

**WELCOME TO  
MOSS VALE OUT OF SCHOOL HOURS (MVOOSH)**

**POLICY GUIDELINES AND CONDITIONS OF USE  
FEE SCHEDULE AND ASSOCIATED RULINGS**

Revised June 2015



INFORMATION BOOKLET

FOR PARENTS AND GUARDIANS

Service Owner - Roslyn Sparks: - 0417404063

Service Phone: - 0425263607

P.O Box 580 Moss Vale NSW 2577

[www.mossvaleoosh.com](http://www.mossvaleoosh.com)

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# Contents

GENERAL INFORMATION.....	3
MOSS VALE OUT OF SCHOOL HOURS CENTRE PHILOSOPHY .....	3
MOSS VALE OUT OF SCHOOL HOURS CENTRE GOALS .....	3
HOURS OF OPERATION .....	3
WEB SITE .....	3
MANAGEMENT.....	4
PHONE NUMBERS .....	4
LOCATION OF SERVICE .....	4
OUR 3 UNIQUE SERVICES .....	4
APPROVAL .....	5
STAFF.....	5
INTRODUCING OUR TEAM .....	5
OUR EDUCATORS .....	7
EDUCATOR RATIO .....	7
CHILD PROTECTION .....	7
WORKING WITH CHILDREN CHECKS .....	7
FEES AND CHARGES .....	8
BEFORE SCHOOL CARE.....	8
AFTER SCHOOL CARE.....	8
VACATION CARE .....	8
FAILURE TO NOTIFY FEE .....	8
TERM EQUIPMENT LEVY FEE .....	8
LATE COLLECTION FEE.....	8
ACCOUNT LATE PAYMENT FEE .....	9
HOW TO PAY FEES .....	9
CHILD CARE BENEFIT (CCB) CHILD CARE REBATE (CCR) .....	9
HOW TO REGISTER FOR CCB and CCR .....	9
BOOKINGS AND ENROLMENT.....	10
HOW TO MAKE A BOOKING .....	10
PRIORITY OF ACCESS GUIDELINES .....	10
HOW TO CANCEL A BOOKING .....	10
PLACEMENT / FEE AGREEMENT FORM.....	10
ENROLMENT .....	11
CONFIDENTIALITY.....	11
SIGN IN/ SIGN OUT PROCEDURE.....	11
GENERAL INFORMATION.....	12
PARKING .....	12
NO SMOKING .....	12
NO DOGS.....	12
ABSENCES / SICKNESS.....	12
EDUCATIONAL PROGRAMME .....	12
EXCURSIONS.....	12
NATIONAL QUALITY FRAMEWORK .....	13
NUTRITION FOOD AND DRINK.....	13
NUT FREE.....	14
MVOOSH CANTEEN .....	14
SUN SAFE. HATS AND SUNSCREEN.....	14
CLOTHING AND FOOTWEAR.....	14
PERSONAL BELONGINGS .....	14
POLICY FOLDER.....	14
INCIDENT, INJURY, TRAUMA AND ILLNESS .....	15
DEALING WITH MEDICAL CONDITIONS AND ADMINISTRATION OF MEDICATION .....	15
COMPLIMENTS AND COMPLAINTS .....	15
ILLNESS, INFECTIOUS DISEASES, EXCLUSION, IMMUNISATION.....	15
BEHAVIOUR GUIDANCE.....	16
HOMEWORK.....	17
STATEMENT OF SUPPORT .....	17
STATEMENT OF ACCEPTANCE .....	17
PARENT MEETINGS .....	17

# GENERAL INFORMATION

## MOSS VALE OUT OF SCHOOL HOURS CENTRE PHILOSOPHY

- MVOOSH recognises that middle childhood is the important stage that bridges the chasm between early childhood and adolescence. Educators at MVOOSH work together to create an environment that is both supportive and challenging, providing interactions that foster social, emotional, physical and cognitive development through a fun play based program. The program offers safe challenges, opportunities for decision making and leadership, and individual and group activities designed to foster positive self-esteem and confidence, whilst encouraging independence and autonomy.
- MVOOSH values and respects each child's uniqueness and is inclusive of all children.
- MVOOSH recognises the importance and diversity of families and values each family's involvement at the centre.
- MVOOSH management values a collaborative approach to service provision, consulting with educators, children, families and the community on relevant matters.
- MVOOSH acknowledges and values educators, for their skills and experience and for their consistency in interactions with the children.
- MVOOSH is committed to inclusive and equitable practices.
- MVOOSH believes its role is recreational play based. Whilst we support and enhance education it is the schools role to formally educate children.

