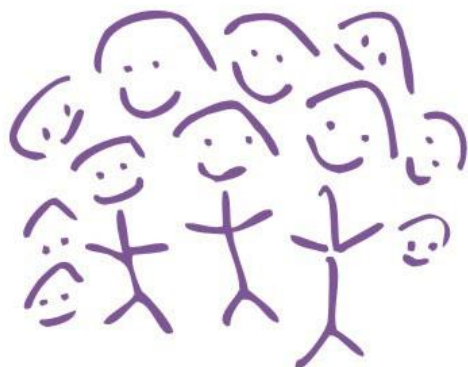


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**OPERATING HOURS**

Before Care 7:15am -9:00am

After School Care 3:00 – 6:00pm

Vacation Care 7:15am -6:00pm

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2017 LCOOS FAMILY HANDBOOK

# PARENT HANDBOOK

HAPPY EDUCATORS = HAPPY CENTRE = HAPPY CHILDREN = HAPPY PARENTS

## At LCOOS we.....

- ❖ Provide a fun and safe environment for children to unwind outside of school hours
- ❖ Encourage variety and choice to foster individual and group interests, needs and wants to build on skills, talents and abilities in all children.
- ❖ Collaborate with children to provide active play, structured activities, and spontaneous leisure opportunities that are meaningful to children and support their well-being, self-esteem, confidence, learning and development
- ❖ Believe in creating strong relationships and promoting respect for all things and people
- ❖ welcome families from all over the world and will endeavor to provide any information regarding your child enrolling and ongoing attendance at the centre in any given language

### WELCOME

Welcome to LCOOS Inc. We look forward to getting to know your family as we guide your child's development and learning whilst in our care.

- Our programme is developed for the children in our care., We encourage the children to take an active role in the development & implementation of all aspects of our weekly programming.
- We participate in numerous after school sports that vary from term to term. Keep an eye out on our website for up to date
- We provide a unique service where we deliver your child to and from after school activities so they are not missing out attending while their parents are working
- We also provide activities within our service for you to book your child into. This activities may change each term and may include; mandarin, French & Spanish classes coding, lego robotics & gardening classes.

- LCOOS builds its programming and centre runnings on the My Time Our Place – (learning framework for school-age children).
- We would like to encourage you to have input into your child's portfolio book that is a new introduction to the centre where you can track your child's growth and development over the year

### GENERAL INFORMATION

LCOOS is a community based non - profit organisation operating outside of Government School hours. LCOOS operates two Centres' – Longueville Road and Lane Cove Public School (LCPS).

LCOOS is working within the requirements of the National Quality Framework (NQF) and National Quality Standards (NQS). LCOOS is also guided by the Australian Children's Education & Care Quality Authority (ACECQA). ACECQA oversee how the NQS is applied across the country and ensure that services are meeting the new requirements.

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2017 LCOOS FAMILY HANDBOOK

LCOOS aims to meet the needs of the families in our community (Lane Cove Public School)

The centre operate from two sites:

The LCPS Site provides After Care only for Yr. 2/3-Yr 6 (75 places).

The Longueville Road Site runs:

Vacation Care (55 places)

Before School care for all ages (80 Places)

After School - Kindergarten – Yr. 2 (80 places)

The office for both centres is located up the wooden stairs upon entering the Longueville Rd site

### Hours of Operation

Opening Hours before school care 7:15 am to 9:00am. After school care is 3:00pm to 6:00pm. Vacation care days open at 7:15am and close at 6:00pm.

The centre is open for 50 weeks per year, closing for up to 2 weeks over the Christmas/ New Year period and on public holidays.

The centre closes at 6pm each evening. We suggest family members arrive before 6pm to allow time to collect your child and if needed have a chat with the staff.

