



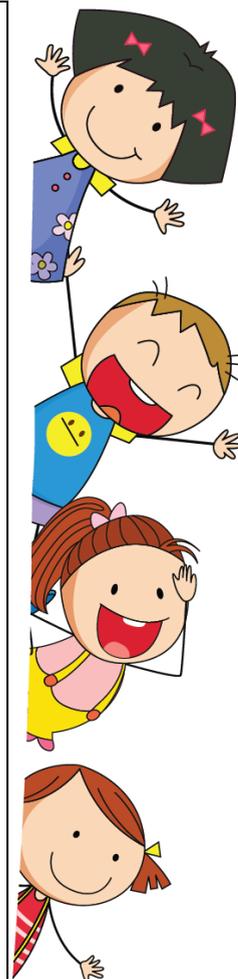
Family & Community Information

Office Location:
5 Albert Circuit
Port Macquarie NSW 2444 Phone (02)
6584 0260
info@crazymaze.org.au
<https://www.wildernessplay.org.au/>



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FROM OUR FAMILY TO YOURS WELCOME

The Out of School Hours Care (OOSHC) service offers Centre based care for school aged children (aged 4 – 12) for before and after school during the term, and vacation care during school holidays. Its purpose is to create a safe and caring environment where children can freely choose amongst the program of activities.

We would like to welcome you to our service by providing this information booklet for your reference. You will find important phone numbers and important policies, and much more.

If there is still anything you are unsure of after reading through our booklet, then just let us know. We regard highly the valuable input of our parents and please remember that it is our role to provide the type of care that best suits the needs of our families in our community that utilise our service.

As a parent, you can play an important role in ensuring that the Centre provides the quality of care you require for your family. Parents can become involved by communicating with staff, spending time at the Centre, joining the parent consultative committee, donating items and making suggestions for programs and/or activities.

Out of School Hours Care (OOSHC) Venue and Contact Details

Crazy Maze Out of School Hours Care (OOSHC) service is provided at:

**Wilderness Activity Centre & Café
5 Albert Circuit Port Macquarie**

02 6584 0260

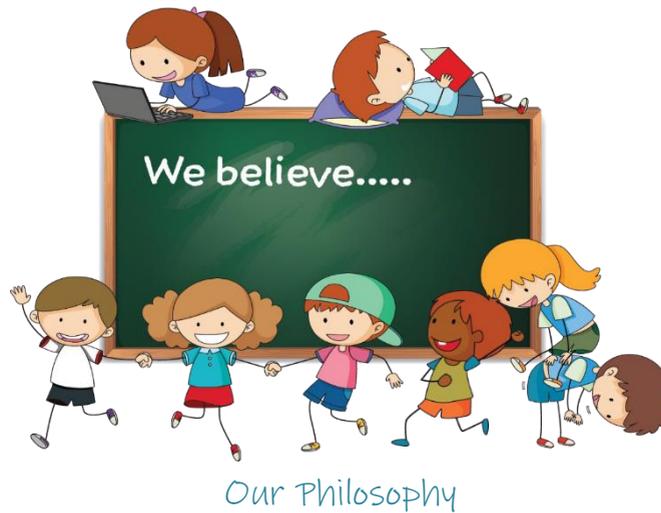
**Children's Education Services Manager
*Bec Thibault***

***OOSHC Educational Leader:
Michelle Forster***

**Mid North Coast Community College
(MNCCC) & MakerSpace
4 Albert Circuit Port Macquarie.**

02 6583 7288





Crazy Maze Out of School Hours Care (summarised as KCM & OOSHC):

- Believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. Our principals will highlight reciprocal relationships in the broader community.
- Believes that the best interests of the children and their right to play, learn and develop in a safe and nurturing environment is the primary consideration in all the decision making at the service and is visible in the actions, interactions and daily work with the children.
- Acknowledges that parents and families are the child's primary nurturers and that respectful collaborative relationships strengthen the capacity and efforts of families and services to support their children and promote each child's health and wellbeing.
- Believes that the right to equitable access and participation in the community is clearly visible in all aspects of service delivery.
- Believes that children have the right to have their individual and cultural identity recognized and respected. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. Our practices will demonstrate a respect for diversity.
- Our practices will involve a holistic approach and collaboration with children through a 'Learn through Play' and intentional education. Ongoing learning will involve environmental and sustainability awareness and reflective practices and evaluation for wellbeing and growth as reflected in the National Quality Standards and My Time Our Place.

Service Statement

Our Before and After School Care Centre Philosophy has been developed via a combination of our attending families, staff and board member's beliefs, values and community needs. In conjunction with the My Time Our Play (MTOPI) framework and National Quality Standards (NQS), we aim to provide quality care for school aged children in a safe, healthy and stimulating environment, where everyone is treated as an equal and valued individual, regardless of their race, cultural beliefs, background, religion, sex or ability.

Our philosophy endeavors to create a sense of belonging and nurture a 'Free to be me' attitude. Our 'PLAY-BASED' program reflects these needs and values by providing children with the opportunity for self-expression, self-direction and self-discipline through positive interactions and experiences.