## MOSS VALE OUT OF SCHOOL HOURS CENTRE GOALS

- To provide a safe, friendly, relaxed environment.  
To provide high quality care that meets individual needs.
- To work in collaboration with children, families, educators, management and the community.
- To provide activities that are interesting, fun and developmentally appropriate.

## HOURS OF OPERATION

Before School Days (each Term)	7.00am to 9.00am
After School Days (each Term)	3.00pm to 6.00pm
Vacation care (School Holidays)	8.00am to 6.00pm
Pupil Free Days	8.00am to 6.00pm

## WEB SITE

Information is available on our website at [www.mossvaleoosh.com](http://www.mossvaleoosh.com)

Please let us know if you would like any other information available on this site. Enrolled Families can access extra pages by using the password play

# MANAGEMENT

Moss Vale Out Of School Hours is privately owned and managed by Roslyn (Rozz) Sparks who is the approved provider. Further referencing to “the owner” in this handbook will mean Roslyn Sparks. Rozz has a Double Diploma in children’s Services and over 20 Years’ experience in the child care industry. It is no longer ran by the Moss Vale Community Out of School Hours Inc. All fees charged make up the whole amount for the service to be viable. Rozz has sole responsibility for managing the finances and employing educators to run the Service.

## PHONE NUMBERS.

Owner Rozz Sparks Phone: - 0417 404 063

Before and After School and Vacation Care Service Phone: - 0425263607

- Educators are not on duty outside of operation hours however please text any messages.
- Please DO NOT try to make bookings via Moss Vale Public School office.
- It is vital that children do not present themselves to the service without prior notification being made and confirmed.

## LOCATION OF SERVICE

All 3 Services operate at Moss Vale Public School Hall. Entry is through the back stage door. Park legally along Browley Street. Enter the driveway gate near our sign on the fence. Follow the driveway up keeping the basketball courts on your right. At the end of the courts fence our door is on your left.

## OUR 3 UNIQUE SERVICES

### **1. Before School Care 20 Positions CRN 407-268-905 B**

BSC is a friendly relaxed space for children to start the day. We offer breakfast and quite activities according to the childrens interests. We find small group games and cards popular at BSC. Children from other schools may attend and Berrima buslines run’s from Browley Street each day. Children will be assisted to catch there bus to their school. Moss Vale Public school children will be taken to the school COLA at approximately 8.40am.

### **2. After School Care 40 Positions CRN 407-268-905 B**

MVPS children will meet our educator under the COLA before going to the School hall. Parents may arrange for children from nearby schools to travel by bus or other transport to Moss Vale Public School. MVOOSH has a **COURTESY BUS** collecting from Exeter and Bundanoon Public School, on arrival children have the opportunity for stillness, a quite reflective time to transition between school and OOSH. We then have a healthy afternoon tea and head outside for active play both structured and free. Then inside for craft or play with friends before going home.

### **3. Vacation Care 70 positions CRN Service 407-268-909 J**

Vacation care will run each day during government school holidays. We offer children flexibility to choose their chosen activity within a predictable daily routine. There is a theme each day that major craft is focused on at the guidance of the children’s desired direction. We also have many activities out always such as dress ups, construction, tracks, pillow corner, puzzles, drawing, colouring and a 10+ group for the older children that have turned 10 years of age.

## APPROVAL

Service approval Number SE00013798	Granted 05/09/13
Approved Provider Number PR00007998	Granted 05/09/13
Licensed places 70	
Before and After School Care	CRN 407-268-905 B
Vacation Care	CRN 407-268-909 J

## STAFF

### INTRODUCING OUR TEAM

**Owner / Coordinator – Rozz** - Approved Provider, Nominated Supervisor, Certified Supervisor  
Qualifications.

- Diploma in Children's services
- Diploma in out of school hours,
- First Aid, Asthma and Anaphylaxis
- Child Protection
- Front Line Management

Rozz is a founding member of the Moss Vale Community OOSH who opened the service on 26<sup>th</sup> of September 2004, then taking ownership on 1<sup>st</sup> of January 2007.

Rozz began her child care days as a family day carer in 1994 until 1999 and obtained a Diploma in Childrens Services in 1997. She obtained a diploma in out of school hours in 2011. Rozz is responsible for all aspects of the service with a focus on administration.

### Educators

**Judith** - Educational Leader & Certified Supervisor  
Qualifications

- Diploma in Childrens Services
- First Aid, Asthma and Anaphylaxis
- Child Protection

Jude joined us in 2013 and has over 25 years' experience in children's services. Jude works Both BSC and ASC and as the educational leader Jude focuses on providing fun and enjoyable experiences for all children at MVOOSH

**Nadia** - Certified Supervisor  
Qualifications

- Cert 4 in Out of school hours,
- First Aid, Asthma and Anaphylaxis,
- Child Protection ,
- League safe

Nadia joined us in 2008 as an educator and later achieved assistant coordinator till March 2015. . Nadia is in contact with all areas taking particular interest in active play and the outdoors.

