



South Coogee

Out of School Hour Care

Parent Information Handbook

Brief History:

Starting operations in 1994, and incorporating in 1995 as *Coogee South OOSH Care*, the Centre has been continually operating for 24 years providing before school, after school and vacation care to the South Coogee community.

We are a not-for-profit organisation managed by a volunteer Parent Management Committee, who also manages the adjacent South Coogee Learning Centre.

In recent years the Centre has expanded greatly with over 300 families enrolled and a licence to care for up to 155 children at a time. The service is split into two age groups, years K-2 and years 3-6, using two different care environments. Each day food is served, programmed activities are delivered by the Educators, and much fun is had by everyone.

We envision the Centre providing quality education and care to the local community well into the future.

Team Structure:

We have a structured day to day Management Team consisting of a Director, Assistant Director, a Team Leader and Educational Leader as well as four Area Leaders.

These are dedicated, qualified Educators who are at the Centre on a daily basis and will be your first point of contact for any questions or concerns you may have.

Educational Leader and Director: *Jack Roach*

Assistant Director: *Irina Przinova*

Team Leader: *Jemma Redman*

Assistant Educational Leader: *Nicole Pickard*

Alongside the Management Team, we have approximately 16 Casual staff members who will also be your child's immediate contact. These Staff members work on the same schedule each week to create a sense of comfort and familiarity to each attending child, which leads to developing strong relationships.

Our Casual Team come from all different backgrounds, although they all share the same passion for children's development, health and wellbeing.

Feel free to come in, say hi and get to know us !



General Information

Hours of Operation:

Monday to Friday – Term Time

Before School Care: 7am to 9am

After School Care: 3pm to 6pm

Vacation (School Holiday) Care: 7am to 6pm

South Coogee OOSH is closed all weekends and public holidays

South Coogee OOSH is also closed for 2 weeks over the Christmas and New Year period.

Fees and Payments

Session	Permanent	Casual	
Before School Care (BSC)	\$13	\$15	
After School Care (ASC)	\$19	\$21	
Session	In - House	Incursion	Excursion
Vacation Care	\$55	\$60	\$65

Application Fee Structure (Building, Utilities, Resources fee)

The Application (BUR) Fee is an annual payment from each family. As a non – for – profit organisation, the Centre relies on this fee to purchase children’s resources, fix or maintain our building and pay our utility bills. These payments are to be made as soon as your requested days have been confirmed by the centre.

First Child	\$100	Low-income Family	\$50
Any Additional Children	\$50 per child	Low income Family	\$25 per child
Maximum payment per family	\$200	Low Income Family	\$100
Families who apply in the second half of the year, the BUR will be reduced to half price.			

- A late pick up fee will be charged at \$2 per child for every minute after 6pm.
- The centre closes at 6pm every day and this fee assists in paying staff overtime.
- Fee’s are subject to periodic review and families will be notified well in advance of any changes occurring



[Fees continued]

Child Care Subsidy (CCS)

Above-listed session fees are the standard fee before government subsidy.

South Coogee OOSH have no control over the percentage of your subsidy or determining your eligibility. For more information on applying for Government Subsidies please visit your MyGov account.

Payment Methods:

An email will be sent to you with the invoice (statement) fortnightly on a Friday. This Statement will cover 2 weeks before and 2 weeks after the date the statement is sent.

All fees are to be paid 2 weeks in advanced.

Accounts will be charged \$10 for every week the fees are left unpaid

In some circumstances under the discretion of the Parent Management Committee, any accounts in arrears for more than one month may be unenrolled from the centre

Payments can be made either via EFTPOS (over the phone or in the Centre) and/or via bank transfer. Please include your child's name in the description of your transfer including "Fee" if paying a session fee or "BUR" if paying the BUR fee.

All payments are to be made on:

<p>Account Name: South Coogee Children's Services BSB: 032 152 Account Number: 118 741</p>

These details can also be found on the front page of each Statement.

Cash or Cheques will not be accepted.

In some circumstances, we will consider providing more flexible payment options. Please do not hesitate to discuss your options with Centre Management.



Enrolments and Bookings

An Enrolment is the process of providing your child's and families' details to the Centre.

A Booking is information provided by you to the centre about your child/ren's attendance patterns.

Enrolment Details and Requirements

- Prior to the child's first attendance at South Coogee OOSH, a complete Enrolment Form must be submitted to, and approved by Centre Management. **This includes an up-to-date immunisation record and an original copy of the child's birth certificate (or valid passport).**

All regular medications, risk minimisation plans, and medical action plans are also a condition of enrolment. No enrolment will be processed without the above supporting documents.

Once all enrolment details have been accepted by the centre, you will need to **create a Booking** for your child's attendance. All bookings will be accepted subject to availability and our Centre's Priority of Access system. *Before and After School Care is only available for children who attend South Coogee Public School.* We **do** accept children from other schools for Vacation Care only.

Bookings

Permanent bookings are for the school year during term time.

