



Out of School Hours Care

HALLS HEAD

FAMILY HANDBOOK

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Department of Human Services: 136 150

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The staff at World of Kids FUN-A-RAMA welcomes you and your family. The centre is designed to create an environment of trust, where your children can grow emotionally, intellectually, socially and physically.

The educators are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and special needs of each individual child and to the group as a whole, which reflects the philosophy and goals of the service. The program is child centred, and takes a 'hands on' approach, with staff acting as facilitators who create an environment and experiences which are stimulating, safe, nurturing and fun. The program will include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

The program is developed as a result of observations made by the educators during the time the children are at the Centre. Children are encouraged in a positive and supportive manner to explore their environment and try new experiences.

You will find the FUN-A-RAMA program displayed in our room; we invite you to have input into the development of our program.

The centre is designed to create an environment of trust, where your children can grow emotionally, intellectually, socially and physically.

Our goals are for the children to experience a range of opportunities for creative expression as well as experiencing a program that responds to the children's needs and interests.

The centre is licensed for 60 children before/after school and 60 children during vacation care, as well as student free days.

<i>Before School</i>	<i>60 children (1-13 RATIO on site)</i>
<i>After School</i>	<i>60 children (1-13 RATIO on site)</i>
<i>Vacation Care</i>	<i>60 children (1-13 RATIO on excursions)</i>

(When a child under 5 attends the ratios changes to 1 educator to every 10 children)

- ◆ *Before School from 6.30 to 9.00am Monday to Friday*
- ◆ *After School from 2.30pm to 6.00pm Monday to Friday*
- ◆ *Vacation Care from 6.30am to 6.00pm Monday to Friday*
- ◆ *Student free days from 6.30am to 6.00pm*
- ◆ *Closed on public holidays*

The centre is staffed by appropriately skilled and experienced educators who act as a team to provide care for the children.

Our service caters for Primary School age children, children will be given opportunities to interact with peers and create new friendships. Whilst at FUN-A-RAMA children will be supported in all aspects of play. We will encourage children to belong and be comfortable in an effort to help them to become confident social children.

*If you have any questions or queries please do not hesitate in speaking with the **Nominated Supervisor Jo** who will be happy to speak with you.*

Our service is registered Child Care Subsidy (CCS) and we follow the guidelines of the Education and Care Regulatory Unit.

Once again, welcome we hope your experience and time with us will be both happy and beneficial, and if you ever need to speak with myself, I will always be available.

Susan Scarle

APPROVED PROVIDER



Out of School Hours Care

**OUR PHILOSOPHY
BEING, BELONGING, BECOMING**

Children

- To feel safe, secure and supported
- To value each child's background
- To build trusting relationships with peers
- To provide opportunities to explore and grow

Families

- To have a sense of belonging
- To develop trusting relationships
- Open communication

Community

- To respect and learn from each unique culture and lifestyle
- To show respect for our environment, embedding sustainable practices into our daily life.
- Collaborating with the local schools and community

Team

- Ongoing learning and reflections
- Building collaborative relationships
- Mentoring each other with new ideas and practices
- Professional development or research to further knowledge

ENROLMENT

Families are required to complete the enrolment form prior to commencing care at FUN-A-RAMA. If your child has any special health needs we will require **before commencing care** a Risk Minimisation Plan created with the family and educators. On enrolment we require to site a copy of each child's birth certificate or passport and we also ask that parents amend any details when necessary and reminders will go out annually.

If you have not yet registered for the Child Care Subsidy you can do this through your myGov account or visit www.humanservices.gov.au or phone the Department of Human Services on 136 150.

BOOKINGS

Bookings can be made on a casual/flexible or permanent basis. We use an online booking portal/app called My Family Lounge through which casual/flexible bookings and vacation care bookings can be made any time from your phone or desktop. The portal also allows you to cancel casual bookings or tell us that your child will be absent. On enrolment at FUN-A-RAMA you will receive an email from 'do_not_reply@qikkids' with a link to complete your registration in My Family Lounge. This link must be actioned within 7 days or it will expire and you will need to contact FUN-A-RAMA to assist you. Download the My Family Lounge app on your phone or visit www.myfamilylounge.com.au for more details.