**Toni** - Certified Supervisor  
Qualifications

- First Aid, Asthma and Anaphylaxis
- Child Protection

Toni Joined us in 2006 currently focusing on vacation care, Toni has great expertise with all things craft.

## **Lucy**

### Qualifications

- First Aid, Asthma and Anaphylaxis

Lucy joined us in 2013 and is currently studying mechanical engineering at Uni. Lucy brings her warm smile and compassion to all children working both BCS and ASC

## **Craig**

### Qualifications

- First Aid, Asthma and Anaphylaxis

Craig joined us in 2011 he specialises in driving our courtesy bus.

## **Anna**

### Qualifications

- First Aid, Asthma and Anaphylaxis

Anna joined us in 2010 and is currently studying commerce at University. Anna specialises in vacation care and loves interacting with the children

## **Andrew**

### Qualifications.

- First Aid, Asthma and Anaphylaxis

Andy joined us in 2011 and attended MVOOSH when he was in primary school. He enjoys working with groups of children playing games and having fun.

## **Matt**

### Qualifications.

- Degree in Primary School Teaching

Matt joined us in 2014 and specialises in vacation care and enjoys positive interactions and mentoring all children at vacation care with a focus on Boys after a positive role model.

## **Ben**

### Qualifications.

- First Aid, Asthma and Anaphylaxis

Ben Joined is in 2014 and he attended MVOOSH when he was in Primary school. He is currently studying certificate 3 in children's services and enjoys providing advanced craft activities for the older children at OOSH along with being a positive mentor and role model.

## **OUR EDUCATORS**

- All Educators are employed By MVOOSH.
- Apply a positive attitude to their work, and the centre in general.
- Provide a supportive and co-operative relationship with all children and their families.
- Ensure direct supervision of children at all times, ensuring their well-being and safety.
- Treat all children and their families with dignity and respect.
- Respect the diversity of children's backgrounds.
- Respect the individual needs and abilities of each child.
- Foster a responsive and inclusive atmosphere and relate to all children in a positive and friendly manner.
- Nurture a happy, secure environment where children have a feeling of self-worth and a positive self-esteem.
- Work collaboratively with the children and families to plan and implement experiences.
- Plan activities which are appropriate to the needs of all children reflecting their age and stage of development, interests and cultural backgrounds.
- Respect the physical abilities of all children and accommodate to their individual needs.
- Recognise the needs of children at different stages of development.
- Ensure the program is flexible to accommodate the different ages and stages of development of all children.
- Encourage independence and self-help skills in all children offering help and assistance when necessary.
- Foster self-esteem and confidence in children.
- Guide all children's behavior in a positive way and apply appropriate discipline, if needed. Ensuring no form of corporal punishment is used.
- Treat all children equitably.
- Educators are encouraged to attend in-service training and other relevant training workshops to provide your children with quality care

## **EDUCATOR RATIO**

MVOOSH is staffed by people with appropriate qualifications and experience as set by Government regulations. Where possible a minimum of two (2) educators will be maintained with a ratio of one (1) educator per 15 children. MVOOSH may utilise the one (1) educator policy if less than 10 children are present.

## **CHILD PROTECTION**

All educators at MVOOSH are mandatory reporters of any type of child abuse. All Educators are aware of their responsibilities with regard to children placed at the Service. They will be expected to follow guidelines about any notifications as laid down by the NSW Department of Community Services (DOCS).

*NB: DOCS is obliged to respond to all notifications and is the agency charged by law with the responsibility for the care and protection of children in NSW.*

DOCS will assess its response in accordance with pre-determined procedures having regard to the specific nature of the allegation.

Notification to DOC's is confidential and any person who makes a notification is afforded the protection of the law

## **WORKING WITH CHILDREN CHECKS**

All educators and volunteers have current working with children checks clearance status.

# FEES AND CHARGES

## BEFORE SCHOOL CARE

FEE: - \$16.00 per Permanent Booked Session per Child per day  
\$22.00 per Casual/Irregular Session per Child per day

## AFTER SCHOOL CARE

FEE: - \$26.00 per Permanent Booked Session per Child per day  
\$32.00 per Casual / irregular per Child per day  
\$31.00 Per Deluxe Courtesy Bus per Child per day  
\$37.00 Per Casual / Irregular Deluxe Courtesy Bus per Child per day

Both Before and After school care fees are to be settled ON YOUR FIRST DAY OF CARE EACH week.