### Management Structure

LCOOS is run by a Parent Management Committee which meets at least once a term. We are always looking for new members, if you are interested please keep an eye on our website for upcoming meeting each term. Yvette is our current Director of the centre with Melissa our Assistant Director and overseeing the senior site located at the school

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### The Philosophy of LCOOS

Lane Cove Out of School Hours Inc (LCOOS) is a community based non - profit organisation operating outside of Government School hours. LCOOS operates two Centres' – Longueville Road and Lane Cove Public School (LCPS). We aim to meet the needs of school aged children within the local community.

We believe that the children of parents/guardians who have work, study or other commitments should be afforded every opportunity to be cared for in a relaxed, safe and secure environment with a friendly, fun and enjoyable atmosphere. LCOOS educators aim to work with children during their development and learning process.

We encourage variety and choice to foster individual and group interests, needs and wants to build on skills, talents and abilities in all children.

Educators collaborate with children to provide active play, structured activities, and spontaneous leisure opportunities that are meaningful to children and support their well-being, self-esteem, confidence, learning and development.

We aim to work with children while they construct their own identities and understanding of their world. We emphasis the importance of diversity and support each child's values, family ideals, beliefs, religion, gender and cultural background in a non-judgmental environment

Furthermore we believe in creating strong relationships and promoting respect for all things and people. LCOOS support parents and families during their child's development, in an environment aiming to promote a sense of belonging, being and becoming by following these policies and guidelines which we have set out in this document.

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### Policies and Procedures

LCOOS full set of centre policies and guidelines can be accessed at the centre or alternatively, you can access these policies on

our website [www.lcoos.com.au](http://www.lcoos.com.au) under the parent portal section which is password protected, please contact the Director if you are unsure of this password

Field Code Changed

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2017 LCOOS FAMILY HANDBOOK

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## QUALITY ASSURANCE

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LCOOS is involved in the new National Quality Standard (NQS) assessment process. This process is managed by the Department of Education and Communities (DEC). Lane Cove Out Of School Inc (Senior Site) has successfully gone through assessment in 2016 and the junior site is yet to be assessed and initially assessed as – *Provisional – Not Yet Assessed under the National Quality Framework*. This rating will be in place until their first assessment is completed and a rating awarded. More information about assessments and ratings can be found at [www.acecqa.gov.au](http://www.acecqa.gov.au)

We are continually examining our practices and seeking to improve the service we provide to children and families. We run a centre that is up to date with all modern studies and Government Policies and Procedures. If you have ideas for improvements you would like to see Implemented please talk to the Director or Staff

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### The Program

The educators at LCOOS are committed to providing a quality program that caters to the needs of the needs, interests and abilities of the children.

At LCOOS we use the My Time our Place (MYOP) curriculum. It is broken up into sections: Belonging, Becoming and Being.

Five learning outcomes for Children

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

Each child's current knowledge, ideas, culture, abilities and interests are the foundation of the program which is displayed through our learning journal (on display near the sign in area). Parents are welcome at any time to ask staff about any questions they have regarding their child or the programming each day.

### Staff

We believe that Educators are the most valuable asset to the quality of LCOOS and that high quality Educators are imperative to the smooth running of LCOOS. We aim to employ the best possible Educators for the position. The staff works as a team and is committed to making your child's day enjoyable.

All our staff are screened through a Working with Children Check, carried out by the NSW Commission for Young Children and Young People. If you are ever unsure of a staff's role at the centre please ask. LCOOS has 2 full time workers and permanent part time workers along with casual employees. All our staff are regularly rostered each week in order to provide continuity for the children each day.

### Volunteers

Volunteers are welcome at LCOOS and the directors meet with them prior to commencement. We do have a number of high school students participating in the Duke of Edinburgh Scheme and local Community Service regularly at the centre.

### Enrolment & Waiting List

Enrolments into LCOOS are strictly in line with our enrolment policy (which can be found in our centre policies at each centre). Enrolments for the next school year are found on our website the January prior to starting school (you can only enroll your child a year prior to starting school). If you wish to add days to your current booking you need to request this in writing to the director.

