

MOREE FAMILY SUPPORT HISTORY

Family Support Inc. was established in 1989 and has grown since it first opened its doors.

Family Support is committed to the motto of Strengthening Families - Supporting Communities.

FAMILY SUPPORT PROGRAMS

INCLUDE

Kidz Club

Staying Home Leaving Violence

Family Links Project

Family & Adolescent Support

Moree Activity & Referral Centre

Moree Area Homelessness Service -Youth

Homelessness Project

We Are Here To Help.....

Moree Family Support Office Location:

3/21 Auburn Street

Moree NSW 2400

Ph: 02 6752 4536 or

1800 874 992 (free call)

KIDZ CLUB FAMILY HANDBOOK



Moree Family Support

233 Balo Street Moree NSW 2400

Contact:

Office: 02 6752 4536 or

1800 874 992 (free call)

Mobile: 0418 837 449

Email:

meaghanh@morfss.org.au



Website: www.morfss.org.au

Welcome



Kidz Club provides a safe and responsive environment for the provision of a childcare service catering for school aged children aged between 5 - 12 years of age while their parent / guardians are working, training, or seeking employment.

We aim to meet the broad range of a child's social, emotional, physical, intellectual, and creative outside school hours needs.

Kidz Club offers After School Care and Vacation Care programs.

We aim to:

- Provide appropriately skilled and trained staff to monitor and assist the developmental needs of children
- Create environments where children can have fun, be relaxed, and feel safe
- Ensure parents and children have access to appropriate, quality care.
- Provide recreational activities to young people
- Reduce the incidence of young people being "on the streets"

WHAT TO BRING?

- **Hat**
- **Water Bottle**
- **Sensible Footwear**
- **Morning Tea**
- **Lunch**
- **Afternoon Tea**



Sun safety is really important to us. We have sunscreen available at Kidz Club for use throughout the day.

Please apply sunscreen to your child/ren before arrival



The Importance of Play



Play is a serious business - it is important in every single aspect of your child's development and education and is the way they will acquire the skills and knowledge they need to prepare them for adult life.

Play comes in different forms and the way in which your child progresses, will change considerably as she grows.

Physical, energetic play - this helps them to learn how to control their body and co-ordinate actions eg: climbing up and down equipment, over rocks, hitting and kicking balls or balloons and games such as rollie poly down grass slopes.

Experimental Play - In one way all play is an experiment for children finding out what can and cannot be done eg stacking objects of different shapes and sizes.

Creative Play—This play can cause great joy with very little effort eg household junk such as scraps of cardboard, empty boxes and so on.

Fantasy Play—Acting out situations with friends or toys, things that happen in their lives, helps your child make sense of the world around them.

Messy Play— Time spent playing with play dough, sand or water have a calming effect on children. It can also help them explore the properties of many different materials.

Playing with Friends— this play teaches your child how to cooperate, how to develop social skills and also learn a sense of fair play. It teaches them to keep rules, make friends again after a disagreement and to develop a sense of humor.

Healthy Eating

We understand the key role parents and families play in making decisions about children's eating patterns and providing them with opportunities to be physically active.

We acknowledge that healthy eating has a unique link with families and children and that we can support them to improve healthy eating and physical activity practices.

We value the health and well-being of families and therefore recognise that encouraging children and families to adopt healthy behaviours is an important role of **Kidz Club** staff.



Kidz Club Service Philosophy

Kidz Club Philosophy influences all decision-making processes and guides the educators' pedagogy, planning and practice when delivering the educational program.

Our Philosophy

- The right of people to make choices in their own lives
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis
- The right of the community to accountable and responsive services
- The rights of families, youth and children to advocate for change
- Assisting in the empowerment of families, youth and children to participate in the community
- The importance of play – Often the simplest way to enrich children's play experience is by talking to them about their discoveries through play, and sometimes not always playing with them

Kidz Club is guided by the My Time, Our Place approved framework under the National Quality Framework for School Aged Children in Australia.