A 2 week holding bond is required on Permanent booked enrolments.

**Public Holidays:** - Fees will be charged for Public Holidays falling in the normal school week. (Service will be closed)

## VACATION CARE

FEE: - \$55.00 per child per day per child  
\$47.00 Per Child Per day per child for bookings made and paid at least 1 week prior to the commencement of vacation care. This will be known as the "Early Bird" booking

Excursions and incursions: - Cost depending on activity and advised at Booking.

**Pupil Free Day:** - Same As Vacation Care

All Forms and FULL PAYMENT must be received by the due date prior to the vacation Care period starting, otherwise the place will be offered to anyone on the "waiting list".

*All of the above fees receive child care benefit (CCB) as a reduced fee and are eligible for child care rebate (CCR)*

## FAILURE TO NOTIFY FEE

FEE: - \$10.00 per family.

All absences must be notified to MVOOSH via text message. Failure to do so will incur a \$10 fee.

All Casual Booking must be made to MVOOSH via text message. Failure to do so will incur a \$10 fee

## TERM EQUIPMENT LEVY FEE

There is a term equipment levy fee charged at the rate of \$10.00 per child (for the first 2 children per family) per term. The term includes Vacation and the following term. Casuals (1 single day) will pay this fee on their second booking of each term.

## LATE COLLECTION FEE

Parents/Guardians are to understand that After School and Vacation care finishes at 6pm (sharp) and that if they are aware that they may be late, an alternative arrangement should be made with someone who has been named on the enrolment form to pick up their child/ren. In all instances the service is to be contacted. Failure to pick up by 6pm will incur a penalty of \$10.00 for the first five (5) minutes or part thereof per child and a further \$10.00 for the next and each five (5) minute period thereafter or part thereof per child. **Please Note:** *This late fee will not be subject to Child Care Benefit. There will be NO Exemption to this rule.*



### **It would be appreciated if parents could collect children by 5.50pm**

If my child/ren have not been collected within 30 minutes of the centre closing and there has been no contact with the centre by the parent, Educators will contact the Police along with Community Service to report my child as abandoned. I understand that this action will only be taken as a last resort and after all reasonable efforts have been made to contact authorised persons nominated on my enrolment form.

### **ACCOUNT LATE PAYMENT FEE**

There will be a late account keeping fee of \$5.00 per family every 28 days past due. Please contact Rozz if you are unable to pay fees and a payment plan can be arranged. After 28 days overdue the account will be placed in the hands of a debt recovery agent with additional fees added to families account.

### **HOW TO PAY FEES**

We would prefer direct deposit in to the following Commonwealth bank account either at the bank or via internet banking.

Account name: - **Moss Vale OOSH**

BSB: - **062-576**

Account Number: - **10158773**

Reference: - **your childs name**

- Alternatively you may pay by cheque or the correct cash at MVOOSH. When paying in cash you should ensure you have the CORRECT amount as it is not always possible to provide change. Please sign the fees register book. Receipts are available online with your enrolment forms.
- *Parents/Guardians are encouraged to discuss any concerns regarding payment and assessment of fees as well as temporary hardship with Rozz.*

### **CHILD CARE BENEFIT (CCB) CHILD CARE REBATE (CCR)**

- Effective as of 1 July 2000, all families using Approved Child Care are eligible to receive Child Care Benefits. Parents / Guardians may elect to receive this reduction at the time they pay their fees, or as a lump sum via their taxation at the end of each financial year.
- Child care rebate is not means tested and all eligible working or studying families can claim 50% of there out of pocket expenses up to \$7,500 each year. Per child

### **HOW TO REGISTER FOR CCB and CCR**

Contact Centrelink Family assistance office at Bowral or phone 136150. (M-F 8am-8pm)

*Register that you wish to activate your CCB and CCR.*

- It is preferred that you register to have the CC Rebate payed to MVOOSH and passed on to you as a reduced fee.
- Parents and/or Guardians who have other children attending another approved Service in the same week will need to advise the service in writing. If circumstances change the service must be advised immediately in writing.

# BOOKINGS AND ENROLMENT

## HOW TO MAKE A BOOKING

Placement at MVOOSH is subject to the priority of access guidelines as determined by FaCS (please refer to below). All bookings are taken only by the owner, in person, over the phone, text/SMS or via email. All methods of contact are considered booked and fees payable until such time as you return all necessary forms. When booking the owner will take into account the ability for MVOOSH to meet the needs of the child, family, educators and the service. If all needs cannot be met the booking may be declined.

### PRIORITY OF ACCESS GUIDELINES

- First priority. A child at risk of serious abuse or neglect
- Second Priority. A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the Family Assistance
- Third Priority. Any other child.

