



# FAMILY HANDBOOK

## 2024

THE KIDS COTTAGE, MIDDLE HARBOUR  
BEFORE AND AFTER SCHOOL AND VACATION CARE CENTRE  
MIDDLE HARBOUR PUBLIC SCHOOL  
8 HALE ROAD, MOSMAN NSW 2088

PHONE: 02 9056 1113  
E: [info@kidscottagemiddleharbour.com](mailto:info@kidscottagemiddleharbour.com)  
WEB: <https://www.thekidscottagemiddleharbour.com/>

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# 1. INTRODUCTION

## 1.1 Mission Statement

To provide the highest standard of out of school hours care responding to the community's needs and contributing to the continuing education and wellbeing of children in our care.

## 1.2 Centre Philosophy

At the Kids Cottage we believe in providing an inclusive, age appropriate, creative, active and fun program with a variety of choice, in a safe, caring and sustainable environment.

We believe in respecting individuality whilst challenging the children's growth cognitively, socially, emotionally and physically and encouraging the development of essential life skills.

We maintain that children have the right to feel safe and supported in their environment and support this through developing secure, respectful, and reciprocal relationships between the staff and the children.

## 1.3 Kids Cottage Goals

### *FAMILIES*

- Treat all families equally and with respect to their cultures and beliefs.
- Be understanding to all families and their situations.
- Provide a safe and happy place to leave their children.
- Build trusting relationships.
- Listen to families' input.
- Establish good communication and information about the centre and their children.
- Encourage involvement and participation at the centre.

### *MANAGEMENT*

- Provide all staff with support and training.
- Establish regular channels of communication.
- Treat staff equally and with respect.
- Provide a professional workplace.
- Keep up to date with relevant legislation.
- Employ quality carers.
- Review staff performances.

### *STAFF*

- Employ staff to be role models.
- Bring a variety of skills and talents to the role of care.
- Provide a healthy, safe and friendly environment.
- Encourage child development.
- Provide links between school, community and families.
- Make continuing improvements through evaluation.

### *COMMUNITY*

- Provide a quality service to the local community.
- Make community aware of our service.
- Provide children and families link to the community through involvement at the centre.
- Continually evaluate the service and whether it meets the needs of the local community.

## *SOCIAL ISSUES*

- Provide equal employment opportunities.
- Demonstrate a non-bias approach from management and staff and teach this value to children.
- Treat all children equally and with respect.
- Be aware and adhere to child protection laws.
- Have a fair and just means of discipline.
- Provide an all-inclusive program and workplace.

## *CHILDREN*

- Use the principles, practices & outcomes of the school age framework, My Time, Our Place, to guide the overall program.
- Provide a wide range of activities, both indoors and outdoors.
- Provide activities that promote development:
  - physically ~ sport, play equipment
  - cognitively ~ books, games, building blocks, technology etc.
  - socially ~ small and large group interactions
  - emotionally ~ safe, secure environment, building self esteem
- Provide age appropriate programs.
- Establish systems to regularly evaluate programs.
- Provide special interest groups eg. Pottery, singing, dancing, drama, sports, cooking, knitting, coding.
- Design programs in consultation with children and families to establish areas of interest.
- Use observations of children to program activities specifically for their needs and desires.
- Provide a program to satisfy the children.
- Introduce children to new life opportunities that encourage the development of self-help skills.
- Provide a comfortable, homely and familiar environment, a 'home away from home'.

## 1.4 Management Structure

The Kids Cottage Middle Harbour is operated by a sub-committee appointed by the Middle Harbour Public School P&C Association Inc. The Management Committee operates under a set of rules approved by the P&C.

The Committee's role is:

- formulation and application of policy
- employment and direction of staff
- financial management
- direction of administrative procedures

The Director and Assistant Director handle daily operation of the childcare services and day-to-day financial management.

### *STAFF*

The Centre has a Director who is the Nominated Supervisor. All Certified Supervisors are the Responsible Person in charge on a daily roster system. Please see the Centre staff photo board for staff photos and Centre notice board.

The Director and Assistant Director are Qualified. All Certified Supervisors are trained in First Aid, Asthma, Anaphylaxis and Child Protection.

