



After School Hours Care – Moriah College

Phone: 02 9539 6836

Email: moriah@koolhq.com.au

WELCOME TO KOOL HQ

This is our Family Information Booklet for 2022. We have prepared this booklet to provide you with useful information about our service.

Family Information Booklet

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1. ACKNOWLEDGEMENT OF COUNTRY

Kool HQ acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our service is located. We pay our respects to the Elders, past present and emerging, for they hold the memories, the traditions, the culture, and the hopes of Aboriginal and Torres Strait Islander people across the nation. We respect and honour the children who have played on this land for hundreds and thousands of years before us. Kool HQ is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society.

2. SERVICE PHILOSOPHY

Child Centric: We are child focused - everything we do is in the best interests of the child. We are committed to advocating for the children and for their right to have a childhood. This being the time, space, and freedom to play, to take risks and to navigate life.

Relationships: We seek to build and nurture trusting, reciprocal relationships with children, families, and each other. We believe this enables everyone at our service, especially the children to form secure attachments to each other, the educators, and our environment. We believe that children who experience relationships that are built on respect, fairness, cooperation, and empathy are given the opportunity to develop these qualities themselves.

Diversity: We recognise the diverse backgrounds and cultures of each member of our community and how their presence greatly enriches our service. We acknowledge everyone as an individual who is capable and competent, and we strive to operate without bias. For children, this will provide a sense of belonging and ownership of their environments, whilst also enabling them to become empowered decision makers.

Play: We embrace and celebrate the importance of play and it is a crucial part of our philosophy. Play takes on many forms and is unique to every individual. Through our knowledge and expertise of children and play we know that learning happens through play and so therefore we plan for play. As such, our program is to plan play-based learning and developmental activities. The interests of the children are the foundation of the program. We view children as the constructors of their own experiences in an environment where educators encourage support and encourage children to flourish and fail.

Professional Development: We hold high expectations and standards from ourselves and from our educators. We embrace opportunities for innovative practice, critical reflection and embed professional development into our everyday practice. Likewise, the educators at Kool HQ are committed to ongoing learning to ensure the program is of continuing high quality and is as valuable and relevant as it can be. This requires a process of critical reflection as well as professional development - ensuring up to date knowledge of relevant research, theories, and practice - to provide the highest professional standard of care.

3. TEAM OF STAFF

Our educators are hand-picked for their ability to provide high-quality care when engaging with children. The team consists of more than 20 educators working together in our affiliated services. They come from a variety of backgrounds and cultures which we believe greatly enriches our programs.

We encourage all parents and children to get to know the educators, so please feel free to introduce yourself to at least one educator each time you come to the service and before you know it, you will know all the team in no time. For continuity of care, we try to ensure the educators are on regular shifts, so the children can develop genuine reciprocal relationships with the educators.

To see our educator team profiles please view the profile board in the foyer of Moriah College - located on the ground level of the year 3 & 4 classes.

4. FACILITIES

Our service is situated in the primary school, located on the ground level of the year 3 & 4 classes. We also make use of the Moss sport hall and the adjoining outdoor areas. A table is set up in the entry to the foyer where we provide you with important information:

- Our service Quality Improvement Plan (QIP) which we encourage you to read and contribute to on a regular basis.
- The framework for school aged care - My Time Our Place.
- A copy of our service Policies and Procedures.

5. OPERATING HOURS

Monday to Thursday: 3:00pm – 6:15pm (during school terms).

6. ENROLMENT

An enrolment form must be completed in full prior to your child's first attendance. If possible, please enrol prior to the day your child starts as we require a lot of information to ensure quality care for your child. The enrolment form is available online at our website: <http://koolkidzz.com.au>

Please Note: No child can be admitted to the service without a completed enrolment form.

7. FEES & SESSION TYPES

Attendance is either on a routine or casual basis.

Routine Attendance – \$35

Weekly/fortnightly routine bookings are ongoing for the term. To make routine bookings please contact our office team.

Casual Attendance – \$40

Casual bookings can be made from the iParent Portal or via the Kidsoft App and are subject to availability and staffing ratio.

8. PAYMENT OF FEES

Fees will be automatically debited fortnightly in advance from your bank account, VISA or MasterCard that you nominated during enrolment. Statements are issued via email before each fortnightly payment. You can view all statements via your online account. Transaction fees applies. Please note that if a transaction is declined, a dishonour fee will be applied.