Any changes to these bookings require a 2 weeks' notice and a "change of booking" form completed. During the 2-week period, your child is welcome to attend as you are also charged for these days. If your child does not require care for the final 2 weeks, you must notify the centre otherwise the "Absentee Policy" will apply. (please see more information below)

Any additions of permanent days will be subject to availability.

Casual bookings are also dependent on availability, we require as much notice as possible.

Absentee Policy:

If your child will be absent for any reason, the Centre requires a notification.

South Coogee Public School does not communicate absences to the centre.

A notification can be done via phone call, email, or Storypark message.

Failure to notify results in below procedure:

- A family will receive 3 written warnings per year per child
- If a family fails to notify the Centre a fourth time, a **\$10 absentee fee** will be charged. This fee will be charged for any time a family fails to notify the centre after that until the end of the year.

If a child is on the roll and has not showed up for the session – this will result in a staff member having to call the family and confirm the child's absence. In our case, this is considered as a "missing child" and is taken extremely seriously. This is the reason why it's extremely important to let us know of any absence.



[Enrolments and Bookings Continued]

Vacation Care

Vacation Care Programs and Booking Forms are available at least four weeks before the holiday period begins. The Program is uploaded to Storypark. There are also hard copies located in the centre for families who do not have to confirm these bookings, all relevant forms and permission slips need to be returned to the centre.

As every Vacation Care is different, please take note of the listed “terms and conditions page” on the program for more information.

Kindergarten children who wish to attend the Summer before their first term at school are welcome to join in, although we cannot accept them in December, only from January. Children from other schools are also welcome to attend Vacation Care.

Term-time bookings are placed on hold for every school holiday period. You must enrol your child into the Vacation Care Program if you require care at this time.

Extra-Curricular Activities:

The centre works with families and providers to allow children to attend extra-curricular activities.

If your child requires care before or after the extra-curricular activity, you may have a booking for them on that day. Although, we do require a completed “Extra-curricular form” to be completed and returned prior to their first session. This reassures us of the child’s whereabouts and makes us aware of their late arrival/early departure.

The centre has an “extra-curricular” roll that lists all children who have activities throughout the week. We have 1 staff member allocated to remind children and make sure they are at the meeting point with the extra-curricular provider/teacher. **South Coogee OOSH staff are not held responsible for children who wish to not attend the extra-curricular activity. South Coogee OOSH Staff are also not responsible for the delivery or collection of children before and after the extra-curricular activity. This is the teacher/providers responsibility to return them to an OOSH staff member once the activity is done.**



Policies, Procedures and other important information

Centre Policies

South Coogee OOSH has comprehensive policies and procedures that guide and instruct all practices. Policies and Procedures are subject to periodic review and are always available to families.

Educational Program and Practice

The Centre's educational program is guided by the National Quality Framework "My Time, Our Place".

This Framework outlines learning outcomes that Educators work towards for all children in care. The weekly program includes child-led experiences based on their existing knowledge and interests. Educators extend on these interests by implementing interest-based activities based on the observations documented in Storypark, and/or spontaneous activities.

Arrival and Departure

Children must be accompanied by an adult when arriving and departing the Centre. It is a requirement that all children are signed into the Centre via the QK Kiosk on the iPads in the Parent Corner.

If your child will be collected from the centre by someone who is not listed in your child's enrolment, **please notify the centre prior** to the child's departure by submitting a "Authorised Person Form", or via e-mail if it's a "one-off" urgent change in schedule. We require written confirmation. The person collecting your child **will need to present a valid photo ID card**, as we need to photocopy this and add it to your child's file. This person must be 16 years of age or older.

Medical Conditions

If your child has a medical condition, you are required to provide the service with documentation such as action plans, risk minimisation plans and any medications if necessary. South Coogee OOSH works alongside all families to provide a safe environment for all children.

As per centre policies, staff will not administer any medications that have not been prescribed by a Doctor. All medication must be in original packaging and have the child's name clearly visible.



Nutritious Food

South Coogee OOSH provides Breakfast every morning session and Afternoon Tea each afternoon. Breakfast is served between 7am – 8am, and afternoon tea from 3pm. This also continues onto vacation care.

Our menu follows healthy eating principles including recipes and advice from Crunch n Sip and Munch and Move which are initiatives by NSW Health.

All meals provided in the centre are Nut Free, Shellfish Free, Sesame Free. We tailor our meals to children with individual dietary requirements.

Parent Feedback

We welcome all and any feedback from the community. Feedback allows us to constructively and collaboratively improve our practices as a provider of quality education and care.

Contact:

Phone number: (02) 9344 8463

General enquiries: sc-oosh-admin@sccs.nsw.edu.au

Irina – Accounts Manager: sc-oosh-assistantcoordinator@sccs.nsw.edu.au

Jack – Director: sc-oosh-director@sccs.nsw.edu.au

Address: 1 Tucabia Street, South Coogee