



KT OOSH Services

Quality Before & After School Care

ABN: 15 15 490 3876

Email: rhac@ktoosh.com.au

Centre Mobile: 0434 584 881

2017

Information Booklet - RHAC

This booklet aims to answer any enrolment questions guardians may have. Management recommended that guardians read this booklet prior to registering with the service as it contains important information and some key policies and procedures.

To view all the service Policies and Procedures, a full copy is located on site for all persons to access. Please ask an educator where you can view these at the service. Understanding the service policies will assist in establishing an effective relationship between families and the service. It is important that guardians are aware of their responsibilities and have knowledge to what KT OOSH Services provide throughout enrolment.

If you have any further questions please email management at rhac@ktoosh.com.au

Regards,

Tracey Kelly & Katie Welch
Directors

Contents

- How to enrol with KT OOSH Services
- Types of care provided and operation hours
- Changes to care and how to make a booking
- Fee Structure
- Fee Policy
- Collecting ill and injured children from the service
- Medically Diagnosed Children
- Paracetamol & Ventolin Policy
- Behaviour Policy

How to enrol with the service

To enrol with the service the procedure below is to be followed:

1. Download appropriate forms from the KT OOSH Forms tab on our website www.ktoosh.com.au
Documents needed are:
 - 2016 Enrolment Form
 - RHAC EziDebit Form
 - Asthma, Allergy or Anaphylaxis Action Plans if required (these must be signed of by a qualified medical practitioner)
 - Risk Management plan signed & returned (this is devised & emailed to you, once enrolment has been submitted)
 2. Complete (in full) one enrolment form per child. All areas must be completed or this may delay the enrolment process. Contact numbers, FAO Customer Reference Numbers and health information are particularly important. Forms should be eligible and accurate.
 3. Gain a copy of your child's up to date Immunisation History Statement.
 4. Email rhac@ktoosh.com.au and schedule a time to return your child's form/s. At this time staff will check forms and go over any particular policies and procedures you will need to be aware of. Times available to return forms will be scheduled during operating hours
 5. Once your child's forms and bond have been received KT OOSH Staff will process this information and you will receive an email confirmation of your child's enrolment and care approval.
 6. The final step is to pay the \$300 Family Bond (refundable). This is completed via the EziDebit payment system at time of enrolment processing + a \$25.00 administration fee (one off) will be applied.
- * Please be aware that the service requires time to process enrolments. It is suggested parents submit forms at least two weeks prior to requiring care to avoid any disappointment.

Types of Care provided by the Service & Operating Hours

All care must be pre-booked and confirmed prior to attendance via email or in the case of Emergency care, via SMS direct to the centre mobile 0434 584 881.

Ensure you place this number in your phone named KT OOSH-RHAC for reference.

Permanent Care:

This type of care is based on a regular booking and incurs a cheaper rate. A regular booking is the same weekly care requirement every week. Permanent bookings attract permanent rates (See Fee Policies)

Permanent care bookings can be changed or cancelled on a permanent basis provided a minimum of two weeks notice has been given in writing to Head Office.

There is no swapping of days or removal of sessions allowed but additional casual or emergency sessions can be added in conjunction with permanent bookings. Should you be taking holidays of 6 or more days then provided two weeks notice is supplied in writing to Head Office then your sessions from day 6 onwards for the required period may be removed.

Any changes to permanent care must be made via email to rhac@ktoosh.com.au

Once requested and confirmed, all booked sessions are payable regardless of attendance.

Casual Care:

This type of care is based on an irregular booking and clarified by care required with **more than 24 hours notification**. A casual booking may occur as one off care when guardians may not be able to collect the child on time or have an early start on the odd day. Casual positions cannot always be guaranteed, as it will depend on availability. Casual care attracts a slightly higher rate (See Fee Policies). All casual care requests need to be emailed through to rhac@ktoosh.com.au and a confirmation email will be returned if there is availability.

