

Kidzone OSHC Romsey



Family Handbook

Table of Contents

Welcome to Kidzone OSHC and Vacation Care.....	2
Service Information	2
Contact Information.....	2
Management Structure.....	2
Kidzone Vision and Philosophy	3
Our Commitment to Child Safety and Wellbeing.....	4
National Quality Framework.....	4
Regulatory Authority	4
Code of Conduct	5
Our Educators and Staff.....	5
Educational Program.....	5
My Time, Our Place.....	6
Enrolment and Orientation.....	8
Fees.....	9
Photographs, social media, promotion	10
Bookings.....	10
Service Policies and Procedures	10
Parent Participation.....	15
Occupational Health and Safety.....	16
Communication	17

Welcome to Kidzone OSHC and Vacation Care

Our Parent Handbook has very important information that you will need to know whilst your child is attending Kidzone OSHC Romsey (Kidzone).

We strongly recommend you read the provided information and ask questions to confirm your understanding of how Kidzone operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information provided.

Here at Kidzone we have an open-door policy. You and your family are welcome to visit our service at any time. We look forward to getting to know you and your child over the coming weeks.

Service Information

Kidzone is a not-for-profit organisation which opened in 1999 and has provided quality care for primary school children ever since. Our service is fully licensed to provide Before School, After School and Vacation Care for up to 45 children a day.

We are open Monday to Friday for Before School Care during the school term: 6:30am to 9:00am and After School Care 3:30pm to 6:30pm. Kidzone operates Vacation Care during the school holidays, Monday to Friday between the hours of 6:30am to 6.30pm. Our Service is closed on Victorian public holidays.

Contact Information

Phone: Account enquiries – 0422 860 486
Bookings and Daily Enquiries – 0481 212 047

Email: office@kidzoneromsey.com.au

Website: www.kidzoneromsey.com.au

Management Structure

Approved Provider: Encourage Church Inc.

Nominated Supervisor/Coordinator: Christine Leighton

Educational Leader: Julie Galea

Administration Officer: Claire Kenney

Kidzone Vision and Philosophy



VISION

To provide a physically and emotionally supportive environment, where children feel safe and valued and can therefore reach their full potential, through the use of creative, developmental and play-based learning.

PHILOSOPHY

Kidzone is a place where children are valued, respected, safe and heard. They are nurtured and encouraged to grow and learn through play.

At Kidzone we value cultural inclusion, our relationships with our community, our children and their families, whom we work in partnership with.

We provide high quality education and care through a program developed and delivered by dedicated and passionate educators.

VALUES



Nurturing



Safety



Inclusion



Relationships



Respect



Community



Open Communication

PURPOSE

Kidzone is a Christian-based service that encourages children to be all they can be in life and in God. Kidzone takes pride in empowering children for their future.



www.kidzoneromsey.com.au



7 Mitchell Court, Romsey Vic. 3434



Our Commitment to Child Safety and Wellbeing

Kidzone is committed to the safety and wellbeing of all children and young people. We understand our responsibilities and statutory duty of care to comply with both the Victorian Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Kidzone is dedicated to assisting children to express and enjoy their First Nations or other traditional culture, language, and identity. Kidzone is dedicated to supporting and providing a safe environment for children with a disability, we value diversity, and we do not tolerate any discriminatory practices.

Kidzone is committed to the ongoing professional development for educators and staff to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring educators and staff are responsive to their responsibilities in keeping children safe.

Kidzone educators and staff listen to and empower children to act on any concerns they or others may raise, which is reflective in our policies and procedures in keeping children safe.

National Quality Framework

Kidzone complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-My Time, Our Place.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

Regulatory Authority

Kidzone is regulated by the 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 our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

Department of Education and Training
GPO Box 4367
MELBOURNE VIC 3001

Website: www.education.vic.gov.au/childhood/providers/regulation

Email: licensed.childrens.services@education.vic.gov.au

Phone: 1300 307 415

Code of Conduct

The Code of Conduct establishes the standards for all employees of Kidzone. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity, and responsibility.

