



RATED
EXCEEDING
NATIONAL QUALITY STANDARD

CLOVELLY OUT OF SCHOOL CARE

FAMILY HANDBOOK



LOCATION Clovelly Out of School Care Rooms
Clovelly Public School
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DIRECTOR / NOMINATED SUPERVISOR - Katrina Thomas

Bachelor of Fine Art

Diploma in Children's Services

Diploma in School Age Education and Care

ASSISTANT DIRECTOR – Ella friend

Currently studying – Bachelor of Education



EDUCATIONAL LEADERS Katrina Thomas & Andreas Thoma

Katrina (Kat) – Director

OUR PHILOSOPHY

'At Clovelly Out of School Care we respect the value and benefit of play in childhood and believe it contributes significantly to a child's development as it scaffolds a foundation for continuous constructive learning throughout life. Our service recognises that children are capable, competent, and active learners, and important contributors to their community. We foster opportunities for children's evolution by providing a nurturing and stimulating environment which promotes exploration, independence, creativity, and confidence.

We acknowledge that middle childhood is a precious time where children form friendships, learn vital social skills and experience innocent wonder, joy and laughter in their time out of school. At COOSC we aim to embrace each child's uniqueness by encouraging open communication, inclusive practices, and diversity through our programs, understanding and attitude.

Our Centre is committed to providing children with experiences of the natural world, to help them understand their place within it, and to take responsible action to preserve it. We are committed to the sound environmental management of all aspects of the Centre's operations. Learning about sustainability encourages children to take pride in the place in which they live and to develop into concerned and contributing citizens.

Educators strive to be appropriate role models, promoting self-esteem, rights and responsibilities, fairness and honesty and aim to build respectful relationships with families and the community. Our educators are valued for their skills and experience that support, inform and enrich decision making about children's wellbeing and development. As professionals, we examine experiences in our setting and reflect on these experiences from different perspectives, continually seeking to increase our professional knowledge.'



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 evolution by providing a safe and stimulating environment which encourages exploration, independence, creativity, self-esteem, and confidence through play.

Clovelly out of School Care is rated Exceeding under the National Quality Standards.

Our Centre is currently accredited for 150 places.

Please take the time to read this handbook carefully as it contains both operating procedures and policies of the Centre.

PART 1 – HOW THE CENTRE OPERATES

OPENING DAYS AND HOURS

Clovelly out of School Care is open Monday to Friday every week during the school term. We operate a Vacation Care program during school holidays and on most pupil free days. Please note that Centre is closed for three weeks over the Christmas and New Year period.

| | | |
|---------------|--------------------|-------------------|
| Centre Hours: | Before School Care | 7.00 am – 9.00 am |
| | After School Care | 3.00 pm – 6.00 pm |
| | Vacation Care | 7.30 am – 6.00 pm |

No child is to be left at the Centre outside these hours.

CONTACTS

The preferred method of communication with the service is email as having requests in writing is more reliable than talking over the phone. However, if you would like to speak to a staff member please do not hesitate to call us on 0421 809 209. If the phone is not answered immediately during operating hours, please call back in 10 minutes.

The Director is available for any enquires from Tuesday to Friday at the Centre during the administration hours of 12-2pm. Please note that it is not possible to talk at length between 2.30-5pm as this is the busiest time and we will likely be engaged with the children.

MANAGEMENT COMMITTEE

COOSC is a not-for-profit Incorporated Association with a volunteer Management Committee. Selection of staff and policy matters are the responsibility of the Clovelly out of School Care Management Committee. Meetings are held on a Thursday evening of every second month during the school term and are open to any registered parent/guardian using the service. Committee members are elected at the Annual General Meeting. The Committee consists of: President, Vice-President, Secretary, Treasurer, and committee members.

REGISTRATION

Parents wishing to use the service must register their children. Registration is \$80.00 annually per family. Families must re-register and complete a new enrolment form at the end of each school year. Re-Enrolment for existing families occurs in September, Enrolment for new Families is open shortly after that. Parents are encouraged to introduce themselves and their children to the staff at the Centre when registering.

Please note: Children cannot attend the Centre unless they are registered. Children can be registered for emergency usage only.



BOOKINGS

Places can only be secured with the return of your Enrolment Form.

- *Routine Bookings* - these are regular permanent bookings for 1-5 mornings/afternoons per week. Routine bookings must be paid for whether your child is in attendance or not. Please note that a cancellation of a routine booking must be made in writing.
- *Casual Bookings*: - these are bookings that are irregular. These can be made in advance or by 9.00am on the day. They can also be emergency bookings. Please note that casual bookings can only be made if places are available for that day.

