 7610.



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KT OOSH Website & Facebook Page

Visit our website to find important forms and information, including; How to Enrol, Medical Action Plans Templates, Direct Debit Forms, Our centres locations and directions, Vacation Care information and programs and also Educator profiles.

Website: <http://www.ktoosh.com.au/>

Follow us on Facebook to be kept up to date with the latest information. To ensure privacy of our families, friend request sent to our Facebook page will only be accepted if your child is currently enrolled in our service.



Facebook: **KT Oosh Ola**

Service Location

KT OOSH operates within the school ground of Our Lady of the Angels Primary School. KT OOSH operates out of the YELLOW demountable and occasionally the PURPLE demountable.



Contact Information

Head Office Phone: (02) 8814 7610, please email prior to calling for bookings and queries.
Centre Mobile: 0423 420 605, this number is used to text absences or contact the centre in an emergency.
Email: ola@ktoosh.com.au



Operating Hours

Our Service caters for children from 5 – 12 years. Our operating hours at OLA are:

Before School Care	6:45am – 8:45am
After School Care	3:00pm – 6:00pm
Vacation Care	7:00am – 6:00pm (operated at Ironbark Ridge Public School)

Fees Structure

Fee prices below are based per child, per session, before Child Care Subsidy (CCS) has been applied.

Permanent Before School Care	\$23.00
Permanent After School Care	\$26.00
Casual Before & After School Care	\$29.00
Emergency Before & After School Care	\$31.00
Vacation Care (Early Bird Rate)	\$56.00
Vacation Casual Care (After Close off date)	\$66.00
Vacation Emergency Care (Within 24 hours)	\$68.00

Families are required to complete the online Child Care Subsidy (CCS) assessment via [myGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, along with the child's CRN so we can confirm and register attendance to ensure that you are receiving the appropriate subsidy.

Governance

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

The National Quality Standard sets out a national benchmark for the quality of education and care services. It includes 7 quality areas that are important to outcomes for children. Services are assessed and rated by the Regulatory Authority and given an overall rating based on these results.

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

NSW Early Childhood Education and Care Directorate
Department of Education and Communities www.det.nsw.edu.au
1800 619 113, ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124



Privacy

KT OOSH Services requires certain information to be collected in accordance with administration of child care.

We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law.

As outlined and agreed to in the enrolment form KT OOSH Services will have open communication with your Child's School to ensure their health, safety and wellbeing is priority.

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

Types of Care provided

All care must be pre-booked and confirmed prior to attendance via email. In the case of Emergency Care, a request of care via SMS direct to the centre mobile, 0428 021 652, followed by an email will be acceptable. **Verbal booking requests will not be accepted.** Once booked and confirmed, all bookings are payable regardless of attendance.

Permanent Care:

Permanent Care is based on a regular booking and incurs a cheaper rate. A regular booking is the same weekly care requirements.

Permanent Care bookings can be changed or cancelled provided a minimum of 2-weeks' notice has been given in writing to Head Office. Should you be taking holidays of 6 or more days and provide 2-weeks' notice is supplied to Head Office then your session from day 6 onwards will not be charged.

There is no swapping of days or removal of sessions allowed but additional casual or emergency sessions can be added in conjunction with permanent bookings if there is availability.

All Permanent Care requests must be emailed to ola@ktoosh.com.au Verbal and text requests will not be excepted.

Casual Care:

Casual Care is based on an irregular booking request and is requested with **more than 24 hours' notice**. Factors such as staffing and approved licensed positions is considered before confirming casual placements and will only be confirmed if KT OOSH Services can maintain the correct ratio to ensure the children's health, safety and wellbeing can be maintained.

All Casual Care requests must be emailed to ola@ktoosh.com.au Verbal and text requests will not be excepted.

Emergency Care:

Emergency Care is based on an irregular booking request and is requested **within 24 hours' notice period**. All emergency care requests must be SMS directly to the centre mobile, 0423 420 605, followed by an email to Head Office ola@ktoosh.com.au You will receive a confirmation text message upon commencement of the next session if emergency care can be provided.

*Please note, the centre mobile is not actioned between 8:45am – 3:00pm and 6:00pm – 6:30am.



Vacation Care:

Vacation Care operates across the road at Ironbark Ridge Public School.