Our program encompasses a variety of physical, social, creative, multicultural and age appropriate activities to foster all areas of development. This will encourage exploration, discovery, self-esteem and the opportunity to make choices, share ideas and to respect the opinions of others.

Our service endeavors to promote a balanced and healthy eating regime producing a menu that contains each of the five food groups. Staff implement effective food handling and hygiene practices and ensure that the children also follow these practices. Children with special dietary needs and requirements are always considered in our food preparation and provisions.

Parents and community members, along with children are encouraged and welcome to be involved in decision making, programming, planning and evaluation of activities and other issues involved in maintaining a quality service, thus reflecting the needs of the community and our community involvement.

Educators will provide an environment that is always friendly, respectful, welcoming and supportive, so that children and parents feel comfortable, allowing for open communication and good relations. They will encourage socially acceptable behaviour by being positive "role models" and implementing the behaviour guidelines that have been developed together with stakeholders.

Crazy Maze is dedicated to a healthy and sustainable future. Our aim is to educate children and families on the importance of sustainability and respect for our environment and resources and how to care for the world we live in. Educators will teach children to be more aware of their environment through discussion and practice. Educators will demonstrate and implement these practices and encourage children to do likewise.

The service abides by all relevant government legislation and guidelines and these are updated as required. All staff are experienced and/or trained in first aid, child protection, WH&S, health and hygiene practices and other related areas concerning the education and care of school aged children set out by the National laws, regulations and Centre policies.

Outcomes:

Have a strong sense of identity

KCM aims to build a sense of belonging and teach children to develop and build strong relationships where they feel accepted and supported by Educators and their peers. Educators will provide a safe environment where children feel accepted and safe in order to becoming confident communicators and build on their skills in self-regulation, negotiation and conflict resolution and demonstrating behaviours that motivate and encourage children to succeed when faced with challenges.

Be connected with and contribute to the world

KCM aims to teach children to be socially responsible and show awareness and respect for their environment and sustainability.

Have a strong sense of wellbeing

KCM aims to teach children to show self-regulation and manage emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all.

Be confident and involved learners

KCM aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas and theories, collaborate with children and model reasoning, predicting and reflecting process and language.

Be effective communicators

KCM aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions



National Quality Framework

A National Quality Framework (NQF) and National Quality Standard (NQS) was introduced in January 2012 creating greater consistency for care services across Australia that sets a new national benchmark for the quality of education and care services.

National Quality Standard

The National Quality Standards are divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment consultation
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership.

The National Quality Standard aims to promote:

- the safety, health and wellbeing of children
- a focus on achieving outcomes for children through high-quality educational programs
- Families' understanding of what distinguishes a quality service.

Kids Crazy Maze

meets the National Quality Standard, providing quality education and care in all seven quality areas.



For more information about the National Quality Framework go to www.acecqa.gov.au or talk with the staff.

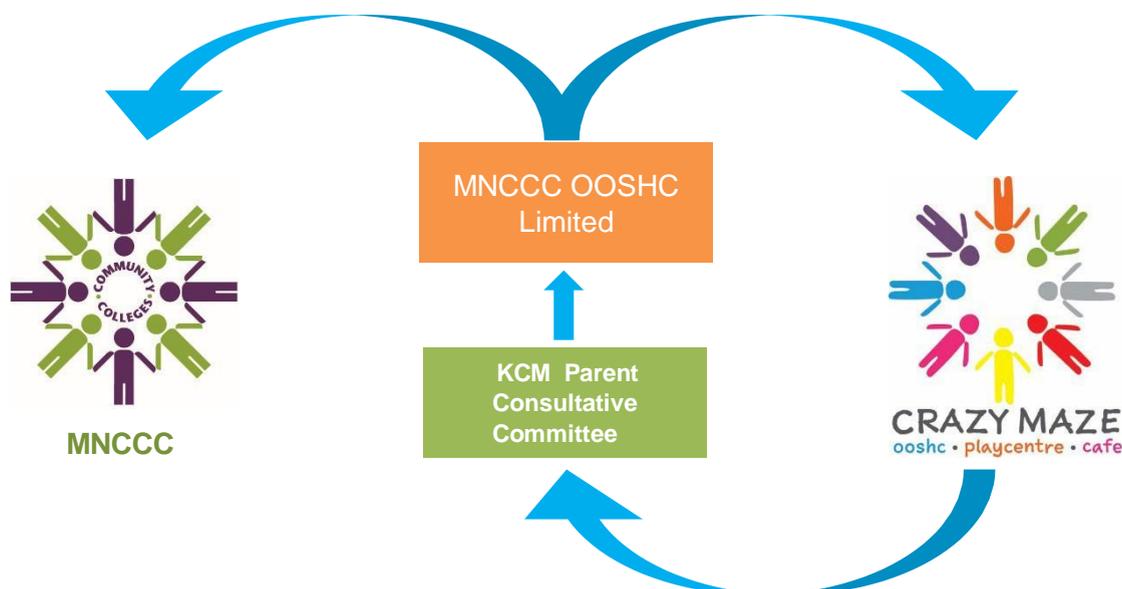
OOSH Management Structure

KCM Out of School Hours Care operates under the auspice of Mid North Coast Community College Ltd (MNCCC) through its subsidiary *MNCCC OOSH Ltd*.

