

# Leichhardt Out Of School Hours Family Handbook

Before School, After School and Vacation Care Information Package

Located on the grounds of Leichhardt Public School  
Corner of Norton Street & Marion Street, Leichhardt  
and St. Fiacre's Primary School  
98 Catherine St, Leichhardt

PO Box 30 Leichhardt NSW 2040

P/F 9569 8005 or 0404 137 500

**LOOSH @ St. Fiacre's** 0425 203 895

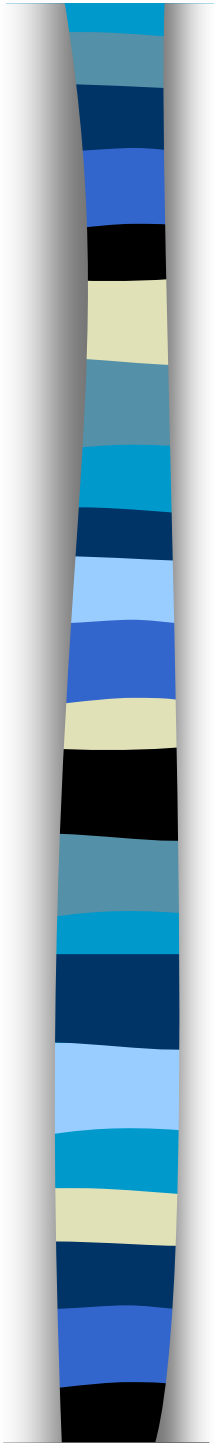
E [loosh@hotmail.com](mailto:loosh@hotmail.com)

[www.loosh.org.au](http://www.loosh.org.au)



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# Welcome to LOOSH!

LOOSH is a parent-managed, non-profit incorporated child care centre that operates before school, after school and vacation care programs for primary school aged children.

## 1.1 Leichhardt Out Of School Hours Philosophy

Managed by its members and run by committed, professional staff, LOOSH strives to provide:

- A child-focused environment where the value of play is demonstrated through a wide variety of supervised recreational activities that support learning
- An atmosphere that fosters the particular social, emotional, creative and physical development of middle childhood in primary school-aged children
- A fair and inclusive environment where all children, families and staff are treated as equal and valued individuals, and confidentiality is respected
- Inclusion of and interaction between people with different cultural, religious and socioeconomic backgrounds, and with a range of skill levels and ability, fostering awareness, respect and empathy
- A safe and happy environment that our children want to be part of, and that enables parents / carers to pursue work, study/ training or other activities, confident in the knowledge that their children are being well cared for

## 1.2 Hours of Operation

Before School Care	7:00am- 9:00am
After School Care	3:00pm- 6:00pm
Vacation Care	7:30am- 6:00pm
NSW DET Pupil Free Days	7:30am- 6:00pm

As St. Fiacre's does not follow DET pupil free days, LOOSH is unable to provide care on their Pupil Free days.

Program staff can be reached during program hours on 9569 8005 (LOOSH) or 0425 203 895 (St. Fiacres)

Telephone messages may be left between 6:00pm- 7:00am and at other times when the centre is closed.

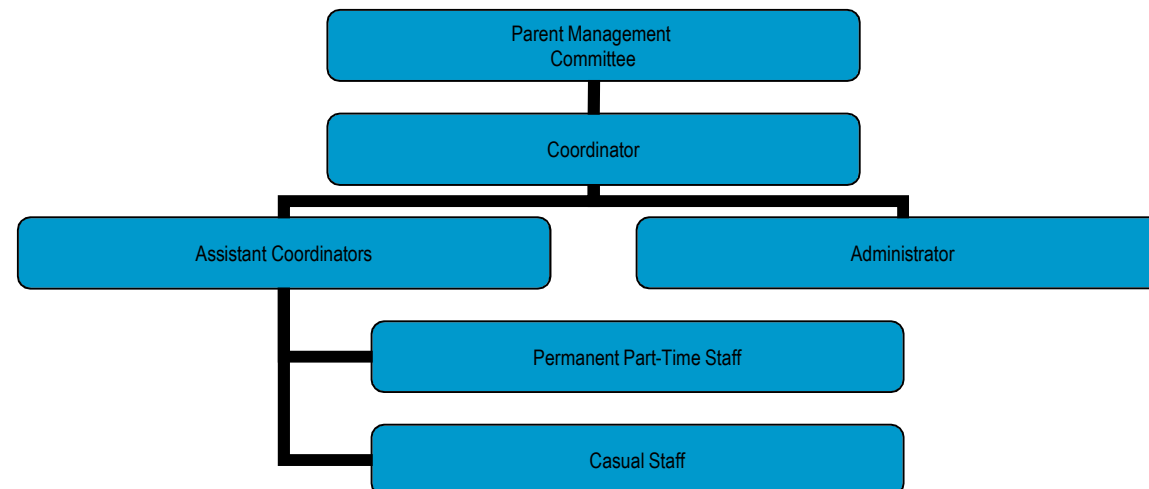
### 1.3 Leichhardt Out Of School Hours Membership

