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**KIDZONE OSHC**

**Parent Handbook**



**Empowering children for the future**

 Coordinator: Christine Leighton Address:

 7 Mitchell Court

 Administration Officer: Rebecca Hall Romsey 3434

 Account Enquiries: 0422 860 486 Postal Address:

 Bookings and daily enquiries: 0481 212 047 PO BOX 164

 ***Please leave a voice or text message, if you cannot get through.*** Romsey 3434

 Email: office@kidzoneromsey.com.au

**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.

*We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service 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 you have been given in your enrolment pack.*

We look forward to getting to know you and your child over the coming weeks. Kidzone opened in 1999 and has provided quality care for children ages 5-12 ever since. Our service is fully licensed to provide Before School, After School and Vacation Care for up to 45 children a day.

Here at Kidzone we have an open-door policy. You and your family are welcome to visit our Service at any time.

Mission Statement

Kidzone OSHC is a child focused program where the rights of the child are paramount. We are a Christian service that encourage the children to be all they can be in life and in God. We aim, to include all children, families and educators in an equitable and valued manner by building reciprocal and respectful relationships.

Our vision is to provide, a physically and emotionally supportive setting where children feel safe and valued and can therefore reach their full potential through the use of play-based learning.

Service Operation Hours

Our OSHC service is open from:

 6:30am – 9:00am for before school care Monday to Friday

 3:30pm – 6:30pm for after school care Monday to Friday

 6:30am – 6:30pm for vacation care during school holidays

and most pupil free days throughout the term

 **This Excludes public holidays**

**KIDZONE OSHC PHILOSOPHY AND GOALS**

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**The Child**

*We believe that all children in our care are:*

Competent and capable learners

Encouraged in self-discipline, independence, self-esteem and curiosity

Guided and supported with new challenges

Wonderfully created and unique individuals who are loved and valued

Supported to communicate their ideas and feelings

Included in a respectful and equitable manner

**The Community & Learning Environment**

 *Kidzone OSHC provides a service that:*

* **Respects and supports the input and roles of parents, families, children and community**
* **Promotes professionalism and values the contribution of each of our educators**
* **Is open, honest and transparent in its management**
* **Acknowledges the value of Aboriginal and Torres Strait Islander cultures**
* **Promotes health and safety**
* **Includes indoor and outdoor play**
* **Supports inclusion and access for children with additional needs**
* **Supports sustainable practices**
* **Supports children to resource their own learning, relax and socialise**
* **Develops children’s abilities to manage their own behaviours**

**The Educational Program**

*Our educators provide a program that:*

* **Responds to the individual needs and interests of children**
* **Welcomes all comments and feedback**
* **Is holistic in approach and is flexible and responsive to the children’s emerging capabilities**
* **Maintains high expectations whilst scaffolding and extending children’s learning outcomes**
* **Promotes healthy lifestyle choices**
* **Christian based and adheres to Christian principles**
* **Encourages children’s understanding of diversity and differing world views and philosophies**
* **Uses reflective practices to evaluate the quality of our program**
* **Inclusive of all regardless of faith, nationality or cultural background**

**Regulatory Authorities**

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

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

**Department of Education and Training**

**Address:**

**GPO Box 4367**

**MELBOURNE VIC 3001**

**Website:** [**www.education.vic.gov.au/childhood/providers/regulation**](http://www.education.vic.gov.au/childhood/providers/regulation)

**Email:** **licensed.childrens.services@edumail.vic.gov.au**

**Phone: 1300 307 415**

**Enrolment and Orientation**

All children must be enrolled into the service before receiving care. The service must ensure a completed enrolment record is kept for each child enrolled at the service and that all information is current and updated yearly or as necessary. A **non-refundable** **enrolment fee of $100 per family** is required upon enrolment.

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.

It is essential that we have copies of your child’s birth certificate and immunisation status. We are also required to have certified copies of any court orders relating to the child. Parents must notify the Service 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.***

Parents must ensure that the enrolment form is completed in FULL, including your date of birth and Centrelink registered numbers (CRN), as it is a compulsory requirement for the application of a Child Care Subsidy. ***NB: Incomplete Enrolment forms cannot be accepted.***

Kidzone OSHC will ensure that all children/families are made welcome and are orientated into the service. Your child is more than welcome to visit our OSHC service prior to commencement. This orientation time offers your child the opportunity to get to know the educators, children and routine of our service. We encourage any feedback about our orientation process.