KCM is a community-based, not for profit organization and registered charity and has been in operation since 1983. The Service is overseen and managed by a Board.

KCM encourage parental involvement in order to deliver a quality and holistic service. Parental input is important in providing a better understanding of community, family and individual needs. We strongly encourage any parent to join the KCM Parent Consultative Committee to provide valid and quality contributions that will enhance the experiences of children and fulfil parental and community needs.

The parent consultative committee meetings is held at least once per term. If you wish to join and/or require more information please make known your interest and availability with the Children's Education Service Manager



KCM is funded through client fees and fundraising and is approved to receive the Child Care Subsidy on behalf of parents. You can learn more from this website;

<https://www.humanservices.gov.au/organisations/business/your-business-sector/child-care-providers>

Mid North Coast Community College through its subsidiary MNCCC OOSH Ltd is the legal entity responsible for the overall management of all Services under its auspice.

Day to day management is the responsibility is that of the Children's Education Service Manager, who in turn oversees the OOSH team of dedicated

employees/Educators. The Children's Education Services Manager is Rebecca Thibault (bec.thibault@mnccc.edu.au) and the Education Leader for KCM is Michelle Forster (michelle.forster@mnccc.edu.au)



Hours of Operation

Before School Care: Monday to Friday 6:45am to 9:00am (during school term)

After School Care: Monday to Friday 2:30pm to 6:00pm (during school term)

Vacation Care: Monday to Friday 7:00am to 6:00 (during school holidays & pupil free days)

The Service will close on all Public Holidays.

Children will travel between the Service and schools on Crazy Mazy and/or MNCCC private vehicles for pick-up and drop off during school term.

The Children's Education Service Manager and senior staff are available Monday to Friday on 02 6584 0260 during operational hours. If the office is unattended please leave a detailed message with name and contact number for a call back.

For emergency contact please call the main office on 6583 7288. Between

8.30am and 4.30pm

Please note: The health, safety and wellbeing of children is paramount, therefore, your call may not be answered immediately. Staff will respond as soon as possible. All numbers have answering machines so please leave your details and someone will return your call ASAP.

Staffing / Staff Ratios

This Centre operates with appropriate staff to child ratios.

On-Site 1:15, Excursions 1:10 Excursions involving water play 1:5

Experienced and/or qualified Educators are employed to provide quality care for your children.

This service complies with the Working With Children Check (WWCC) regulation and protection training will be updated regularly as per National Quality Standards.

The Service ensures that at least one Educator on duty is fully trained in First Aid and holds a current first aid certificate containing **HLTAID004 - Provide an emergency first aid response in an education and care setting and asthma and anaphylaxis**, however, it is the policy that all Educator has the relevant certificates in first aid or willing to obtain.

Educators are committed to providing and implementing a variety of age appropriate activities that facilitate development, fun, and discovery within a safe and caring environment.

Before School – Starting Times

School	Teacher Supervision	Start Time	Contact
St PETERS	8.15am	8.45am	02 6584 1962
St COLUMBA	8.20am	8.45am	02 6581 4188
ADVENTIST	8.20am	8.50am	02 6582 2271
TACKING POINT	8.30am	8.55am	02 6582 3478
PORT PRIMARY	8.30am	9.00am	02 6583 2977
St AGNES	8.30am	8.55am	02 6583 7433
St JOSEPHS	8.30am	8.55am	02 6583 3848
WESTPORT	8.35am	9.05am	02 6583 2944
HASTINGS	8.40am	9.00am	02 6582 2566
HERITAGE		9.00am	02 6583 8277
ROCK POOL	8.50am	9.00am	02 6583 3848

After School – Finishing Times

School	Finishing Times	Latest Pick-Up	Contact
ROCK POOL	2.40pm	2.45pm	02 6583 3848
PORT PRIMARY	2.45pm	3.00pm	02 6583 2977
ADVENTIST	3.00am	3.20pm	02 6582 2271
TACKING POINT	3.00pm	3.20pm	02 6582 3478
St PETERS	3.00pm	3.20pm	02 6584 1962
HERITAGE	3.00pm	3.20pm	02 6583 8277
HASTINGS	3.00pm	3.20pm	02 6582 2566
WESTPORT	3.05pm	3.30pm	02 6583 2944
St AGNES	3.10pm	3.30pm	02 6583 7433
St JOSEPHS	3.10pm	3.30pm	02 6583 3848
St COLUMBA	3.20pm	3.45pm	02 6581 4188

Attendance, Fees and Payments

Xplor Digital Attendance System

- Once you enroll, you will be invited via email to set up your account for the Xplor Digital Attendance system. Please keep an eye out for this email and create your password
- Once you have set up your account online, please download the parent app called '[Xplor Home](#)' and log in. This will allow you to sign in your child next week with the QR Code scanner
- If you prefer to sign in and out with your mobile and pin, create an [Xplor ID](#) from your welcome e-mail

Why you'll love paying your childcare fees with Xpay:

Consistent & Reliable - Pay on the same day and at the same frequency, with confidence

Set & Forget - Create a payment plan so you never have to worry about over the counter or bank transfer payments ever again.

