

Leichhardt Out Of School Hours Family Handbook

**Information for Before School, After School and
Vacation Care programs**

On the grounds of Leichhardt Public School,
Corner of Norton Street
& Marion Street, Leichhardt

Office: 9569 8005
Mobile: 0404 137 500

Email: admin@loosh.org.au



LEICHHARDT OUT OF SCHOOL HOURS
Care for school aged children



Contents

	Page Number
About LOOSH	
Leichhardt Out Of School Hours Philosophy	3
Hours of Operation	3
Organisational Structure	4
Who can use LOOSH?	4
Enrolment	
Enrolment	5
Membership Fee	5
Family Induction	5
Fees	
Fee Structure	5
Non-notification Fee	5
Late Fees	6
Fee Inquiries	6
Fee Payments	6
Child Care Subsidy	
Child Care Subsidy	6
Allowable Absences	6
Withdrawing from LOOSH	
Our Programs	
Before School Care	7
After School Care	7
Vacation Care	7
Program Planning	8
OSHC National Quality Standard	8
Breakfast and Afternoon Tea	8
Policies & Procedures	
Expectations of Parents	9
Sign In/Out Procedures	9
Absences	9
Late Collection	9
Change of Booking	9
Parent Feedback	10
Complaints Process	10
Communication with Parents	10
Privacy and Confidentiality	10
Educator to Child Ratios	11
Centre Rules	11
Behaviour expectations	11
Sun Smart	11
Injury, Illness and Infectious Diseases	11
Medication	12

About LOOSH

Our Philosophy

Leichhardt Out Of School Hours (LOOSH) is a not for profit incorporated association, managed by its members and led by dedicated, professional educators. Its primary role is to provide a safe and nurturing environment for children which enables parents and carers to pursue work, study/training or other activities. LOOSH is a professional and accredited service that strives to offer quality care in a child-focused environment.

At LOOSH we:

- Value the role of play. This is as demonstrated through the wide variety of supervised recreational activities we offer that support learning and encourage children to express themselves and their opinions. Play helps the children to develop self-reliance and build self-esteem.
- Create a positive atmosphere that fosters the particular social, emotional, creative and physical development of middle childhood in primary school-aged children.
- Value equity and promote a fair and inclusive environment where all children, families and educators are treated as equal and valued individuals, and confidentiality is respected.
- Are inclusive of diversity, fostering awareness, respect and empathy and supporting the interaction between people with different cultural, religious and socioeconomic backgrounds. We cater for the differences in age and the physical and intellectual development and abilities of each child.
- Cater for the physical wellbeing of children by providing tasty and healthy food that adheres to the Australian Guide to Healthy Eating.
- Strive for continuous improvement and reflection through educators professional development and training in order to provide the best quality care.

Hours of Operation

Before School Care	7:00am- 9:00am
After School Care	3:00pm- 6:00pm
Vacation Care & NSW DET/ St Fiacre's Pupil Free Days	7:30am- 6:00pm

LOOSH closes for a 2 week period each year over the Christmas/New year period

Program educators can be reached during program hours on 0404 137 500.

Administrative staff can be reached between 10am-6pm.

For enquiries, or to notify of absences, please email at admin@loosh.org.au.