**Fees**

Kidzone OSHC provides a quality service which is accessible and affordable to all families. Fees will be set annually by the Church 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. Direct debits will be processed on the Thursday following the provision of care. All families will be direct debited as of January 2020. No other arrangements will be accepted.

***NB: All direct debit rejections will incur a fee of $5 per transaction.***

**Late Pick Up and Absence Fees**

All absences will incur a full session charge.

If you think you may be late to pick up 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 ¼ hr. will be charged each time your child is not picked up by 6.30pm, unless previously notified or in the case of unforeseeable circumstances.

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

**Child Care Subsidy**

Families are required to complete the online Child Care Subsidy assessment via the [MyGov](https://my.gov.au/LoginServices/main/login?execution=e2s1) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN and date of birth of the person linked with the child, as long with the child’s CRN and date of birth so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

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

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

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [MyGov](https://my.gov.au/LoginServices/main/login?execution=e2s1). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

***NB: Child Care subsidy can only be backdated a few days, so prompt attention to this is paramount.***



**Allowable Absences**

You can be paid for any absence from approved care your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

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](http://www.humanservices.gov.au/customer/subjects/self-service). You can also do this using the [Express plus Families mobile app](http://www.humanservices.gov.au/customer/services/express-plus-mobile-apps)

**Delivery and Collection of Children**

All services must ensure that they keep accurate records. The parent/authorized person should record the arrival and/or departure time of each child attending care, these entries are recorded via the QikKids Kiosk program on the iPad.

**Parents** 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’s time for school. For **After School Care** the child is signed into the service by educators and signed out of the service either by **Parent or authorized person** upon collection of their child. Child must also sign in and out on the sign in book each time they attend.

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 anybody else 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 the 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.***

The service will always follow the procedures outlined in the ‘Delivery and Collection of Children Policy’.

**Transporting children:**

This includes excursions as well as dropping off and picking up children from school or bus drop offs. Children will always be required to wear seat belts.

**Carpark Safety:**

* Never leave children unattended in cars while collecting children from the Service.
* Cars parks are dangerous places for children. Always hold children’s hands when arriving and leaving the Service.

**Service Policies and Procedures**

You will find a copy of our Service policies and procedures on the desk in our office. We always expect our staff and families to adhere to our policies and procedures to ensure 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 to ensure our policies and procedures adhere to family’s needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

**Confidentiality**

We are committed to protecting your privacy. 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 information in the file.

**Complaints and Grievances**

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

* + Discuss with the educator involved and/or
	+ Discuss with the qualified educator (supervisor in charge) at the time

 if issues have not been resolved.

* + Discuss with the service coordinator/administration officer who will attempt to resolve the issue and can provide you with DEET details if you wish to take the matter further.

Our Team of Educators

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will hold First Aid qualifications, have Working with Children Checks completed and attend regular Educators’ meetings.

Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children’s learning and development. They are encouraged to attend further professional training and development.

Our educators are selected for their caring and compassionate nature as much as for their qualifications and experience.

Roles and Responsibilities:

COORDINATOR Is responsible for the day to day operation of our program and the support of educators.

EDUCATIONAL LEADER Is responsible to oversee that the educational program is meeting the needs of all children.

EDUCATORS Support each other in providing quality care and education for all children.

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| --- | --- | --- |
|  |  |  |
| Approved ProviderTim Emonson | Nominated Supervisor / Co-ordinatorChristine Leighton | Administration OfficerRebecca Hall |
|  |  |  |
| Educational LeaderRebecca Hall | EducatorCarol James | EducatorLiam Parkinson |
|  |  |  |

 Educator Educator Educator

 Natasha Hall

**Educational Program**

Here at Kidzone OSHC Romsey we follow both the Early Years Learning Framework and My Time, Our Place – a Framework for School Aged Care in Australia. The aim of this document is to extend and enrich children’s learning from birth to Eight years and through Primary School Age.

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, working in partnership with parents, 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 routine. 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 who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child’s development.