Vacation Care programs are genuinely published 4-6 weeks prior to the upcoming school holidays. The Vacation Care programs will be available on our website, www.ktoosh.com.au, our Facebook page **KT Oosh Ola** as well as being published in the school newsletters.

If your child is already enrolled with KT OOSH Services, families simply need to email their booking requests to Head Office, irps@ktoosh.com.au

If your child is not yet enrolled with KT OOSH Services then the enrolment process outlined on our website under the 'How to Enrol' tab, www.ktoosh.com.au, needs to be followed/completed then scanned to irps@ktoosh.com.au please include your Vacation Care booking request in this email.

Once you receive a confirmation email for your booking requests, care is confirmed and payable regardless of attendance, inclusive of all incursion and excursion costs.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

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

Child Care Subsidy requires all families to provide information and confirm current details by using your Centrelink online account through [myGov](#).

Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses.

Regardless of whether you will receive entitlements or not this must be created to link you to our Service.

Once your enrolment has been entered into our system and linked with any CCS that you may be entitled to you will be issued with a Complying Written Agreement (CWA) that is compulsory for us to administer your subsidy on behalf of Centrelink. Unfortunately, we cannot forward this until after your care has commenced but it must be signed, scanned and returned once care has commenced.



Fee Policies

Fees / Additional Charge

- 1. Refundable \$300 Family Bond.** Upon enrolment with KT OOSH Service, families are required to pay a \$300 refundable bond. In addition, a \$25.00 administration fee is charged for the processing and creation of a family account. Both charges are deducted from your nominated bank account/credit card during the enrolment process. The \$300 family bond is fully refundable upon the cancellation of care, given 2-weeks written notice (via email) is provided to Head Office. If 2-weeks' notice is not given then permanent fee will continue to accrue until notice of cancellation is received in writing to Head Office. From the point of notification 2-weeks' worth of permanent fees are due or the \$300 bond is forfeited, whichever is the greater amount. If attending vacation care only, then the \$300 bond is directly refunded, provided there is no outstanding monies owing.
- 2. Confirmation of bookings.** Once a child is booking and confirmed for any session with the service, that session is payable regardless of attendance, inclusive of an additional excursion/incursion costs on vacation care days.
- 3. Non-Notification Fees.** Non-Notification Fees of \$7.50/per child will apply if; a child arrives to a session without a confirmed booking, a child does not arrive to a session without notification and if a child is picked up late without any notification.'
- 4. Direct Debit Payments.** KT OOSH Services used a direct debit company to receive all payable fees/charges. Families can nominate a bank account or a credit card. Surcharges apply for credit card transactions, please refer to direct debit forms available on our website. Dishonour fees will apply for any failed transactions, this is beyond our control and is charge by the direct debit company and cannot be reversed. If a payment is declined or paid late, an additional \$10.00 late payment fee will apply.
- 5. Invoicing period.** The invoicing period is charged on a fortnight basis. Fee invoices are sent to your main nominated email address the Tuesday before the invoicing run on the Wednesday. Upon receipt of a fee invoice, it is the customers responsibility to review all charges and enquire any charge you feel an error has been made. All account enquires are to be made via email to your respective centre email or via phone to Head Office, (02) 8814 7610. The service will only deal directly with the account holder for any account enquires. In a circumstance where your account may have been charged incorrectly, a credit will be applied to your account and will be shown on your next invoice. Accounts are then processed and charge Wednesday after mid-day.
- 6. Late Payment Fee.** If fees are not paid by the due date then late payment fees will be applied to your account at the current late payment fee rate. Late payment fees will be charged on a weekly basis for each consecutive week the debt remains outstanding, once invoiced. The service reserves the right to suspend care at any time until outstanding accounts are brought up to date. Please note that during any suspension periods, all bookings are still considered payable. If a family is having financial difficulties then an application for special provisions should be raised with management on (02) 8814 7610.
- 7. Public Holidays, Pupil Free Days & Teacher Strike Days.** Permanent before and after school fees are payable on all public holidays and teacher strike days with following exception;
 - Permanent before and after school care fees are NOT payable on Christmas Day, Boxing Day or New Year's Day.