Organisational Structure

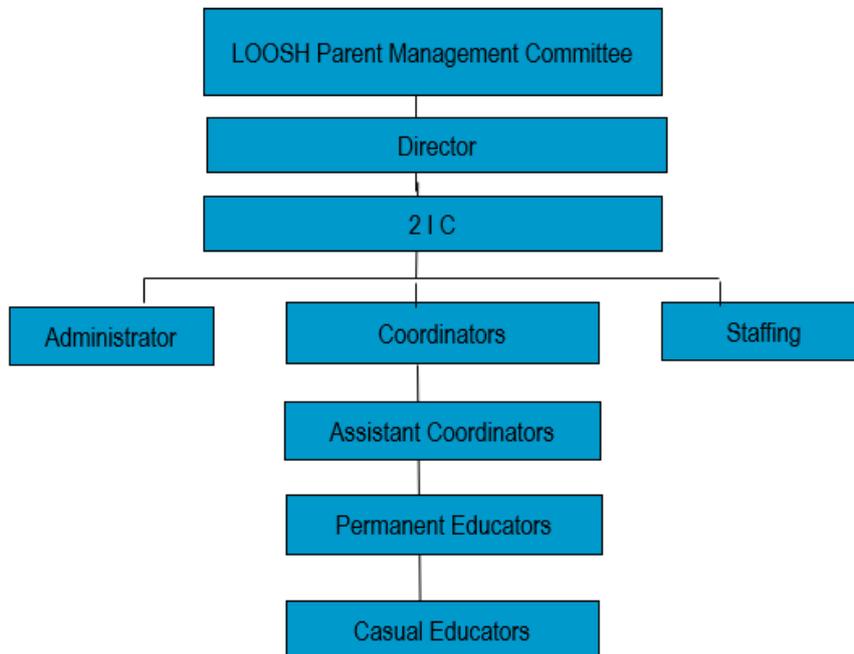


Photo boards are located in each of the parent areas, displaying all our educators

LOOSH is a parent managed, not-for-profit, incorporated child care 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.

For further information regarding programs offered or how to become further involved in the centre please contact the **LOOSH Director**.

Who can use LOOSH?

- Any primary school aged child who lives or attends school in the Inner West LGA can attend LOOSH Vacation Care Programs. Before and After School Care programs are limited to children who attend Leichhardt Public or St. Fiacres Primary School.
- No family shall be denied access on the grounds of race, gender, culture, religion or ability, in accordance with the Anti Discrimination Act 1977.
- 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
 - Are from single parent families
 - Are in families with two parents who work

- 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.

Enrolment

Enrolment

An enrolment form must be completed online and a consent form signed by a parent/guardian prior to children participating in our Before School, After School or Vacation Care programs. Consent must also be given in order for children to participate in any excursions. Parents are given login information to My Family Lounge so they can maintain up-to-date contact information.

Membership Fee

An annual membership of \$10 per parent is required when registering for Before School Care, After School Care or Vacation care. All parents become members of the Incorporated Association upon enrolment.

Family Induction

All families are asked to read this family handbook upon registration. While it is desirable that children visit the centre and meet educators prior to their first day, we recognise that this may not always be possible. LOOSH educators will participate in Leichhardt Public School sessions for new kindy families and /or enrolment information will be passed on during the school registration process. Children will undergo an induction on their first day in care.

Fees

Fee Structure 2020

Session description & length	Fee type	Permanent rate	Casual rate
Before School Care 7-9am (2 hours)	Flat rate	\$16.20	\$18.20
After school care 3-6pm (3 hours)	Flat rate	\$24.30	\$26.30
Vacation care 7:30am-6pm (10.5 hours)	Flat rate	n/a	\$56 base rate plus cost of activities*

*Refer to Vacation Care Package, released 4 weeks before each holiday period for up-to-date fee information

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 advanced notice of the centre's decision. 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.

Non-notification Fee

Parents are required to notify the centre in advance, either by email or text if their child will not be attending loosh for a booked session or if a person not listed as an authorised person will be collecting their child. Parents who fail to give notice will be charged a \$10 non-notification fee.

The school does not pass on absentee information to us. Please notify us if your child is absent from school. Payment will be required for permanently booked days, even if your child does not attend.

Late Fees

Children are to be picked up promptly by 6:00pm. Failure to do so will incur a late fee of \$2.00 per child per minute.

Fee Inquiries

Current account information is available through My Family Lounge using the login information provided on enrolment. Should you have questions about your fees please email or call LOOSH during office hours

Fee Payments

Fees are direct debited each Thursday for the fees charged that week. 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. Direct debit is the only method of payment available for families using before and after school care. Casual bookings will be billed according to the weekly direct debit structure. If you have questions about your invoice please email them to admin@loosh.org.au Receipts will be emailed to families at the end of each term.

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 (available on the loosh website www.loosh.org.au under the policies banner.

Child Care Subsidy

Child Care Subsidy

Child Care Subsidy (CCS) can reduce the fees paid by families. Families whose children attend child care at registered and accredited centres may be entitled to CCS. CCS 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 Customer Reference Numbers (CRN) in order for us to pass your usage on to Centrelink. Eligibility is linked to Immunisation under the No Jab No Pay program.

For more information about how to claim the Child Care Subsidy contact the Family Assistance Office on 13 61 50 or visit Human Services.

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

Allowable Absences

Each child receiving CCS 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 as Child Care Subsidy no longer applies. A doctor's certificate must be supplied if a child is sick and you wish for it to be recorded as an allowable sick day. All care (allowable or otherwise) must be paid for in full.