Our Educators and Staff

Kidzone is made up of a team of high-quality, professional educators who are committed to and passionate about school-aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children. We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and their families.

All educators hold valid Working with Children Checks, current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications and complete annual Do Food Safely and Mandatory Reporting training.

Our educators consider children's learning styles, abilities, interests, linguistic and cultural diversity, and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

All Kidzone educators meet legal requirements in relation to child-to-educator ratios and the qualifications required to work in OSHC.

Educational Program

At Kidzone we provide a range of both structured and nonstructured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our service.

Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure, and learning.

The development of our program is guided by the My Time, Our Place Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families, and relevant stakeholders. Our program format varies for before and after school care and during vacation periods.

My Time, Our Place

Fundamental to the Framework is a view of children and young people's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture, and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for children and young people's play and leisure is provided in the MTOP Framework:

"All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives." (MTOP, 2022, p. 6).

Belonging

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbourhoods, and a global community. Belonging acknowledges children and young people's interdependence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children and young people are now and who they can become.

Being

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children and young people's lives. It is about knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children and young people develop their interests, curiosities and explore possibilities. School age care settings give children and young people time and place to collaborate with educators to organise activities and opportunities meaningful to them.

Becoming

Children's identities, knowledge, understandings, dispositions, capacities, skills, and relationships change during childhood. They are shaped by many different events and circumstances. Becoming acknowledges children and young people's ongoing learning and development. It emphasises the collaboration of educators, children and young people and families to support and enhance children and young people's connections and capabilities, and for children and young people to actively participate as citizens. (My Time, Our Place. 2022. V.2.0. p. 7)

We are committed to providing a developmental and educational program, which caters for each child's individual needs, abilities, and interests. Our program will continue to develop as we use the relationships children have with their families and communities to ensure each child's knowledge, ideas, culture, abilities, and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests, and routines. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts, and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further

enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators are diligent in their responsiveness to each child support this.

The five outcomes in My Time, Our Place which we program to are:

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience, and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy, and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination, and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching, and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies, and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

Enrolment and Orientation

Information you will need to complete an enrolment:

- CRN for yourself and your child (these will both be different numbers and must be provided to enable any CCS you are entitled to, to be applied to your account, otherwise you will be liable for full fees).
- Card or bank details to set up your direct debit.
- Doctor's details and child's immunisation history statement.
- Separate email addresses for all contacts authorised to drop off/collect your child.
- Medical action plans if your child has a diagnosed medical condition, e.g., asthma or an allergy.
- Certified copies of any court orders relating to the child. Parents/Guardians must notify Kidzone if there are any Court Orders affecting residency of their children and a copy is required for the service. **Without a court order we cannot stop a parent collecting a child.**

Kidzone uses a software program called Xplor Home to manage enrolments. To enrol your child with our service please visit our website, www.kidzoneromsey.com.au, where you will be able to complete the enrolment form, which can then be submitted straight to the service. If you have an Xplor Home account already, please use the same email address as your existing account. Once complete, you should receive an email confirmation. Please check your junk/spam boxes as well.

Kidzone will receive notification that you have completed the enrolment form. We will then update your child as active and complete the enrolment to link your CRNs with Kidzone's system. You must then confirm this on MyGov. You will then be able to complete setup of your account, enabling you to make casual bookings, change direct debit details, mark your child absent and view your statements on the Xplor Home app.

If you have any problems with the enrolment process or have any queries, please do not hesitate to contact us at office@kidzoneromsey.com.au or on 0422 860 486.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Coordinator (or Responsible Person) of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

Kidzone shall make all children/families welcome and orientate them into the service. We encourage you and your child to visit us prior to commencement to allow you and your child the opportunity to meet our educators and other children and to learn a bit about the routine of our service. We encourage any feedback about our enrolment process.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can

be paid, you must approve the enrolment information within the CWA via the [MyGov website](#). The CWA must also be confirmed on your Xplor Home account.