Within each priority mentioned above, the following children are to be given priority:

1. children in Aboriginal and Torres Strait Islander families;
2. children in families which include a person with a disability;
3. children in families which include an individual whose taxable income percentage under Clause 7 of Schedule 2 to the Family Assistance Act is 100%;
4. children in families with a non-English speaking background;
5. children in socially isolated families; and
6. Children of single parents.

Any discrepancies regarding interpretation of fees charged and Child Care Benefit applicable are to be referred to the Owner. The final decision will be made by the owner based on the guidelines set out in the current edition of the *Community – based Outside School Hours Handbook* supplied by the Commonwealth Department of Family and Community Services.

## HOW TO CANCEL A BOOKING.

- Weekly regular Before and After school care. 16 days written notice (not including the day of notice) must be given to MVOOSH
- Casual irregular Before and After school. Can only be cancelled within 24 hours of making the irregular booking.
- Vacation Care there is a 24 hour cooling off period to cancel a booking at the time the booking is made.
- **All services.** There is no cancellation within 24 hours of the booking commencing.

## PLACEMENT / FEE AGREEMENT FORM

### Before and After School Care

- Parents/Guardians are to complete a Placement/Fee Agreement Form to nominate which days they require each week.
- Placement will not be automatic and will depend on approved limits.
- All bookings must be paid for regardless of attendance.
- 16 Days (not including the day of notice) written notice must be given for cancellation or reduction in Booked days.
- If Parents/Guardians wish to change their permanent days then a new Placement/Fee Arrangement Form must be signed.

- If Parents/Guardians only wish to have a casual booking (i.e. Irregular attendance) then they MUST contact the owner Rozz on 0417404063. Rozz will be able to CONFIRM if there is a vacancy for the use of the service. Fees are due on the same day as care provided.

### **Vacation Care**

- The Vacation Care Service will be advertised through local schools approximately one (1) month before the end of each school term. A notice is usually forwarded to each local school for inclusion in their newsletter.
- Parents/Guardians must contact Rozz on 0417 404 063 to inquire and make a booking.
- It is advisable the parents/guardians be well prepared as each Vacation approaches as this service usually “fills” very quickly.
- The owner will consider the child, family, educators and services needs when taking a booking.
- If there is doubt that all needs cannot be satisfied enrolment may be denied.
- Parents will need to call into the service to complete and sign all relevant paperwork.
- Parents should keep their online enrolment up to date each vacation care period.

### **ENROLMENT**

All enrolments are now online at [mossvaleoosh.hubworks.com.au](http://mossvaleoosh.hubworks.com.au)

It is the Parents / Guardians responsibility to keep this online enrolment accurate at all times.

Each family will receive a username and password to access their enrolment and all billing details.

MVOOSH aims to provide a service to assist Parents/Guardians with the provision of a safe, caring and stimulating environment for their Infants and Primary school aged children (Kinder to Year 6) before and after normal school hours and/or during times of school vacation. These services will also include, where possible, children with special needs. Children finishing yr. 6 may attend until the 31<sup>st</sup> of December. In exceptional circumstances permission may be granted by the owner to attend in the January Holidays.

### **CONFIDENTIALITY**

All information relating to children and families will be kept secure and confidential. Educators will respect the confidentiality of any information they receive to assist them in the care of children at the Service. Communication between MVOOSH and the school and other relevant organisations will occur if it is in the best interest of the child.

### **SIGN IN/ SIGN OUT PROCEDURE**

It is a legal requirement that the person responsible for the child signs the child **in and out** of the Service. Accurate times and initials MUST be entered for arrival and departure for each child. There is however one exception to this and that relates to Before and After School Care when the staff of the Service will sign the child out of before school care and in at after school care

**On Vacation Care days children must be delivered personally to the Service.**

No child is to leave the service other than with their birth mother or father (unless we hold a current court order) or someone duly authorised by the Parent/Guardian and previously advised to the service in writing on the enrolment form. This alternative person will be required to identify themselves and be certified by staff as a nominated authorised person to collect the child prior to the child leaving the service. All information on enrolment forms must be up to date and contain the relevant information. This is the Parent's/Guardian's responsibility. In emergencies when all of the above people are unavailable contact the centre by phone first to verbally confirm the situation. MVOOSH will then require an email or text/SMS message with the authorised person who will collect the child.

# GENERAL INFORMATION

## PARKING

Please park legally along Browley Street. Entering on foot through the gate closest to the MVOOSH white sign on fence. Please be cautious and look for children.

NO PARKING IS ALLOWED IN SCHOOL GROUNDS.

Follow up the drive way keeping the basketball courts on your right hand side. You will find the MVOOSH entry doors on your left at the end of the courts net fencing.

