

# Roseville Kids Care

Before & After School Care and Vacation Care for  
primary school aged children



# Family Handbook

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## Acknowledgement of Country

Roseville Kids Care acknowledges that the land we learn, create, and grow upon is the traditional land of the Guringai people of the Eora Nation and we pay our respects to their Elders both past, present and future.

Together we acknowledge the contributions of Aboriginal Australians and non-Aboriginal Australians to the education of all children in this country we all live in, and share together.

We also recognise and respect the cultural diversity of the children, families and educators who make up our community at Roseville Kids Care.

## Service Management Structure

Roseville Kids Care is a non-profit outside school hours care service that is governed by a voluntary committee of parents whose children attend the centre. The service was established in 1989 to provide before and after school care and vacation care by parents of Roseville Public School. Kids Care strives for a strong working relationship with the school and there are opportunities for the staff to liaise with the Principal about any issues that arise and vice versa.

Roseville Kids Care strives to ensure that the service meets a high level of quality in the National Quality Framework which includes the National Quality Standards, the school aged framework My Time Our Place and the Education and Care Services National Regulations.

Our service is governed by a voluntary parent management committee. The current parent management committee members are:

President	-	Gino Ioja
Vice President	-	Dianne Russell
Treasurer	-	Tim Elliot
Secretary	-	Patricia Norman
Compliance Officer	-	Jason Reid
Staffing Officer	-	Tracey Doman
Committee Member	-	Nari Baxter
Committee Member	-	Angeline Nguyen

## Opening Hours

Monday to Friday

Before School Care (BSC):	7:00am - 9:00am
After School Care (ASC):	3:10pm - 6:00pm
Vacation Care (VAC):	7:00am - 6:00pm



## Our Philosophy

*Roseville Kids Care is a place where children **play** and learn within a safe, caring and supportive environment.*

*At RKC we aim to ensure that everyone feels a sense of belonging and is accepted and respected as an individual. The children can explore their imaginative worlds while learning positive life skills through supervised independence and collaborative team work.*

*Children are encouraged to challenge themselves and reach towards their full potential through **play**, where they can build upon their self-expression, self-direction and self-discipline. They are then able to apply these skills in a meaningful way in an environment they feel comfortable and confident in. We aim to develop the whole child by encouraging open communication, implementing inclusive practices and celebrating diversity through our programs, **play** and progressive attitudes.*

*Active involvement of the parents and members of the community in our programs is encouraged and valued by our educators.*

*Our educators are committed to a cycle of self-reflection, peer-to-peer discussions and continued learning to provide a happy, healthy and safe environment.*

*Ultimately, Roseville Kids Care is a place where kids can be kids and play is highly valued.*





## Priority Of Access

Roseville Kids Care is a service approved by the Federal Government to provide the Child Care Subsidy to families. The Child Care Subsidy is a means tested subsidy, which reduces cost of care to families (see next section).

One of the responsibilities of this registration is to ensure that places are made using the priority of access guidelines as determined by the Federal Government.

Our service will take children into care on the following basis:

- Priority 1** A child at risk of serious abuse or neglect  
**Priority 2** A child of a single parent who satisfies, or parents who both satisfy, the work/training/ study test under Section 14 of the Family Assistance Act  
**Priority 3** Any other child.

Within each of these three main priorities, children are to be given further priority as follows:

- Children in Aboriginal or Torres Strait Islander families.
- Children in families that includes a person with a disability.
- Children in families on lower incomes.
- Children in families with a non-English speaking background.
- Children in socially isolated families and children of single parents.

Should the service become full, a parent using care who is Priority 3 may be requested to vacate the place for a child in Priority 1 or 2. Fourteen (14) days' notice will be given.

## Child Protection

Roseville Kids Care believes that the welfare of children is of vital importance. The Educators support and promote the safety, wellbeing and rights of children. The Educators acknowledge their duty of care to ensure all children are provided with a high level of safety and protection and recognise their responsibilities regarding mandatory reporting, probity checks and dealing with allegations of child abuse and neglect.

## Child Care Subsidy (CCS)

The Child Care Subsidy (CCS) is provided by the Federal Government to help reduce the cost of care to parents. Some of our families are entitled to a deduction of their daily fees through CCS. The level of subsidy a family receives will depend on three factors and is calculated by the government:

- Income - a family's (both partners) combined income
- Activity test - what activities the individual and their partner undertake or exemptions that might apply and;
- Service type - the type of approved child care service used, for example before and after school care

If a family earns \$186,958 or less, they will not have an annual cap on their CCS each financial year. If a family earns more than \$186,958 and less than \$351,248, child care costs will be subsidised up to an annual cap of \$10,190 per child each financial year.