Once requested and confirmed, all booked sessions are payable regardless of attendance.

Emergency Care:

This type of care is based on an irregular booking and clarified by care required **within a 24-hour notification period**. An Emergency booking may occur last minute up to and including the commencement of each session. Emergency Care will be guaranteed, as it is an emergency requirement. This is why it attracts a higher rate (See Fee Policies). All Emergency Care must be SMS directly to the centre mobile 0434 584 881 or the centre's nominated supervisor if you require an answer outside centre operating hours. A confirmation text will be returned as soon as the message is picked up. Please Note; the centre mobile is not manned between 8.45am – 3:00pm and 6:00pm – 6:45am.

Once requested and confirmed, all booked sessions are payable regardless of attendance.

Vacation Care:

Each Term by Week 6 the service produces a holiday program. This is emailed out to all families enrolled with the service via our Term Newsletter. The program is also available on the website www.ktoosh.com.au as soon as it is operational.

If your child is already enrolled with KT OOSH Services guardians need to simply email the requested days of attendance to the applicable vacation care service being either: rhac@ktoosh.com.au OR irps@ktoosh.com.au

If your child is not yet enrolled with the service then the above enrolment process needs to be followed and then days of attendance submitted via email to rhac@ktoosh.com.au or irps@ktoosh.com.au dependant on which Vacation Care service you wish to attend. Once a confirmation of enrolment has been sent to you, care is considered booked and payable regardless of attendance. This includes incursion and excursion costs.

Operating Hours:

Rouse Hill Anglican College operating hours:

Before School Care	6:45am - 8:45am
After School Care	3:30pm - 6:30pm
Vacation Care	7:00am - 6:00pm

Ironbark Ridge Primary School operating hours:

Before School Care	6:45am - 8:45am
After School Care	3:00pm - 6:00pm
Vacation Care	7:00am - 6:00pm

Our Lady of the Angels operating hours:

Before School Care	6:45am - 8:45am
After School Care	3:00pm - 6:00pm

Changes to Permanent Care & How to make a Casual or Emergency Care Booking

If the child is enrolled to attend a permanent session with the service and a change needs to be made to any sessions then the below process **MUST** be followed:

- An email or written documentation detailing the changes to care is to be provided to Head Office by emailing rhac@ktoosh.com.au
- Head Office will confirm changes back via email or written documentation

Please note that two weeks notice is required when changing permanent sessions and permanent sessions cannot be swapped.

If you require casual care OR guardians would like the child to attend an emergency session in addition to the usual permanent care the below process is to be followed:

- An email requesting casual care can be sent to the centre email address. Head Office will confirm back if requested casual sessions are available and if so booked via email. This is the best way to book casual care IF you have advance notice of the sessions you will require.
- OR if guardians are requesting emergency care within a 24-hour notification period then a text message direct to the centre mobile is required. Emergency care will always be guaranteed and the centre will confirm this as soon as the message is received or at the commencement of each shift. If an urgent answer or discussion is required outside centre hours then the centres nominated supervisor may be contacted.
- Once a casual or emergency session is booked and confirmed either by email or text, the session is payable regardless of attendance.

Fee Structure

Fee prices below are based on per child, per session.

Permanent Before School Care	\$19.00
Permanent After School Care	\$22.00
Casual Care (Before & After School)	\$25.00
Emergency Care (Before & After School)	\$28.00
Vacation Care (Early Bird Rate)	\$54.00
Vacation Casual Care (After Close off date)	\$64.00
Vacation Emergency Care (Within 24 hours)	\$68.00