### *PARENT INVOLVEMENT*

The Management Committee, whose members are primarily parents/guardians of children enrolled at the Centre, meet once a month.

All parents are welcome to attend meetings or join the Management Committee.

Parents are always welcome at the Centre and staff are happy to explain the activities and discuss policy.

As a parent/caregiver of a child attending The Kids Cottage, Middle Harbour you must meet the following requirements regarding your conduct during the times when you are present at the Centre.

- Respect the rights, dignity and worth of every staff member, management committee member, children, and families regardless of their gender, ability, cultural background or religion.
- Be a positive role model.
- Be courteous and respectful.
- Always use appropriate language.
- Remember that children learn best by example.
- Do not attend the Centre if you are affected by illegal drugs or alcohol or consume them while at the Centre.
- Do not smoke at the Centre or surrounding areas.
- Adhere to the Code of Conduct for Parents, Caregivers and Visitors

## 2. OPERATIONS

### 2.1 Hours of Operation

The Centre provides out of school hours care for children aged 4.5 - 12 years who are pupils at Middle Harbour Public School. Exceptions to this will be siblings of children already at MHPS who fall within the age group. The Centre provides vacation care for children 4.5 - 12 years at MHPS and the wider community.

The Centre is open Monday to Friday for 50 weeks coinciding with the school year. The Centre is closed for two weeks immediately following Christmas and all public holidays.

Before School Care operates from 7.00-9.00am

After School Care operates from 3.00-6.30pm

Vacation Care and Pupil Free Days operate from 8.00am-6.00pm

### 2.2 Enrolment

All children must complete all enrolment procedures, whether they are making a permanent or a casual booking. Enrolment forms must be updated every two years. It is the responsibility of the parents or caregivers to update any changes to contact details and children's special health care needs annually or when there are changes to the child/family circumstances.

#### *ENROLMENT FORMS*

Enrolment requires the completion of the following forms, which are provided to you prior to the start of your booking and are available on our website.

- Enrolment Form
- Home Xplor App (Sign in/out procedure, management of bookings, statements, child/group observations)
- Code of Conduct for Parents, Caregivers and Visitors

#### *IMMUNISATIONS*

Documented evidence of Immunisation status in the form of an Australian Childhood Immunisation Register (ACIR) Immunisation History Statement, ACIR Immunisation Exemption Conscientious Objection Form, ACIR Immunisation Exemption – Medical Contraindication Form, or ACIR Immunisation History Form with recognised catch-up schedule is also required at the time of enrolment.

A copy of your child's immunisation details can also be obtained at any time:

- by calling the Australian Childhood Immunisation Register on 1800 653 809
- through Medicare Online Services at [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)
- by requesting a statement by emailing [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au)
- by visiting the local Department of Human Services Service Centre, Medicare office or Centrelink office

## *CUSTODY MATTERS*

If a child is subject to parenting or an access order or agreement, the Centre must have a copy on record plus any subsequent alteration registered by the court.

If you have responsibility for a child under a formal fostering arrangement, we similarly require a copy of that authority on record and must be notified of any change. If you have short term or long-term custody of a child through family (eg. grandparent) or informal arrangements we require an authority from the custodial parent accompanied by a copy of identification or other evidence as the Director may require. Should you have such a circumstance arise, please contact the Director.

We will not provide copies of emails or documents to or from Cottage and a parent/guardian to the other parent/guardian without the consent of that person or a request by a court or Tribunal or Government agency.

## *MEDICAL HEALTH CARE PLANS*

If a child has any medical conditions including asthma, diabetes, or a diagnosis that a child is at risk of anaphylaxis, the Centre must be provided with a medical management plan and any medications and/or epi-pens necessary before the child can attend the centre. These medical care plans must be updated annually and any medications and/or epi-pens stored onsite at the Centre must be replaced prior to their date of expiration.

## 2.3 Bookings

For before and after school care bookings, please book via email or fill out the corresponding year's waitlist form found on The Kids Cottage website.

Places are subject to availability. The Kids Cottage follows strict priority of access guidelines set by Commonwealth Department of Family and Community Services.

Current guidelines are:

- Priority 1 - a child at risk of serious abuse or neglect
- Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3 - any other child.