Late Collection Fees

Please be aware the service closing times. In accordance with National Regulations and licensing, we are not permitted to have children in the service after closing time. A late fee is incurred for children collected after closing time.

The fee is \$15 per child for every 5 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to as two staff members are required to remain at the service until all children are collected.

If a guardian is running late then they MUST contact the centre to advise. This will give reassurance that a nominated authorised person is on their way. Failure to do so or if the centre has to contact the guardian then this will result in a non-notification fee being charged as per the current non-notification rates per child in addition to the late collection fee. If continued lateness occurs then KT OOSH Services reserves the right to terminate care. It is important to respect that KT OOSH Services Staff have families and commitments after closing hours.

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

Arrival & Departures

When arriving at the Service please bring your child to the allocated OOSH area. Under no circumstances will we accept children from the front gate, the car park or the outdoor play areas. This is not only unsafe but also a confusing experience for children.

Please make sure that an Educators knows that your child has arrived and has accepted them for care before you leave.

If your child is being collected by another adult, they must be named in your child's enrolment form as being authorised to do so. If they are not mentioned we are by law not allowed to release your child.

Children need to be signed in upon arrival to the centre and signed out upon departure. This is done as outlined below. Please be aware that if you do not sign your child out of the Centre an Educator will contact you prior to closing to confirm that you have collected the child and to remind you to sign out in the future. Centrelink have advised that CCS will not be granted for any sessions an educator has had to sign on behalf of an authorised collection person.

Signing In/Out – QK Kiosk

QK Kiosk is an iPad program used to sign in and out children at KT OOSH. Each authorised contact will have a unique log in, being their mobile number, and ability to set their own pin. These pin numbers are to be kept confidential and under no circumstance should the pin be given to or used by anyone other than yourself. This system is for Authorised Contacts and Educators only, under no circumstance is a child to use this program, e.g. signing themselves in. Breaching any of these conditions may result in immediate termination of care. Please see an educator if you wish to reset your pin. You are also not able to give your pin to any authorised person to collect your child. We will issue them with their own unique pin to use while collecting and dropping off your child at the service. Please ensure all authorised persons to collect have been advised to head office.



Extra-Curricular Activities

If your child is going to attend any extra activities after school you will need to give the Service written authority and permission for them to attend and to be signed out by the authorised person running that activity. You will be required to keep the Service up to date with any changes to these activities. This process will be completed on a manual sign in and out register at the centre.

Custody and Access

If you are experiencing problems associated with custody and access then please discuss this with the Nominated Supervisor. Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service.

If there is likelihood of problems associated with collection of your child, please notify any changes of Courts Orders immediately.

Without a Court Order we cannot stop a parent collecting a child.

Child Protection

The welfare of all children is of paramount importance to KT OOSH Services and we have an obligation to defend the child's right to care and protection. Educators and Management have a responsibility to take action to protect children they suspect may be abused or neglected. Educators and Management carry out their responsibilities as legislated mandatory reporters and follow the procedures outlined by Family & Community Services (FACS) www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters. Child Protection Hotline 132111.

What happens if my child is going to be absent?

It is extremely important that if your child is not going to attend the Service due to any reason that you make contact either by email to let us know. Our procedure is that as soon as we are aware that a child has not attended the Service after roll has been conducted that we contact the parent/guardian immediately to find out if they are safe and with the parent. As you can imagine if we are looking for multiple children in the afternoon session it can take us quite a substantial amount of time, with the concern that the number 9th or 10th child that we are trying to locate may in fact be the child that is missing.

Our procedure is as follows:

- Parents/guardians are responsible for informing the centre if their child(ren) will be absent on a day that they are booked into care. This must be done through email or text if it is early morning or last minute.
- If a child is marked as absent, and the centre has not been notified, it is the responsibility of the Nominated Supervisor to phone the parent/guardian to ascertain the whereabouts of the child/ren.
- If a child's whereabouts cannot be ascertained, Educators conduct a search of the school grounds, before contacting the parent/guardian again.
- If a child can still not be located, the local police are contacted.
- At all times the Centre must stay in contact with the parent/guardian.