Permanent bookings can be arranged anytime by request in writing to FUN-A-RAMA and will take priority over casual bookings.

One week's notice in writing must be given to alter or cancel your bookings. If this is not adhered to, normal fees will be charged for the period. Days cannot be swapped for staffing and placement reasons. If available, additional days can be given upon request.

ARRIVALS AND DEPARTURES

We ask that children are brought to and collected from the centre at the booked times. When changes occur, please contact Jo 0477 665 233 or email funaramahh@worldofkids.com.au. This will enable us to make sure staffing is within the correct ratio and educators are aware of what is required on the day. Each child must be signed in and out of the centre each day. A written consent form must be filled in if you wish your child to be picked up by someone else and they **MUST** be able to provide photo identification.

Each family must notify an educator when being dropped off and an educator must be advised when a child is being picked up.

CURRENT FEES

Our fees are reviewed on an annual basis. Our current fee schedules are:

Before School Fee	\$26.00 per day (permanent routine booking) \$28.00 per day (casual booking)
After School Fee	\$36.00 per day (permanent routine booking) \$38.00 per day (casual booking)
Vacation Care	\$80.00 per day (7.00am – 6.00pm)
Student Free Days	\$80.00 per day (7.00am – 6.00pm)

A late notification fee of \$10 will be charged if we have not been advised of your child's absence from an after-school care session by 2:30pm that day.

A late fee of \$20 is payable for the first 10 minutes after 6:00pm or part thereof, plus \$2.00 per minute after that until the child/children is collected. This is to cover overtime wages of educators.

Children attending vacation care are provided with a hat that must be worn on excursions.

(Excursion/Incursions Costs will be included into the Vacation Care Fees)

There is also a one-off booking fee of \$20 to be paid on enrolment.

PAYMENT OF FEES

Our payment method is via Direct Debit utilising DebitSuccess. The Direct Debit form must be returned alongside enrolment forms prior to start date. Fees are paid one week in advance at all times.

Payments can be scheduled weekly/ fortnightly/ Monthly. payments can be flexible based on payment cycle and it is the family's responsibility to ensure there is enough money in their account to cover these charges.

In the case of a declined payment, the full declined amount must be paid prior to the date of next payment.

A change of details form can be collected from FUN-A-RAMA if you need to change your personal details or account details. This must be received the Friday prior to your next due DebitSuccess transaction.

Fees are payable for **ALL** days booked, including any absences due to illness, holidays or public holidays.

If at any stage you have financial difficulties, please speak to the Director as we may be able to provide special assistance or work out a payment plan. If fees lapse by 2 weeks and no special arrangements have been made your child's place will be considered vacant and may be offered to another child.

FOOD AND NUTRITION

Snacks form a significant part of the Centre routine.

Please make sure that any food allergies, strong dislikes and/or special dietary requirements your child might have are recorded on the enrolment form and discussed with the Coordinator/Supervisor. We can cater for gluten and dairy free when necessary.

The Centre provides breakfast and prepares afternoon tea during the school term and requires families to provide a packed lunch for their child including morning and afternoon tea during Vacation Care. The menu will be changed regularly, be nutritionally balanced and reflect a wide variety of cultures. Consideration will also be given to cost effectiveness. Children are often involved in preparing and cooking snacks as part of the planned activity or spontaneous program. Children are taught how to store, prepare and serve food hygienically. Ideas and recipes are welcome. Please put your ideas on the suggestion form on the fridge or pass on to an Educator.

Snack and meal times are treated as social occasions. The educators always sit with the children during meal times to interact with them, provide help where needed and set a positive example for the children.