Families will also need to log in to My.Gov.au and confirm the enrolment when it has been submitted.

## Absences from Childcare

The Federal Government allow families to claim a maximum of 42 days per financial year of Child Care Subsidy on days they are booked into care but are unable to attend for any reason. For children in Out of School Hours Care this will include days where they are booked for Before or After School Care or days booked for Vacation Care.

In some circumstances you may be entitled to additional absence days but you may need to provide supporting document for this. Reasons for additional absences may include:

- illness (with a medical certificate) or other absence due to sickness of the child, a parent or sibling, supported by a medical certificate.
- Non-immunisation
- Rostered days off
- Rotating shift
- Shared Care arrangements due to Court Order
- Other exceptional circumstances

Please let the centre know when your child is absent and the reason for the absence. You are notified of your child's number of absences on each invoice as well as the quarterly statements.

A \$10.00 search fee will be charged if you fail to inform us of your child's absence.

## Registration Fee & Deposit

A **registration/insurance fee** of \$40.00 per family is payable each year (this fee is subject to change). The annual registration fee will be included on the first invoice of the year. A \$100 deposit per child is required on registration that is refunded when the child leaves the centre and all outstanding fees have been paid. If a security deposit is not claimed within six months of the child leaving the centre and with no expected return, then the security deposit will be considered a donation to the association.

## Permanent Bookings

A discounted session rate is available for permanent bookings. Permanent bookings are those bookings where the same weekly sessions have been scheduled for your child. You are charged if your child is absent from a permanent session. Two weeks written notice is required for cancellation of a permanent booking. Please notify Kids Care if your child will not be attending at their scheduled time. A \$10.00 search fee applies if you fail to do so.

## Casual Bookings

Limited casual bookings are available. Please contact the centre if enquiries.





## Vacation Care Bookings

Bookings for Vacation Care are accepted on receipt of the completed vacation care enrolment form, and bookings are non-refundable and non-transferable after the cut off date.

Children booked into before and after school care sessions are not automatically booked in to the corresponding vacation care days. Separate bookings must be made for each vacation care period. Vacation care forms are available five weeks prior to the end of each term.

## Late Fees

A late fee of \$1 per minute for the first half an hour and then \$2 per minute thereafter will be charged when a child is collected after the specified closing time. Please endeavour to collect your child before the closing time. Please inform the educators as soon as possible if a child will be picked up late.

If a child has not been collected by 6:15pm, the educators will contact all the contact numbers on the Enrolment Form.

If no contact has been made by parents and the educators are unable to contact any of the Emergency contact people by 7:00pm, the police and Child Protection Helpline will be contacted.

## Method of Payment

Invoices are issued fortnightly for the previous fortnight's care and payments are due by the date indicated on the invoice via direct debit. All payments must be made by direct debit with either credit card or bank details.

A direct debit form will be emailed to you upon approval of your application.

## Medication

We are only able to administer medication to your child if:

- You have completed a "Permission to Administer Medication Form" including details of time and dosage
- The medication is in its original container and is prescribed for that child
- Non-prescription medication is not permitted at the centre.

## Asthma and Anaphylaxis Action Plans

Parents of any child with asthma or an anaphylaxis allergy are required to return an Asthma Action Plan and/or Anaphylaxis Action Plan that has been completed by the child's doctor. These plans will advise the staff of the actions they should take should your child become unwell with asthma or an allergy. These forms must be updated annually.



Families must also supply the appropriate medication upon enrolment that will be kept at the centre.

## Before School Care

During the school term, Roseville Kids Care is open from **7:00am** to the beginning of school. Breakfast of toast and healthy cereals is provided as well as special breakfasts such as pancakes, eggs and bacon on occasion. The children are free to choose from craft, drawing, music, toys, games and construction activities inside. The outdoor area is also used for games such as Stuck in the Mud. The educators walk the children from Roseville Kids Care to school at approximately 8:40am.

## After School Care

Roseville Kids Care reopens for the afternoon session from **3:10pm to 6pm**. Children are collected from the amphitheatre at Roseville Primary School, signed off on the roll, and walked to Kids Care by the educators. On arrival, the children put their bags in the foyer, wash their hands and have afternoon tea with a choice of various crackers or sandwiches and seasonal fruit & vegetables, water, milk and a special item such as fried rice. The children are then free to participate in sport, playing in the park, games and craft activities. The children generally pack up messy and noisy activities at 5:30pm and continue quieter activities until their parents pick them up. The TV is only used after 5:45pm with DVDs of G rating.