Pay your way - Pay using a bank account, debit or credit card. Either way, if you ever need to update your payment account, you can do so via your Home App.

PayNow - Make real-time payments anytime, anywhere from your Home App with successful payments reflecting on your childcare statement within 30 minutes.

Public Holidays: KCM Out Of School Hours Care reserves the right to charge for public holidays for permanent bookings, as we are obliged to pay staff who would normally work on those days.

Teachers Strikes: KCM will operate as normal on school strike days. In the case that schools are closed all day the Centre may operate as Vacation Care at the Centre Children's Education Service Managers discretion. Hours of operation and fees will be charges at the Vacation care rate.

Pupil free days: KCM will operate on these days. Hours of operation and fees will be charged at the Vacation rate.

December/January holiday period. The Centre may be closed over the Christmas period depending on demand and staff availability. You will be advised of the program and summer holiday open/close times in advance.

Fees and Charges. - Direct Debit will be mandatory for all permanent places (unless special consideration by the Children's Education Service Manager has been granted) You will be issued an invoice as soon as your application has been processed and confirmed. Advance payment plus a \$150.00 per child (capped at \$400.00 per family) holding deposit will be payable before the first attendance. **All casual places will be charged and paid for on the day via EFTPOS or Cash.**

N.B. Full rate will be payable until CCS is approved by Centrelink and applied to your account. Centrelink will only backdate CCS 28 days so please check your statements and inform us if CCS has not been applied by the second week of attendance. Once CCS has been approved and applied your account will then go into credit (if you have paid full fee) and payments will be adjusted accordingly

Invoices will be issued on a weekly basis in advanced. You account can be access via the Xplor App. Hard copies can be arranged on request. Payment at time of invoice would be appreciated.

Fees are to be kept at least one week in advance at all times. Normal fees apply to Public Holidays, and absences. Fees are not charged for days when the Service is closed outside of Public Holidays.

The Service does not exchange days of care and does not arrange make up days. Normal fees will apply for Public Holidays if this is a day your child would normally attends

Extra Charges There is a \$20.00 no notification fee should you fail to inform us that your child/ren will not be attending KCM on a day they are booked in. This will go up to \$50.00 if the police need to be contacted.

A late Fee of \$40.00 for the first 15 minutes and \$40.00 per 15 minute, or part there of, will apply if the children are collected after 6.00 pm. For example, if you pick your child up at 6:10 you will be charged \$40.00, if you pick your child up at 6:20 you will be charged \$53.30.

Late Fees and Extra Charges:

(please note that CCS is not calculated on late fees and/or extra charges)

Child Care Subsidy

Child Care Subsidy (CCS) is paid by the commonwealth Government to assist families to cover the cost of childcare.

The Commonwealth Government entitles each child 42 Allowable Absences each financial year.

Each day the child is absent will subtract from the 42 allowable absences. These absences include illness without doctor's certificate, annual leave and occasional absences. When all allowable absences have been used, full fee will be charged when the child is absent and CCS will not be calculated.

To have CCS rates applied you must ensure that we have the registered parents Date of Birth and a Centrelink Customer Reference Number (CRN) and each child's CRN.

Full fee will be charged until your CCS enrolment is completed and percentage rates are in place.

If you do not want fee reduction applied at time of use but wish to claim at the end of the financial year we still require yours and your child's CRN.

If you do not want to provide this information you will be required to advise us in writing to be kept on your file.

It is parent's responsibility to ensure that your CCS is being applied correctly. If it is not correct please bring it to the attention of the Children's Education Service Manager as soon as possible. If your CCS is not correct please ensure that your name, your child's name and both birth dates are correct.

Please note: If you are booking all five days a week for vacation care there is a chance you may go over your allocated hours for subsidy. Please speak to the Children's Education Service Manager for further clarification.

The Family Assistance Office provides Child Care Subsidy (CCS) for most families to help with the cost of Outside School Hours Care including Vacation Care. Assistance cannot be given unless the Centre is supplied with yours and your child/ren's CRN and your date of birth.

To apply or get more information regarding CCS parents need to contact the Department of Human Services (DHS) on 136150 between 8am and 8pm or log onto my.gov.au, as soon as possible. The department will assess your application and decide the amount of assistance you will receive.

For further information on your eligibility for CCS, please contact the Australian Government Department of Human services:

access Online Services at www.humanservices.gov.au/onlineservices

call 13 61 50 between 8 am and 8 pm (local time) Monday to Friday

Visit a Service Centre (located in Medicare Offices, and Centrelink Service Centres).

- My.gov.au

Notification of Absences

For Vacation Care, parents must give at least seven (7) days written notice of cancellation if they do not wish to use the care or full fees will apply.

Please note that if your child is booked in and does not attend this will be seen as an allowable absence to which you have 42 days per financial year per child across all the out of school hours services they attend.

Vacation Care Transfers

The Service does not exchange days of care and does not arrange make up days.