Child Care Subsidy (CCS)

Child Care Subsidy aids families with the cost of childcare aged 0-13 years. There are three factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of childcare service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by Kidzone and the subsidy amount received. This is called the 'gap fee'.

Allowable Absences

Parent/guardians must notify Kidzone as soon as possible if a child will be absent from an after school care session. This is so that staff are not searching the premises for a child that has been collected or was not at school. It is recommended that absences are notified by email, SMS or through our Xplor Home app.

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service.

Fees

Kidzone provides a quality service which is accessible and affordable to all families. Fees will be set annually by the Encourage Church Inc. board prior to the commencement of the new financial year. Fees are payable by direct debit and the direct debit form MUST be completed upon enrolment.

A one-off nonrefundable enrolment fee of \$100 is debited at time of enrolment and fees for care are charged one week retrospectively. Our current fee schedule is available on our website,

www.kidzoneromsey.com.au. Direct debits are processed via Debit Success, as part of our enrolment software. Debit Success charges a fee of \$19.95 when a direct debit claim is rejected.

Late Pick Up and Absence Fees

All absences will incur a full session charge unless the appropriate notice has been provided. Casual bookings can be cancelled provided 24 hours' notice is given before the start of the session. Permanent bookings can be cancelled provided one weeks' notice is given before the start of the session. There will be a non-notification charge of \$5 per child per session if they are absent from a booked session without notice given.

If you think you may be late collecting your child due to extenuating circumstances, please contact us and let us know (your child could become distressed). A late fee of \$15.00 per 15 minutes will be charged each time your child is not collected by 6.30pm.

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 Kidzone closing, then we will contact DHHS and the Police to take responsibility of your child.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions to share with our parent community in our newsletter or on our closed Facebook group. Photographs and video may also be used as part of our observation and programming process. Individual permission will be sought for any photographs to be included in any promotional materials.

Bookings

Permanent bookings can be made by requesting sessions on the enrolment form or by contacting the service via email. Casual bookings can be made using the Xplor Home app.

Last-minute bookings made via the app will come through as a request which must be approved by Kidzone. Please call 0481 212 047 to advise of last-minute bookings. This assists us greatly in knowing the number of children to expect and prepare food for and the request is not always seen as we are not always at the computer.

Service Policies and Procedures

Kidzone policies and procedures are available for your review upon request. We always expect our staff and families to adhere to our policies and procedures so that we maintain compliance and abide by the National Law and Regulations.

We are constantly reviewing our policies and procedures and ask for staff and family participation so that our policies and procedures adhere to family needs and meet required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures.

Transportation

As part of our service, we provide transportation between Kidzone and primary schools and other locations during school holidays whilst participating on excursions. The safety of children and young people enrolled in our service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments, provide adequate supervision at all times and check attendance records are when children embark and disembark a vehicle. Educator-to-child ratios are strictly adhered to at all times. For regular transportation, including transporting your child to and from school, written authorisation will be required once every 12 months unless circumstances change. Any other forms of transportation will require individual written authorisation. Please see our Safe Transportation Policy for further information.

Excursions/Incursions

As part of our program, on occasion we will plan excursions within the local community and incursions at the service. Safety is an essential part of all excursions, and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by Kidzone before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our Excursion Policy.

Medical Conditions and Allergies

Kidzone must be provided with all information regarding allergies or medical conditions to allow us to protect your child's safety, health, and wellbeing. Should your child have an allergy or medical condition we require parents/guardians to provide the service with a plan prepared and signed off by the child's family and medical practitioner or specialist.

If your child has asthma, we will require an asthma form and Action Plan signed by your doctor. All medication is to be labelled with a pharmacy label with your child's name, dosage, and expiry dates. You will also need to fill out a medication administration form.