Fee Policies

Fees/Additional Charges

1. A \$300 Family Bond (refundable) is payable per family upon enrolment for before / after / vacation care. In addition a \$25.00 administration fee is charged for the processing and creation of an account with KT OOSH Services. Both charges are deducted from your nominated bank account at the time of enrolment processing.
2. Bond is fully refundable when 2 weeks written notice (via email) that the child no longer requires the use of the service is given. If two weeks' notice is not given then permanent fees will continue to accrue until notice of cancellation is received in writing to Head Office. From the point of notification 2 weeks' worth of permanent fees are due OR the \$300 bond is forfeited whichever is the greater amount. If attending vacation care only, then the \$300 bond is directly refunded provided there are no outstanding monies owing.
3. When a child is confirmed as attending a session with the service, that session is payable regardless of attendance or not. Additional excursion/incursion costs on vacation care days are also payable regardless of attendance once bookings have been confirmed.
4. Ezidebit is the services payment method. This can be paid directly via your bank account or credit card. Surcharges apply for credit card transactions. Ezidebit will apply dishonour fees to any failed transactions. KT OOSH Services have no control over dishonour fees and therefore these cannot be credited. If a payment is declined or paid late then an additional \$10.00 late payment fee will be applied to your account.
5. Fee invoices are sent fortnightly on Tuesdays via email to your nominated email address and payment is the responsibility of the person enrolling the child/ren. The service will only deal directly with the account holder when dealing with accounting matters. Management will not discuss accounts with any other person other than the account holder. Upon receipt of a fee invoice it is the customer responsibility to review all charges and if you feel an error has been made then Head Office must be notified via email ASAP via your centre's appropriate email address. Head Office will look into the credit request and if applicable do their best to rectified the error ASAP. In some cases this may take longer than expected. If this is the case then

the incorrect amount invoiced will be deducted from your nominated account or credit card and a credit will be applied on the following fortnightly fee invoice. This will be noted as the balance brought forward amount. Ezidebit deductions/payments are then processed the following day fortnightly on Wednesdays.

6. If fees are not paid by the due date then late payment fees will be applied to your account at the current late payment fee rate. Late payment fees will be charged on a weekly basis for each consecutive week the debt remains outstanding once invoiced. The service reserves the right to suspend care at any time until outstanding accounts are brought up to date. Please note that during any suspension periods, permanent care fees and additional confirmed sessions are still payable. If a family is having financial difficulties then an application for special provisions should be emailed directly to the Office Manager on 02 8814 7610.
7. Permanent before and after school care fees are payable on all public holidays, pupil free days and teacher strike days with the following two EXCEPTIONS;
 - Permanent before and after school care fees are NOT payable on Christmas Day, Boxing Day or New Years Day.
 - Permanent before and after school care fees are NOT payable on pupil free days if your child attends KTOOSH vacation care.
8. Confirmed sessions with the service cannot be 'swapped' or changed. Verbal requests WILL NOT be accepted under any circumstances.
9. Permanent care and confirmed sessions cannot be removed for one off sessions, regardless of the period of notice provided. Permanent care is only changed on a permanent basis.

Late collection fees:

Late collection fees accrue when a child remains on site after the official centre's closing time. Late collection fees are charged at a rate of \$15 per 5 minutes increments per child.

If a guardian is running late then they MUST contact the centre to advise. This will give reassurance that a nominated authorised person is on their way. Failure to do so or if the centre has to contact the guardian then this will result in a non-notification fee being charged as per the current non-notification rates per child in addition to the late collection fee. If continued lateness occurs then KT OOSH Services reserves the right to terminate care. It is important to respect that KT OOSH Services Staff have families and commitments after closing hours.

Non-Notification fees:

A Non Notification Fee of \$7.50 per child will be charged to your account if any of the following three incidences occur:

1. When guardians do not inform the service directly that their child/ren will NOT be attending a previously booked or confirmed AM or PM session with the service.
2. When guardians fail to notify the service that their child/ren requires a casual/emergency AM or PM care position prior to the child arriving at the service.
3. When guardians fail to contact the service and advise that pick up will occur after the service closes. This is important, as management may need to make arrangements to ensure someone is able to remain on site after closing until the child is collected.