Not Attending

24 hours' notice is required to cancel a casual bookings for Before and After School Hours Care otherwise you will be charged for each session your child is booked in for. This will register as a CCS 'Absence' as part of the allowable absences set down by the DET

Permanent families must give two weeks' (at least fourteen (14) days) prior notice in writing for any changes to the days of care or cancellation of places if they do not wish to use the service or full fees will apply. This can be done in writing either by text message, written in the communication book or an email to info@crazymaze.org.au

If notification is not received that your child will be absent (not attending a session) for after school care before 2.30pm your child will be classed as missing and a \$10.00 search (non-notification fee) will be charged to your account. (This fee will not include CCS) If the police need to be notified that your child is missing the search charge (non-notification fee) will be \$20.00

If your child is booked into Vacation Care but will be absent (not attending the session) parents must notify the Centre as soon as possible. (The search charge may apply). You must give seven days written notice to cancel or change your vacation care booking otherwise you will be charged full fee for the session. This is to allow for staffing and booking procedures.

Overdue Fees

Any family whose child/ren attend any of our Out of School Hours Care centres who is one or more weeks late with their fees will receive a friendly fee reminder. Families can make appointments to speak with the Children's Education Service Manager regarding payments if there is a need to do so. If no arrangement is made and fees are constantly in arrears or if your account is more than \$500 in arrears:

- A \$10.00 per month account keeping fee will be added for each month or part thereof that your account is overdue.
- Your child/ren's place may be in jeopardy and place may be terminated.
- For on-going or non-responses to overdue fees your account may be sent to debt recovery for which extra charges will incur and be added to your account.

Enrolment Information: Before & After School Care *New*

Enrolments

- ✓ Online enrolments can be completed by following this link
https://prodadmin.myxplor.com/enrollment_v2/centre/7oJFCelxvEbhuFSTJfCZg
or alternatively, contact the Centre to collect a hard copy.
- ✓ Ensure that the days/sessions you require are emailed to info@crazymaze.org.au. As well as the date of commencement.
- ✓ Remember that your first direct debit payment will be taken on the First Thursday after you enrol at the service and this will include your two weeks in advance.
- ✓ Bring your child along for a short visit one afternoon to meet staff and children, and get to know the Centre.
- ✓ A letter or message to your child's teacher is also advised but does not replace direct communication with OOSHC
- ✓ Make sure your enrolment details have gone through and your enrolment has been made formal to enable you to claim CCS
- ✓ An authorisation form must be signed at the beginning of your enrolment



Annual Re-Enrolment

Each child will require a new enrolment each year. This is to ensure information and the right children are expected to attend. All enrolment forms need to be completed in full. Incomplete enrolment forms will not be accepted and your child's place may be lost if there is a waiting list.

Throughout the year we understand your days required may change to what we have on file due to family holidays, sickness, change in rosters etc. We have a change of attendance form that parents/carers must now email info@crazymaze.org.au before changes are applied and billing updated. Please do this as soon as you are aware of changes in your circumstances.

Enrolment Information for Vacation Care

All bookings must be made prior to the commencement of the holidays by filling out the online booking form which can be found at:

Each vacation care period you will be required to submit a new booking form with the dates required. Please check your information online thoroughly and update enrolment form of any changes. Excursion permission forms will be signed on the day of the excursion.

For new families you will be required to complete a new enrolment form as well as the other forms.

We require you to update your enrolment form with any changes as they take place so that we can ensure you are contactable should you be needed.

Bookings can be made by emailing info@crazymaze.com.au and the fees are payable **in advance** at this time otherwise your child's position will be cancelled or if full numbers are reached on any given day your booking on those days cancelled.

Fees cannot be refunded unless one week's notice is given prior to the date booked.

Fees must be kept a week in advance over the January holiday period, otherwise your child's position will be cancelled if arrangements have not been made.

Please ensure that you put your program in a safe place and make yourself aware of the information within the program eg what to bring, times to be at the Centre on excursion days etc. **You will not receive a refund if you are late getting your child/ren to the Centre and they miss the bus.**

Sign in / sign out Procedure

We require families to use the Xplor Digital Attendance System to sign children in and out.

Children are only released from the Centre to persons nominated on the enrolment form.

- You must notify us when someone different is picking the child/ren up.
- If someone new is picking up children, this person will be asked for photo id to check against the child's file.
- You must notify us of any custody arrangements or court orders that impact on the collection of the children. A copy of any orders/arrangements must be attached to your enrolment form.
- Children cannot leave the Centre unaccompanied.
- Our responsibility for your child/ren only begins once the child has entered the centre and up until you have collected and signed them out.
- Children must be collected by a responsible authorised adult or persons over the age of 16 years with written authority to collect note from the child/rens parent.
- Children must be signed in by a guardian for Before School Care. Children cannot just be dropped and left at the school.
- It is against regulation for children to be signed in and left at the service before 6:30 am.

Late Collection

Please note we close at **6.00 pm**. If you running late and won't be at the Centre by this time you must ring the Centre to inform staff and make other arrangements for collection. If another person other than your Authorised to collect person is collecting your child we need confirmation in writing including the person's name and contact details. They will be required to produce photo ID. A late Fee of \$40 per 15 minutes and \$40 per 15 minute thereafter will apply if the children are collected after **6.00 pm**. For example if you pick your child up at 6:10 you will be charged \$40 00 if you pick your child up at 6:20 you will be charged \$53.30.