Kidzone risk minimisation plans must be completed each year in collaboration with families and educators. **NB: All allergies and medical conditions need to be detailed on the enrolment form.**

If Your Child Is Unwell

For the protection of other children and educators, please do not bring your child to Kidzone if they are sick. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

If your child becomes unwell at the service, parents/guardians will be notified and asked to either take the child home or to seek medical attention. Your child will be made comfortable and will be separated from the other children until the parent/guardian arrives. If the child is unable to be collected, educators will contact the child's emergency contact for collection. With some

illnesses, you may be asked to keep your child at home until declared well and cleared by the doctor with a certificate.

To try and prevent the spread of disease, please monitor your child’s health, and watch for:

- A runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

CONDITION	EXCLUSION
CHICKEN POX	Until all blisters have dried
DIARRHOEA/VOMITING	Until there have been no episodes of diarrhoea or vomiting for 24 hours
FEVER	At least 24 hours after the fever has reduced
GIARDIA	Excluded until at least 24 hours after the diarrhoea has ceased.
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.

NB: If your child is not immunised, according to our records, then they will be excluded until the threat has passed.

Accidents

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with current first aid qualification, emergency asthma training, anaphylaxis management training and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An Incident, Injury, Trauma and Illness Record will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. To enable us to provide prompt notification, it is important that parents/guardians provide Kidzone with up-to-date emergency contact numbers. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the responsible person will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. **NB: Ambulance cover is the responsibility of each family.**

An Incident, Injury, Trauma and Illness Record will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Delivery and Collection of Children

All services are required to keep accurate attendance records. The parent/guardian/authorised person should record the arrival and/or departure time of each child attending care, these entries are recorded via the Xplor program on the iPad.

Parents/guardians/authorised persons are to sign their child into the service upon arrival for **Before School Care** and the child will be signed out of the service by the educators when it is time for school. For **After School Care** the child is signed into the service by educators and signed out of the service either by a **parent/guardian or authorised person** upon collection of their child. Children must not leave the Kidzone building until they have been signed out of the service.

The safety of your child is of utmost importance to us. Consequently, we will not permit your child to be taken from our care by anyone not listed as an authorised person without your

permission. It is the responsibility of the parent/legal guardian to decide who brings in or collects the child.

If you require someone else to collect your child, we must be notified in writing or text, in case of an emergency. If educators have not received this instruction, we will not release your child. This person will be required to show us their license on pick up.

Kidzone shall always follow the procedures outlined in the 'Delivery and Collection of Children Policy'.

Confidentiality

We are committed to protecting the privacy and confidentiality of children, young people, individuals, and families and have policies in place to ensure strict confidentiality is maintained. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. 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. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of the information in the file.

Complaints and Grievances

If at any time practices or procedures at Kidzone fail to meet your expectations, we encourage you to take the following steps:

- Discuss with the educator involved and/or
- Discuss with the responsible person at the time if issues have not been resolved.
- Discuss with the service coordinator who will attempt to resolve the issue and can provide you with the Department of Education details if you wish to take the matter further.

Sun Safety

All children and educators must wear a broad-brimmed, bucket or legionnaire-style hat outdoors while working during OSHC and vacation care programs during Term 1 and 4. Sunscreen (minimum SPF 30+) must also be applied. They must also wear t-shirts/dresses/tops with sleeves as singlets and armless garments are not SunSmart approved.

Sun protection is at the discretion of the service during Term 2 and 3; however, the daily UV level shall be checked and sun protection required if the UV level is 3 or above, in line with SunSmart guidelines.

If at any point your child forgets to bring their hat, we do have a small supply of regularly laundered hats that the children can borrow.

Homework

We understand that many children may need to complete homework whilst at Kidzone. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space, staff support and resources to complete their

homework.

If you would like your child to be encouraged to complete their homework, please notify the responsible person. Please note that educators will not force your child to do homework while at Kidzone.