Within these main priority categories, priority should also be given to the following children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016 (or any updated cap as may be designated by the relevant government authority from time to time), or who or whose partner are on income support
- Families in a non-English speaking background
- Socially isolated families
- Single parent families

You will receive an email notifying you of any before and after school care places given. If you are on the waitlist, you will be notified as soon as a place becomes available via email.

Vacation care bookings are open for four weeks before the commencement of the school vacation care period for MHPS families and three weeks beforehand for the greater community. Vacation care bookings are subject to availability and are first come, first serve. We do encourage you to book in early as our vacation care program can book out especially for popular excursion days.

### Types of Bookings:

#### *PERMANENT BOOKINGS*

These children have booked a regular place for the school year. A permanent booking may be for one or more days of the week. Permanent bookings are ongoing and will roll over from year to year unless a cancellation or change of days request is made in writing. It is the parents' or caregivers' responsibility to manage their bookings and request any cancellations or changes as necessary.

Fees are payable for the entire period of enrolment, including times when the child is absent due to ill health or holidays, **14 days' notice in writing is required for cancellation of a Permanent booking.**

Fees for after school care and before school care are payable for teachers' industrial action and any other occasion when force majeure cause any program to be suspended.

#### *CASUAL BOOKINGS*

Bookings are taken in advance or at the Centre on the day required. All casual booking requests must be made in writing either via email or the parent communication book in the Centre. The Centre is licensed for 230 children and casual places cannot be guaranteed. **All casual bookings require 24hours writing notice to cancel.**

Bookings are always essential. If a child arrives without a booking, a surcharge may apply.

## 2.4 Fees & Payment System

### *FEES*

Fees are set by the Management Committee and are calculated to maintain the standard of service offered and cover the full cost of running the Centre. The fees are subject to change and reviewed annually. As of the 5<sup>th</sup> October 2022 the fee structure is as follows:

Before School Care	\$16.75 permanent \$18.75 casual
After School Care	\$27.50 permanent \$29.50 casual
Vacation Care	\$78.00 per day \$83.00 Late booking fee \$89.00 per day for Non-MHPS Families \$94.00 Late booking fee
Search Fee for non-notification of absence	\$10

A child, who has a permanent booking but requires a casual place on another day, will be charged the casual rate.



### *CANCELLATION POLICY*

Permanent before and after school care bookings require **14 days' notice in writing to cancel without charge.**

Casual before and after school care bookings require **24 hours' notice in writing to cancel without charge.**

Vacation care bookings require **14 days' notice in writing prior to the day of the booking to cancel without charge.**

All bookings must be cancelled in writing either in the family communication handbook in the centre or via email to [info@kidscottagemiddleharbour.com](mailto:info@kidscottagemiddleharbour.com). You cannot cancel a booking over the phone. If you ring to cancel a booking, please confirm in writing.

### *PAYMENT AND BILLING SYSTEM*

The method of payment for fees at our centre is through *Debitsuccess*, a direct debit system. **The fee policy at The Kids Cottage is that all accounts must be paid two weeks in advance.** Families can view statements using the Home Xplor app. CCS is applied to all statements the day before statements are processed, this amount is then debited on the Friday of the same week. It is the responsibility of the families to query any charges on the statement.

Families can nominate to be debited from a credit card or a bank account. There is a credit card surcharge of 1.97% for VISA and Mastercard. A surcharge of 4.53% applies for AMEX/Diners.

Families are encouraged to discuss any difficulties they may have in paying fees with the Director. Payment plans can be arranged if necessary. If fees are overdue for 6 weeks or longer with no communication or attempt to make payment, your bookings may be at risk of cancellation.

### *CHILD CARE SUBSIDY*

If a family would like to claim the child care subsidy (CCS) for their child(ren)'s attendance, Customer Reference Numbers (CRN) and dates of birth must be provided to the centre in writing either on the enrolment form or via email. Families must apply for a CCS claim through their online Centrelink account via [myGov.com.au](http://myGov.com.au) to determine eligibility. If deemed eligible for CCS, fees will be reduced automatically according to individual entitlements on your fortnightly statements.