Withdrawing from LOOSH

2 weeks notice is required to withdraw a child from LOOSH. Child Care Subsidy will not be paid for any consecutive absence sessions leading back from the last scheduled day of care, full fees will be applied.

Our Programs

Before School Care

Before School Care is licenced for 120 children per morning, who are divided into 2 programs.

K-2 children are supervised in E block and on the soft fall, children from years 3-6 are supervised in Block C and on the asphalt and soft fall.

Breakfast is served from 7.30-8.30am and includes a variety of cereals, toast and spreads, milk and yoghurt. Craft is organised each morning depending on children's interests and feedback. Often craft will be held in each program's respective inside space, based on their age and abilities, but sometimes will be combined, or conducted outside.

Before School Care Routine

7:00am	Centre is opened Children can be signed in
7:30 am	Breakfast is available and outside supervision begins
8:15am	St. Fiacres children are walked to school
8:40am	Senior students with early dismissal can be signed out when regular school supervision begins.
9:00am	Remaining Senior & Junior students are signed out. Kindergarten children signed out and taken to lines.

After school Care

After school care is licenced for 180 children per afternoon, divided into 3 programs.

Primary (kindy and year 1) rooms are located in block E. Juniors (years 2 and 3) run their program in the school hall and Seniors (years 4 to 6) use the rooms in Block C

Each program has a team of educators who set up indoor and outdoor programs targeted at their specific age group.

After School Care Routine

3:00 pm	Educators collect kindergarten children
3:10 pm	Year 1-6 students collected and signed in Afternoon tea is served.
3:30 pm	Programmed indoor activities begin. Activities may consist of craft, cooking, science, drama etc. Outdoor activities start. Activities include, sport, games, playground , garden & sandpit use
5:00 pm	Children attend a roll call (Winter) Indoor group games
5:40 pm	(Summer) Children come inside
5:45 pm	All children come to Senior Room (Block C)
6:00 pm	All children should be signed out. Centre closes

Vacation Care

Vacation care is licenced for 90 children per day and based out of block C. Vac care consists of incentre and excursion days. Vac care programs are released 4 weeks before the holidays and are booked through My Family Lounge.

Incentre days (Tuesdays and Thursdays) the children stay at the centre and have a variety of activities to choose from based on the theme for that day. Incentre days usually have an incursion, examples of past incursions include, music and drama workshops, go karts, 9D cinema, sporting providers, magicians, planetarium, reptile shows, kindy farms etc.

Excursion days (Mondays, Wednesdays and Fridays) the children are split into juniors (K – year 2) and Seniors (year 3 – 6). For some excursions all children will go to the same venue, for others the seniors and juniors will go to different venues to enjoy age appropriate activities. Past excursions have included swimming, laser tag, zoos, national parks, play centres, farms, Ju jitsu and sailing.

Program Planning

In addition to supervised outdoor play and free play with LOOSH games and resources, we run structured activities within the program. Children's profiled interests, child /parent feedback and suggestions, provide educators with ideas. The LOOSH educators meet weekly to plan activities and experiences for the children as well as to evaluate the previous week's program.

LOOSH aims to provide a range of craft, cooking and construction activities to meet the specific needs of school-aged children. As a choice based program, educators encourage children to find an activity they would like to participate in and support them in creating activities for themselves and other children. Program plans specific to each program can be located in each of the parent areas.

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

The viewing of videos is limited in the centre. Videos will be part of a varied program that strives to meet the developmental needs of school -aged 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 educators.

National Quality Standard

The Department of Early Childhood Education and Care' *"My Time, Our Place- A Framework for School Age Care in Australia "* was released in 2011 and the ECECD assess services using the National Quality Framework over 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
- Leadership and service management

LOOSH was assessed as Exceeding the Standard in January 2017. Educators develop an annual Quality Improvement Plan which are used to set individual & team goals.

The LOOSH Management Committee works to develop strategies to engage parents and children in the Quality Assurance process.

Breakfast & Afternoon Tea

Educators will encourage healthy and hygienic eating habits while with the children in line with the Healthy Eating Guidelines. Breakfast and afternoon tea are offered to the children as part of before and after school care. Weekly menus are posted in each program area 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 during vacation care. We ask parents to respect LOOSH 's aims to be a nut-free environment when packing food for their child.

