



Curly Kids  
OOSH

# Parent Handbook 2023

*Curly Kids Out of School Hours (OOSH) operates on the grounds of Curl Curl North Public School in North Curl Curl.*



0421 337 836



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[curlykidsoosh.com.au](http://curlykidsoosh.com.au)



## ***About us ...***

The P&C run Curly Kids OOSH is made up of a team of educators, back office management and volunteers dedicated to providing the highest quality of care for all our children.

We are an approved before and after school care service situated within the Curl Curl North Public School grounds. We maintain a staff to children ratio 1:10 ratio during normal operations.

Our before school, after school and vacation care caters for working families whose children are enrolled and attend the Curl Curl North Public School.

Curly Kids OOSH values its families and provides the highest quality care for its students. Open communication is vital in building relationships with the families and students enrolled at the service.

## ***Our Philosophy ...***

At Curly kids OOSH we provide a caring, safe and nurturing environment during before and after school care and vacation care.

We believe that each child has unique interests, strengths and abilities and we understand that children are capable and active contributors in their own learning and play.

Through our programs we encourage engagement, confidence, exploration and learning with the children being creative, physically active, connecting with nature, cooking, getting messy and of course having fun.

We are inclusive and we value children with diverse family backgrounds, abilities, additional needs and religious affiliations. Our educators strive to build warm and trusting relationships with families, children and the wider community so the children can feel a sense of belonging and respected as individuals.

We promote our core values by encouraging the children to be respectful, responsible and always strive to be their personal best during our time together at our place.

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## Management Structure

Curly Kids OOSH is a Curl North Public School Parents & Citizens Association run, self-funded, not-for-profit service. It is overseen by a volunteer parent subcommittee under the P&C Executive Committee. The current P&C President is Andrew Whitaker. For full details of the current sub-committee see the notice boards in the main OOSH room.

## Curly Kids OOSH Team

Curly Kids is staffed with passionate childcare workers ranging from high school and university students through to certified educators. Our team are continually undergoing both in-house and external training in the childcare industry. We ensure they obtain, or have already obtained, as a minimum requirement, and national requirements, a Working with Children Check, First Aid, Asthma and Anaphylaxis, and Child Protection Certificates.

## Curly Kids Staff Roles

*Director:* Andrew Whitaker - Approved Nominated Supervisor

*Coordinator:* Gill Thompson

*Assistant Coordinator:* Peter Wye

*Administration and Bookkeeping:* Madeline Keene and Stuart Wagland

In the absence of the Nominated Supervisor, a designated Responsible Person will assume charge of the day-to-day running of the Centre. The Responsible Person on duty is displayed at the sign-in bench.

## Administration

### Curly Kids Enrolment

Curly Kids OOSH families, who have enrolled and have permanent bookings at the service in the before and after school sessions, carry onto the next year with their existing schedules.

### Changes and Cancellations of Sessions

- We require two weeks' notice on cancellations.
- Changes to sessions are available at any time, send an email to request the change.
- If you are absent on the last session you will not receive the CCS Rebate

### Casual Bookings

- Casual bookings – you can book a casual session within 7 days, use the XAP app or send an email to book. If you wish to cancel a casual after school session you must contact us by 2.30pm.

### XAP

- Account Updates
  - best done on desktop.
  - avoid minimising screen size too as pages do not resize well.
- XAP Smile app for Android and iPhone is available from the app stores.

### Refusal of Access

- a) Parents/guardians, who have NOT completed the required forms, attached copies of medical and food action plans and immunisation certificates. Medication that has expired and not been replaced
- b) Curly Kids OOSH has the right to refuse access to parents, guardians or any person not recorded as an authorised person on the enrolment forms to collect children from the service, under the Guidelines of Care Services and National Regulations.
- c) Any persons prohibited by a court order from having contact with a child.
- d) A family with outstanding fees owed to the service.

### Record Keeping and Information Storage

Curly Kids OOSH ensures no payment forms relating to the service containing the personal banking details of our families, are held in our office as data entry of details is direct onto the Centre's software, XAP.

A family's record at the service is a record of personal information either in conventional or electronic format relating to all areas needed for compliance and policy of the service. The record comprises of individual personal information contacts, authorised persons, medical and allergies, and associated certificates. These records are securely stored in the office.

## Centre Fees and Payment Policy

### Setting Fees

Fees are set on an annual basis by the Curly Kids OOSH management subcommittee and Director, based on the annual forecast to ensure that the required income will be adequate to run to service efficiently.