9. CHILD CARE SUBSIDY (CCS)

The Australian Government provides Australian families with a number of subsidies and programs to help with the cost of child care, with the CCS being the main type of assistance that most families will use. Many families are eligible for CCS, which currently can reduce the cost of our care by up to 85%.

You can apply for the CCS online or in-person through Centrelink. To apply online visit your MyGov account or visit: <https://www.servicesaustralia.gov.au/how-to-claim-child-care-subsidy>.

Centrelink issues a different CRN (Customer Reference Number) for each child and parent. Please ensure you provide a **separate CRN number for each child** that is attending the service.

Kool HQ is an approved child care service which means that our families can claim CCS, if they are eligible.

The CCS will be paid directly to Kool HQ and passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider (Kool HQ) the difference between the fee charged and the subsidy amount.

It is the responsibility of the parents/guardians to monitor their own CCS by checking their account statements and MyGov accounts. It is not the responsibility of the service.

10. FOOD

We are an allergy aware service and do not allow nuts. All food served is in accordance with the food, nutrition, and dietary requirements policy. Children are served afternoon tea upon their arrival each afternoon. The menu changes daily and seasonally. A platter is available every day with a variety of seasonal fruit, cheese, crackers, dips, vegetables and sandwiches. We also include cooking activities as part of our program.

11. CANCELLATION OR CHANGES TO BOOKINGS

Routine Attendance – 14 days written notice is required for cancelling bookings or decreasing routine days. To cancel or change a routine booking, please contact our office by phone 02 9539 6836 or email at moriah@koolhq.com.au.

Casual Attendance – Cancellations must be made 24 hours prior to the scheduled start time of the booked day; otherwise, full fees apply. To cancel a casual booking, please cancel your day from the iParent Portal or App

12. CONFIDENTIALITY

In the course of our professional duties, we acquire information that is private. We will never discuss the personal detail of individuals, families, or children with whom they work outside of the service.

Care should also be taken during discussions within the service to ensure that information is not overheard by irrelevant parties.

All information and records that are kept about individuals and families may only be accessed by Kool HQ's employees. Employee records are similarly confidential and will only be available to the Directors, Bookkeeper, Auditor, and the Employee.

If an external agency seeks confidential information from the service, this will only be given by the Directors once the authenticity of the request has been verified. No parent, child or employee information will be given to another party without prior consent.

Email communication is used as a major communication tool for the service. As required, Kool HQ will provide attendance and absent records to Centrelink

13. ABSENT CHILDREN

Any cancellations outside of the notice period will incur full fees and the child will be marked as absent (see also Cancellation or Changes to Bookings section). For parents who receive Child Care Subsidy (CCS), these (absent days) will count towards your allowable absences. The government will only subsidise 42 allowable absences per child, per financial year. After the use of the 42 absences, it becomes your responsibility to pay full fees for any further absences.

Absent days must be signed for by parents in order to receive Child Care Subsidy for those days.

It is essential that Kool HQ is notified if your child will be absent. Please DO NOT notify the Front Office staff of the school, as it is not the school's responsibility to advise us of any absences.

No-shows – If your child is booked in to attend and is absent, and you have not notified us in writing or via the Parent Portal or App, you will be charged a \$10.00 no-show fee, and the child will be marked absent.

14. CEASING CARE

If you would like to terminate your child's care a 'Cessation of Care' written notice will need to be provided by email to admin@koolhq.com.au and include 14 days notification. Any outstanding debt must be paid in full by the last day of attendance and any credit will be refunded to you. Further to the Government legislation around ceasing care on absent days, if your child is absent on their last day/s of care, you will have to pay full fee for these days as no CCS entitlements will be paid to you.

15. ARRIVAL AND COLLECTION OF CHILDREN

At the end of school, children will make their own way to the After School Care location (year 3 & 4 classes) and ensure that they are "signed in" by an educator. Kindergarten children will be escorted to the After School Care location at the beginning of the year – see Kindergarten Children section below for more information.

Parents/guardians will need to sign-out children upon collection from the service.

16. KINDERGARTEN CHILDREN

At the beginning of the school year, an educator will be given the responsibility of ensuring that kindergarten children settle into After School Care as smoothly as possible. For the first two weeks (or as long as necessary), an educator will collect your child from their classroom or the 'Go with the flow' pick up point and take them directly to the After School Care location. On arrival at the After School Care location, Kindy children are encouraged to go to the toilet and wash their hands and then offered afternoon tea in a separate area with experiences programmed to meet their needs. One of our educators will be the main contact for kindergarten children as they settle into our service.