LOOSH is a parent managed, non-profit, incorporated childcare centre for school aged children, where membership is compulsory for users. As members of the association you are entitled to attend monthly meetings and the Annual General Meeting, held in March. Non-members are welcome to attend meetings but are ineligible to vote.

This is your opportunity to influence the running of LOOSH and to participate in the organisation that supports your child.

LOOSH operates Before School Care, After School Care and Vacation Care Programs. For further information regarding programs offered or how to become further involved in the centre please contact the **LOOSH Coordinator on 9569 8005**.

### 1.4 LOOSH Organisational Structure





## 1.5 Who can use LOOSH?

- Any primary school aged child may use LOOSH Before School, After School and Vacation Care Programs. No family shall be denied access on the grounds of race, sex, culture, religion or ability, in accordance with the Anti Discrimination Act 1977.
- A limited number of children who have not commenced kindergarten are eligible to attend January Vacation Care.
- Priority of access is given to children who:
  - Are at risk of harm
  - Are of Aboriginal or Torres Strait Islander descent
  - Are from culturally diverse backgrounds
  - Have a disability
  - Are from a low income family
  - Are living in isolated circumstances
- The service is accessible to children with special needs and their families. The number of available places for children with special needs is determined by government guidelines. An assessment process is necessary to determine if the centre is able to meet the individual needs of the child and their family.

For further information regarding registration, please contact the Coordinator.

## 1.6 OSHC Quality Assurance

LOOSH has been accredited through the National Childcare Accreditation Council's Quality Assurance system since 2006. The Department of Education, Employment & Workplace Relations (DEEWR) has released a draft framework for Outside School Hours Care "*My Time, Our Place*" and are currently trialling the draft National Quality Standard. This system will form expectations for the provision of quality education and care in Australia from 1 January 2012. It is organised into seven quality areas: Educational program and practice, Children's health and safety, Physical environment, Staffing arrangements, Relationships with children, Collaborative partnerships with families and communities and Leadership and service management.

# Enrolment

## 2.1 Enrolment

An enrolment package must be completed and signed by a parent/guardian prior to their child participating in our Before School, After School or Vacation Care programs. Consent must also be given in order for children to participate in excursions.

## 2.2 Membership Fee

An annual membership of \$20 is required per family when registering for Before School & After School Care. Families using Vacation Care, who have not paid the annual membership, are required to pay \$5 per vacation care period attended.

## 2.3 Family Induction

All families will receive the family handbook upon registration. While it is desirable that children visit the centre and meet staff prior to their first day, we recognise that this may not always be possible. LOOSH staff will participate in Leichhardt Public & St. Fiacre's Primary school information sessions for new kindy families.

# Fees

## 3.1 Fee Structure

The Parent Management Committee reserves the right to raise fees in order to cover costs. Fees will be reviewed by the committee every 6 months. A minimum of two weeks will be given in the event of a fee increase.