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### Child Care Benefit (CCB)

Upon enrolment of your child, parents are responsible for contacting the Family Assistance Office (FAO) PH: 13 61 50 to be issued with a centrelink reference number (CRN) for both you and your child. You then need to provide these numbers to LCOOS (there is a space allocated for these numbers on the enrolment form)

CCB is based on a Government approved hourly fee, not on our standard fee. Therefore, it can be complicated to work out what your reduced fee will be. 100% Childcare Benefit does not mean you do not pay at all. CCB is paid in arrears to LCOOS and therefore full fees must be paid and then credited back onto your account if requested towards your next invoice.

### Child Care Rebate (CCR)

Child Care Rebate is a non-means tested payment Federal Government initiative to assist working families with the cost of child care. LCOOS is an approved child care service for this rebate, therefore parents can claim CCR for care used in OOSH if they are working. Your care usage will be reported weekly to the Family Assistance Office. The rebate is 50% of your fees, up to \$7,500 per year.

Parents who also receive CCB have a responsibility to report changes to the Family Assistance Office. It is the parent's responsibility to provide the centre with CRN numbers to receive CCR. In order to receive all benefits and rebates you must sign and initial attendance records daily to show when your child starts care ('time in') and finishes

### Fees

Upon initial enrolment a nonrefundable fee of \$50 is payable per child. All fees need to be paid in advance (please see fee policy).

Fees can be paid via, direct deposit or Ezidebit . Failure to keep fees up to date may result in your place being jeopardized, if you are experiencing financial hardship please contact the director to discuss. Fees remain payable even when your child is absent through illness, excursion or holidays during school term or for any other reason. Families that pay their fees upfront are required to pay their fees by the last day of the previous term. Families that pay fortnightly must keep their fees two weeks in advance. A statement is issued the week before the fees being debited

### Late Pick Up

The centre closes at 6pm each day so all children MUST be collected by then. If you are running late please inform the centre or arrange for a listed contact to collect your child. Charges for pickup after 6pm apply – see fee schedule

### Booking

Once you have confirmed your place you will need to complete an annual booking form at the commencement of term 4 to secure your place for the following year. Fees can be paid fortnightly in advance or paid for the term in advance attracting a discounted rate (please see fee schedule online)

### Vacation Care

We provide vacation care for families with children attending Lane Cove Public School. The centre is closed on Christmas Eve reopening early in the New Year. Please check with Director for exact dates. LCOOS is open all other school holidays. Excursions are compulsory when programmed as no one remains at the centre. The program varies each break and is available from around week 6 online to make bookings. If your child attends before/ after care those days are not held automatically for vacation care, you must complete the booking form.

### Absences

A LCOOS all absences need to be paid. Children are allowed to have up to 42 days absent per financial year. No proof is needed for these days. Additional days absent may be approved for specific reasons only. All absent days need to be paid. If your child is going to be absent, sick or away please call the centre to avoid getting a search fee (see fee schedule) for failure to call (as per fee schedule)

### Signing In and Out

It is a legal requirement that children are signed in and out each day. If you are unable to for any given reason please ensure that you have advised the centre prior. A child will only be released to an authorised person





nominated by the parent of guardian so please advise if someone not listed is authorised to collect your child, they will need to bring photo ID



#### **Cancellation of booking**

When you no longer require your child to attend the centre or wish to make amendments to your booking you must give TWO WEEKS WRITTEN notice. Failure to provide two weeks written notice may result in fees still being invoiced.

#### **No Toy policy**

At LCOOS we have found that treasured belongings from home can be lost or broken if brought into the centre. Therefore, we strongly discourage children from bringing these in and ask you to encourage your child to not bring into the centre as well. The centre will take no responsibilities for any lost, missing or broken toys/ treasures.