17. INTERACTIONS WITH CHILDREN

We aim to provide children with an enjoyable environment in which they feel comfortable and safe. This includes appropriate behaviour guidance that empowers children to reflect and to accept responsibility for their own behaviour whilst encouraging them to reflect on their behaviour which may have impacted others. We try where possible, to align with our values of respect and kindness. Children are treated with respect and understanding. If a child's behaviour is inappropriate and requires further support, then the educator will often seek guidance from the Director team. When it is necessary, the Director will discuss this with the parents and restorative practices will often be discussed.

18. INJURY AND ILLNESS

In the case of serious illness or accident, staff will attempt to contact the parent immediately. Please ensure that the telephone contact you have given is correct. If emergency treatment is required, an ambulance will be arranged without delay.

19. PARENT INVOLVEMENT

Parents are integral to our service. Relationships are built on trust and we invite and encourage parents to be a partner at our service. There are many ways you can be involved. You can help us write and review our policies, share a skill you have, play sport with us or read a story, or come and play with us or just offer feedback. We love visitors to the service and welcome you and your family to our service anytime. Other ways that parents can be involved in our service includes donating craft and other supplies that we can use in our day-to-day operations.

20. COMMUNICATION WITH FAMILIES

We acknowledge that families are very busy, and we attempt to make communication efficient as possible. Communication takes many forms and includes:

- General bulk emails to all parents or brief email notes to individual parents
- SMS messaging
- School newsletters, portal and website
- Our website - <http://koolkidzz.com.au>
- Posters, pamphlets or booklets
- Face to face contact with parents
- Notice boards

We acknowledge communication is a two-way process and we welcome family partnerships. We love to hear your feedback. If you wish to talk with us, please do so. Sometimes educators are busy supervising children, and it may be difficult to interact without interruptions so making an appointment may be better. These can be arranged before 2:30pm or later in the afternoon between 5pm - 6pm.

21. QUESTIONS, CONCERNS, AND FEEDBACK

If you have any questions or concerns, please speak to the Directors.

We also appreciate feedback – both positive and negative. You can leave feedback in our feedback book in the foyer or by phone 02 9539 6836 or email at moriah@koolhq.com.au

22. COMPLAINTS AND GRIEVANCE PROCEDURE

We encourage open communication through opportunities to respond and provide feedback. Kool HQ is committed to expeditiously addressing and resolving enquiries and complaints, improving customer service delivery, and increasing community satisfaction.

Our service provides a formal complaints' process for parents/guardians, other customers, and the community to voice suggestions, dissatisfaction, and concerns. A complaint is defined as any expression of dissatisfaction with the service.

- Staff in the room are the first contact for many parents and are in a good position to listen to any complaints raised by parents and offer suggestions to resolve problems. Staff need to inform families that the Director will be informed of the discussion and outcomes.
- All complaints will be reported in the Complaint/Issues/Concerns book. The complaint will then be forwarded on to the most appropriate person to investigate the complaint; This will include the Nominated Supervisor and the Director of the Service.
- Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- Parents/ guardians can also approach the Director to discuss and clarify any problems or issues about any aspect of the service operation.
- The Director should ensure that both parties have a mutual understanding of the problem.
- The Director needs to ensure the parent/guardian has access to all information they need. They could discuss procedures, policies, decision making and how and why things happen in the service.
- The Director should devise a plan of action to deal with the problem if it is a more complex issue.

23. PRIORITY OF ACCESS

We must remain within regulation which allows a maximum 140 children at our service. Although, we have plenty of space, if the maximum number of children is reached then the priority of access as outlined below will be considered and a waiting list will be used. The waiting list will identify priority of access eligibility, date placed on list and required days of care.

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 "A New Tax System (Family Assistance) Act 1999.
Third Priority	Any other child, determined by siblings of children already in care, and date of placement on the waiting list. Parents are able to access their status on the waiting list on request.

24. HOLIDAY PROGRAM

Kool HQ operates fun and engaging holiday programs with the closest holiday program to Moriah College being at Waverley College. If you would like to book holiday care, you will need to complete a new enrolment for the holiday care service. To secure your child's place at the Kool HQ holiday program, we recommend you enrol and book as soon as possible as places are limited. You can register for our newsletter to be the first to know about holiday program updates.