<b>SESSION</b>	<b>Permanent Daily Rate</b>	<b>Casual Daily Rate</b>
Before School Care	\$12	\$14
After School Care	\$17	\$19

<b>VACATION CARE</b>	<b>Standard Daily Rate</b>
Centre-based days	\$45
Excursion days	\$65

## 3.2 Late Fees

Children are to be picked up promptly by 6:00pm. Failure to do so will incur a late fee of \$10.00 per family for the first 10 minutes and \$2.00 per minute after 6:10pm.

*See 5.5 Late Parent/Guardian policy*

## 3.3 Fee Inquiries

Should you have questions about your fees please call the Coordinator or Administrator during office hours on 9569 8005.



### 3.4 Fee Payments

Fees are payable 2 weeks in advance at all times, unless an arrangement has been made with the Coordinator or Administrator. Parents are expected to pay for all permanently booked days, regardless of attendance. Booked days cannot be swapped. All changes to permanent days must be put in writing and 2 weeks notice is required to change a booking without penalty. Receipts will be issued within one week of the payment being received. Direct debit is the only method of payment available for families using for before and after school care. Casual bookings need to be paid for before or on the day of care.

Vacation Care fees must be paid in full, prior to a vacation care spot being confirmed.

Vacation Care & Casual fees may be paid in the following ways:

- Bpay to LOOSH: Your reference number are printed on all LOOSH fee reminders. Our Redpay Biller Code is **798769** which will show up online as **CHILDCARE CENTRAL**. Under the Redpay system transaction fees will be taken *from* the amount you pay. For example:

**REDPAY** from your **bank account** - If you pay \$200 from your bank account a transaction fee of \$0.99 will be charged as well as .2% of the transaction amount (\$.40) You will then be billed on your statement for a \$ 1.39 transaction fee and \$198.61 child care fees.

**REDPAY** from your **credit card** - If you pay \$200 from your credit card a transaction fee of \$0.99 will be charged as well as 1% of the transaction amount (\$2.00) You will then be billed on your statement for a \$ 2.99 transaction fee and \$197.01 child care fees.

Failing to account for this transaction fee will mean that your childcare fees are not paid in full.

- Cheque made payable to “LOOSH” mailed to LOOSH at PO Box 30 Leichhardt 2040 or deposited in the fee safe on the Parent Counter
- Cash payments may be made to Leichhardt OOSH, BSB 032-267 Account # 205 810 at any bank
- EZI-DEBIT forms are available to families wishing to make regular or one-off payments from their credit card or bank account. Ezi-Debit will attract a service charge of \$0.83 per transaction with additional charges only for credit card users- Mastercard /Visa at 2.2% or AMEX/Diners at 4.4%.

**Please note: Overpayments will be credited to your account**

Families will be notified immediately by email if their direct debit is not honored. 2 weeks will be given to change account details and pay the outstanding amount. Should payment not be received, children will be withdrawn from the program. Outstanding accounts are handed over to a debt collection agency. All additional costs relating to this will be incurred by the family as per the LOOSH Fee Payment Policy.

# Child Care Benefit

## 4.1 Child Care Benefit Leichhardt OOSH 1-6NL-57 St. Fiacre's OOSH 1-BLTS5

Child Care Benefit (CCB) can reduce the fees paid by families. Families whose children attend child care at registered and accredited centres may be entitled to CCB. CCB is available to eligible families in LOOSH's Before School, After School and Vacation Care programs. You will need to provide us with accurate parent and child date of birth and CRNs in order for us to pass your usage on to Centrelink.

To determine your CCB eligibility and entitlement, please contact the Family Assistance Office (FAO) on 13 61 50 and quote the reference numbers below for the services you require.

Before School Care	1-6PX-3509
After School Care	1-6PX-3453
St Fiacre's After School Care	1-E2JKH
Vacation Care	1-6PX-4393

## 4.2 Allowable Absences

Each child receiving CCB is allowed 42 absences per financial year. Once the child has been absent for 42 days, the parent must pay the full fee for every subsequent session that the child is absent- Child care Benefit no longer applies. A Doctor's certificate must be supplied if a child is sick. All absences for booked care (allowable or otherwise) must be paid for.