If after 15 min, parent and/or emergency pick-up cannot be contacted or parents have not informed us of their lateness the police will be notified and the children taken to the nearest police station.

Missing Children

If your child is booked in to After School Care and is not at the school pick-up zone we will make every effort to locate your child at the school. If unsuccessful, staff will contact parents regarding the child's whereabouts. In the event that parents or other contacts cannot be reached the police will be notified.

If it is found that we were failed to be notified of a child's absence, there will be a \$10.00 non-notification (search) fee. If the police need to be notified this will increase to \$20.00

If a child goes missing or leaves the Before, After school care or Vacation Care Centre without permission every effort will be made by the staff to find the child (without leaving other children without appropriate supervision) If the child is not found within 15 min the parents will be notified and police will be notified.

Incidents / Accidents / Sickness

We have adopted the NSW Department of Health's guidelines, Staying Healthy in Childcare for infectious diseases. The Educators have the right to refuse attendance of a sick child if it is thought that the other children are at risk of infection.

If your child is sick (during the period of care) they will be kept away from other children and placed in the Sick Bay area where the child will be monitored by a staff member. Parents or emergency contacts will be notified immediately and be asked for the child to be collected as soon as possible. In some cases the child's doctor may be contacted. No medication will be administered unless otherwise previously authorised or instructed by a doctor/medical profession. Your child will not be left unattended if sick

In the case of an emergency the child may be required to go to hospital by ambulance. The parent's and/or emergency contacts will be notified as soon as possible and given details of where their child is to be taken. Staff members will NOT accompany the sick child unless there is sufficient supervision at the Centre for the other children. If parents or emergency contacts are not able to be contacted and the child's condition worsens your doctor will be contacted.

If a child is not well please make alternative arrangements for their care.

If a child requires to be sent home due to illness we ask that the child does not return for at least 24 hours.

In the case of an accident, every care will be taken and without delay to ensure the children's safety and wellbeing. Parent/s will be notified as soon as possible if their child is involved in an accident in order for the child to be collected from the Centre. A qualified first aid staff member will attend to the child, and provide appropriate medical attention. In the case of a serious accident the child will be taken by ambulance to the nearest hospital and the parents will be notified as soon as possible so the parent/s can collect the child from the hospital. If we cannot contact the parent/s in either situation we will alert an emergency contact initially and keep trying to contact the parent/s. An incident form will be completed form will be filled completed detailing the event.



Medication

If your child is taking medication the following rules must be observed:-

- Parents must complete a Medication form.
- Medication must not be sent with your child. An adult must hand medication to staff.
- Medication must be in the **original packaging** in which it was dispensed. The child's name and doctors instructions must be clearly shown on the bottle.
- It is the responsibility of parents to collect medication each afternoon. Medication will not be given to children to take home.
- Children cannot be given medication that is prescribed to another person.
- If there is a difference between the instructions on the bottle and the parent's instructions, then the lesser amount will be administered.
- If your child has a reaction to the medication, staff will seek medical advice and parents will be contacted.
- Staff will note time and dosage of any medication given on medication form.
- If medication is given via verbal approval parents must sign a Medication form on arrival.

In The Event of an Emergency

In the event of a flooding, fire, gas leak, bomb threat etc the following procedures will be adhered to:

The staff will co-ordinate the removal of the children into the assembly area and ensure that all children are accounted for. Parents will be contacted as soon as possible to ensure them of their child's safety and collection point.

Attire & Sun Safe

Children are to wear appropriate clothing (including sensible shoes) that are sun safe. Parents are to provide their child with a hat and closed in shoes. For safety and protection reasons parents are asked that their child/ren NOT wear strappy sandals, thongs, scuffs, CROCS, clogs or footwear with heels. If a child is dressed inappropriately the parent may be asked to be taken the child home to get changed. Hats must be worn outside at all times.

“NO HAT NO PLAY”. On excursion days – **“NO HAT NO EXCURSION”**.

The Centre will provide sunscreen, however, if your child has allergies please supply their own non-allergenic sunscreen. Parents are asked to administer sunscreen on their child (in the morning) before attending before school care and/or vacation care. Educators will offer and encourage children to re-apply throughout the day. **PLEASE NOTE:** While staff will offer and encourage children to apply sunscreen they cannot force any child to do so.

Food and Nutrition:

KCM endeavours to promote a balanced and healthy eating regime producing a menu that contains each of the five food groups. Children with special dietary needs and/or requirements are considered and catered for in our food preparation and provision.

A daily/weekly menu will be on display at the Centre. Children will be encouraged to assist in creating and building the daily/weekly menu and at times be encouraged to assist in the preparation of food as part of the activities program.

Breakfast (served until 7.50am):

- Cereals: cornflakes, vita brits, sultana bran, rice bubbles and porridge.
- Toast: white, wholemeal and raisin bread
- Spreads: vegemite, honey, various jams, cream cheese and cheese slices.
- Fruit: Fresh/Frozen available daily or when available.
- Dairy: Yoghurt (variety of flavours), cheese, milo
- Drinks: Milk, water and occasionally Milo.
- Specials: Pancakes, smoothies, omelette, bacon, sausages and hash browns (see specials board)

Afternoon tea (served at 3.20pm):

Daily offerings: apple, oranges, pear, kiwi, carrots, celery, tomato & cucumber and cheese, rock melon, watermelon, strawberries, pineapple, grapes, sultanas, dried apricots, peaches and nectarines are alternated to give the children variety.

