



LEICHHARDT OUT OF SCHOOL HOURS
Care for school aged children

Family Handbook

Information for Before School, After School & Vacation Care programs

Service Details

Leichhardt OOSH

On the grounds of Leichhardt Public
School,
101-103 Norton St, Leichhardt NSW 2040
Office: 9569 8005
Mobile: 0404 137 500
Email: admin@loosh.org.au

St Fiacre's OOSH

On the grounds of St Fiacre's Catholic
Primary School
98 Catherine St, Leichhardt NSW 2040
Office: 9569 8005
Mobile: 0425 203 895
Email: admin@loosh.org.au

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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.

Organisational Structure

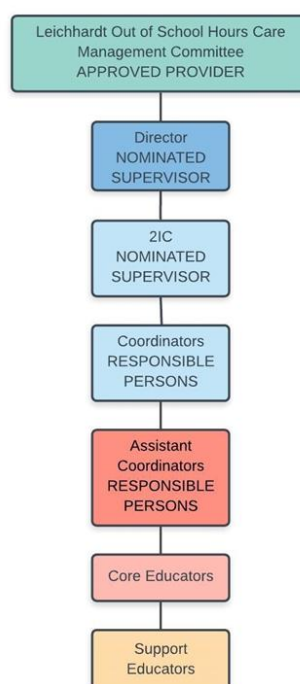


Photo boards are in each of the program rooms and at the gate displaying all our educators.

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. 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.

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 3-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, please email at admin@loosh.org.au.

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. Fiacre's 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.

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 can meet the individual needs of the child.

Enrolment

Enrolment

Enrolment forms 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 for children to participate in any excursions or special arrangements/lessons. 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.

Bookings

Permanent Bookings

Permanent bookings are requested via My Family Lounge website under 'Booking Requests'. This will automatically place your child on the waitlist until all enrollment forms have been completed and spots are available for offer. Permanent bookings, once accepted and confirmed, can be changed with two weeks' notice by editing the current bookings.

Casual Bookings

Casual bookings can be requested via email to admin@loosh.org.au and are subject to availability. Please be aware that on Tuesdays we have our team meetings and responses may be delayed. For all Before School Care casual booking requests, especially for the same day, please text the LOOSH mobile 0404 137 500.

Vacation Care Bookings

Vacation Care days are booked through the My Family Lounge App or website under the 'Casual Booking' section. Children who attend St. Fiacre's Out of School Hours Care will need to be enrolled to Leichhardt Out of School Hours Care as a service on their My Family Lounge account to be booked in vacation care days, as vacation care is run on the grounds of Leichhardt Public school.

Fees

Fee Structure 2022

Session description & length	Fee type	Permanent rate	Casual rate
Before School Care 7-9am (2 hours)	Flat rate	\$18.80	\$20.80
After school care 3-6pm (3 hours)	Flat rate	\$28.20	\$30.20
Vacation care 7:30am-6pm (10.5 hours)	Flat rate	n/a	\$65 base rate plus cost of activities*

*Refer to Vacation Care Package, released 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. Families will be given a minimum of 14 days' notice of any fee increase (Regulation 172).

Non-notification Fee

Parents are required to notify the centre in advance, either via My Family Lounge or email to admin@loosh.org.au 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 notify the service of an absence will incur:

- First three non-notifications in a calendar year: \$10 non-notification fee per instance.
- Four to five non-notifications in a calendar year: \$20 non-notification fee per instance.
- Six or more non-notifications in a calendar year: \$50 non-notification fee per instance.

If a non-notification results in contacting the Emergency Services a \$200 non-notification search fee will be applied, not subject to childcare subsidy

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

Early and Late Fees

Children who are dropped off prior to 7am will incur an early fee of \$2.00 per child per minute. 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

Viewing your current account information billing details is available through My Family Lounge using the login information provided on enrolment. Should you have questions about your fees, please email admin@loosh.org.au or call LOOSH during office hours to request a statement of the account. Statement is sent out around the 15th of every month.