## NO SMOKING

All Government grounds and buildings (including OOSH) is non-smoking. Please no smoking within the grounds of the school.

## NO DOGS

No Dogs Allowed within the school grounds. Please leave your dog away from the entry gate

## ABSENCES / SICKNESS

- Please Text or phone the service phone if your child will be away.
- Bundanoon, Exeter Courtesy bus Absences Please Text Rozz 0417404063 as early as possible and no later than 2.30pm on the day of absence.
- This saves a stressful search looking for missing children who are not really missing.
- Failure to notify MVOOSH of an absence will incur a fee of \$10.00 per family per occasion.
- Child Care Benefits allows each child forty (40) Allowable absences in any year (July to June) over all approved Child Care Services, which they may attend. Once the 40 day limit has been exceeded then no further CCB will apply for absences for that child until July 1 of the following year when the 40 days allowable absence count begins a new. Parents /Guardians will see how many absences they have used online at their enrolment.
- An allowable absence can be used for booked days where the absence was for holidays or an illness where there was no medical certificate.

## EDUCATIONAL PROGRAMME

A variety of activities including indoor and outdoor games, craft and drama as well as local excursions will be offered. During Vacation periods, excursions within and outside the Shire may be organised. There will be an additional cost for these excursions.

The programme is provided in a non-threatening and inclusive way and is less structured than the normal school day. The program is on display near the sign in folder. We encourage parents to be involved in the program by giving feedback and making suggestions in the parents comment column. We also encourage parents to participate if they have any hobbies, skill or special interest. Please see the educational leader for an appropriate time to come in.

## EXCURSIONS

The value of excursions is recognised however no excursion will be attempted where the safety and supervision of all children cannot be reasonably ensured.

1. Parents/Guardians will be advised of any excursion and permission notes involving transport will need to be signed and costs met by the Parent/Guardian.
2. The Service will ensure that there is one (1) adult for every eight (8) children on planned excursions.
3. Excursions involving water will generally be limited to local pools or supervised water fun parks. The Service may limit the age range for water excursions depending on the venue.

Unless otherwise stated excursions will be limited in numbers on a first in goes basis. The service will operate as normal for the remainder of children in care during the time of the excursion. Limited numbers is due to constraints on staffing and maintaining appropriate educators i.e. educator/child ratio.

## NATIONAL QUALITY FRAMEWORK

- The NQF (National Quality Framework) is a Federal Government initiative linked to the funding of Child Care Benefit .The implementation of NQF is guided by ACECQA (Australian Children's Education and Care Quality Authority) and administered by a State based Regulatory Authority.
- The NQF is designed to ensure consistency in education, recognise the strengths to help Centre's determine where improvements are needed and to guide continuous planning and implementation for these. More information can be gained from [www.acecqa.gov.au](http://www.acecqa.gov.au).
- The NQS sets a national benchmark for the quality of education and care services. The NQS brings together seven key Quality Areas that are important to the outcomes for children. The Quality Key areas are:-
  4. Education Program and practice
  5. Children's Health and safety
  6. Physical environment
  7. Staffing arrangements
  8. Relationships with Children
  9. Collaborative partnerships with families and communities
  10. Leadership and service management

## NUTRITION FOOD AND DRINK

In line with the NSW Healthy School Canteen Strategy and the Dietary Guidelines for Children and Adolescents, MVOOSH aim to provide nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children.

In line with the healthy schools canteen policy all food and drink that the service provides will be assessed according to nutritional value and levels of fat, sugar, salt and energy.

This Assessment enables the food and drink to be classified as

- Red (occasional – no more than twice a term).
- Amber (select carefully – not to dominate the menu or be large sizes)
- Green (fill the menu- encourage & support these foods)

For more information on fresh tastes @ school go to [www.schoolcanteens.org.au](http://www.schoolcanteens.org.au)

All Services will provide opportunity for successful hand washing before eating and will have Fresh drinking water available at all times for the children and educators.

Vacation Care, Children are required to bring plenty of their own healthy food for the day. Parents/ Guardians are encouraged to provide food that is consistent with the services nutrition policy. Parents/Guardians should ensure their children are provided with **plenty** of their own healthy food.

Morning Tea Will be at 10.30am, Lunch at 12.30pm Afternoon Tea at 3pm.

We offer hot lunch time meals through our canteen menu.

Due to food preparation requirements we will not heat up or prepare food from home. Instant noodles will not be cooked and MVOOSH will not allow children to eat noodles uncooked this is a health risk and can dehydrate children.

Before School Care children will be provided with a healthy variety of Breakfast choices. Breakfast will be served at approximately 7.35am.