Children with Medical Diagnoses/Conditions

If a child has a diagnosed medical condition, it is the parents/guardian responsibility to disclose all relevant information to KT OOSH services upon enrolment or upon diagnoses. The service will require the following completed and supplied at the time of enrolment/upon diagnoses:

- Medication (EpiPen, Ventolin, Antihistamine, Creams, ADHD medication)
- Action Plan completed in full, signed and dated by a doctor (Asthma, Anaphylaxis, Allergy)
- Risk Minimisation Plan (completed in conjunction with the guardian at time of enrolment)

Action Plans must be reviewed and completed by a medical practitioner annual and medication supplied must always be in date and kept with their original packaging. KT OOSH Services endeavour to remind families that their child's Medication and/or Action Plans expire but ultimately this is the guardian's responsibility to monitor. Please keep a note of these important dates so you are aware when they are due.

Medication can only be administered if the Medical Practitioner or Chemist have clearly named the child and the dosage on the label.

If your child requires the service to administer medication you will be required to sign an additional medication record upon collection.

No child will be allowed attend the service if current medical requirements are not up to date or expired. KT OOSH Services reserves the right to terminate care after a request has been made to bring these up to date due to the safety and risk involved for the child.

Immunisation

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

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

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

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

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

An updated Immunisation History Schedule can be obtained from your MyGov account.



What happens if my child is unwell?

Our Service is a busy and demanding environment and we are not equipped to care for sick children, however we will do everything we can to comfort a child who has become unwell in our care. To try and prevent the spread of disease and sickness, please do not send your child if they display any of the following symptoms:

- ❖ High Temperature
- ❖ Required Panadol or Nurofen in the last 24 hours
- ❖ Diarrhoea or vomiting in the last 24 hours
- ❖ Red, swollen or discharging eyes
- ❖ Rash

Please see below exclusion periods if your child has been suffering any infectious diseases. We also ask that you notify the Service if your child is diagnosed with any of the following so that we can let families and the Department of Health know to avoid an epidemic. Please note that confidentiality will always be maintained:

CONDITION	EXCLUSION
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until adequate carrier eradication therapy has been completed.
MUMPS	Exclude for 9 days or until swelling goes down (whichever is sooner).
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until diarrhoea ceases.
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment.
WORMS (INTESTINAL)	Exclude if diarrhoea present.

All conditions above must gain a doctor's clearance certificate before returning to care.



If your child has been just unwell please check with the Service whether or not you will need a certificate before they return.

Collection of sick/injured children from the service

In the event of illness/injury, first aid will be applied based on the signs and symptoms experienced/displayed by the child. Educators will follow the company's First Aid Administration & Illness Policy and Procedure, which can be found in our Policies and Procedures located in the sign-in area of the service. In the event of a serious illness (one that requires further medical attention), the child's parents/guardians will be contacted and informed that they need to collect the child within 30-minutes of the initial phone call. Should the illness/injury be significant and require ambulance attention, the ambulance will be called prior to the guardian being informed and any charges from NSW ambulance will be liable and payable by the family. If a child is suspected of having a contagious illness, educators will isolate the child and parents must collect within 30-minutes of the initial phone call.

Further details in regards to the child's illness/injury, objects involved, symptoms, first aid treatment and any medication administered by educators will be documented on the appropriate medical form. Educators will notify the parent/guardian prior to collection and endeavour to have the form signed upon collection, or the next attended session. This form is kept confidential and is filed in the child's locked file. All children's files are kept in relation to the relevant National Law.

Paracetamol & Ventolin Policy

KT OOSH Services maintains the right to administer Paracetamol or Ventolin to any child in attendance at the service if it is deemed necessary. If your child shows any signs and symptoms of suffering from a high fever, general illness or asthma attack whilst at KT OOSH Services staff will make every attempt to contact you and discuss First Aid treatment strategies to assist your child. If staff cannot contact you or it is deemed an immediate necessity, staff will administer non-prescription medication, being **Children's 5-12yrs Panadol** or Ventolin only due to previous consent being given on the child's enrolment form. Consent to administration of both these medications is a condition of enrolment.

IMPORTANT: Panadol and Ventolin will only be administered to a child if Staff deem it to be necessary. Staff have the right to refuse to administer Panadol and Ventolin if they do not feel that it is in the best interests of a child. Staff will not be administering Panadol or Ventolin on a regular long-term basis. If a child does require Panadol or Ventolin at regular intervals throughout a session then it is advised the child not attend the service during this time. A note from the child's medical practitioner will be required if a guardian wishes to request Panadol or Ventolin be administered on a regular basis. If staff suspect guardians are not acting in the best interests of the child's health and wellbeing staff will contact DECS immediately to report.



