

CLOVELLY OUT OF SCHOOL CARE WOULD LIKE TO WELCOME YOU

Starting school is an exciting time for a child, becoming part of a new community, forming new friendships with peers and building trusting relationships with adults. We love this time of the year, as all the innocent wonder that spills from our new kindergartens reminds us of the learning and development that will follow during their time with us. Our team of professional educators at Clovelly out of School Care are here to ensure that you and your child have a positive and smooth transition into Clovelly Public and our out of school hours service. We look forward to working in partnership with all our new families in the year ahead and encourage you to share any questions and feedback that you may have.

So here's a little about us

COOSC is a non-profit community based incorporated association run by a dedicated Director and overseen by a volunteer parent Management Committee. At COOSC we identify the significance of family in the child's life and work in partnership to encourage involvement and engage in shared decision making processes, whilst maintaining respectful and open communication between staff, parents, children, the school and the community.

Here at COOSC we believe that children are able and active learners and we value the importance of middle childhood as a foundation for all later learning and development. We endeavour to support the children's growth, learning and development by providing a safe and stimulating environment which encourages exploration, independence, creativity, self-esteem and confidence through play.

COOSC prides itself on our dual program of juniors 5-8yrs and tweenies 9yrs & over, as we recognize the diverse developmental needs of school age children. We aim to provide a play based environment adopting holistic approaches, where educators are responsive to all children's strengths, abilities and interests.

We believe in sustainable practices and encourage parents to source our parent handbook or any additional information about our service from our website

www.coosc.com.au

Warmest Regards
Katrina Thomas
Director & Educational Leader

Transitioning into Kindergarten

The transition to school can be an anxious time for the child and even more so for the parents. It's a change in environment, social settings and routine, and will take some time for the entire family to adjust. Each child will respond differently to the change and we, as a service, aim to make this transition as smooth as possible. Dedicated educators work with the child, family and school community to ensure the child develops a sense of belonging to their new environment and works with them in adapting to the new routine of childcare and movement to and from school.

Educators at COOSC are guided by the 'My Time Our Place' Framework which is the nationally recognised curriculum for school aged children and is the extension of the 'Early Years Learning Framework'. We implement this into our everyday program and practice to support education and continue the development and enhancement of skills young children need in the classroom to optimise their learning and social network at school.

It is important for your child to be ready for this change, and as a parent it is important to think ahead and prepare your child.

It is suggested those children who feel:

- *Comfortable, relaxed and valued*
- *Good about themselves as learners, and have*
- *A sense of belonging to the school community*

Are more likely to have a positive experience when starting school. (Connor and Linke, 2013)

Our Kindergarten educators will work with your child during their time at the centre to understand their identity within the new world, and further develop personal skills and relationships with others to make this environment a place they want to be in.

We use our professional knowledge as the foundation of our practice and understand that young children are still developing their understanding of fairness, team work and making new friends. We plan experiences that allow children to explore the boundaries of relationships, learn from each other and are designed for the individual child's needs. These experiences also encourage children to ask and answer questions of others, exhibit the art of patience and demonstrate how to listen and follow instructions.

Our life skill philosophy supports the child's personal skills of looking after their own things and following rules and routines that are applicable in the school environment. Educators work with children to develop their understanding of these concepts, and put in place procedures to support their growth.

The most important thing you can do as a parent to contribute to your child's transition is use effective communication: taking the time to explain the change in routine and discuss any concerns, and listen to their comments and reassure them with comforting language. Good communication makes a child feel heard and valued and establishes a strong foundation for the change to come.

CLOVELLY OUT OF SCHOOL CARE

2021 Kindergarten enrolment procedure

We have provided the following information and outlined our enrolment procedure so that you are informed, organised and have the best possible chance of receiving the care you require for 2021.

During re-enrolment the Centre often fills its ASC places with existing families and their younger siblings starting kindergarten, as they are given priority over new families. However we acknowledge that this service is vital to many, and will do our best to accommodate your family's needs. If we are unable to offer you a permanent position initially, please know that our waitlists are constantly moving and often we are able to place children in our service once the year progresses. If you miss out on an After School Care place in 2021, please consider if our Before School Care program that runs from 7-9am might work for you. If your work is flexible this time slot may be an option. BSC has smaller numbers and is popular amongst the children, as it has an intimate, family like atmosphere and plenty of craft, games, activities and breakfast options to keep the little ones engaged.

Procedure

1. Due to the COVID-19 restrictions and lack of access for parents onto the school grounds and our service we have altered our enrolment procedure accordingly.

COOSC currently has an educator located at the back gate (Inverness street) for collection of children and will have Kindergarten Enrolment packs available each afternoon from **3.30-6pm, Monday September 7th – Friday September 18th 2020.**

You will also be able to download this pack off our website if you have access to a printer and can return the hard copy to the service on or after September 21st 2020. www.coosc.com.au

Please take the time to fill out the 2021 Enrolment Form in its entirety, ensuring that all information fields are complete and legible. Please read all sections carefully, sign and date that you have read and understand COOSC procedures outlined on the form. Incomplete paperwork may mean your place is forfeited. We recommend you read our parent handbook before your child begins in 2021 so that you are informed of all relevant aspects of how our service operates.

2021 Enrolment forms for NEW FAMILIES and accompanying documentation will be accepted from Monday September 21st 2020. No new applications will be accepted prior to this time.

2. Completed forms and accompanying documents can be returned to the Centre in person and handed to a staff member at the Inverness street gate *from 3.30-6pm* on or after September 21st 2020 or delivered to the school. You will be contacted via email when your places have been confirmed.
3. Please note the \$80 yearly Registration fee will not be charged until the first time you use the service or your permanent places are confirmed.