CCS fee reductions are applied for up to 42 days allowable absences per session per financial year. Once a child has exceeded these 42 absences, full fees will be charged for each session. Please note that a missed before school care session counts as an absence even if the child attends after school care on that same day. If you find that you are not consistently using before school care bookings, you may want to consider cancelling them and only booking in casually to ensure you do not exceed your 42 allowable absences.

Please note that families need to confirm Kids Cottage as their childcare provider via [myGov.com.au](http://myGov.com.au) before any childcare subsidy is credited to the account. Childcare subsidies are paid to Kids Cottage as the provider and passed on to the families as fee reductions.

## 2.5 Communication Systems

### *EMAIL*

Our main form of communication with families is through email. We will use the email provided on your enrolment form for communication unless we are told otherwise. Please note that we do use email services such as MailChimp due to the large number of families that access our service. This does cause some of our important emails such as vacation care programs to land in your junk mail occasionally so please make sure your email account is set up to receive email communication from The Kids Cottage.

### *Home Xplor App*

Another form of communication is the Home Xplor App. Here you can request casual bookings along with managing permanent bookings and informing us of any absences or holidays. The Home App allows you to update your contact details, as well as your child/ren health and medical plans e.g. Asthma, Anaphylaxis and Risk minimalization plan. This Home app also allows you to view post by Kids Cottage educators about your child/rens group and individual child during their time at Kids Cottage. The Home App is a -privately closed app, photos are only shared with invited families or staff and cannot be shared a crossed the web, for more information contact the centre. On arrival and departure of Kids Cottage you will need to head to the sign in/out ipads, then open your Home Xplor App and scan the QR code to sign your child/ren in and out of the centre.

### 3. THE PROGRAM

#### 3.1 Daily Routines

All daily routines are flexible and do change occasionally depending on weather, season and school and Kids Cottage events.

All programmed activities are planned from observations of children’s current interests and abilities or from spontaneous children’s or family input.

#### BEFORE SCHOOL CARE (BSC)

We open at 7:00am, Monday to Friday for BSC. We serve from 7:00am to 8:15am. Children will have a choice of outdoor options as well as free play. We open our indoor activities at 7:00am and our outdoor activities at calls will be completed at 8:30am. Children in Years 4-6 school from 8:35am as long as there is a teacher on duty playground. Children in Kindy to Year 3 will be sent to classrooms at 8:45am and staff will assist them in their bags.

#### AFTER SCHOOL CARE (ASC)

Children sign in at designated area within playground at Monday to Friday for ASC. Children have free play inside outside on school oval and equipment until 3:40pm. Any do not come to sign in by 3:15pm but are on our roll for afternoon and we have not been contacted by a parent advance are located via conversations with school staff calls to emergency contacts. We serve afternoon tea 4:00pm. Children then have their choice of programmed outdoor options until 4:45pm. If a child needs to homework, this is done at 4:45pm. Children also have group games and indoor quiet zones as options at this serve late snack at 5:40pm and finish off the afternoon free play indoors or outdoors depending on time of year. 6:30pm and all children must be collected by this time.

INDOOR ENVIRONMENT		Term 2		Year 2021	
Monday 24/6	Tuesday 25/6	Wednesday 26/6	Thursday 27/6	Friday 28/6	Saturday 29/6
Planned: Mechanical	Planned: DRY / NECKAGE	Planned: DRY TREASURE MAPS	Planned: DRY UP SCUBA	Planned: HEALTHY COOKING POSTER	
Spontaneous: Hugs cards	Spontaneous: HUGS	Spontaneous: Hand puppets	Spontaneous: Costume	Spontaneous: HUGS	

  

Monday		Tuesday		Wednesday		Thursday		Friday	
Planned: HOLT DOLL	Planned: BASKETBALL	Planned: SOCK ROLLS	Planned: RUGBY CLINIC	Planned: HOLT DOLL					
Spontaneous: HOLT DOLL	Spontaneous: BASKETBALL	Spontaneous: SOCK ROLLS	Spontaneous: RUGBY CLINIC	Spontaneous: HOLT DOLL					

breakfast indoor or organised 7:30am. Roll can go to in the school at their unpacking