### School Term Payment Structure – QuickPay

Curly Kids OOSH method of payment is through the centre's software XAP, called QuickPay. The service's direct debit system is setup for fortnightly payments, which will be debited from your nominated account. Families will fill in either card or bank details online through XAP. All fees incurred from transactions, failed payments, claim chargebacks and refunds are stated on the QuickPay form.

- We use QuickPay/PayChoice as our payment processor. Please ensure you have entered your payment details into XAP and ticked the authority check box.
- Transactions occur over night on a Thursday. You will see two transactions one for your session fees and the other being transaction fees payable direct.
- QuickPay has charges for dishonoured or rejected transactions.
- Your first invoices will be generated on the 21<sup>st</sup> February 2023 with payment collected the following Friday (early hours of the morning). Full Payment Cycle available on our website.
- Centrelink will cease enrolments if you do not have a booking for 14 weeks.

The centre holds 2 emergency spots to support the school and OOSH families when a situation occurs in the family household or a child's wellbeing is going to be affected. Allocation is assessed by the Director or management team.

### Absences Recorded

Absent days from the service are recorded on the centre's official roll, with up to 42 days of allowable absences per financial year (June-July) before there is a loss of CCSS rebate on absent days.

### Parent Entitlements for Fee Assistance

If you wish to claim Child Care Subsidy (CCS) you will need to complete an online Child Care Subsidy assessment using your Centrelink online account through [my.gov.au](http://my.gov.au).

You will also need to provide us with the date of birth of the parent /guardian claiming the CCS, the date of birth of the child being enrolled and the Family Assistance Office Customer Reference Number (CRN) for both the parent/guardian and the child.

Once your booking has been entered into our system you will receive an email from MyGov asking you to confirm your enrolment. You will then need to login to your MyGov account and

confirm your enrolment. CCS will then be applied to the fee charged for your booking. **Please note** if you do not confirm your enrolment with MyGov then you will not receive the subsidy.

We will charge you the gap between our daily fee and your CCS entitlement.

Centrelink will withhold 5% of all subsidy payments which is reconciled with families at the end of the financial year.

If you have any questions about your eligibility for Child Care Subsidy, please call the Family Assistance Office on 13 61 50.

## Immunisations

Since 1 January 2018, NSW childcare centres have been prevented under the Public Health Act 2010 from enrolling children unless approved documentation is provided that indicates that the child:

- is fully immunised for their age (AIR Immunisation History Statement), or
- has a medical reason not to be vaccinated (AIR Immunisation Medical Exemption Form), or
- is on a recognised catch-up schedule (AIR Immunisation History Form)

Please note: The Interim Vaccination Objection Form for Enrolment in NSW Child Care Centres (known also as the Conscientious Objection Form) is **not** accepted and only the AIR Immunisation Medical Exemption Form will be.

It is our centre's policy to fully comply with the Public Health Act 2010.

## Expectations of Curly Kids OOSH Families

Parents and guardians of the child enrolled to the service are expected to read, sign and be aware of all the centres communication, policies and procedures.

Parents and Guardians are to complete all the Curly Kids documentation needed for enrolment, permissions, behaviour management, school events and OOSH internal and external activities. Informing the centre of any changes to contact details, emergency contacts or family court orders.

Please ensure we always have an up-to-date email address and phone number for communication.

Our Behaviour Management policy covers any behaviour by child/children considered to be inappropriate such as:

- Bullying
- Physical violence
- Unsafe play
- Refusal to comply with Educator and Staff directions
- Inappropriate Language and threats
- Intentionally damaged OOSH or school equipment

We take bad and dangerous behaviour very seriously and have a 3-strike policy for warnings given to the children.

- Warning 1: The child's parent(s) will be asked to attend an interview with the Director of the service and a representative of the P&C to discuss the behaviour. At this interview we will discuss the behaviour observed, how it will be managed and offer support for the child. This can take the form of engaging NSW/ACT Inclusion Support Agency with permission, a period of reduced hours and other techniques that can assist in the change of behaviour.
- Warning 2: The child will be suspended from the service for a period of one week, more support will be offered in an attempt to rectify the behaviour.
- Warning 3: The child will be excluded from the service.

## Absences

It is essential that parents or guardians communicate with us and leave messages or written documentation informing the staff of the whereabouts of the child booked in that session.

Curly Kids procedure for not locating a child booked in the before and after school care is to deem the child as missing. Actions from this will result in calling the local police and emergency services in a period of time reflecting the centre policy.