## 4.3 Child Care Rebate

In addition to the Child Care Benefit (CCB) you may be receiving, you may be eligible to receive a 50% Child Care Tax Rebate. This rebate is not income tested and parents may nominate to have it paid to the centre (as fee reduction) or to their bank account. You will need to provide us with accurate parent and child date of birth and CRNs in order for us to pass your usage on to Centrelink.

For more information about how to claim the rebate contact the Family Assistance Office on 13 61 50 or visit [www.childcarerebate.gov.au](http://www.childcarerebate.gov.au)



# Policies & Procedures

## 5.1 Expectations of Parents

Parents are expected to be familiar with the procedures outlined in this handbook. They are encouraged to raise any concerns they may have with the Coordinator, or a committee member, as soon as possible. Parents are expected to communicate all relevant information regarding their child, including up to date contact details and medical information. A copy of LOOSH's Policy & Procedure Manual is kept in the parent area and is available, should parents like further information.

## 5.2 Sign In/Out Procedures

Parents and guardians are required to enter the centre and sign their child in for before school care and out for after school care. Parents who do not meet this requirement are jeopardising their child care spot. Children will only be released to persons nominated on the enrolment form. It is important that you let us know when someone different will be picking up your child. Children are not to leave the centre unaccompanied. Sign in & out sheets are located in the parent area. Sign in/out sheets are a record for CCB and safety purposes. If your child is not signed in/out everyday by you and the centre is audited, you may be required to repay your CCB for all the days that your child was not signed in/out. Sign in/out sheets are also used during evacuations as a record of children who are on the site at the time. You are placing your child's safety at risk if you do not sign them in and out.

## 5.3 Absences

Parents are asked to please notify the centre in advance, if their child will not be attending the centre on a booked day. Parents who fail to give notice will be charged a \$10 non-notification fee. **The schools do not pass on absentee information to us. Please notify us if your child is absent from school.** Payment will be required for booked days, even if your child does not attend.

## 5.4 Public Holidays

Payment of fees is not required for Public Holidays. The centre will be closed on all Public Holidays. Management reserves the right to decide if the centre will be open on any given Pupil Free day or Teacher's Strike Day. Families will be provided with notice of the centre's decision. Vacation Care rates will apply.



## 5.5 Late Parent/ Guardian

Children are to be picked up promptly by 6:00pm. Failure to do so will incur the late fees outlined in Section 3.2. Parents who are late on a regular basis may forfeit their child's position in the program.

If you are running late please make a courtesy call to the centre to inform staff members, and your child of the estimated time of your arrival.

If a child has not been collected by 6:10pm, staff will attempt to contact a parent/ guardian or emergency contact. If these contacts cannot be reached and/or alternate arrangements have not been communicated to the staff 6:30pm, they will contact the Department of Community Services (DOCS) for further advice and action.

**NOTE: It is important to keep all contact numbers up to date in case of an emergency.**

## 5.6 Change of booking

When requiring a change to permanent booked days, parents are asked to complete the "Request for Change of booking form" in the parent area and pass it on to the Coordinator. Families making changes will need to pay for 2 weeks of their regular booked days.

Requests for additional days are dependent on the availability of spots.

Booked days cannot be "swapped" for other days.

Additional days will be charged at a casual rate.

## 5.7 Withdrawing from LOOSH

Parents may withdraw their child from the program at any time. However, parents are required to give the Coordinator 2 weeks written notice. Parents failing to provide 2 weeks notice will be charged for the permanently booked days for the 2 weeks following the child's last day in program.

LOOSH reserves the right to suspend or remove a child from the program who is repeatedly behaving inappropriately. Prior to withdrawing, every effort will be made to discuss the child's behaviour with the parents and to implement appropriate behaviour management strategies.



## 5.8 Parent Feedback

Feedback from and consultation with parents is an important part of the Accreditation process and service evaluation. Parents will be asked to complete surveys and questionnaires relating to the programs or participate in parent information sessions.

## 5.9 Complaints Process

At LOOSH we are always aiming to serve you better. We hope that parents will feel comfortable sharing any issues or concerns they have with regard to the centre, without fearing negative consequences. Parents may raise issues verbally or in writing with the Coordinator or Management Committee at any time.

