



Kids@Weldon

Concord West Kids Out of School Hours CWKOOSH

Family Information Handbook

Address: 345 via Queen St, Concord West

Phone: 9743 6658

Fax: 9747 4228

Email: cwmcs@weldon.com.au

Hours of operation:

Before School Care 7 – 9 am

After School Care 3 – 6 pm

Vacation Care 7am-6pm

Schools that we service during school terms.

- Concord West Public School

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CONTACTS

Contacting Management

Call 9747 4577

General Manager:

Daphne Drew

Children Services OOSH Co-ordinator: Amanda Howard

Service Co-ordinator:

Samra Nakhoul

PROCEDURES

Enrolment Procedure

Children wishing to attend Kids@Weldon must be enrolled in the service before commencement.

Children will be accepted into the service when all the requirements of enrolment are met.

1. Complete Enrolment Form
2. Child's immunisation records and or other medical information are to be photocopied and attached to the enrolment form
3. Administration fee and security deposit is to be paid upon enrolment.

Enrolments are only processed upon receipt of the security deposit and administration fee.

4. **Child Care Management System (CCMS):** parents who are entitled to receive reduced child care fees must contact the Family Assistance Office on 13 61 50 to nominate the service their child will attend by quoting the Customer Reference Number (located on page 2).

Signing in & out

Children MUST be signed into Before School Care and signed out of After School Care with the correct time by an authorised person. Signing your child in and out of the service is an important process. The sign in and out sheets forms the basis for the following:

- Roll Call
- Emergency Evacuation
- Child Care Management System (CCMS)

Note: Full fees are charged if parents fail to sign their child in and out of the service. No person under 18 years of age will be allowed to pick up a child from the service.

Change of Bookings

- Two weeks notice **in writing** is required for change or cancellation to a permanent booking.
- A Change of Booking Form is available for completion by the parent/guardian and is to be handed to the service coordinator. If any notations are made in the diary please ensure a signature, as it appears on the enrolment form accompanies the details to change bookings.



COMMUNICATION WITH THE SERVICE

Telephone/Email

Please contact the service direct via phone or email for queries or changes to bookings.

Parent Pockets

Parent Pockets are available at the service and are labelled with the child's name. Parent Pockets should be checked regularly for any information regarding the service or your child; this can include fee statements and receipts, newsletters, surveys, accident reports, permission slips, vacation care programs and other service information.

Parent Communication Diary

The Parent Communication Diary, available at the service, is used for parents and guardians to record changes of bookings and absences or any other relevant information parents may wish to include in relation to their child.

Suggestion Box

A Suggestion Box is available at the service. We encourage parents to use the suggestion box for:

1. Programming ideas
2. Feedback
3. Comments and Suggestions

The Suggestion Box is checked weekly. Information is recorded and implemented into the program where possible.

Newsletters

Newsletters will be provided to all parents listing information on the service and Kids@Weldon news. This can include:

1. Policy and Procedures
2. OH & S
3. Health
4. Upcoming Events
5. Community Information
6. Children's Daily Activities



FEES

Administration Fee and Security Deposit

Permanent Bookings

- A \$25 Administration Fee per child per calendar year
- A Security Deposit of 2 weeks **full fees** is required per child upon enrolment

The Security Deposit will be reimbursed when care is no longer required and your child leaves our service.

Casual Bookings

- A \$25 Administration Fee per child per financial year
- A \$3.00 loading fee is added to the permanent rate for casual bookings

Late Arrival Fee

A late fee will apply to parents/guardians if arrival at the centre is past the closing time.

Fees are as follows:

- \$25 for the first 10 minutes or part there of
- \$2.50 for every minute following

A Late Collection Registry must be signed by parents/guardians upon arrival.

Parents/guardians are to contact the service and notify staff if unable to collect the child by 6pm.

Non Notification Fee

A non notification fee of \$5 will be charged to all parents/guardians failing to advise the service of their child's absence by 3pm on a booked session.