## Sign in /out Procedure for Curly Kids OOSH

BSC Children are not to be left at the centre at any time prior to the opening hours of the centre.

On arrival the person bringing the child is responsible to sign the child in on the sign-in iPad next to the child's name.

Any points of information are to be recorded in the parent communication diary or by email and must indicate requirements for the day or any changes to who will collect the child.

For example:

- Child is to be collected by an authorised person who is not a family member but is recorded in the child's enrolment.
- Activity and time the child is also attending in their session stay at Curly Kids OOSH in the before or after care.
- Child needing to remember to take personal items to classroom after session stay.
- Child's physical needs if they have not been well or injured physically out of centre care and might need low level activity in the Curly Kids session stay.

Should a child require medication of any kind, parents must fill in and sign the medication form and hand the medication to Curly Kids OOSH staff.

- See Medication and Adminstrating Medication Policy and Procedure

ASC Children must be collected by the closing time of the centre – please see Hours of Operation.

The authorised person who is collecting the child must to sign the child out on the sign-in iPad next to the child's name, ensure that all belongings are collected and that a staff member is aware that they are taking the child from the centre.

Any Curly Kids OOSH child attending an external activity during their Curly Kids OOSH session, not within the boundaries of the centre, must have an authorised person attend to collect and drop off the child.

- Staff will sight and tick off departure and return.
- The coach, parent or friend is to be recorded in the child's enrolment with a contact number.

Staff are to be notified if the authorised person collecting the child is to be later than usual via telephone or email. The child will be notified by a Curly Kids OOSH staff member to avoid any anxiety.

If the child is to be collected by anyone different than the names on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change should be confirmed in writing via email, on the telephone, in person prior to the day or on the parent's XAP account. The person picking up the child will be asked to bring identification.

The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.

If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of identity e.g. licence or Medicare card.

If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

*If a child is still left in the centre's care after closing time*

Staff will:

- a) Call parents/guardians, leaving messages if they cannot get direct contact with the family members.
- b) Try the contacts in authorised persons to collect child.
- c) If this is not successful and the child is still in the care of the centre an hour after closing time, staff will contact the police and notify them of the situation.
- d) Penalties will apply, refer to fee structure.

## Absent and Missing Children

**Please be aware we do not have access to school records and roll call information for that day. If your child is not attending school or has gone home sick you will need to contact us.**

If the authorised person of the child has not notified the centre via phone by the session stay Curly Kids OOSH will deem them as missing and will take the steps in finding them.

- a) Look for the child within the school grounds; ask child's teacher, other students in the session stay class year if the student was at school today.
- b) Check external activities and contact the child's family.
- c) Call all contacts, contact the parents/guardians of the child and confirm where their child should be. Leaving a message if they cannot get through to the family.
- d) Staff will document steps taken to locate booked in child and follow up through session if they haven't heard back immediately from family.
- e) Staff will document time-received communication from family of the child not attending the booked in session on the roll. Documenting Name, Time and why they did not attend the booked in Curly Kids session.

## Missing Children

Should a child not be present and waiting in the centre when expected and parents have confirmed their child is in our care, staff will:

- Request parents to come to the school immediately as we cannot leave the school grounds due to childcare ratio.
- Inform parents they will check the surrounding areas within the school, and the external activities taking place within the school for their child.
- Communicate with school staff of the child not arriving to the centre.
- Give parents the option to contact the local authorities.

- Inform the school office, if within the opening hours, of the missing student who has not been located since school concluding.
- Continue communication with the parents until the child has been located.

## External Activities

Curly kids support external activities running in the before and after school session.

For children attending the session and who have an activity at the school within their period of stay, an external activity form must be completed in advance.

Forms - External Activity Form – see our website.

## Program

Curly Kids has a broad range of planned and spontaneous activities to support your child's development in the early years. Information about all clubs and programs are displayed and communicated through the term.

The centre framework and educators guide are implementations of "My Time Our Place" and followed with a cycle of planning for the student's weekly structure. Please see the administration and display area of the service for our Educational Program and Practice.

## Sun Safety

Curly Kids incorporates sun safety procedures in daily programs to send positive health messages and knowledge to its students. The sun safe play procedures are reflected in the daily roll call, centre signage and information delivered to Curly Kids families. All children enrolled at the service must attend the centre in possession of a hat. Curly Kids OOSH sun safe policy states children wear a hat during times of activities and play outdoors. Children who do not have a hat must play under the COLA or participate in programmed indoor activities. Educators are also issued with staff hats that are to be worn when in an outdoor area.