A weekly menu incorporating children's input adds to our extra daily food e.g. – Winter Warmers - cauliflower & macaroni cheese, pumpkin butter chicken, and fried rice etc.

Late snack (served after 5.15pm):

Specials may include a variety of foods that the children may have prepared as part of the afternoon activities or a snack. All precautions to the best of our ability are taken regarding allergies and special food requirements.

Due to nut allergy alerts KCM refrains from providing known nut products to children where possible. Parents must advise staff of any allergies to food and/ or special dietary requirements (a personal action plan signed by a doctor is required for serious food allergies)

While Kids Crazy Maze does not claim to be a 'Nut Free' we are Nut Aware and ask parents to refrain from sending their children with food products that contain nuts



Vacation Care

As of April 2020 all food and drink will be provided during vacation care unless otherwise stated. On occasion we may ask parents to pack a lunch for their child/ren for certain excursions where the purchase, preparation and/or facilities are unsuitable or problematic.

In consultation with parents KCM has decided to provide food during vacation care. This will include **breakfast / morning tea – served from 7.30am – 10.30am**, lunch and afternoon tea. A late light-snack may be provided on request by the child/ren for those still at the Centre after 5:15pm

Personal Belongings

Children are not to bring mobile phones or other electronic devices to the Centre. If you need to get in touch with your child please phone the Centre on 02 6584 0260 and we can pass a message or inform the staff that you wish to speak with your child.

Children should not bring their toys, games or other personal items to before, after school or vacation care. Personal items will be confiscated by an Educator and return to parent at pick-up time. Centre's staff will NOT accept any responsibility for any loss or damage of children's personal items.

Excursions

Excursions are organized as part of the Vacation Care weekly program. We reserve the right to cancel any excursion if reasonable attendance is not reached or there are unforeseen circumstances, such as bad weather and other events.

If a child displays inappropriate behaviour before of whilst on an excursion, a parents may be called to collect their child and a guardian may be required for excursions in the future.

On excursion days children are required to be at the Centre ½ hour prior to the departure time as shown on the program. We will **NOT** wait for children who have not arrived at the Centre by the time the bus is due to leave.

There will be **NO REFUND** if you are not at the Centre by the time the bus is due to depart. There are no facilities for children to stay behind at the Centre. Swimming excursions to pools may be organized in warmer months for children. Parents must sign a permission note declaring their child can or cannot swim 25 metre confidently. If a child cannot swim this distance they will be excluded from swimming. Educator/child ratio for excursion are 1:10 and 1:5 for swimming or water excursions.



Behaviour

Children attending the Centre are expected to maintain acceptable behaviour standards and abide by the Centre's behaviour guidelines. The staff will, in the event of a child not conforming to these standards and rules, advise the parents in the first instances that appropriate disciplinary action has or may be taken.

Should the problem persist the following procedure will take place:

- 1: The Children's Education Service Manager will consult with the parent. The child will be assisted to develop strategies to improve their behaviour.
- 2: The Children's Education Service Manager will consult with the family and offer strategies to overcome the issues causing concern.
- 3: For ongoing/persistent unacceptable behaviour the child may be suspended from Centre for a period of time.
- 4: The family may be expected to seek professional assistance. Professional Support Plan may be required prior to the child returning to the Service. (The family is responsible for providing this information to the service prior to the child attending the service again). The Children's Education Service Manager will take the matter to the committee and or Board for review.
- 5: The Children's Education Service Manager will consult with the family to discuss Termination of the child's position and recommend other systems that may meet their need better than the Community OOSH Service.

Dangerous Behaviour

The health, safety and wellbeing of all children and staff is paramount. In the interest of the child and other children at the service, removal is sometimes the only step that can be taken. If an incident is deemed "critical" by the Children's Education Service Manager, instant removal will be considered without the previous steps being put in place. Parents will be contacted immediately. Families may be referred to support or other appropriate services.

In the case of physical violence, an immediate 48 hour withdrawal may be issued in order to keep staff and other children at the service free from harm.

We hope that the parents give us full support in these matters and explain to children the role of the staff at our Centre. We are responsible for the safety of your and all children, therefore acceptable behaviour is essential. KCM service adopts, encourages and reinforces positive behaviour with appropriate encouragements and actions to enhance positive behaviour whilst attending our service.

Rules of Behaviour

- Children are to listen and take instruction from an Educator while at the Service or on excursions.
- Children must be courteous to all staff and other children.
- Children must not use hurtful or offensive language.
- No physical violence or fighting at any time.
- No child is to leave the Centre or yard without adult supervision.
- Children must ask the supervisor if they require the use of any equipment from the storeroom.
- Children will be expected to pack up any equipment they have been using and assist in the overall clean ups where appropriate.
- Children will be expected to respect and looked after the building, equipment, and furniture and resources at all times and abide by the Centre rules and expectations.
- All damage by an individual will result in replacement and/or costs to the child/parent.
- No playing in toilets or hallways.
- The storerooms are out of bounds at all times.
- Bags are to be left in the designated area on a hook or placed neatly on the floor.
- Children need to ask an Educator if you need to go to your bag.