FEES

Fee schedules are based on the provision of quality care. The fee level is kept as low as possible to allow access to all working parents, while providing acceptable working conditions for staff.

Effective from JULY 2019

| Before Care per child | | After Care per child | | Vacation Care per child | |
|------------------------------|---------|----------------------|--------|--|--------------------------------------|
| Permanent | Casual | Permanent | Casual | Booked & Paid <u>prior to</u> Vac Care | Booked & Paid <u>during</u> Vac Care |
| \$12.00 | \$14.00 | \$22 | \$25 | \$80/day | \$85/day |
| Service Registration: | | | | \$80 per family per year | |

ADDITIONAL FEES

The Centre has adopted the following procedures and additional fees to cover the costs of staff staying late.

1. **Late collection of children:**
 - i. Parents must ring the Centre if you know that you will be late to pick up your child.
 - ii. Late collection of your child (after 6.00pm) will incur a fee of \$20.00 plus an additional \$1.00 per minute.
 - iii. In the event of your child not being collected by 6.30pm and all emergency contacts being exhausted, the local police will be contacted.
 - iv. Parents are granted a maximum of four late collections per term before a warning is issued.
2. **No notification of non-attendance for Permanent Bookings:**
 - i. Parents must notify of ASC non-attendance before the start of session (2:55pm) by marking their child absent in the My Family Lounge App.
 - ii. Parents who fail to notify the Centre before the start of session will incur a fee of \$15.00. Please refer to 'Absent or Missing Children' procedures in Part 1.

PAYMENTS

All parents are expected to sign a Direct Debit Authority upon registration. This debit can be taken from a Bank Account or Credit Card. Fee Payment Statements will be sent fortnightly via email prior to the debit occurring. Please ensure that your email address is current and that funds are available for the debit. Parents are encouraged to check that the statements are current and reflect correct sessions and fees. 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. If payment is a problem please see the Director as soon as possible to work out an arrangement.

In the case of routine bookings, fees are paid for the days your child is booked into the Centre, including times when your



child is absent due to illness or holidays. Special consideration may be given to children who are absent for a period of more than two weeks, due to illness. This will be on a case-by-case basis.

When taking holidays during the school term, prior notice in writing should be submitted via email. Fees will still be applied during extended periods of absence unless care has been cancelled.

Routine Before and After Care bookings are not charged during school holidays, pupil free days and public holidays.

All fees must be finalised at the end of the year before families can re-register for the following year. The Centre will not accept holiday care bookings from families with outstanding term accounts.

CHILD CARE SUBSIDY

Government child care subsidy is available for all families. **To receive the child care subsidy you must register online and provide the Centre with the correct CRN details and link all information via your MyGov account.**

- The payment of Child Care Subsidy is dependent on parents keeping their fee payments up-to-date and signing in and out on our QikKids kiosk on the iPads in the foyer.
- All attendance records will be submitted electronically each week.
- Absences will be monitored and can affect your childcare subsidy.

If you already have Child Care Subsidy and/or would like to nominate our Centre, the reference numbers are:

| | |
|---------------------|---------------------|
| BEFORE CARE | 555 006 841K |
| AFTER CARE | 555 006 842H |
| HOLIDAY CARE | 555 009 990T |

ARRIVAL AND DEPARTURE

The Centre adheres to a strict policy and aims to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and wellbeing of the children in our care.

Children are not to be left at the Centre at any time prior to the opening of the Centre, which is 7.00 am during term time and 7.30 am during Vacation Care.

On arrival, the person bringing the child is responsible to sign in the child using the iPads in the foyer. The person dropping off must ensure that a staff member is aware of the child's presence before leaving the Centre.

Should a child require medication of any kind, parents must fill in and sign the medication form. Children must be collected by the closing of the centre at 6.00pm during both term and vacation care. The authorised person who is collecting the child must sign the child out of the centre and ensure that a staff member is aware that they are taking the child from the centre.

Children are not to be collected by persons under the age of 18 unless the child's parent or guardian has given the Centre written permission and accepts full responsibility.

If a child is to be collected by anyone other than those listed on the enrolment form, parents must inform staff prior to pick-up. If the person is not recorded on the enrolment form, the parent must contact the responsible person on duty and provide a written authorisation prior to pick up. The person picking up must bring identification.

ABSENT OR MISSING CHILDREN

The Centre aims to ensure the safety and welfare of children by ensuring clear communications and cooperation between the centre, parents, and the school.

Parents are to mark their child absent in the My Family Lounge App if their child will be absent on a day they are booked into care. Please note we are separate from the school and are not notified of school absences.