Behaviour Guidance

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

The School rules are also incorporated into the daily program to ensure that children have a clear understanding of expectations at all times while on the school grounds. If you require further information on this policy please ask Educators and refer to the Policy manual.

KT OOSH Services is committed to providing an environment free from bullying for all children, families, visitors, educators and the wider community.

Please refer to the Enrolment Form Terms and Conditions.

Behaviour Policy

Children who are enrolled with the service are expected to adhere to the following behavioural guidelines:

- Follow directions given by educators and be respectful at all times
- Listen and be responsive to others, especially educators
- Interact safely with others at the service
- Appropriately play in small and large groups
- Communicate their needs with others
- Comply with all rules at the service
- Treat all equipment and resources with care
- Understands they are never to leave the service unless with a guardian
- Never display violent or aggressive behaviour towards anyone at the service
- Never hit, kick, punch, spit, slap, or physically assault another child, educator or visitor at the service.
- Swearing, threatening, intentionally hurting others or unruly behaviour will not be tolerated at the service



Educational Program

We are committed to provide a program that caters for each child's individual needs, abilities and interest that is developed in partnership with the children and families. We encourage children to be responsible for their own learning through choices in experiences and interests through conversations and play as the basis for teaching. We encourage children in promoting their independence and self-help skills and involving the children in interest-based projects.

KT OOSH Services are committed to protecting our environment to ensure a sustainable future for our children. We actively participate in caring for our environment and promote sustainable practices through educating our program.

KT OOSH Services uses a secure online programming system that Educators will use to upload pictures and observations about the program. You will be given access once enrolled and given an individually allocated Username and Password. Please refer to the Enrolment Form Terms and Conditions.

Children and Educators will wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid exposure to the sun. SPF 50+ will be applied during the session according to the manufacturers recommendations. We ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor activities immediately. Please see Enrolment Form Terms and Conditions. Whilst in care, children will also be required to abide by our NO HAT NO PLAY policy. If a child does not have a hat at the service then one will be issued with a laundry cost of \$2.00.

KT OOSH Services value children and family input and encourages family and community involvement. The Centre has a Quality Improvement Plan that is kept onsite at the Service and asks all families to work in partnership with the Service to participate. The Quality Improvement Plan assesses and plans for improvements in the future.

The Services Policies and Procedures regularly come up for review and again will encourage family and community involvement during this process.

Menu

KT OOSH Services provide all meals to the children.

Our menu is developed in consultation with industry professionals. Our rotating menu is displayed in the Centre as well as posted on our Facebook page weekly.

Children with food allergies or special dietary cultural requirements are catered for. Also if your child has a special consideration that does not allow them to eat certain foods due to dietary, cultural or religious reason we will also make sure that they are catered for.

The meals are designed not only to be nutritious, but also to offer new tastes and textures so that eating can be an educational and a cultural experience.

The menu undergoes seasonal changes and families are invited to give feedback and comments if you have any ideas or suggestions to feedback@ktoosh.com.au



Emergency Evacuation/Lock Down

At the time of any emergency, the Service has in place a clear procedure for the evacuation or lock down of the premises. Both procedures have been developed following the assessment of the likely risk to the health and safety of the children, Educators and visitors and in line with what the School already have in practice, to avoid any confusion. The Centre practices these quarterly.

Concerns, Complaints & Grievances

Informal Complaint:

- Talk to the Nominated Supervisor – Our Nominated Supervisor can acknowledge your feelings so that action becomes possible.
- If you are not satisfied, please place your concerns in writing to quality@ktoosh.com.au.
- If your complaint or grievance is with the Nominated Supervisor you can email quality@ktoosh.com.au or telephone Head Office on 8814 7610 and ask for the General Manager Jackie Hewitt or the Provider Tracey Kelly.

Formal Complaint:

Once a formal complaint or Grievance has been received an agreeable timeframe for resolution and appropriate method will be discussed with you. You will be asked to complete this in writing.