Coordinator Email: [loosh@hotmail.net.au](mailto:loosh@hotmail.net.au) Management Committee Email: [leichhardtoosh@live.com.au](mailto:leichhardtoosh@live.com.au)

## 5.10 Communication with Parents

**Every effort will be made to connect with parents and pass along any important information about the centre and/or your child. Where this is not possible we will use the following tools to communicate with parents.**

### Parent Pockets

Each regularly attending family has a parent pocket located in the parent area. Fee reminders, receipts, newsletters, memos, accident reports and incident reports are some of the information that may be in your parent pocket. Please check it and empty it each time you sign your child in or out.

### Newsletters

ON THE LOOSH is our newsletter that is published at the beginning of each term. We hope you will take the opportunity to read it, as it contains information about your child's care.

### Parent Committee Meeting Minutes

While we hope you will consider joining the Parent Committee we recognize that not all parents can make the monthly meetings. The minutes of each meeting are kept in a folder in the parent area of each program.

### Email

In order to reduce our impact on the environment, if you have provided us with an email address we will use this as the primary means of sending you program information and updates.



## 5.11 Privacy & Confidentiality

LOOSH recognises that everyone has the right to privacy and confidentiality, and the right to be treated with dignity. LOOSH will gather and maintain only the information about children and families that is necessary for the provision of services and to fulfil funding and reporting requirements. We will ensure that all personal details are kept confidential and will only disclose information with the families' permission. Only the information necessary for the processing of CCB will be forwarded to Centrelink.

All communications about your child will be kept as confidential as possible. For this reason the Coordinator may ask you into her office to ensure privacy. You may also be asked to return at a quieter time to discuss issues of importance.

## 5.12 Staff: Child Ratios

We believe that the child:staff ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

The centre operates with appropriate staff to child ratios- 1:15 at the centre, 1:8 on excursions and 1:5 while swimming. Experienced and/or qualified supervisors and staff are employed to provide quality care for the children. Staff are committed to programming and implementing a variety of activities that facilitate fun and discovery in a safe and caring environment. This service complies with the Working With Children Check as required by the Commission for Children and Young People.

## 5.13 Breakfast & Afternoon Tea

Snack times are seen as a social event where children and staff can relax, talk about their day and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children. Breakfast and afternoon tea are offered to the children as part of before and after school care. The majority of food will be from the five food groups (grains, cereals, fruit and vegetables) with sweets and treats available only occasionally. Weekly menus are posted for parents & children to view. Fresh fruit or vegetables are always offered as part of afternoon tea. Fresh drinking water will be available at all times. Parents are encouraged to share family and multicultural values, ideas and recipes. Consideration of children's individual requirements and consideration to allergies will be given during menu planning.

During vacation care, parents will be asked to ensure their child has had breakfast prior to arriving and provide their child's lunch and drinks, unless otherwise stated on the program. Fruit will be served each afternoon. We ask parents to respect LOOSH aims to be a nut-free environment when packing lunch and tea for their child.

## 5.14 Program Planning

In addition to supervised outdoor play and free play with LOOSH games & resources, we run structured activities within the program. Children's profiled interests from their "About you" form, and child & parent feedback and suggestions, provide staff with ideas. The LOOSH staff team meets weekly to plan activities and experiences for the children as well as to evaluate the previous week's program.

LOOSH endeavours to provide a range of craft, cooking & construction activities to meet the specific needs of school-aged children. As a choice-based program, staff encourage children to find an activity they would like to participate in and support them in creating activities for themselves and other children.

We love getting new ideas & suggestions for things your child would like to do at before and after school care. Please discuss your ideas with LOOSH staff.

Homework support & tutoring is not part of the LOOSH program. However, understanding the time constraints that busy parents have, an area is provided to allow children to do their homework.

The viewing of videos is limited in the centre. TV / Video will not be provided for more than two consecutive school days. Videos will be part of a varied program that strives to meet the developmental needs of school-aged children.