#### **What to bring to LCOOS**

Parents are requested to apply sunscreen to their child before they arrive each morning. Each child should also have a broad brim hat. We advise that singlet tops not be worn during vacation care. In summer this choice of clothing is inappropriate as children become more exposed to the sun. Please see our sun protection policy for further information

During before school care children are provided with breakfast until 830am. After school care children are given an afternoon tea snack at around 330-4pm and then another smaller snack around 5pm. So they do not need to bring any food.

Vacation care children are given afternoon tea each day unless otherwise stated in the program. They need to provide morning tea and lunch each day they attend along with suitable clothing including a hat and water.

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Ways to keep up to date:

User Name:  
lanecoveoutofschool

**facebook**

Email:  
[lcoos@bigpond.com](mailto:lcoos@bigpond.com)

Web: [www.lcoos.com.au](http://www.lcoos.com.au)

Phone: 02 94284263

Senior Site: 0402630727

(2:15pm – 6pm school days only)



### Extra Curricular

LCOOS provide a service to collect and deliver your child from after school activities within close proximity to LCOOS. There is a fee \$3 per drop. A separate form must be completed should you require this service (this can be found online).

### Orientation

At the start of the year we have an open afternoon / evening where both parents and children are invited into the centre to view the centre and meet the staff. If your child is starting throughout the year we encourage you to bring your child into the centre before they commence to familiarise themselves.

At the start of each new school year the staff collects Kindergarten at 2:30 pm for the first two weeks and brings them back to the centre without the other children so they can get comfortable in the environment until the other children join after 3 pm. New children in other years are welcomed to the centre upon their first day and shown around by the other children and staff.

### Meals

At LCOOS we aim to provide a healthy snack for the children. The children receive breakfast in the mornings and an afternoon tea and second afternoon tea in after school care. In vacation care both breakfast and afternoon is provided. The menu is on display for the day near the sign in area. LCOOS also is a nut aware centre so please do not send your child with any products that contains nuts. **Anaphylaxis is the most acute and serious form of allergy. Nuts are responsible for many such reactions. For this reason we are Nut Aware and do not serve any nut products.**

### Emergency contacts

Parents must provide LCOOS with the names and contact numbers of at least two responsible persons who can collect your child in case of an emergency or illness.

A child can only be released into the care of parents, a guardian or a responsible person. Parents MUST inform staff personally if anyone other than a parent will collect their child. The person MUST be over 18 years of age and be able to produce proof of identity. Staff have a duty of care to your child and therefore unable to allow adults under the influence of alcohol or illegal drugs to collect your child. In the event a parent or other person is under the influence of alcohol or drugs another person on the authority to collect will be contacted to collect your child.

### Change of Details

Please inform LCOOS as soon as possible if any of your details such as address, phone numbers, allergies and collection authorities have changed. This is vital in case of emergency situations.

### Drop off and collection procedures

Upon arrival in the morning

- ❖ On arrival sign your child in immediately
- ❖ Say hello to at least one staff member
- ❖ Ensure your child's bags is placed on a hook
- ❖ Inform staff if your child needs breakfast
- ❖ Pass on any other information regarding your child to do with the day

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Pick up in the afternoon

- ❖ Collect your child and ensure they have their CORRECT school bag and all their belongings
- ❖ Sign your child out
- ❖ Hand over any necessary paperwork/ booking forms/ message for the week
- ❖ Please say goodbye and acknowledge at least one staff member before you leave

Please ensure that the safety gates have closed properly when entering or leaving the premises. Please discourage your child or siblings from swinging on the gate at the junior site

Please do not park in the driveway area outside on Longueville Road this is our main evacuation point in the event of an emergency and MUST not be used by parents.

Also please be considerate when parking on Longueville Road near the disabled parking spot and be aware that parking is of a premium so consider other parents when parking. We have 10 minute parking allocated on Longueville Road from 7:30-9am and 4-6pm to make drop off and collection easier

Please do not drop your child off before 7:15am and make sure you arrive by 5:55pm to collect your child. This allows sufficient time to collect all your child's belongings and talk to staff if required. If your child is collected after 6pm, two staff are required to stay back until you arrive. Please also consider that staff have other responsibilities outside of work. If you are late to collect your child, a late fee will be charged.