## Dropping off and Picking up

Roseville Kids Care accepts responsibility for children from the time children are signed in to care. On arrival the person delivering the child at the centre will be required to sign the child in with time of arrival on the attendance register. It is requested that the person delivering the child make the child's presence known to the educators members on duty before leaving the child. Any special requirements can be communicated at the time. Children must be signed off the roll when collected in the afternoons. Should a child be collected by someone else rather than the parent; the person is to be authorised and signed permission must be given to the director. If this person is unknown to the educators they will be required to produce photo ID. A child will not be released into the care of a minor.



## Breakfast and Afternoon Tea

Breakfast and afternoon tea is provided for the children attending Roseville Kids Care. The service aims to provide nutritious and varied meals. A weekly menu is displayed in centre and this is planned in collaboration with children, parents and staff.

Consideration is given to children with special dietary needs and the food provided is adjusted based on any special needs.



During vacation care, children must bring their own lunch and a drink bottle. Breakfast and afternoon tea continue to be provided (see further below).

**Anaphylaxis** is the most acute and serious form of allergy. Approximately 1 in 200 individuals will experience such a reaction. Nuts are responsible for many such reactions. For this reason, Roseville Kids Care aims to be a “Nut Free Zone”. Peanut butter and other nut-based products are not provided.

**Please do not send any nuts or nut-based products (including peanut butter & hazelnut spread) to the centre.**

## Vacation Care Program

Roseville Kids Care’s vacation care program is offered to all school aged children from 7:00am to 6:00pm (late fees apply after 6pm) during the NSW State school holidays. The Centre supplies breakfast and afternoon tea. A packed lunch and a mid-morning snack are to be provided by the family. The parents must also supply a refillable drink bottle.

**Please provide healthy snacks and lunches. Lollies, sugary drinks and sweets are discouraged.**

**Help us be allergy free! No nut products please.**

A program of special holiday activities for vacation care is available three weeks prior to the holidays. The program consists of two excursion days, one guest day and two in-centre theme days each week. An additional fee is charged for excursion and guest days. All children attending the centre on excursion days are required to participate in the planned activity.

The program, including excursions, is developed in consultation with staff, parents and children. All activities are suitable to children aged 5-12 years.

Bookings for Vacation Care are subject to the Government’s Priority of Access policy. Bookings are non-refundable and non-transferable.

Parents are required to inform the Centre as soon as possible if their child is going to be absent from any vacation days they are booked in for. A \$10.00 search fee will be charged if they fail to do so.

Roseville Kids Care is **closed** for at least two weeks over Christmas and New Year.

## Health & Safety

A First Aid Officer is available at each session including CPR and asthma & anaphylaxis emergency and fully equipped First Aid Kits are readily accessible.

Children with contagious diseases are requested not to attend Kids Care for the duration of the illness. Parents will be contacted to collect their children if the children are sick.



Food provided is nutritious with the exception of occasional treats and cooking activities. Staff follow strict food handling and hygiene procedures and the Centre is assessed by a NSW Health inspector annually.

Emergency evacuation procedures are practiced each term and during each vacation care.

Children are required to wear hats and sunscreen at all times when outside in accordance with the UV ratings of the day. It is the responsibility of the parents to supply hats.

## Confidentiality/Privacy

The personal details requested on Roseville Kids Care forms are required under the Children and Young Persons (Care & Protection) Act 1998 and will only be used in connection with the requirements of this legislation. Access to this information is restricted to people authorised under the Act such as relevant staff, management and Commonwealth and/or State Department Officers.

## Cultural Relevance

Roseville Kids Care ensures that it is accessible to children, parents, visitors and educators from differing cultures and languages, and encourages children to enjoy activities free from discrimination. The centre takes a cross-cultural approach to activities within the centre and incorporates these into daily programming as enriching the program, not an extension to it. Our day-to-day program is enriched with healthy discussions and by encouraging and promoting research and debate.

## Educators

Roseville Kids Care recognises our educators as our greatest asset. We employ staff with a range of qualifications, skills and experience. Roseville Kids Care is staffed by a full time Director, Jenny Webster, full time Children's Co-ordinator, Lauren Chant, part time co-ordinator, David Kong, and Kitchen Manager, Gemma Konsti. In addition, a dedicated diverse group of professional and experienced male and female educators are employed. Roseville Kids Care offers a staff to child ratio that provides high quality care.

Our team of educators work in partnership with families to provide a service that meets the needs of the children and families. Educators photos and profiles are located at our front door.



## National Quality Framework

Roseville Kids Care is registered in the National Quality Framework and Rating system. The Framework ensures that all child care services in Australia have high quality and consistent childhood education and care across Australia. The National Quality Standard is divided into seven areas that contribute to the quality of early childhood education and care of childhood education and care.