CHARGES AND PAYMENT OPTIONS

Statements will be issued to parents/guardians regularly; this can be weekly, fortnightly and or by term (upon request).

Fees MUST be paid on the first day of attendance each week.

Payments can be made at the service or by using the Direct Banking facility.

Payment Facilities Available at the Centre:

Direct Debit (preferred)

Cash

Cheque

Eftpos

Direct Banking Details:

Account Name: Kids@Weldon/Church of England Children's Home

Bank: Westpac

BSB: 032 062

Account No: 260 023

Direct Deposit Payment must include the child's name; parents name and centre name (CWKOOSH).

Example:

Matilda Stephens son Benjamin Brown attends Concord West Kids Out of School Hours

Child's Name: B Brown

Parent's Name: M Stephens

Service Name: CWKOOSH

Account Enquires

Enquiries regarding your account are to be made via phone or email to the accounts department

Phone: 02 9747 4577

Email: kids@weldon.com.au or mcsaccounts@weldon.com.au

OCCUPATIONAL HEALTH AND SAFETY

The items listed below are outcomes from our risk assessments of services. These are implemented to eliminate or control risk that may affect staff, children, parents and visitors in our services.

If you have any questions on these issues please address them in writing to the General Manager.

Grooming

Hair

It is preferable for long hair to be kept tied up whilst at the service.

Hats

Kids@Weldon have a '**NO HAT, NO PLAY**' policy. Whilst outdoors, everyone must wear a hat.

Hats must meet the Cancer Council's recommendations; a full brim hat.

Sunscreen

Sunscreen should be worn in accordance with our Sun Safe Policy. 30+ Sunscreen is supplied and available at all services and all children are required to wear it. If your child has an allergy to sunscreen please supply a suitable sunscreen for them to wear.

You must also advise staff at the centre of any allergies that your child may have. During vacation care you are required to apply sunscreen to your child upon arrival.

Shoes

Closed in shoes must be worn at all times. This includes any outdoor sports, during Vacation Care and the Active After School Communities Program.

Raincoats

Raincoats must be in your child's bag for use on rainy days. Umbrellas will not be permitted to be used, for the safety of all children and staff.

Exclusion

Children who are physically unwell are excluded from attending the service. Please refer to the fact sheet provided by The National Health and Medical Council – Staying Healthy in Child Care.

OTHER RELEVANT INFORMATION

Mobile Phones

Mobile phones are not permitted at the services. Any mobile phones found will be confiscated and given to parents/guardians upon their arrival. If you wish to talk to your child, please contact the centre direct.

Home Toys

Parents are requested to keep children's personal toys at home. Loss of personal items causes great distress for children. Coordinators/Directors will remove and keep home toys in a safe place for delivery to parents on arrival. Services are supplied with safe equipment that meets the Australian standards. Comforters for children who are anxious are allowed to ensure children settle whilst at the service.

Lost Property

A lost property basket is available in all the services; any lost property will be placed in the basket provided. Please make sure items of clothing are clearly marked with your child's name. Staff are not responsible for property lost at school.

Homework

During Before and After School Care sessions, time is allocated for children to complete homework. One on one tutoring is **NOT** provided.

Fund Raising

The service relies on fund raising for the purchase of equipment and resources. Parent involvement is encouraged.

Day Book

The day Book is a summary of the daily activities at the service; displaying photos, craft and comments made by children and staff. The day book is updated at the end of each day and is available for viewing.

MEALS

Breakfast/Afternoon tea

Breakfast and afternoon tea is provided at all services. Menus are designed to meet Australian Dietary Guidelines. The service caters to the individual child's dietary needs. Water is available at all times for children to drink as required.

**Kids@Weldon Services are
NUT FREE ZONES**

OUT OF SCHOOL HOURS CARE (OSHC) Quality Child Care for School Aged Children

Frequently Asked Questions

What is an Outside School Hours Care Service?