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.

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 statements, please email them to admin@loosh.org.au.

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).

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) 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](#).

Allowable Absences

Families can get CCS when their child is absent from care for up to 42 days, per child, each financial year. These absences can be used for any reason. 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

Families are required to give 2 weeks written notice to cancel any permanent booking and submit the online cessation of care form: <https://form.jotform.com/211263423736047>.

Cessation of Care Rule

Any absences occurring after a child's final day of actual physical attendance will not qualify for CCS; therefore, full fees will apply to those days. Up to 14 weeks after cessation of care, CCS entitlements may be altered/adjusted by Centrelink and the outstanding amount will be direct debited.

Our Programs

Before School Care

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

Kindergarten children are supervised in E block and on the asphalt. Children from years 1-6 are supervised in Block C and on the asphalt.

Breakfast is served from 7.30-8.30am and includes a variety of cereals, toast and spreads, milk, and yoghurt.

Planned experiences are organised each morning depending on children's interests and feedback. Often these experiences will be held in each program's respective inside space, based on their age and abilities, but sometimes will be combined, or conducted outside.

St. Fiacre's OOSH does not operate a Before School Care program on St. Fiacre's school grounds. St Fiacre's children can enrol in Before School Care program at Leichhardt OOSH (Leichhardt Public School grounds) depending on availability. St. Fiacre's children will be walked by a staff to the school. A consent form is required by parents authorising this procedure. For more information, please email admin@loosh.org.au.

After School Care

After school care is licenced for 180 children per afternoon, divided into 2 programs.

Kindergarten children are supervised in E block. Children from years 1-6 are supervised in the school hall and Block C.

Once all gates are locked and all children accounted for, afternoon tea is served. The menu is published every week on our Kinderloop platform.

Planned experiences are organised each afternoon depending on children's interests and feedback. These experiences may consist of craft, cooking, science, drama etc. Also, outdoor activities are planned each day and include, sport, games, playground, garden & sandpit use. All children within the program can also use the Relaxation Room located in Block E.

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 students are signed out. Kindergarten children signed out and taken to lines.

After School Care Routine

3:00 pm	Kindergarten children collected and signed in.
3:10 pm	Year 1-6 children arrive and are signed in. All school gates are locked but Marion Street.
3:30 pm	Afternoon tea is served.
3:50 pm	Programmed indoor activities begin.
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 the asphalt.
6:00 pm	All children should be signed out. Centre closes

St. Fiacre's OOSH After School Care

After school care is licenced for 68 children per afternoon, divided into 2 programs: Juniors (Kindergarten, Years 1 and 2) and Seniors (Years 3 to 6).

Planned experiences are organised each afternoon depending on children's interests and feedback. These experiences may consist of craft, sewing, indoor games, dress up, dance etc. Also, outdoor activities are planned each day and include sport, games, playground, dance, garden etc.

Pick up location between 3pm-5pm is via Mackenzie St gate and from 5pm-6pm pick up is from Catherine St gate.

St. Fiacre's After School Care Routine

3:00 pm	Educators collect children from school assembly.
3:20 pm	Afternoon tea is served (Menu available on Kinderloop)
3:30 pm	Outdoor and indoor activities begin.
5:00 pm	Children attend a roll call. (Winter) Children go to the library for indoor group games, drawing and coloring.
5:40 pm	(Summer) Children go to the library.
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. Vacation care consists of incentre and excursion days. Vacation care programs are usually released 4 weeks before the holidays and are booked through My Family Lounge App as a causal booking.

On incentre days, 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 external provider come on site, examples of past external providers on site include, music and drama workshops, 9D cinema, sporting providers, magicians, planetarium, reptile shows, kindy farms etc.

On excursion days, 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 Juniors and Seniors will go to different venues to enjoy age-appropriate activities. Past excursions have included swimming, laser tag, zoos, national parks, play centres, farms etc.