**LCOOS hours of operation relate directly to the terms of our license and insurance policies. Therefore caring for children outside normal hours means that we may be in breach of the child care regulations, which is a serious offence.**

### Illness and Infectious Diseases

LCOOS is unable to care for sick children at the centre. If your child falls ill whilst in attendance at the centre you will be telephoned and asked to make arrangements to have your child collected as soon as possible. If your child has a fever, diarrhoea, conjunctivitis, has vomited or has had any other illness and infectious disease within the last 24 hours they should be excluded from the centre until they are no longer a risk to passing on their infectious condition to other children and staff (see Accident, Illness, Injury and Trauma Policy)

### Medications

If your child has special medical circumstances and requires ongoing medication it is important to provide the centre with a medical action plan, provide the centre with the medicines (ventolin, Epi Pen etc) and ensure that the medications are within the recommended use by dates at all times. It is your responsibility to advise us in writing of any changes to your child's plans and replace medications as they expire (see Medical Conditions Policy)

### CENTRE CLOSURES & HOLIDAYS

The centre is closed for all NSW and nationally recognised public holiday and is closed around two weeks over the Christmas & New Year period. Notices of closures will be advertised well before the school ends for the year on our website.

### DVD/FILM CLASSIFICATION

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DVD's are not part of our planned weekly programming (excluding vacation care) but are available upon children's request at appropriate times. The centre will only show movies that have been classified G or PG and deemed suitable by the staff.

### **CONFIDENTIALITY**

LCOOS takes confidentiality very seriously and has clear policies and procedures surrounding confidentiality. All matters associated with the centre should be considered confidential and treated in the strictest confidence. This includes information about a child enrolled at the centre and/or that child's family, information related to staff members and/or their families and information on issues relating to the running of the Centre (see privacy and confidentiality policy)

### **PARENT FEEDBACK**

LCOOS is always seeking new ways to improve our service. If you have any suggestions as to how we could better meet your needs please don't hesitate to contact us. There is a suggestion box located in the centre for any anonymous suggestions or alternatively we can be contacted in person, via phone or email. We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff and management, programs or policies without fearing negative consequences. Our priority is to do everything possible to improve our service. A complaint can be formal or informal. All conversations or written complaints will be treated as confidential. A full copy of the complaints and grievance procedures can be found onsite or obtained upon request. We support parent's right to make a complaint and will help them to make their complaints clear and try to resolve them. We encourage parents not to discuss sensitive issues in front of the children if possible

### **EMERGENCY EVACUATION**

In the event of an emergency or a fire the Responsible Person on duty will instigate our Emergency Evacuation Plan. All staff are briefed and practice the emergency evacuation procedure and the children are involved in an emergency evacuation rehearsal every three months. For full details of our emergency evacuation plan please see our policy folder onsite. In the unlikely event of an emergency staff will raise the alarm and children will be evacuated via the closest exit and will be assembled and accounted for immediately. Relevant authorities will be notified and if necessary and the emergency is deemed to be significant children will be moved offsite and assembled at the meeting and pick up point. Parents will be notified as soon as children are removed directly from danger and settled and reassured. In this instance parents may be asked to collect their child/ren from evacuation pick up point. Parents can access the full Emergency Evacuation Policies and Procedures onsite and will be notified of the pick up point when phoned in the event of an emergency

### **MANDATORY REPORTING**

LCOOS Staff are all defined as mandatory reporters by NSW Legislation and are legally required to identify and report any risk of significant harm to children.