Outside School Hours Care Services (OSHC) services mainly provide care for primary school children:

- Before and After School Care
- On pupil free days
- During school holidays (Vacation Care)

OSHC services offer a range of activities in a safe and convenient location, and children can be booked in to attend on a regular or casual basis.

All services encourage parents to provide feedback on the programs offered and daily operations.

What activities will be offered to my children to cater for their individual needs?

OSHC services offer a range of supervised, age appropriate activities that encourage children to interact with their peers. Activities can include indoor and outdoor games, craft and art workshops, drama and dancing, music and movement, cooking, reading, visits within the community and excursions, particularly during Vacation Care.

OSHC services are also registered with the **Australian Sports Commission** which provides an **Active After School Care Communities Program** for children. The program involves a variety of activities such as multi sport, dancing, drama, karate and yoga amongst others.

Individually focussed programs are implemented to cater to children's individual, cultural and personal needs.

How is a child with Additional Needs cared for?

Additional needs cover a wide area of development from children who are gifted and talented to children with a confirmed diagnosis of a special need. Upon enrolment OHSC staff will be happy to discuss any care needs your child may have. Commonwealth support may also be available to assist services to include children with special needs. Staff strive to ensure programs are inclusive and accessible for all children attending the service.

What qualifications do staff have?

Staff at Kids@Weldon are constantly encouraged and supported in their Professional Development. Kids@Weldon staff must complete a Working with Children Check Clearance before commencement.

Staff at the service are required to hold a current Senior First Aid Certificate.

ACCREDITATION

Kids@Weldon Middle Childhood Service Centres are currently registered with the **National Childcare Accreditation Council (NCAC)** and participate in the **Quality Assurance Program**.

Parent Participation

Family participation is encouraged to enable centres to provide better quality service more suited to the individual needs of our families.

Ways to participate include:

- Completion and returning of surveys
- Communication – offering ideas and suggestions
- Attending Parent Meetings
- Participating in the daily program



Kids@Weldon Kids Out of School hours Service Details

Ashfield Middle Kids Out of School Hours (AKOOSH)

Co-ordinator: Andrea Brisbane
Phone: 02 9798 5611

Burwood Middle Kids Out of School Hours (BKOOSH)

Co-ordinator: Anita Stewart
Phone: 02 9701 0120

Burwood Heights Kids Out of School Hours (BHKOOSH)

Co-ordinator: Stephen Brown
Phone: 02 9747 4577

Concord West Kids Out of School Hours (CWKOOSH)

Co-ordinator: Samra Nakhoul
Phone: 02 9743 6658

Dulwich Hill Kids out of School Hours (DHKOOSH)

Co-ordinator: Meagan Santiago
Phone: 02 9559 8908

Holy Innocents Kids Out of School Hours (HIKOOSH)

Co-ordinator: Jackie Ajaka
Phone: 0425 280 231

Marrickville Kids Out of School Hours (MKOOSH)

Co-ordinator: Peter Fenwick
Phone: 0408 974 751

North Strathfield Kids Out of School Hours (NSKOOSH)

Co-ordinator: Connie Isaac
Phone: 02 8765 0388

Russell Lea Kids Out of School Hours (RLKOOSH)

Co-ordinator: Ann Granopoulos
Phone: 02 9713 7351

Summer Hill Kids Out of School Hours (SHKOOSH)

Co-ordinator: Viola Ibrahim
Phone: 02 9798 4221

Taverner's Hill Kids Out of School Hours (THKOOSH)

Co-ordinator: Darren Brisbane
Phone: 02 9564 1978

Kids@Weldon Early Childhood Service Details

Weldon Occasional Care (6 weeks to 6 years)

Director: Claire Drummond

Phone: 02 9747 4577

Concord West Early Child Care Service (6 weeks to 6 years)

Director : Vacant

Phone: 02 9743 6395

Summer Hill Family Support and Toy Library (Crisis Support Centre)

Manager: Pat Ridley

Phone: 02 9797 8676