If we as Educators have any areas of concern, we will inform you and advise where help may be pursued, e.g. speech therapist. We understand this is a sensitive topic and it is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

**Early Years Learning Framework**

Fundamental to the Framework is a view of children’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 takes place through these relationships, particularly within families, who are children’s ﬁrst and most inﬂuential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong ﬁrst to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children’s interdependence with others and the basis of relationships in deﬁning identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are 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 here and now in children’s lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

BECOMING

Children’s identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reﬂects this process of rapid and signiﬁcant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

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

**My Time, Our Place Framework**

The Council of Australian Governments has developed My Time, Our Place – Framework for School Age Care in Australia (The Framework) to assist educators to provide children with opportunities to maximise their potential and develop a foundation for future success in life. In this way, the Framework will contribute to realising the Council of Australian Governments vision that: “All children have the best start in life to create a better future for themselves and for the nation.”

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia’s first national framework for school age care to be used by school age care educators and aims to extend and enrich children’s wellbeing and development in school age care settings.

This Framework is linked to the Early Years Learning Framework which focuses on children from birth to eight years. It extends the principles, practices and outcomes to the contexts and age range of the children and young people who attend school age care settings. Further, the National Quality Standard for Early Childhood Education and Care and School Age Care supports the implementation of this national framework by ensuring that necessary environments, facilities, staffing arrangements, resources and management structures are in place.

Educators guided by the Framework will reinforce in their daily practice the principles laid out in the United Nations Convention on the Rights of the Child (the Convention). The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children’s rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

The Framework acknowledges the importance of play and leisure in children’s learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities.

**Weekly Programs**

Kidzone’s weekly program book identifies all activities and experiences we will provide to the children on a day to day basis. This program is created with the child interests and individual needs in mind.

Below is the Programming Process

* A regular staff meeting designed specifically around programming and planning.
* Observations of large group/ small group or individual child reflections are documented.
* Collaborations with children are encouraged, where we ask about what they would like and need.
* Implementation of weekly planned and spontaneous activities.
* An evaluation process follows at the meeting.

This procedure ensures our programs are fun, educational and meet the needs and interests of all children at our service.

Our programs assist in the development of child’s self-esteem and confidence, promoting skills of socialisation, resourcefulness, resilience, persistence, responsibility and respect for themselves and others.

Our Program includes, but is not limited to:

*INDOOR ACTIVITIES*

Colouring PlayStation/Wii/Computer Games

Cars & Car Mat Lego

Mat Board Games

Hamma Beads Dress Ups

Free Crafts Clay for modeling

Music/CD’s Ping Pong

*OUTDOOR ACTIVITIES*

Skipping Goop

Small Trampoline Sand Play Dough

Sludge Bean Bags

Shaving Cream Tug of War

Bikes Balance rope

Scooters Gym mats

Ball games School Playground Equipment

**Excursions**

Kidzone OSHC considers age appropriate excursions/incursions to be an integral part of the OSHC services. They provide variety which adds to children’s life experiences. Kidzone carry out comprehensive Risk Assessments on each Excursion location, with due consideration on the safety and wellbeing of all children. An INDIVIDUAL Excursion Permission form must be filled in for each child.

Educators will take the following on all excursions:

* Information and emergency contacts of all Parents/guardians.
* Copies of children’s health information
* Medication and First Aid Equipment
* A fully charged mobile phone

**Sustainability**

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

 In order to empower our sustainability program, we emphasise children’s ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Kidzone has a worm farm, compost bin, a cartridge recycling box and an entire roof of Solar Panels to help us reduce our carbon footprint.

**SunSmart**

Kidzone is a SunSmart Service and as such has a duty of care to ensure that all children are provided with 30+ Sunscreen and supervised in the appropriate protective behaviours during the hours of the service’s operation and also to create an awareness of the importance of Sunsmart practices, during any outdoor activities.

All children and educators must wear a broad-brimmed, bucket or legionnaire’s style hat, when outdoors, while attending all OSHC and Vacation Care programs during Term 1 and 4. They must also wear t-shirts/dresses/tops with sleeves as singlets and armless garments are not SunSmart approved.

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

**Immunisation**

From 1 January 2018, children who are unvaccinated due to their parent’s conscientious objection can no longer be enrolled in childcare.

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

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

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

In order to receive Child Care Subsidy your child needs to immunised. A copy of the child’s immunisation record must be provided upon enrolment.