Food/Menu

Kidzone encourages and promotes the health and wellbeing of all children and young people in our care by providing nutritious, well-balanced snacks which also reflect children's tastes, religions, cultural and specialist dietary concerns. We provide a variety of nutritional breakfast foods in before school care and nutritional snacks and fresh fruit in after school care.

Our weekly menu is on display on the noticeboard. We value family and children's input and welcome any favourite recipes that we can cook and share in our service.

Emergency Evacuations

A detailed copy of our evacuation procedure is located at every entry/exit door. Educators and children participate regularly in emergency evacuation and lock down drills allowing our processes to be effective, safe and fast. Should you ever be at the service when an evacuation is called, we ask you and your child to follow the educator's instructions and make your way to our designated safe meeting area (depending on location and circumstances *MEETING PLACE 1* – sandpit at Romsey Primary School, *MEETING PLACE 2* – the front of the property) and await further instruction. This process not only protects you and your child, should it not be a drill, but also reinforces the importance of the whole procedure.

Items from Home

Children are allowed to bring items from home *AT THEIR OWN RISK*. Kidzone shall not be responsible for any items brought from home that are broken or lost.

Behaviour Guidance

Educators follow a Positive Guidance of Children's Behaviour Policy that extends across the whole service giving consistency of expectation among all children and young people. This policy allows children to develop self-discipline and a respect for themselves, for others and for property whilst learning to regulate their behaviour. If you require further information on this policy, please ask educators or refer to the Policies and Procedures manual.

Parent Participation

Kidzone has an open-door policy and encourages families to be involved in the service. This can range from adding input to our program, volunteering within our service and sharing skills & experiences that the children and the program will benefit from.

Your involvement can be as small or large as you like or as time permits. We seek input from families on all aspects of our service. If, for any reason you do not understand any aspect of our service or your child's experience, we have a Complaints and Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time.

Family Skills, Interests and Talents

We welcome the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities, and knowledge. There are many ways for your family to be involved. We understand that our busy lives cannot always afford the time; however, any contribution no matter how big or small is much appreciated. Here are just a few ideas.

- *Occupation or Hobby*

You are the most important person in their world. We welcome all parents to Kidzone to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do interests children, and these talks are the best educational resources you can provide for our service. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interesting projects providing valuable learning.

- *Home Culture*

Your home culture is most welcome in Kidzone. We would greatly appreciate it if you were able to share with us aspects of your culture and family life. This would assist us in enriching the lives of all our families and children.

- *Kidzone Dinners*

Our service organises four Kidzone Dinners, one per term, throughout the year. We often try to have a theme, such as Fathers' Day or Harmony week, where we will offer craft activities that parents/guardians can do with their children or display artwork. Our dinners are also an opportunity to meet the staff and other families. Keep an eye out, as it is a FREE MEAL!

- *Suggestions*

Parents are welcome to visit or call the service at any time. If you have any suggestions or ideas on how we can work better together at Kidzone, please let us know.

Occupational Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor at Kidzone. We have made every reasonable effort to minimise the risk of serious injury and request all persons to adhere to our policies regarding workplace health and safety.

Each day, our educators conduct safety checks of the indoor and outdoor environment and shall alert management of any potential risk or hazard to children to have this rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general occupational health and safety, please contact the coordinator immediately.

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- SMS
- Newsletter
- Emails
- Face-to-face
- Meetings regarding the needs of your child.

You can nominate a preferred method of contact; however, bulk communications will be sent either by SMS, email or notification in the Xplor Home app. Please allow notifications for Xplor Home on your device.

Come in for a Chat

Effective communication encourages the building of relationships between children, educators, and families. The more we get to know your family and children the better we can meet yours and your child's needs. Therefore, it is important that you keep all records with us as up to date as possible and inform the service of any events or changes in your child's life or routine. Both you and your child are welcome to learn more about our service. Please drop in and get to know us!

Parent Acknowledgement on the next page...

Parent Acknowledgement

I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Parent Name/s	
Child/ren's Full Name	
Parent Signature	
Parent Signature	
Date	