All formal complaints and grievances should be referred to the Nominated Supervisor. If the complaint or grievance is about the Nominated Supervisor it should be referred to Head Office.

The Nominated Supervisor will work with you and Head Office to ensure that your complaint or grievance is dealt with as a matter of utmost urgency and confidentiality.

All formal complaints and grievances are lodged with our Regulatory Authority as detailed below who will investigate the matter and may contact you directly to discuss. You can also make direct contact with them if required.

NSW Early Childhood Education Care Directorate
Department of Education
Locked Bag 5107 PARRAMATTA NSW 2124
1800 619 113 (Toll Free)

Parent/Guardian Code of Conduct

To demonstrate their commitment to the highest ethical standards, parents/guardians are required to:

- Behave in a way that upholds the values, integrity and good reputation of the Service.
- Behave fairly and honestly, including reporting others who may be behaving inappropriately.
- Avoid conflicts of interest and act in the best interest of the Service.
- Sign in and out on arrival and departure from the Service.
- Make every effort to resolve problems in a fair and reasonable manner.
- Avoid personal attacks – either physical or verbal.
- Pay fees promptly or discuss payment plans with Head Office.
- Adhere to the operating hours of the Service.
- Respect the Service's children with allergies policy by not sending food products.
- Keep sick children at home.
- Speak to all children in a positive manner.



Qualifications and Ratio of Staff

At KT OOSH Services we meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Responsible Persons will hold First Aid qualifications, have Working with Children Checks completed, Child Protection training and attend monthly Educators' meetings. Our Educators are continually evaluating how our curriculum meets the education needs of our children with the support of our Educational Leaders and reflect on ways to improve children's learning and development. They are encouraged to attend further professional training and development. For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Our Philosophy

Our statement of philosophy describes the service's values beliefs and understandings about children, families, the role of educators and the ways children learn. Our philosophy is included in our information booklet and shared with families together as well as part of our induction process for all Educators who join our team. 7.1.1

KT OOSH Services strives to provide reliable, cost effective Out of School Hours care that is accessible to all families within the community, by maintaining the highest quality standards of service in a welcoming and stimulating environment, that supplements children's formal schooling. 1.1

At the beginning of each year Educators, families and the Community participate in developing and reviewing this Philosophy, utilising the My Time Our Place and the Early Learning Years (RHAC) frameworks to support and guide pedagogy and decision making. 1.3.1 & 6.1

At KTOOSH we are committed to providing a quality, fun, play based program that allows children to choose how their time will be spent whilst at the Service. We recognise the importance of each child's experiences and the knowledge that they have acquired prior to attending our service. Each child is treated with respect and valued as a unique individual, at the same time recognising the significance of children engaging in meaningful experiences to facilitate their learning and development. 5.1.1

Building connections, between home, the Centre and the community develops a sense of belonging and enhances self-worth, which increases self-esteem. We offer structured activities and child directed play opportunities for children to explore, experiment and engage with each other and the wider community. 6.2.3

We also recognise the significance of family culture and community on every child's sense of belonging. We encourage children and parents to be actively involved in the planning, implementation and evaluation of the program so that cultural diversity is reflected within activities and experiences at the service. Parents, families and the community are also important in ensuring children develop a strong sense of identity and respect for others. We acknowledge and respect the bond that Australian and Torres Straight people have with this land. 6.1

KT OOSH Services understands and caters for the developmental differences and similarities of children aged 3 -12 years. Children are shaped by many experiences and therefore we encourage all children to support one another and build upon one another's skills and knowledge bases. Our everyday experiences and routines provide opportunities for children to become active members of society and are aimed to develop a strong sense of identity and wellbeing. It is vital that we support the development of positive mental health to assist the wellbeing of every child, by offering a supportive confidence building atmosphere that promotes physical, emotional, intellectual, creative and social growth. 2.1.1



OLA Centre Philosophy 7.1.1

In relation to the children:

By offering the children a fun and safe place we believe:

1. KT OOSH OLA is an extension of home and a real part of extended family experience. Children's families are the most important influences in their lives and development. We successfully promote and maintain meaningful family involvement which helps us all develop a holistic picture of each individual child. We believe all members of the Centre community are equal in their interactions with the Centre. **6.1.1**
2. That each child is an individual, whose needs, interests and family values will be respected and developed. Using "My Time Our Place" as our guide, we value and respect each child's individuality and aim to develop within each child their sense of self and of community, and their desire to learn. The concepts of "Belonging, Being, becoming" steer all that we do and say, and we recognise that children's voices are the most important part of our program. **1.1.1**
3. That young children learn through play, and that through both planned and spontaneous activities that are interest based and child led, the children will develop a strong sense of wellbeing, learn new skills, explore new interests and ideas, appreciate the difference and diversity of other people in our world, gain respect for our natural environment, show respect for each other, and develop the ability to solve problems and think creatively. We believe that by immersing the children in a curriculum based around their needs and interests and planned to develop each child as an individual, we will enable the children to be confident, self-directing and continuous learners who are well equipped to handle both themselves and society. **1.1.1**
4. All educators at KTOOSH OLA are expected to be positive role models and interact with and facilitate children's play. We have qualified and experienced educators who are passionate for working with children. We believe we teach morals and values and show empathy and understanding to the children. Educators actively participate and renew their learning skills to maintain a high professional standard. **5.1.1**
5. And understand the importance of a healthy well-balanced nutritional eating plan. We provide the children with a menu each morning and afternoon, catering to children with food allergies/ intolerances and any special dietary requirements, along with teaching and maintaining good hygiene practices. **2.1.3**
6. That we aim to teach acceptance, respect, provide positive lifelong memories and support the Our Lady of the Angels ethos by embedding the Lord's Prayer and Hail Mary prayer into our afternoon meal time practices.
7. That when children feel a sense of belonging by being treated with dignity and receiving positive reinforcement to guide and manage behaviour that builds positive relationships between their peers and Educators **4.1**
8. That when children receive positive reinforcement and guidance to guide and manage behaviour that promotes parental confidence by the provision of quality care, consistent with family ideals and without bias toward religious or cultural preferences. **5.2**
9. In reporting any suspicions of child abuse or neglect with copies to relevant agencies in accordance with the Child Protection Act." **2.2.3 & 7**



10. Regular Routines that provide a welcoming environment for educators, parents and children to develop collaborative relationships. **3.1.1 & 3.2**

In relation to the Community:

We believe:

11. All families are welcome and provided with warmth and care just as much as their child. Relationships are built over time with mutual trust, sharing of information and working together to produce the best opportunities for their child. Connecting with families allows for much richer relationships with children. We provide opportunities to engage in family input and encourage this strongly with an Open Doors policy. **6.1.3**
12. The service understands that it is a part of a broader community. We value families, their cultural beliefs and ways of being and doing. Educators strive to introduce and include opportunities to explore our community and the cultures within it. **6.1.2**
13. We recognise the importance of ensuring that educators and families work together towards common goals, and value parents as an essential partner and important resource. We continually strive to develop and maintain collaborative and open partnerships with families, and invite their participation into all aspects of our programs, policies, procedures and events. We invite parents to help us to meet the changing needs of our community, valuing their feedback and ideas as we strive for continual improvement. **6.2.2**
14. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. **1.1, 1.2, 3.2 & 5.2**
15. We will: **6.2.3**
 - Support, respect and acknowledge the diverse values and cultural beliefs within our community. **5.1.2 & 5.2.1**
 - Endeavour where possible to participate in local community events. **6.2.3**
 - Advocate positively for the community by respecting all aspects of where we live. **1.1.2**
 - Connect our community to the curriculum and into existing support networks and take an active interest in other community groups, that will encourage ongoing community awareness through education, visits etc. **1.1.1**

In relation to the Environment:

We believe:

16. We are active and responsible global citizens. **3**
17. We care for the environment and support children to become environmentally responsible. **3.2.3**
18. We are committed to contributing towards a more sustainable future, by embedding practices that promote the protection and preservation of our environment within our outdoor playground area surrounded by tranquillity. **3.2.3**
19. Interact with vegetation and natural materials in the environment. **3.1**
20. Participate in environmentally sustainable practices that: **3.2.3**
 - a. increase our respect for the natural environment. **3.2**
 - b. Increase our awareness of the impact of human activity. **3.2.3**
 - c. Build a sense of responsibility for caring for the environment. **3.2.3**
 - d. incorporates sustainable practices on a daily basis. **3.1.1**