These areas are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements (including the number of staff looking after children)
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

Under each of these areas more detail is provided about what a service can do to provide the highest quality early childhood education and care for a child.

The Centre's Quality Improvement Plan (QIP) is available in the parent sign in and out area at the Centre. Our Quality Improvement Plan is a fluid document that indicates our areas of strength and the areas that the Centre is working on to improve the standard of care to your children. Parents are encouraged to read and comment on our Quality Improvement Plan at any time.

Roseville Kids Care proudly achieved an assessment rating of ***Exceeding the National Quality*** in April 2017.

## School Aged Care Framework

In line with our philosophy, Roseville Kids Care's program is based on the School Aged Care Framework, ***My Time Our Place***, and input from families, children, educators and the local community. Open ended experiences allow children to explore, investigate and make decisions about their own activities and play experiences at the centre.

Roseville Kids Care acknowledges and aims to create a program to meet the five learning outcomes for children in the My Time, Our Place Framework which are:

- Outcome 1: Children have a strong sense of identity
- Outcome 2: Children are connected with and contribute to their world
- Outcome 3: Children have a strong sense of wellbeing
- Outcome 4: Children are confident and involved learners
- Outcome 5: Children are effective communicators

At Roseville Kids Care we aim to provide play based environment adopting holistic approaches, and educators are responsive to all children's strengths, abilities and interests. Programs are designed in consultation with the children and based on each child's social, physical, emotional, recreational, intellectual and creative developmental needs.

Children are free to choose their own activities or to participate in planned activities. The program aims to provide activities to suit all ages and interest, both indoors and outdoors. Craft and art activities are a normal part of the children's leisure activities and are offered every day.



## Complaints & Compliments

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies, without any negative consequences. Our priority is to do everything possible to improve the quality of the service.

If you have any concerns regarding any aspect of the service, please discuss them with the Director or the Co-ordinator's.

For a detailed description of our complaint policy, please refer to the Policy Manual. A copy of this is located on the parent information bench.

## Policies and Procedures

Our policy and procedures manual is located on the parent desk in a red folder. Please feel free to read them and provide feedback and comments.

## The Importance of Free Play at Roseville Kids Care



At Roseville Kids Care we are committed to Article 31 of the UN Convention on the rights of the child -the child's right to play and leisure opportunities. Free play and leisure activities provide opportunities for children to learn as they discover, create, improvise and imagine. As educators we believe that children have a structured busy day and at Roseville Kids Care we need to be as unstructured as we possibly can within the bounds of reason. We give children the choice and freedom to play within a safe and supportive environment. By giving children unstructured play time to engage in discovery, physical, creative, imaginative and manipulative play we are allowing children to develop socially, emotionally and cognitively.

We strive to create an environment with plenty of options for the children to choose from. When children choose what and how to play, they learn important skills and life lessons that are different to those they learn when playing adult-directed games and activities. At Roseville Kids Care, educators allow time and create spaces that encourage children to explore, build relationships, solve problems and create meaning.

## Child Management - Positive Behaviour Guidance

We aim to provide an environment where all children, educators and parents feel safe, cared for and relaxed and which encourages co-operation and positive interactions between all persons. Rules are based on safety, respect for others, order, cleanliness and those which help create a caring environment. Positive behaviour will be encouraged, each child's unique characteristics will be positively acknowledged and self-discipline skills developed through example and direction.



Educators co-operate with families in order to better understand and to plan for each child's needs. Meetings can be arranged via the Director to discuss your child's progress in the OOSH environment.

## Parent and Visitor Code of Conduct

In relation to the children, Roseville Kids Care, the educators and other families, parents and visitors will:

- Respect the behaviour management policy and practices of Roseville Kids Care
- Speak in a respectful and appropriate manner - swearing and abusive language to anyone at Roseville Kids Care is not tolerated
- Not be under the influence of alcohol or illicit drugs when collecting their child or visiting the centre
- Respect the property of Roseville Kids Care
- Respect and acknowledge the cultural diversity of Roseville Kids Care
- Acknowledge and read Roseville Kids Care's Policy and Procedures manual and adhere to the policies
- Have input in to the program
- Develop positive relationships with the educators
- Accept accountability for their behaviour

## How to Contact Us

Director:	Jenny Webster
Co-ordinator's:	Lauren Chant, David Kong & Gemma Konsti
Phone:	02 9417 2732
Mobile:	0410 589 380
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Website:	<a href="http://www.rosevillekidscare.com.au">www.rosevillekidscare.com.au</a>