Policies & Procedures

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 Director 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 Policies & Procedures Manual is kept in the office and is available online at www.loosh.org.au

Sign In/Out Procedures

Parents, guardians and tutors are required to enter the centre and sign their child in and out for before school, after school, and/or vacation care. Parents who do not meet this requirement are jeopardising their child care spot. Children will only be released to people nominated in writing by a parent or guardian. 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. Digital sign in & out kiosks are located on ipads in each parent area. Sign in/out records are used for CCS reporting and safety purposes. Sign in/out sheets are also used during evacuations as a record of children who are on the site at the time.

Parents are required to provide written consent for all of their child's special arrangements (band, tutoring, dance, etc.) that take place during the time they are in LOOSH care. Tutors will sign children out of and back into our care according to these arrangements.

Absences

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

Late Collection

Children are to be picked up promptly by 6:00pm. Failure to do so will incur the late fees outlined in "Late Fees". 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 educators and your child of the estimated time of your arrival.

If a child has not been collected by 6:10pm, educators 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 educators by 6:30pm, LOOSH will contact the Department of Early Childhood Education and Care for further advice and action.

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

Change of booking

When requiring a change to permanent booked days, parents are asked to complete the "Request change for existing booking" through My Family Lounge. Families 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 the program.

Requests for additional days are dependent on the availability of spots. Booked days cannot be “swapped” for other days. Additional casual days can be requested at any time but will depend on casual available spots.

Parent Feedback

Feedback from and consultation with parents is an important aspect of quality improvement and service evaluation. Parents will be asked to complete surveys and questionnaires relating to the programs or participate in parent information sessions. Please feel free to give feedback at anytime using the emails below.

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 Director or Management Committee at any time.

Director Email: director@loosh.org.au

Management Committee Email: leichhardtoosh@live.com

Communication with Parents

Every effort will be made to connect with parents face to face to 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.

- **Sign in/out Kiosk.** Messages and notifications are left via the kiosk at sign in/out.
- **Newsletters.** Our newsletter 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 and our LOOSH community.
- **Parent Committee Meeting Minutes.** While we hope you will consider joining the Parent Committee we recognise that not all parents can make the monthly meetings. The minutes of each meeting are kept in a folder in the office and are available for parents to review.
- **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.
- **Social Media.** We encourage you to follow us on [Facebook](#)
- **Kinderloop.** By logging into your Kinderloop account you will be able to access photos and journals of your child’s care experience.

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 CCS will be forwarded to Centrelink.

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

Educator to Child Ratios

The centre operates with appropriate educator to child ratios of 1:15 at the centre, 1:8 on excursions and 1:5 while swimming. Experienced and/or qualified supervisors and educators are employed to provide quality care for the children. Educators are committed to programming and implementing a variety of activities that facilitate fun and discovery in a safe and caring environment. We believe that the child to educators ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive educators, child and parent interactions and quality and safe care by ensuring that we meet the minimum standards outlined in the regulations for the National Quality Framework. Staffing Arrangements are posted in each program area. The service complies with the Working With Children Check as required by the Commission for Children and Young People.

Centre Rules

Centre rules are revised by educators and children at the start of each school year. Behavioural 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. Behavioural issues will be discussed with parents when they are ongoing or of a serious nature. It is expected that LOOSH children follow Leichhardt Public School and St. Fiaccres Primary School rules while they are at LOOSH.

Behaviour Expectations

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

Sun Smart

LOOSH is a recognised SunSmart Centre through the Cancer Council. 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. Educators 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 30+, broad spectrum, water resistant sunscreen will be made available in the centre and applied to children when exposed to the sun. Educators will post UV ratings at the service each day and direct children in sun protection .

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 and accidents are recorded.

Parents should notify the centre if their child 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.

Medication

If your child requires prescription medicine during their time in the program, a medication consent form needs to be completed and signed by a parent and returned to LOOSH office or given to educators. The medicine must be provided in its original packaging with the prescription label intact.

In an emergency, Asthma (inhaler) & Anaphylaxis (Epi-pen) medication will be administered to children experiencing breathing difficulty without requiring prior parental consent.

Lost Property

We recommend clearly labelling all children's clothing and property with their name. Lost property is taken to the school lost property at the end of each session. We encourage children to take responsibility for their property. LOOSH is not responsible for lost or stolen items. Please ensure that items of value, whether sentimental or monetary, are left at home. If it is necessary for your child to have a mobile phone it should be handed into the LOOSH office during program time.