St. Fiacre's OOSH does not operate a Vacation Care program from St. Fiacre's school grounds. For children who attend St Fiacre's OOSH, they will need to update the child's enrolment form via My Family Lounge to add Leichhardt Out Of School Hours as a service in order to book within the Vacation Care program at Leichhardt OOSH (Leichhardt Public School grounds).

Please be aware that excursions may not take place during some Vacation Care programs depending on the safety of children and educators regarding Covid.

Program Planning

In addition to supervised outdoor play and indoor 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.

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

The viewing of movies/screen times is limited in the centre. Movies/screen time will be part of a varied program that strives to meet the developmental needs of school-aged children.

We love getting new ideas and suggestions for things your child would like to do at before and after school care. Please discuss your ideas with LOOSH educators or via email admin@loosh.og.au.

National Quality Standard

My Time Our Place Framework has been developed by the Council of Australian Governments as part of the National Quality Standard (NQS). The framework aims to provide guidelines for educators to create an environment where they can extend and enrich children's development within before and after school care as well as vacation care. Services are assessed against the 7 quality areas of the National Quality Standard:

- 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 is used to set individual and team goals. Families have access to our Quality Improvement Plan through our Kinderloop online platform.

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. A weekly menu is posted on Kinderloop each week for parents and children to view. Fresh fruit and vegetables are always offered as part of afternoon tea. Fresh drinking water will be always available.

Parents are encouraged to share family and multicultural values, ideas, recipes, and to inform us of any fasting periods so we can allocate a different afternoon teatime for the child. 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 recess, lunch, and a refillable drink bottle, unless otherwise stated on the program. A platter of fruits and vegetables will be served each afternoon during vacation care.

We ask parents to respect LOOSH's aim to be a **nut-aware** 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 is kept in the office and is available online at www.loosh.org.au.

Parents and staff will treat each other with respect, courtesy and understanding. Appropriate language is to be always maintained.

Sign In/Out Procedures

Parents, guardians, and tutors are required to 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's enrolment. 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 at the main Marion Street gate. 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 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. Please submit a special arrangement form online: <https://form.jotform.com/211263846417052>

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 non-notification fee. Please refer to the "Non-notification Fee" section of this document for additional information. Payment will be required for all permanent booked days, even if your child does not attend.

The school does not pass on absentee information to us. Please notify us if your child is absent from school.

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 edit their "Current bookings" 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 any time using the email admin@loosh.org.au.

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 about the centre without fearing negative consequences. Parents may raise issues verbally or in writing with the Director or Management Committee at any time.

Administrator Email: admin@loosh.org.au

Director Email: director@loosh.org.au

Management Committee Email: leichhardtoosh@live.com.au

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. We have an open-door policy, and we encourage families to arrange a meeting by contacting us to discuss any matters. 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.
- **Parent Committee Meeting.** While we hope you will consider joining the Parent Committee, we recognise that not all parents can make the monthly meetings. As members of the association, you are entitled to attend monthly meetings and the Annual General Meeting.
- **Child Management System.** 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 information and updates.
- **Kinderloop.** It is our main communication platform for families and educators to communicate important information. Kinderloop is also our online platform for sharing accident reports, program updates, and information about your child at LOOSH. Families must accept the invitation to Kinderloop prior to their start date.

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. Fiacre's 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 Covid-19, 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 the LOOSH office or given to educators. The medicine must be provided in its original packaging with the prescription label intact containing the child's name.

In an emergency, Asthma (inhaler) & Anaphylaxis (Epi-pen) medication will be administered to children experiencing breathing difficulty without requiring prior parental consent. For further information regarding Medication or Medical Conditions please refer to our Policies and Procedures, section D.16 Dealing with Medical Conditions. Policies and Procedures can be accessed at any time via our LOOSH website www.loosh.org.au

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.