FAMILY INVOLVEMENT AND COMMUNICATION

Families are our biggest support; we understand that your child/ren attends FUN-A-RAMA as you have work or other commitments and your time is precious. We welcome your encouragement, feedback and assistance, in whatever way fits into your busy schedules. Please email funaramahh@worldofkids.com.au or chat to one of our educators. Don't forget to like us on Facebook at World of Kids FUN-A-RAMA, leave suggestions or feedback at any time!

HEALTH AND SAFETY

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Educators role model a high level of personal hygiene at all times and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all clean tasks (e.g. snack time) and after all dirty tasks (e.g. after using the toilet).

PROMOTING A SUSTAINABLE ENVIRONMENT

We aim to educate children and promote sustainability within FUN-A-RAMA. This is done by reducing the amount of food, paper and other waste within the centre by providing recycle bins and re-using whatever resources we can such as empty boxes, yoghurt containers and jars, and sending home snap-lock bags to be re-used. We also encourage children to make sure taps are turned off properly, lights are only turned on when needed and electrical devices such as the television, tablets (I-pads) and kitchen appliances are switched off at the power points. We like to encourage the children and educators to take home food scraps to feed to pets such as rabbits and chickens.

We also encourage all families to provide an email address so that accounts/statements and other communication between families and the centre can be given via email to cut back on paper usage. Actively promoting sustainability is an ongoing scheme within the centre.

IMMUNISATION

We encourage parents to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council Exclusion Guidelines, even if the child is well. This is to limit the spread of infection and to protect all children.

Written consent is to be obtained prior to any medications being given to your child and prior to any medical attention required for your child.

For the protection of well children and for the educators, sick children are asked to be excluded from care until the infectious period is over.

In the case of child becoming ill or injured at the Centre, all efforts will be made to contact the parent. If this is not possible, the child will be taken to the Peel Health Campus.

All medication is to be handed to an educator and a medication form completed.

All educators have been advised that unless there is an "Authority to Administer Medication" form completed by the family/guardian; medication will not be given to any child.

In the interest of Workplace Health and Safety and the well-being of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this. Educators are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

OUTINGS

Excursions are considered to be an integral part of the children's program and will therefore be arranged to provide a broad range of learning experiences for the children. Permission for walks to the local park, library etc is granted or denied on the enrolment form. For all other excursions, written permission/txt message/email authorisation will be sought from parents and details of the outing provided in writing. A risk assessment will be completed for each excursion/destination to comply with the Education and Care Services Regulations 2012. To ensure a high level of supervision while on excursions we provide coloured arm bands and a FUN-A-RAMA hat that all children are required to wear. Children under the age of 7 will also wear a fluoro vest.

We recognise World of Kids FUN-A-RAMA reserve the right to remove a child that may for any action detract or hinder the program. This will include any threatening action, inappropriate language and/or any behaviour deemed disruptive by the program Supervisor and World of Kids FUN-A-RAMA Director.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned.

CURRICULUM AT FUN-A-RAMA

We have embedded The My Time our Place Framework into our curriculum, this ensures all children are given the opportunity to Belonging, Being and Becoming part of FUN-A-RAMA. We appreciate that children are attending school and FUN-A-RAMA is there down time. We promote social interactions, active play, exercise, quiet time, monitored screen time and other relaxation activities that are of interest to the children. We encourage child and family's involvement and document children's learning.

PRIORITY OF ACCESS

The Commonwealth Government has set specific priorities of access to childcare services.

The Commonwealth Government requires the Centre to provide access to the service according to the following priorities. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

First priority: Children at risk of serious abuse or neglect.

Second priority: Children whose parents satisfy the work/training/study test under section 14 of the Family Assistance Act

Third priority: Any other child

Booking priority will go to fulltime working parents with permanent weekly bookings.

FAMILY CONCERNS

Families are encouraged to approach the Nominated Supervisor (Jo) or Responsible person (other staff) whenever they have a concern about any matters regarding the Centre or their child.

If you are not completely satisfied with the way your concern has been handled please contact Jo 0477 665 233 (Director/Nominated Supervisor) Alisha 0432 905 661 (Area manager) or Sue 0410 539 189 (Approved Provider).

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