### Sample Weekly Program Plan

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Breakfast</b>	Eggs & Bacon	Pancakes	French Toast	Fruit Salad & Yoghurt	Crumpets & Muffins
<b>Afternoon Tea</b>	Curry & Rice Fruit & veg	Muffins Fruit & veg	Mini Pizzas Fruit & veg	Sandwiches Fruit & veg	Sushi Rolls Fruit & veg
<b>Senior Activity</b>	Jewelry making	Iron Chef	Woodworking	Make Sushi for Friday's Tea	Model making
<b>Junior Activity</b>	Bake Muffins for Tuesday's tea	"Stained Glass" Window	Make & Create play dough	Hama Beads	Puppet making
<b>Structured Outdoor Activity</b>	Soccer	Active After School program Tennis	Hockey	Active After School program Karate	Parachute Games
<b>Open Area</b>	Playground	Softfall	Sandpit	Softfall	Playground



## 5.15 Centre Routines

### Before School Care

7:00 am	Centre is opened Children can be signed in Morning activities begin
8:00 am	Breakfast is served
8:10am	Outside play begins
8:30 am	St. Fiacres children are walked to school
8:40 am	Senior students are signed out (with parent permission)
9:00 am	Junior students are signed out Kindergartens taken to lines (Term 1 & 2)

### After School Care

2:55 pm	1 staff to collect kindergartens (in Term 1 & 2)
3:00 pm	Children are signed in Centre activities
3:30 pm	Afternoon tea is served
3:45pm	Planned activities start. Includes: Craft, Cooking, Science, Sport, Games, Active After School Program ( On selected days) , playground , garden & sandpit use
5:00 pm	Group Games
6:00 pm	All children should be signed out

## 5.16 Centre Rules

Centre rules are revised by staff and children at the start of each school year. Behaviour guidelines focus on respecting ourselves, each other and the LOOSH environment. Children are encouraged to follow the rules and accept responsibility for their behaviour. Logical and natural consequences will be given to children in the program when LOOSH rules are broken. Behaviour issues will be discussed with parents when they are ongoing or of a serious nature.

## 5.17 Sun Safe policy

We aim to ensure that all children attending the centre will be protected from harmful rays of the sun. Children should wear protective clothing when outside such as hats that protect their face, ears and neck, and shirts that cover their shoulders and necks. Staff will direct children to wear hats for outdoor play. Children who do not have a hat must play in a sheltered area- 'no hat play in the shade'. An SPF 15+, broad spectrum, water resistant sunscreen will be made available in the centre and applied to children when exposed to the sun. In winter months (June, July & August) children will not be required to adhere to the sun safe policy. Parents who would like their child to continue to wear their hat or apply sunscreen during these months should speak to the Coordinator.



## 5.18 Injury, Illness & Infectious Diseases

We aim to provide a safe and hygienic environment that will promote the health of the children. All care and consideration will be given to the child who becomes ill while at the centre. If a child is unwell at home parents are asked not to bring the child to the centre. If a child becomes ill or develops symptoms at the centre the parents will be contacted to take the child home.

In the case of an emergency, where a parent cannot be contacted, the child will be taken to a doctor, a local medical centre or an ambulance will be called. All incidents & accidents are recorded.

Parents should notify the centre if their child(ren) is ill with any contagious illness, including diarrhea and conjunctivitis. The child will be excluded for a period based on the recommendations outlined by the Department of Health. A doctor's clearance certificate will be required for all infectious diseases including, but not limited to measles, mumps diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before returning to the centre. Parents are asked on registration to provide the centre staff with proof of their child's immunisation or an exclusion certificate.

## 5.19 Medication

Only prescription medicine will be administered (no Panadol, Aspirin). No prescription medicine will be administered to children\* without the completion of a medication consent form, completed by the parent. Medicine must be provided in its original packaging with the prescription label intact.

\*Asthma (inhaler) & Anaphylaxis (Epi-pen) medication will be available to children experiencing breathing difficulty, without requiring prior parental consent.

## 5.20 Lost Property

We recommend clearly labelling all children's clothing and property with their name. Lost property is stored in the parent area and is cleaned out several times each term and at the end of Vacation Care. LOOSH is not responsible for lost or stolen items. Please ensure that items of value whether sentimental or monetary are left at home.