## First Aid, Medicine and Emergency Procedures

The team at Curly Kids OOSH are all trained in first aid. If you need us to administer any medicine for your child while in our care you can fill in a form that advises us of dose and frequency. We have lock down and fire escape drills in emergency week which happens once a term.

## Equipment

Curly Kids OOSH is a P&C not for profit centre and relies on its self-funded income to purchase the supplies for its children's programs, resources and equipment.

NOTE: Centre equipment that is damaged or destroyed by your child will be replaced at the cost of the family.

## Lost Property

Curly Kids OOSH takes no responsibility for the loss of property brought into the centre by your child. We encourage families to advise their children to leave their valuable toys, money and electronics devices at home. Please label everything, it can be returned if found!

## Kindy and New Families

Before School Care (BSC) - at about 9am we walk all our Kindy children to their classroom. This usually continues until term 4 at which stage many are brave enough go by themselves.

After School Care (ASC) - we collect all Kindy children from their teacher supervised pickup point and escort them to our rooms.

### First two weeks of school

We understand starting school is a big step for all and we are aware that some kindy starters will not be with us during the first two weeks whilst they are on reduced school hours.

We will not be charging (or marking absent) for these sessions for any children not attending.

For any children that attend in the first two weeks, Kindy teachers will supervise any children requiring OOSH After School Care for an hour in the classroom and then escort the children to us around 3.10pm when we open.

The Centre provides the opportunity for the new student to socialise with a range of age groups from all years (K-6) allocating a 'buddy' system to support the anxiety of a new environment.

Curly Kids OOSH staff and students get so excited in meeting the new Kindies and collaborate programs and purchase age-appropriate equipment and activities to suit the needs of our new friends, helping support their emotional and physical journey at school. We implement a 'buddy' system utilising older students in their session to encourage play and understanding of the session routines and rules.

## Curly Kids OOSH Operational Hours and Service Information

### Operation Hours

Curly Kids OOSH operates during government school terms Monday to Friday, between the hours of:

Before school

- Open at 6.30am
- Meals. Breakfast starts at 7am with cereal/toast served.

After school

- Afternoon Tea is served around 3.40pm once roll call and hand washing is complete.
- Snack Attack 5.30pm – light snack, e.g. popcorn, fruit
- We close at 6.30pm. Please call if you are going to be late. Fees will apply.

**Vacation Care** - 7:00am-6pm

### Communication

**Administration** - Call 0414 566 094 or email [bookings@curlykidssoosh.com.au](mailto:bookings@curlykidssoosh.com.au). Office hours 9am to 3pm.

Not attending a session, request casual bookings, to request changes to your schedule, queries about payments, Child Care Subsidy or any other general enquires.

**OOSH Floor and contact educators.** 6.30-9.10am + 2.30pm-6.30pm

Main OOSH phone 0421 337 836, if you need to get in touch with a staff member, text messages if not attending the afternoon session (by 2pm).

### Fee Structure and Penalties

**(FEE STRUCTURE 2021 as of 01/01/21)**

Centre Session	Cost	Casual
Before School Care (BSC)	\$15.00	\$16.00
After School Care (ASC)	\$22.00	\$23.00

### Operational Hours

**BSC:** OPEN: 6.30AM-9.00AM

Students are released to school at the 8.45am bell.

**ASC:** OPEN: 3.10PM-6.30PM

## Penalty Fees

When there is no notification to the service of your child absence, which results in a staff member contacting you via the centres phones of your child whereabouts **a fee of \$5 phone call or Text** will be applied.

When there is collection or drop-off of students to Curly Kids OOSH outside of the licencing hours of care **a fee of \$15 for within the first 15 minutes, plus an additional \$1 per minute thereafter.**

**It is essential that if you are going to be late, early or absent for any reason that you contact the centre and notify the supervisor. Contact details for this communication are below:**

Mobile: 0421 337 836

e-mail: [bookings@curlykidsoosh.com.au](mailto:bookings@curlykidsoosh.com.au)

## Complaints

If you have a complaint in the first instance, please put it in writing to [director@curlykidsoosh.com.au](mailto:director@curlykidsoosh.com.au)

If the complaint is about the management of the centre, please contact the P&C directly on [ccn.pandc@gmail.com](mailto:ccn.pandc@gmail.com)