**If Your Child Is Unwell**

For the protection of other children and educators, please do not bring in your child to the program if he/she is 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. 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

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service, the child’s parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child’s emergency contact for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

**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 let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

|  |  |
| --- | --- |
| CONDITION | EXCLUSION |
| HAND, FOOT AND MOUTH DISEASE | Until all blisters have dried. |
| HIB | Exclude until medical certificate of recovery is received. |
| HEPATITIS A | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness. |
| HERPES – COLD SORES | Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible. |
| INFLUENZA AND FLU-LIKEILLNESSES | 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. |

*If your child is unimmunized according to our records, then they will be excluded until the threat has passed.*

**Medical Conditions and Allergies**

Please ensure you have provided the service all the information required, to ensure 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 coloured Action Plan prepared and signed off by the child’s family and medical practitioner or specialist and reviewed every calendar year or set date.

If your child has Asthma, we will require an Asthma form and Action Plan signed off by your Doctor. This to needs to be reviewed each calendar year.

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. **NB: *All Allergies and Medical Conditions need to be detailed on the Enrolment Form.***

**Accidents**

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Coordinator and by the parent.

**Hygiene Practices**

All meals and snacks provided to the children will be prepared and eaten in a hygienic environment. Food safety is the upmost importance. A clean and hygienic area is used for all food preparation; this area is sanitized daily, before and after food is prepared. All food items are stored appropriately to avoid contamination.

All children and educators wash their hands thoroughly before food preparation and after using the toilet.

**Nutrition**

Kidzone OSHC encourages and promotes the Health and Wellbeing of all children 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. ***Water and fruit are available at all times.***

Our weekly menu is on display in our kitchen room. 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 Drills and Lock Downs (during each term and during vacation care), ensuring our process is effective, safe and fast. Should you ever be at the service when an Evacuation is called (*INDICATOR- WHISTLE IS BLOWN THREE TIMES LOUDLY)*, 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* – lonely tree on school oval, *MEETING PLACE 2* – new court out 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.

**Occupational Health and Safety**

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.

**Toys and Electronics from Home**

Children are allowed to bring toys and electronics from home *AT THEIR OWN RISK*. They may leave this at the service during the day whilst at school. Kidzone will not be responsible for any items brought from home that are broken or lost.

ELECTRONICS PLAYED AT KIDZONE – Ratings of games/movies/You tube clips etc played on electronics brought from home must be **strictly G or PG.**

**Behaviour Guidance**

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

**Physical Play**

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

* Develop strong bones and muscles,
* Improve strength and balance
* Develop Flexibility and coordination
* Develop Fundamental Movement Skills
* Develop spatial awareness
* Develop mathematical concepts
* Be confident as they learn to control their bodies and understand their limits
* Learn to cooperate and share with others
* Promote healthy growth and development

**Non-Smoking Area**

Inside and outside the service is a Non-Smoking Area. All smokers MUST ensure they leave the car park or surrounding playgrounds before smoking. This is for the safety and wellbeing of all children in our care**.**

**Parent Participation**

The Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child’s program and observations, volunteering within the 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 as time permits. We seek input from families on all aspects of the Service but your child’s goals and needs, as well as our program.

If, for any reason you do not understand any aspect of the 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. Copies of our policies are available on the desk at Kidzone. You are welcome to take a copy home and review at your leisure.

**Family Skills, Interests and Talents**

We welcome and encourage 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 can’t always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

**YOUR OCCUPATION OR HOBBY**

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

**YOUR HOME CULTURE**

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

**RECYCLABLE ITEMS**

 We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

**KIDZONE DINNERS**

Our Service organises 4 Kidzone Dinners, 1 in each term throughout the year. 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 best can work together at Kidzone please let us know.

**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:

🗸 Newsletter

🗸 Emails

🗸 Face to face

🗸Meetings regarding the needs of your child.

**Come in for a Chat**

Effective communication encourages the building of relationships between children, educators, parents and families. The more we get to know your family and children the better we can meet you 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!

**Family Photo**

Kidzone has a Family Wall. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the Service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

*Parent Acknowledgement on the next page…*

**Parent Acknowledgement**

*I/We have read this handbook carefully. I/We understand the commitment that you are undertaking and your responsibilities to the Service.*

*I have completed the enrolment form at the Service. I have read and agree to comply with the requirements set out in this handbook and in the Service’s policies.*

|  |  |
| --- | --- |
| FAMILY NAME |  |
| PARENT NAME |  |
| CHILD/REN’S NAME |  |
| PARENT SIGNATURE |  |

*Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the Service.*

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