After School Care children will be provided with a healthy variety of afternoon tea, served shortly after arrival at MVOOSH.

## **NUT FREE**

The Moss Vale Public School has a Nut Product free policy. (This does not include may contain traces of nuts) MVOOSH has adopted a nut product free zone in line with our lease.

## **MVOOSH CANTEEN**

We have a canteen that is available for children to use at the following times

- After School at around 4:15pm
- Vacation Care after they have eaten a healthy lunch around 1pm and after a healthy Afternoon tea around 4pm.

### **Hot lunches available on an order basis.**

We ask that parents pay **in advance** giving permission for items not allowed and daily spending limits. We then keep a tally of what was purchased and how much money is left on the Tab. We will supply a note when the tab is low. No purchasing of food will be allowed without prior payment. The menu changes and is in line with the healthy canteen guidelines. Limits may be set as to how many of 1 item can be purchased.

The following is an example of some of the items and prices. Ice blocks from 50c, Frozen yoghurts \$1.50, Jelly cups \$1, fresh popcorn 50c, poppers \$1.50, Baked beans, Spaghetti \$1.50, Lasagna \$4

## **SUN SAFE. HATS AND SUNSCREEN**

- MVOOSH Provides sunscreen, it is your child's responsibility to apply the sunscreen.
- Wide brim hats or legionnaire caps must be worn when the UV rating is 3 or above when in the sun.
- MVOOSH has approved sun safe hats. They are available for \$15.00 each.
- If your child fails to bring a hat from home on the second occasion they will be supplied a hat with their name on it, and your account will be billed the \$15.00. These hats are to stay at MVOOSH.
- Caps are not acceptable.

## **CLOTHING AND FOOTWEAR**

- All children will need to be dressed appropriately for our weather conditions.
- Tops must have sleeves and pants, skirts or dresses should be at least mid-thigh length
- Shoes should be fitting well. No thongs, clogs or loose fitting shoes.

## **PERSONAL BELONGINGS**

- Children are responsible for their OWN belongings including hats, shoes, clothing, lunch boxes etc. Educators will encourage all children to keep their belongings safe or in there bag but will not be responsible for lost or misplaced items.
- Please keep all valuable or precious items at home.
- No electronic devices are to be brought to MVOOSH
- Children that have mobile phones at MVOOSH need to give them to an educator on arrival and collect when leaving. (No child will need a mobile phone at MVOOSH)

## **POLICY FOLDER**

MVOOSH has a comprehensive set of policies. All policies are available to view at the sign in table at MVOOSH. Below is some of our policies briefly outlined. Please see the full policy at MVOOSH if you still are unsure.

## **INCIDENT, INJURY, TRAUMA AND ILLNESS**

It is recognised occasionally accidents/incidents may occur, however, at all times educators and children will be vigilant in maintaining a safe environment.

- At least one (1) educator on duty at the Service will have a current First Aid Certificate
- A First Aid Kit is always available at each Service and taken on excursions.
- The Service has ambulance cover. If necessary a child will be transported to the nearest hospital. Parents/Guardians will be contacted as soon as possible. Any medical costs will be the responsibility of the Parent/Guardian.
- A report of the accident/incident will be given to the Parent(s)/Guardian(s) to keep and the original to sign and be retained by the service.

## **DEALING WITH MEDICAL CONDITIONS AND ADMINISTRATION OF MEDICATION**

- Written and signed consent by the Parent/Guardian must be provided stating the name of the child, dosage and times of administration
- Prescription medication must be in the original packaging, have the child's own name clearly marked as well as all applicable instruction for administration.
- Non-prescription medication will only be given in accordance with instructions on the container. A Doctors covering letter must be obtained for other doses.
- Educators will record all instances when medication is administered.

*NB: In an emergency when a child's Parents/Guardians cannot be contacted, medication will only be administered with the permission of a medical practitioner.*

## **COMPLIMENTS AND COMPLAINTS**

All participants in the Service including children, Parents/Guardians and educators will be treated with respect. If any participant feels otherwise then they have a right to express any concern with a view to a satisfactory resolution for all involved.

### Procedure

- Parties involved are encouraged to deal with any concerns as soon as possible.
- If the matter is unable to be resolved satisfactorily between the parties it should be referred to the Service Owner. Every attempt will be made to assist.
- It will be necessary to put concerns in writing if requested.
- A mediation meeting between the parties may be necessary in some circumstances.
- Complaints can also be made to the Early Childhood Education and Care Directorate Phone 1800 619 113 [www.dec.nsw.gov.au](http://www.dec.nsw.gov.au)

Comments and constructive criticism, which can be used to improve MVOOSH operations and benefit educators, children and their families is always welcome. Please speak to educators, talk or text Rozz 0417404063 or email [mvoosh@bigpond.com](mailto:mvoosh@bigpond.com).