INDOOR ENVIRONMENT		Term 2		Year 2021	
Monday 24/6	Tuesday 25/6	Wednesday 26/6	Thursday 27/6	Friday 28/6	Saturday 29/6
Planned: Creative Arts	Planned: Creative Arts	Planned: Creative Arts	Planned: Creative Arts	Planned: Creative Arts	
Spontaneous: Creative Arts	Spontaneous: Creative Arts	Spontaneous: Creative Arts	Spontaneous: Creative Arts	Spontaneous: Creative Arts	

  

Monday		Tuesday		Wednesday		Thursday		Friday	
Planned: Creative Arts	Planned: Creative Arts	Planned: Creative Arts	Planned: Creative Arts	Planned: Creative Arts					
Spontaneous: Creative Arts	Spontaneous: Creative Arts	Spontaneous: Creative Arts	Spontaneous: Creative Arts	Spontaneous: Creative Arts					

3:00pm, Cottage and children who the or carer in and phone from 3:40- indoor or complete outdoor time. We with either We close at

## VACATION CARE (VAC)

We open at 8am, Monday to Friday for VAC. We do not breakfast during vacation care. Children must bring morning tea and lunch. We will serve afternoon tea 3:30pm and late snack around 5:40pm. Organised for the day begin around 10:30am and finish around Children have free play or staff run indoor and outdoor outside of these times. If an excursion has been for your child's age group on any day, the bus will leave at 10:00am and return around 3:00pm unless indicated on the program. We ask that children arrive Centre at least 30 minutes prior to an excursion During vacation care, the Centre closes at 6pm – all must be collected by this time.

serve their own around activities 2:30pm. options organised the Centre otherwise to the departure. children

## 3.2 Learning Framework

The Kids Cottage uses the school age framework *My Time, Our Place* as a basis for our programming and evaluation.

The 5 outcomes of *My Time, Our Place* are:

- Children and Young People have a strong sense of identity
- Children and Young People are connected with and contribute to their world
- Children and Young People have a strong sense of wellbeing
- Children and Young People are confident and involved learners
- Children and Young People are effective communicators

Every session the educators listen out for and observe the children's current interests and abilities. The educator records these interests onto our Children's input pages, which are located next to the weekly program at the entrance to the service. The input pages are then used for spontaneous activities. Every session educators also record observations on a child which is added to the families' The Home Xplor App. Child observations are then used at weekly staff programming meetings to program planned activities to extend children's current knowledge, interests and abilities in a meaningful way.

Educators and families are also encouraged to share their own interests and abilities and ideas for the program. Our program is then evaluated by educators through our Daily Evaluation Diaries which are provided to families via The Home Xplor App. Additionally, staff evaluate our program daily within our staff evaluation diary and weekly at staff meetings.

This whole cycle is overseen by our services registered Educational Leader. At present this is Jacqui Abdullah, our Nominated Supervisor & Director. Jacqui has her Diploma in School Aged Education & Care and has been working at Kids Cottage since 2014. Jacqui started off as an Educator, before quickly stepping up as Group Leader and then Assistant Director. Jacqui has been the Director since January 2020. She has over 9 years' experience in the Outside School Hours sector and brings this knowledge to her role as Educational Leader. Jacqui's favourite part of Kids Cottage is the dynamic team that she gets to work alongside every day and the positive impact that everyone's hard work and dedication has on the children in our care.

If you would like further information on the Kids Cottage programming cycle, contact Jacqui. If you would like further information on The School Age Framework *My Time, Our Place* visit [www.acecqa.gov.au/families](http://www.acecqa.gov.au/families).

### 3.3 Homework

You may add your child(ren)'s name(s) to the homework list at the start of Term 1 each new school year. You can find the homework lists on clipboards near the sign in/out iPads organised by year groups – Juniors (Kindy & Year 1), Seniors (YR 2 & 3) and Kids Club (YRS 4-6). Educators will read out the homework lists at 4:45pm each afternoon and encourage the children to complete their homework from 4:45-5:15pm.

Educators will assist children with reading, sight words, spelling and minor assistance with other assigned homework. Please note that our educators are not tutors and their ability to provide one-to-one guidance will be limited. Also, we will not force children to do homework and it is the children's responsibility to encourage their homework is in their bags after school. We will not help children in years 2-6 find their homework nor will we check their bags for it.