Collecting sick or injured children from the service

KT OOSH Services ensure that there is always a minimum of one trained First Aid, Asthma and Anaphylaxis staff member on site at all times. In the event of illness, First Aid will be applied based on the signs and symptoms experienced by the child. KT OOSH Staff may begin to determine what illness the child may be suffering from by checking their temperature, asking them age appropriate questions and observing the child to determine a change in their behaviour. In the event of a serious illness (one that is requiring further medical attention or ambulance transportation), parents will be contacted and informed that they need to collect the child within 30 minutes of the initial phone call. Should the illness/injury be significant and require ambulance attention then the ambulance will be called prior to the guardian being informed and any related charges from NSW ambulance will be liable and payable by the family. If a child is suspected of having a contagious illness staff will isolate the child from other children and parents must collect the child within 30 minutes of the initial phone call.

Details about the symptoms, illness, child involved, first aid treatment and any medication administered by educators will be documented on the 'Illness Form' as treatment of the child is progressing, to ensure an accurate recount of events. Staff will endeavour to have a parent or guardian sign the illness form upon collection, or at the child's next attendance at the service. This form is to remain confidential and will be filed in the child's file in the locked filing cabinet. *All children's files must be kept until the child turns 21 years of age.

Medically Diagnosed Children

If a child has a diagnosed medical condition then KT OOSH services will require the following completed and supplied at the time of enrolment:

- Medication (Epipen/Anapen, Ventolin, Antihistamine, Creams, ADHD medication)
- Action Plan completed, signed and dated by a doctor (Asthma, Anaphylaxis, Allergy)
- Risk Minimisation Plan (completed in conjunction with the guardian at time of enrolment)

Action Plans must be reviewed and completed by a medical practitioner annual and medication supplied must always be in date. KT OOSH Services will do their best to remind parents should Medication and/or Action Plans expire but ultimately this is the guardian's responsibility to monitor. Please keep a note of these important dates so you are aware when they are due.

No child will be allowed attend the service if current medical requirements are not up to date or expired. KT OOSH Services reserves the right to terminate care after repetitive requests to bring these up to date due to the safety and risk involved for the child.

Paracetamol & Ventolin Policy

KT OOSH Services maintains the right to administer Paracetamol or Ventolin to any child in attendance at the service if it is deemed necessary. If your child shows any signs and symptoms of suffering from a high fever, general illness or asthma attack whilst at KT OOSH Services staff will make every attempt to contact you and discuss First Aid treatment strategies to assist your child. If staff cannot contact you or it is deemed an immediate necessity, staff will administer non-prescription medication, being **Children's Colourfree 5-12yrs Panadol** or Ventolin only due to previous consent being given on the child's enrolment form. Consent to administration of both these medications is a condition of enrolment.

IMPORTANT:

Panadol and Ventolin will only be administered to a child if Staff deem it to be necessary. Staff have the right to refuse to administer Panadol and Ventolin if they do not feel that it is in the best interests of a child. Staff will not be administering Panadol or Ventolin on a regular long-term basis. If a child does require Panadol or Ventolin at regular intervals throughout a session then it is advised the child not attend the service during this time. A note from the child's medical practitioner will be required if a guardian wishes to request Panadol or Ventolin be administered on a regular basis. If staff suspect guardians are not acting in the best interests of the child's health and wellbeing staff will contact DECS immediately to report.

Behaviour Policy

Children who are enrolled with the service are expected to adhere to the following behavioural guidelines:

- Follow directions given by educators and be respectful at all times
- Listen and be responsive to others, especially educators
- Interact safely with others at the service
- Appropriately play in small and large groups
- Communicate their needs with others
- Comply with all rules at the service
- Treat all equipment and resources with care
- Understands they are never to leave the service unless with a guardian
- Never display violent or aggressive behaviour towards anyone at the service
- Never hit, kick, punch, spit, slap, or physically assault another child, educator or visitor at the service.
- Swearing, threatening, intentionally hurting others or unruly behaviour will not be tolerated at the service