CLOVELLY OUT OF SCHOOL CARE - FEE INFORMATION

POLICY STATEMENT

Clovelly out of School Care sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider creates the budget annually, or as necessary, and monitors it carefully throughout the year.

PROCEDURE

Child Care Subsidy

- Families who are eligible for the Federal Government's Child Care Assistance subsidy will have CCS applied to their account, families must first register with the Family Assistance Office.
- The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.
- The centre requires correct CRN details to be included on the enrolment form for this purpose.

Bookings and cancellations

- Each family is expected to make routine bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's routine booking at the service are required to provide two (2) weeks written notice to the Nominated Supervisor or they are liable to pay the equivalent of two weeks child care fees to the service.
- All changes to routine care bookings must be approved in the parents 'My Gov' account.

Absences

- Fees are payable for family holidays and sick days if those days fall on a day that a child is routinely booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.
- Parents must notify the centre if their child is going to be absent from a routine care session before the start of the session. Parents will incur a search fee of \$15 if notice has not been provided.

Service closure

- No fee is charged while the service is closed over the Christmas/New Year period.

Payment of fees

- Families are required to pay fees 2 weeks in advance for their routine care through our direct debit system. This debit can be applied to a nominated credit card or bank account.
- Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected.
- Any bank charges incurred due to default of this debit will be the responsibility of the account holder.

- Families with routine bookings will have any fees incurred for casual bookings included on their account in the fortnight after the care. Families with only casual care will be charged for fees in the same way.
- Arrears over 28 days may result in cancellation of the child's out of school care booking. Families are encouraged to contact the Nominated Supervisor as soon as possible if payment is a problem, to work out a payment plan.
- Failure to pay fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

Statements

- Fee Payment Statements will be automatically sent fortnightly via email the day prior to the debit occurring. Families must provide a current email address to the centre and ensure that funds are available for the debit.
- Parents must assume responsibility for reading their emailed fortnightly statements and cross checking that the information such as days and sessions are current and correct.

Debt recovery

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the outstanding fees.
- Where a family owes any overdue fees to the service, the child's enrolment may be suspended, until all outstanding fees are paid, or both parties agree to a payment plan.

Late collection fee

- The service operates from (BSC: 7 – 9am, ASC: 3pm – 6pm and VAC: 7:30am – 6pm). Educators are unable to accept children in the service outside of these hours. Should children be present after the closing time a late fee of \$20 plus \$1 a minute will apply.
- The hours and days of operation of the service will be displayed prominently within the service as set forth by the National Regulations.
- Wherever possible parents should advise the Centre when they will be late to collect their child.
- In circumstances that are beyond the control of families, such as weather and traffic incidents, which may result in late arrival to collect their child, the Nominated Supervisor will have the discretion to decide if families will be charged the late fee.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case the Nominated Supervisor will meet with the family to discuss this. Currently families are allowed 4 late collections per term before a warning is issued.

Confidentiality

- All information in relation to fees will be kept in strict confidence. Educators, management or the Approved Provider will not discuss individual names and details openly.
- Families may access their own account records at any time.

Increase of fees

- The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be

necessary to amend fees, families will be given a minimum of thirty days' notice of any fee increase as set forth by the National regulations.

Membership

- The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of an Incorporated association, one representative of the child's family is entitled to voting rights at any general Meeting held by the servicer and may be nominated (with consent) for a position on the Management Committee at the Annual general Meeting.
- A membership fee of \$80 is payable on an annual basis.

Other fees

- A \$15 administration fee will be charged to parents who fail to correctly sign in/out their children on the digital Qik Kids kiosk in the foyer.
- A \$10 fee will be charged to parents who let their children sign in/out on the Qik Kids kiosk iPad.
- A \$15 search fee will be accrued if parents fail to notify the service that their child will be absent from the service during After School Care. This notification must take place before 2.45pm on the day the child will be absent.

Fees effective as of April 2019

<i>Type of Care</i>	<i>Routine Booking</i>	<i>Casual Booking</i>
<i>Registration Fee</i>	<i>\$80 per family</i>	
<i>Before School Care</i>	<i>\$14</i>	<i>\$16</i>
<i>After School Care</i>	<i>\$22</i>	<i>\$25</i>
<i>Vacation Care</i>	<i>\$80</i>	<i>\$85</i>

<i>Type of Fee</i>	
<i>Late Fee</i>	<i>\$20 plus \$1 per minute after 6pm</i>
<i>Search Fee</i>	<i>\$15 if notice is not given of an absence before the session</i>
<i>Administration Fee</i>	<i>\$15 if a child has not been correctly signed in/out of the service using the digital QikKids Kiosk in the foyer</i>

CLOVELLY OUT OF SCHOOL CARE

2021 Enrolment checklist

To secure your place in our service, please ensure you have completed all of the required steps below. Please note, incomplete enrolment forms and paperwork will not be processed and your place may be forfeited.

Have you

- Completed a 2021 Enrolment Form
- Provided a Customer Reference Number CRN (for parent(claimant) and child) if you intend to claim the child care subsidy
- Provided a legible and active email address in the enrolment form to receive electronic statements and correspondence
- Provided 2 additional emergency contacts in the enrolment form other than the nominated parents/guardians
- Provided a completed Direct Debit request form
- Provided a copy of your child's immunisation
- Provided an Action Plan if your child suffers from any ongoing illness such as Asthma, Diabetes, Anaphylaxis or Epilepsy. Action Plans must be signed and dated by a Doctor. Forms are available to download from www.coosc.com.au
- Read the COOSC Family Handbook (either hardcopy or online) on our website www.coosc.com.au

Signature Date / /