Kidz Club is assessed and rated by Authorised Officers from the Department of Education against the National Quality Standard which includes ensuring compliance with the National Law and Regulations.



Scan for more information

Service Information



Hours of Operation and Procedures for Collecting Children

Vacation Care: Monday- Friday 8:00am- 5:30pm

After School Care: Monday- Friday 2:30pm - 5:30pm

Children must be signed in and out of care at the time of arrival and departure. The staff and parents must establish a procedure for the hand over of responsibility of children ensuring that:

- The procedure is conducted in a safe secure manner
- The collection person is authorised by the parent to do this
- No child is to arrive or leave the service unaccompanied without a parent/guardian.
- Children not collected within advertised hours will be charged a late fee.
- If parent is later than 30 minutes from advertised closing and no contact has been made the police will be notified.

OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Code of Ethics



Early Childhood Australia

The ECA Code of Ethics is a set of statements about appropriate and expected behaviour of early childhood professionals

Designed especially for early childhood education and care environments, and based on the principles of the *United Nations Convention on the Rights of the Child* (1991) the *ECA Code of Ethics* reflects current pedagogical research and practice, providing a framework for reflection about the ethical responsibilities of early childhood professionals who work with or on behalf of children and families in early childhood settings.

Early Childhood Australia recognises that Aboriginal and Torres Strait Islander people have been nurturing and teaching children on this land for thousands of years. The *ECA Code of Ethics* acknowledges Aboriginal and Torres Strait Islander traditional ways of being and caring for children.

This Code is not intended to, and could not possibly provide easy answers, formula, or prescriptive solutions for the complex issues early childhood professionals face in their work. As an aspirational document, it does provide a basis for critical reflection, a guide for professional behaviour, and principles to inform individual and collective decision-making.

We will follow each of the ECA Code of Ethics commitments to action, each action will guide our work.

Further information can be found about the ECA - Code of Ethics here:



Early Childhood Australia
A voice for young children



Scan for more information

Medical Conditions



MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/ Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, we require you to update your child's Medical Management Plan/ Action Plan every 12 months or whenever a change in their medication or treatment

SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances.

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

Our Educators and Staff

Our Service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

All staff hold valid Working with Children Checks/Cards and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

CODE OF CONDUCT

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

EDUCATOR TO CHILD RATIOS

We comply with the National Regulations for educator to child ratios in our Service to ensure adequate supervision is provided for all children.

At the Service: 1:15

Excursions: 1:8

Swimming/water-based activities: 1:5

Where possible we will ensure staffing is over ratio to manage unpredictable events that may occur, such as an emergency or accident.

Fees and Charges



Fees must be paid fortnightly unless special arrangements are made with the Manager. If fees remain outstanding for more than 2 weeks, care will be cancelled until such time debt is settled. If the debt is not settled within a maximum of four weeks, the matter will be handed over to a debt collection agency.

FEES

\$45 per child/day for Vacation Care

\$35 per child/day Casual Booking After School Care

\$28 per child/day Permanent Booking After School Care

Late Fees \$15.00 for the first 15 minutes and \$1.00 for every minute after that. (CCS does not apply to this penalty)

Payments can be made by direct debit, direct deposit, cash or cheque to the service.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

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

Families who wish to receive Child Care Subsidy as reduced fees must apply through the myGov website. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

Infectious Diseases

We aim to protect the health and well being of both children and staff and to minimise the risk of cross infection by infectious diseases.

Criteria for excluding children experiencing the following within 24 hours of attending the service:

- Fever in excess of 38 degrees
- 2 or more loose bowel movements than is usual
- Unidentified or infectious rash/skin infection
- Repeated vomiting
- Measles/Whooping cough and other identified infectious diseases
- COVID - 19



Procedure

Staff to contact parents/guardian and request child be collected as soon as possible.