Finally, Kids Cottage does not have computers available for children to use to complete homework and children are not allowed to bring their own technological devices to Kids Cottage. We may have iPads available for children in Years 5 & 6 to complete their homework, but these will be limited and not always an option.

### 3.4 Kindy Club

Each afternoon for Term 1, or until the children settle in, between 3.00-3.30pm the kindergarten group are assigned their own space to engage in a variety of activities.

The program aims to:

- settle the children after their day at school and engage in 'quiet time'
- create an opportunity for children to interact with other children at the same developmental stage
- build social skills through play, and
- make friendships with children from other kindergarten classes

### 3.5 Kids Club

The Centre aims to cater for those children in years 4, 5 and 6 by providing a separate "club" and offering specific programming to cater for that age group.

Children in Years 4 to 6 will work with Kids Club staff to create a Kids Club Code of Conduct and Behaviour Contract at the start of Term 1 each year. All children and parents will sign the contract for year. If a child repeatedly breaks the Kids Club Behaviour Contract, the child may need to take a break from Kids Club and spend time with a younger group. This will be agreed upon by the Director, Kids Club group leader and the child's parents.

## 4. HEALTH & SAFETY

### 4.1 Behaviour Management

The Centre has appropriate behaviour management strategies in place including behaviour limits, positive reinforcement, warnings, re-direction and reward systems.

Centre rules are established for the safety and wellbeing of all children and staff.

Children constantly breaking these rules may be excluded after consultation with the Directors, parents and staff.

**We have a zero tolerance of bullying of any form including online (or cyber) bullying at The Kids Cottage.**

We view any ongoing intimidating behaviour from one child to another, staff to a child, child to a staff, staff to a parent, or parent to a staff or child as any act of bullying. We aim to provide a safe, inclusive and respectful environment that promotes the wellbeing of all children, staff, parents and caregivers.

### 4.2 Nutrition

The Centre provides:

- breakfast for children attending before school care until 8.10am
- afternoon tea for children attending after school and vacation care
- afternoon snack for those children still present at 5.45pm

We provide healthy food at the Centre and encourage children to bring healthy foods from home by reinforcing the difference between 'everyday' foods and 'occasional' foods.

Our Centre is **nut-free**, please keep this in mind when packing morning tea and lunches during vacation care.

We ask that you communicate any individual dietary needs for your child(ren) as we will do our best to cater for these requirements.

### 4.3 Children's Special Health Care Needs

#### *Medical Health Care Plans*

If your child requires a medical health care plan (eg. Asthma, Anaphylaxis etc.), the service must be provided with a management plan created by your doctor along with any required medication and/or Epi-pens prior to the first day of attendance. Each child with a medical healthcare plan then has a Medical Risk Minimisation and Communication Plan developed for them outlining the processes in place for minimising risk whilst the child is in our care. This plan will then be sent to the Parents to review, sign, and return to Kids Cottage for us to keep on file. Our Medical Risk Minimisation and Communication Plans are updated annually at the beginning of each academic year.

#### *Infectious Diseases or Illnesses*

Children with infectious diseases or illnesses may be excluded for a period of time recommended by the NSW Department of Health. In some cases, a medical certificate stating clearance may be required by the centre, before a child resumes care.

### *Medications*

Medication shall not be administered to a child unless the child's parent/guardian has given written consent by filling in a Medication form. Forms are available from the Kids Cottage office.

In case of a temperature exceeding 38°C, permission to administer paracetamol may be sought verbally followed by written approval on a medication form at collection.

### *Incidents/Injuries*

All incidents/injuries requiring medical treatment are recorded on an incident/injury form, parents are informed and a signature of acknowledgement is required on the form. Parents may also request a copy of the form if desired.

All incidents/injuries requiring a 'precautionary' icepack or band aid are dealt with immediately and are also recorded on our minor incident/injury form.

All open wounds are cleaned with saline and dressed with a non-stick gauze or band aid.

All permanent Centre staff are required to maintain current First Aid Certificates. Fully maintained, portable First Aid Kits are available at the Centre.