### **COMPLAINTS & GRIEVANCE PROCEDURE**

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. And that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our services. Parents are asked to be familiar with our Complaints policy

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### Exclusion due to illness

A child will not be able to attend the centre for any period of time during which:

- Directors follow the NSW 'Staying Healthy in Childcare' documentation. Please see office copy.
- The child is suffering from a disease or Condition that is contagious through normal social contact.
- A medical practitioner has recommended the child not attend childcare.

Please use your own judgement. Your child may not be contagious but if generally feeling unwell may need to stay at home for rest. Children who have had a

Contagious illness or an unspecified rash must produce a doctor's certificate stating the details of the illness that they are no longer contagious and are fit to return to the centre. We require written proof that the child is immunised appropriately for his/her age prior to commencement at the centre (effective January 2014). **A child who has not been immunised may be excluded from centre if a condition usually prevented by immunisation occurs at the Pre School.** This is a Department of Health Requirement.

### Asthma Action Plan

If your child suffers from asthma or develops asthma whilst enrolled at the centre, please let staff know as soon as possible. You will need to provide an asthma action plan, to be filled out by your child's doctor. Please update this whenever your child's asthma plan changes. If your child has an asthma plan, the medication required in the plan must accompany the child to care on each care day. Alternatively asthma medication can be left at the centre for the term.

### Smoke Free Environment

LCOOS is a smoke free area. Parents, staff and all other visitors are requested to refrain from smoking within the indoor OR outdoor play spaces at all times.

### Medication

A parent whose child requires medication will:

- Complete and sign the appropriate medication permission form.
- Give permission to administer medication can only be given by the parent. Therefore, if someone else is dropping off the child, they will need to be provided with a permission note from the parent. The permission note needs to include the child's name, date the medication is to be administered, name of medication, dosage, time to be given, and signed by the parent.
- Authorisation must be in compliance with the prescription label that is in the child's name. **Non-prescription medication will only be given if accompanied by a doctor's certificate** stating the dosage, times to be given and length of time to be given.
- Provide the correct medication in its original container.
- Inform a staff member of the child's need for medication.
- Place the medication in the kitchen cupboard or fridge (medication must never be left in children's bags).
- upon administering sign the check on the Medication Authority to acknowledge the medication has been given.
- Collect the medication.

LCOOS staff are authorised to administer medication only in accordance with the parents written authority. In doing so the staff are to be regarded as acting in place of the parent. Staff are not liable for any allergic reaction or injury caused to the child by the administration of the medication in accordance with the parent's written authority. Nor will they be responsible for any error contained in the written permission, or the supply of incorrect medication by the parent. Staff are not permitted to give medication using their own discretion. Therefore medication to be given 'when needed' cannot be accepted.

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### Parent Management Committee

LCOOS is run by a Parent Management committee and are always looking for new parents to join the committee. If you are interested please contact the director. They meet around once a term. This is a great opportunity for families to be involved in the service and contribute to service decisions.

### Complaints Handling

If a parent has complaint, the first line of action is the certified supervisor on the day. If a suitable solution is not worked out, the next step would be to discuss this with the director. If an agreement cannot be reached within the centre the PMC may arrange for a mediator to come in and help solve the complaint. Alternatively staff or parents are able to lodge a formal complaint with the Department of Community Services and the NSW Ombudsman

### Communication

We encourage collaboration between families and educators to engage in shared decision making. We encourage the following avenues for effective communication at LCOOS:

- ❖ Day to day conversations with educators
- ❖ Daily learning journal
- ❖ Children's individual learning portfolios
- ❖ Website
- ❖ Emails
- ❖ Facebook
- ❖ Phone
- ❖ Meetings

### Child Protection

Each staff member is a mandatory child protection reporter at LCOOS. This means that all staff are required by law to report any suspicions of child abuse to the Department of community Services. For further information please see our child protection policy.

### Confidentiality

All staff are aware that confidentiality of all matters concerning the centre must be maintained at all times Staff cannot give out any details contained in children's records to any other parent or discuss details of any child who has caused injury to other children at the centre. Parents are assured that any information shared with a staff member will remain confidential.