A doctor's certificate may be required before the child resumes care.

A doctor's certificate recommending the child may return will not override the exclusion guidelines (as per the requirements outlined in Staying Healthy in Childcare).

Staff need to notify other parents of children who may have had contact with the contagious child.

Information made available to parents shall be delivered in a manner that is not prejudicial to the rights of individual staff or children and which does not infringe commonwealth or state legislation.

Any potentially infectious child must be separated from children in care.

Children who do not have updated immunisation records, or who are unimmunised, will be excluded for 14 days from the first contact with a vaccine preventable disease.

The service will notify the Public Health unit of any children with a vaccine preventable disease.

Health and Hygiene



Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

ILLNESS AND ACCIDENT



To ensure sound management of illness or injury and to prevent exacerbation of the situation.

Procedure

The child must be kept under adult supervision until the child recovers or until the child's parents/guardian or other authorised person takes charge of this child.

If the child requires immediate medical attention in the service, all reasonable attempts are taken to secure that attention and to notify parents/guardian of the accident or illness

In the case of serious injury requiring hospitalisation, procedures for the transportation of the child to hospital via ambulance are implemented.

In the case of any accident/injury whereby medical advice or hospitalisation is sought, staff must complete an Incident Report Form and forward to Manager.

For minor injuries parents are required to sign accident report.

Programming



A copy of the educational program will be displayed at the service and available for families on request.

The approved learning frameworks "My Time, Our Place" guides curriculum decision-making that contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.

Programs are child centred using each child's current knowledge, strengths, ideas, culture, abilities and interests as the foundation of the program. Families can also view and discuss programming, planning and documentation of children's learning with the nominated supervisor, responsible person, educational leader and educators

MY TIME OUR PLACE - LEARNING FRAMEWORK

The "My Time Our Place" Framework conveys high expectations for children's play and leisure activities in school age care settings.



Scan for more information

It communicates expectations through the following five Outcomes:

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



Family Involvement



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.

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 in the Service, please let us know.

FEEDBACK

We welcome and encourage information and feedback from families, other services and the community that will enable us to improve the quality of our services.

Your satisfaction is important to us, if you are not happy about something please let us know.

In the first instance please provide your feedback to:

Nominated Supervisor / Responsible Person on duty: 0418 837 449

If the matter is not resolved please call:

Operations Manager: 02 6752 4536

If the matter remains unresolved you can contact:

The regulatory authority NSW Early Childhood Education and Care Directorate : 1800 619 113 (toll free)

Behaviour Guidance



Educators follow a Behaviour Guidance Policy that extends across the whole Service giving consistency of expectations. This policy allows children to develop self-discipline, respect for others, for property and respect for self, whilst learning to regulate their behaviour in different environments.

Our Service has a set of rules which we have developed along with the children and families. We use these rules as a point of reference to guide children's behaviour in a positive manner. This ensures that children have a clear understanding of the minimum expectations of their behaviour whilst in our care.

BEHAVIOUR GUIDANCE PROCEDURE

The practices we endorse in the implementation of positive guidance include:

- Using simple techniques such as positive phrasing, redirecting, diverting, reinforcement of limits and/or "Time in" approach
- Speaking with children at their level in a conversational tone avoiding raising one's voice
- Encouragement and praise for appropriate behaviour
- Modelling appropriate behaviour
- Dealing with negative behaviour in a non-humiliating, non-frightening way
- Allowing child/ren time to attempt to resolve their own conflicts whilst monitoring their progress
- Being aware of the child's strengths, weaknesses, likes and dislikes
- Communicating honestly and openly with parents about all aspects of care whilst problem solving to clarify any behaviour concerns

Practices **NOT endorsed include:**

- Physical punishment of any kind
- Practices that contradict the family's child rearing style or culture (*if known*)
- Discussing a child's behaviour with another adult other than the parent/guardian

Further information can be found in the Behaviour Guidance Policy.