## 4.4 Sun Protection

We are a sun smart centre and we aim to ensure that all children attending the centre will be protected from the effects of UV radiation. All staff are to enforce the safety and sun protection policy "no hat, play inside or use a spare Cottage hat."

We provide all children with one free Cottage hat. If this hat is lost or needs to be replaced, you may purchase a new one for \$9 from the Cottage office. We also provide spare hats to all children without a Cottage hat for \$1. Children are not allowed to wear school hats during before and after school care for safety reasons.

All children will be required to apply SPF30+ broad-spectrum water-resistant sunscreen before going outdoors and reapply every 2 hours. If you do not want your child(ren) using Kids Cottage sunscreen, please ensure there is sunscreen in your child(ren)'s bag as our staff will direct them to apply it prior to spending anytime outdoors.

## 4.5 Collection of Children

### *SIGNING IN AND OUT*

Children must be signed in and out on the iPad roll when dropped off or picked up from the centre. This is to maximize your child's safety and is a legislative requirement. The Kids Cottage responsibility begins for children booked into the centre, once a child has been signed in.

Please note every parent/guardian/authorised person for delivery and collection of children will have their own sign in and out details. These details are unique to the individual and must be used accordingly to ensure children are being signed in and out by a parent/guardian/authorised individual. Children are not allowed to use the sign in and out system at any time. **Parents/guardians/authorised persons are not allowed to share their sign in and out details with anyone else.**

Please ensure you leave yourself enough time to come into the Centre and sign your child in or out. Please do not ring the Centre and ask for your child to be brought out to a gate by a staff member unless in emergency circumstances.

#### *CHILDREN ARRIVING OR LEAVING UNACCOMPANIED*

Children who are 10 or older may arrive and leave the Centre without a parent or caregiver to walk home, catch a bus or walk to school in the mornings. These children must have written permission from their parents or caregivers to arrive or leave the Centre unaccompanied. They must not sign themselves in upon arrival or out upon departure, but rather seek out a staff member and ask to be signed in or out.

#### *LATE COLLECTION*

When a child is not collected by 6:30pm, staff will contact a parent/guardian/authorised person to pick up the child. If by 7:20pm arrangements have not been made for the child/ren, the Community Services' Children's Emergency Service will be called and the child/ren passed into their care.

You may be charged a late fee of \$1.00 per minutes or part thereof if you collect your child after 6.30pm.

#### *DUTY OF CARE*

Staff can only release children into the custody of a parent/guardian or person authorised to collect, as indicated on the enrolment form. Should you wish your child to be picked up by anyone other than an authorised person, notification in writing is required in advance. Children will not be released into the custody of a minor.

To save staff concern and time wastage, parents are required to contact the centre before 3:00pm if a child is

- booked in but not attending after school care, or
- attending as a casual.

A \$10.00 search fee is charged to the account if the Centre has not been notified of an absence from after school care by 3:00pm.

Please note if a child has been signed into before school care or vacation care, they are presumed absent.



## 5. GRIEVANCES

Our priority is to do everything possible to improve the quality of our centre and believe parents and carers have an important role at the centre and we value their comments. Parents and carers should feel free to communicate any concerns they have in relation to the service without fearing negative consequences and be made aware of the grievance procedure.

- We will support a parents'/carer's right to make a formal or informal grievance about anything that they think is unfair or which makes them unhappy with the service.
- If a parent/carer has a grievance or comment, they should discuss this with the Director and come to a resolution to address the issue.
- If the grievance is not handled to the parent's satisfaction at this level, they should address their grievance or comment to the management committee either verbally or in writing.
- The management committee will discuss the issue with the Director and develop a strategy to resolve the problem where the parent/carer may be present if necessary.
- Any grievance or comments made to the management committee will be recorded, stating the issue and how it was resolved.
- If the issue cannot be resolved in this manner, the parent/carer may contact an outside party such as the NSW regulatory authority Department of Education or Network of Community Activities (Netoosh) for further advice or options.

For further information on any of the policies and procedures discussed in this handbook, please feel free to speak with any Kids Cottage staff member and/or Parent Management Committee member. A copy of our Policy Document, current National Law and National Standards and our Quality Improvement Plan are available for your reference in Centre.