Centre Rules

- Make sure a staff member knows where you are at all times.
- Show respect by speaking to each other politely.
- Keep our hands and feet to ourselves.
- Show consideration towards the Centre and its equipment, as well as other children's belongings.
- Always walk inside.
- If we interfere with other children's games or activities then we may be asked to play somewhere else, do another activity or sit out completely.
- Ball games to be played outside or in designated areas organised by Educators.

Behaviour Management Used by Our Staff

- Remain calm and choose our words carefully.
- Take the child aside and discuss with them which rule was broken.
- Never discipline before a group especially with a serious problem.
- Wait until the child has calmed down before discussing the problem.
- Encourage the child to look at alternative ways of behaving or getting their needs met that are acceptable.
- Emphasise that it is the child's behaviour that we do not like, not the child.
- Encourage the child to take responsibility for his/her own behaviour.
- If quiet time is used it should allow withdrawal from the situation, not as punishment (children still need to be where staff can see them)
- In an aggressive situation, remove the children involved and allow a quiet time to cool down, away from each other and then speak to the individual children about preventative measures and follow the behaviour management plan.

Resources

This booklet is only a summary of our Policy and Procedures designed to welcome and give an understanding of our Centre's workings. If you are interested in reading or require additional understanding of our Policies and Procedures we have copies available at the Service.

Service policies are reviewed and updated regularly. Feed-back is always welcome. Please give us comments / ideas / suggestions to refine and improve our policies and procedures.

KCM will have continuous positive communications and relationships with parents. A newsletters will be distributed on a regular basis containing activities and information your children have been involved with while attending KCM. Also notices of any changes or requirements will be distributed as needed.

In addition we are often asked questions in regards to children. We have compiled a selection of information pamphlets regarding information about services for children please feel free to help yourself.

Please do not hesitate to talk to staff if you have any other questions, they have many years of experience between them and are a wealth of knowledge.

Parents Are a Wealth of Ideas

Many wonderful activities that happen in our services come from ideas and suggestions from families. We love to have your input and participation in our service. Many of you have special skills, ideas and suggestions that we can use with the children. Please don't keep them to yourselves we would love for you to share them with us. If you are able to participate in any way we would love to have you. Please let us know.

Grievance Procedure

KCM believes all people using the Centre have the right to make suggestions, comment on or provide constructive criticism about all aspects of our services. A well-managed and resourced complaint and comment handling procedure will allow for better service delivery. All suggestions, complaints and comments will be treated confidentially with no discrimination or retribution to anyone concerned.

Please feel free to discuss with the Children's Education Service Manager or Educational Leader or staff any issues you may have regarding your child. Sometimes, discussion can make things seem a whole lot less serious and lead to an eventual resolution.

Please be assured that any discussion will remain confidential. If you or your child feels that your rights are not being respected, or if you or your child has any other complaint or concerns:

1. Talk, in person, to the Children's Education Service Manager or responsible person on duty call
02 6584 0260

If you are not satisfied with the outcome or felt your rights were not respected then place your complaint in writing to the CEO, mark confidential and forward to:

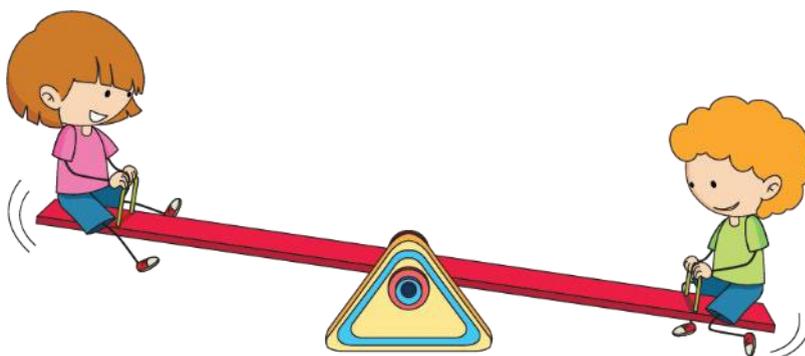
CEO of MNCCC – 4 Albert Circuit, Port Macquarie 2444

2. If you are not satisfied after using the above steps you can contact the NSW Ombudsman

- Phone: 02 9286 1000 Toll free (outside Sydney metro): 1800 451 524
- Complaints: ONLINE COMPLAINT FORM (link on their website) Web:

www.ombo.nsw.gov.au

- Email: nswombo@ombo.nsw.gov.au Fax: 02 92832911
- Early Childhood Education Directorate (NSW Department of Education)



The staff at Kids crazy Maze look forward to caring for your child/children and all your family involvement in the Centre.



DAILY FEES

Fee Schedules

Service	Permanent	Casual
Before School Care	\$20	\$22
After School Care	\$25	\$27
Vacation care		*\$85

*Includes All food and drink (unless otherwise stated), incursions and excursions



Don't forget our
banking details

Account Name: MNCCC
OOSHC Ltd BSB: 082 798
Account Number: 366955274

Fees are payable in advance