## **ILLNESS, INFECTIOUS DISEASES, EXCLUSION, IMMUNISATION**

MVOOSH recognises that dealing with unwell children may prove an undue stress (especially to working Parents/Guardians). However, in the greater interest of the child, exclusion from the Service may not only be necessary but mandatory according to the guidelines as laid down by the NSW Department of Health.

- If a child is obviously unwell they are NOT to be left in care.
- If a child becomes unwell during the Service, Parents/Guardians may need to be notified and are expected

to collect their child as soon as possible or make arrangements to do so with an approved contact person identified on the Enrolment Form. The Service has limited facilities for coping with and isolating unwell children.

- MVOOSH will follow the recommended exclusion periods for infectious diseases and they can be found at NSW Health <http://www.health.nsw.gov.au>
- Every effort will be made to notify Parents/Guardians should it be reasonably suspected that their child has come into contact recently with someone who develops an infectious or contagious disease. This information will be disclosed with the respect to the privacy rights of the individual involved. Parents/Guardians are advised to contact the Service as soon as possible if their child becomes ill due to such development of infectious or contagious disease so that the Service can implement strategies for containment. The Service also has an obligation to notify the NSW Department of Health about the outbreak of certain infectious and contagious diseases.
- Parents/Guardians are to provide immunisation status at the time of enrolment. It should be noted that there are limits to Government assistance due to non-immunisation. Furthermore, the NSW Department of Health advises that children who receive only homoeopathic “immunisation” are considered un-immunised.

## BEHAVIOUR GUIDANCE

All children and educators who use and work at the service have the right to enjoy an atmosphere that can reasonably be expected to promote a happy, relaxed and non-threatening experience. Physical boundaries of each service will be explained, as will requirements regarding some activities. Boundaries imposed by the Moss Vale Public School and the Service must be observed.

A degree of self-control is naturally required and Parents/Guardians are expected to support educators in encouraging positive behaviour.

1. Children are to maintain common courtesies to both each other and educators.
2. The use of offensive language and inappropriate behaviour will not be accepted
3. Unsafe games and the use of physical violence is not accepted.

Children are expected to assist with cleaning up and putting away of equipment and activity items (within their capabilities). Any equipment deliberately damaged is to be replaced by Parent/Guardian.

Concerns about behaviour will be brought to the attention of Parents/Guardians.

Should behaviour continue to be a concern especially where a child places themselves or others in personal danger or the behaviour is so disruptive that the enjoyment of others is continually jeopardised, and that educators attention is diverted for extended periods from the whole group the following procedure may be implemented.

1. Warnings to child and Parent/Guardian
2. Short term suspension if further non-compliance.
3. Return to Service on condition of trial period
4. Further non-compliance could result in extended suspension.

While the above action would be most regrettable, the concern for the wellbeing of the whole group, as well as Parent/Guardian confidence and educators morale, needs to be addressed. Parents/Guardians and educators will always endeavour to work together so the needs of all children, Parents/Guardians and educators can be met

- Children may be given “time-out” to cool down, if an incident occurs whilst at the MVOOSH.
- Educators will ensure all children involved in the incident are given the opportunity to tell their side of the story before a decision is made. In some cases this may take time. Children and parents will be made aware of the outcome.
- If a child decides to run away, the service and its educators are not to be held responsible.
- The centre staff and educators, are not able to chase a child that runs away as it leaves other children in care without adequate supervision. If your child does run away from educators, whether it is from the centre, or on an excursion educators will phone a parent. It is



- then the parent's decision to take whatever action they feel is appropriate. If your child does run away and is injured MVOOSH will not be held liable.

## **HOMEWORK**

MVOOSH understand the importance of homework, it is best done at home. An area will be made available for children, however we do not set aside specific times and educators are unable to assist children with their homework.

If a parent insists their child must do their homework whilst at MVOOSH there child will only be required to sit for no more than 30 minutes.

## **STATEMENT OF SUPPORT**

Parents/Guardians are encouraged to take an active interest in the Service, their views and participation is both encouraged and welcomed. The service invites families to share aspects of their working or family lives that would be of interest to children at the service. Please discuss with the owner how you can contribute.

## **STATEMENT OF ACCEPTANCE**

Acceptance of Enrolment is conditional upon understanding of an agreement to the Policy Guidelines and Conditions of Use of the Service and includes the Fee Schedule.

## **PARENT MEETINGS**

Information parent meetings will be held week 5 of each term on a Monday night at 5pm at the Moss Vale Public School Hall. All welcome.