Should a child not be present, and no notification of the expected absence has been received:

Staff will:

- Ask other children of their knowledge of where the child might be.
- Email or call the parents on the email or phone numbers provided.
If the child attended school and is expected at the Centre, then staff will take the following steps:
- Ask the school to find out if the teacher is aware of the parent, or anyone else collecting the child and assist for the search of the school area.
- Make contact with the parents or emergency contacts.
- Arrange for appropriate staffing levels and send a staff member to look in the local area and follow up on any leads regarding the child going to a friend's home.

- Inform the police.

INSURANCE

The Centre holds Public Liability and Professional Indemnity Insurance.

VACATION CARE

Vacation Care operates on weekdays during school holidays including most pupil free days and excluding all public holidays. Vacation Care hours of operation are between **7:30am and 6:00pm**. The centre has an annual shut down period from last day of school term 4 to approximately the third week of January.

The Vacation Care program is available from the centre on Monday morning of week 7 each term. Bookings must be made through 'My Family Lounge'. The booking form must be completed if there are authorisations for excursions. The centre is unable to swap days, cancel or refund bookings that have been confirmed.

- The cost is \$80 per day including excursions and activities if bookings are made before the start of the holidays. Casual fees are \$85 per day. Vacation Care is booked and paid in the normal fortnightly Direct Debit cycle.
- Excursion changes are dependent on relevant risk assessments and weather conditions. Risk assessments are available at the centre for parents to view. Children must be at the Centre by **9.15am** on excursion days. Please check the departure times and estimated returning time for all excursions. Often all COOSC staff will attend excursions thus if your child is late, there will be no staff onsite at the Centre. The Centre does not take responsibility for children left on the premises on excursion days. Staff will not ring to locate late children.
- Appropriate clothing must be worn for the current weather, including sweaters in winter and rain jackets if wet. We request that children wear shirts that cover their shoulders during the summer months in alignment with our sun safety policy. Enclosed footwear and a HAT must be worn every day, open toe shoes including sandals are not permitted. Inappropriate clothing may result in educators requesting you return home to change your children's attire.
- Breakfast is not served during Vacation Care, please ensure your child has breakfast before they arrive. You must provide enough food for the day including nutritional snacks, and a full lunch. The centre provides afternoon tea. Your child must have a water bottle every day especially on excursion days. This can be re filled at the centre with our zip filter.

Daily Activities: Our Educational Leader will program a variety of imaginative, creative, investigative, and active learning experiences for children to engage in. Resources are always available for play based learning and child initiated activities. We aim to cater for the entire age range thus our program is frequently split into a junior 5-8yrs and senior 9-12yrs program where age appropriate activities will be offered. A range of incursions and excursions are organised that reflect the My Time Our Place framework for school aged children.

COOSC Vacation care is for Clovelly Public School students only.

NATIONAL QUALITY FRAMEWORK

The National Quality Framework is designed to give children the best possible start in life. It is a national system, designed to provide transparency and accountability. It is a system developed to ensure that school aged children in outside school hours care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. Outside of Hours Care operates and incorporates their daily program to meet the requirements of the 'My Time Our Place' Framework. Clovelly out of School Care has an overall rating of Exceeding in the National Quality Standards.

DAILY PROGRAM

Our program is constructed around the My Time Our Place Framework for School Aged Children and input from families, children, educators and the community. Open ended experiences allow children to explore, investigate and make decisions about their own activities and play experiences at the Centre. At COOSC we aim to provide a play-based environment adopting holistic approaches, where educators are responsive to all children's strengths, abilities and interests. Programs are designed in consultation with the children and based on each child's social, physical, emotional, recreational, intellectual, and creative developmental needs. Children are free to choose their own activities or to participate in planned activities. The program aims to provide experiences to suit all ages and interests, both indoors and outdoors. Creative experiences are a normal part of the children's leisure and are offered every day.

We have a programming book that lives in the foyer, which shows both the activities planned and those that evolved as the week progresses. There are areas for children to write their ideas and suggestions as they are a vital part of the programming and determination of what activities we offer. We encourage parent and community involvement thus there is an additional space for parents to write any suggestions or requests they may have that we can incorporate into our program.

Children have a wide choice of structured and non-structured activities, which include:

- **Free play:** Free Play is important for healthy brain development, allowing children to use their creativity while developing their imagination, dexterity, cognitive and physical abilities. Children during their time at COOSC are free to make their own choices and are able to access an array of resources available at the centre at all times. Resources include Lego, Duplo, Magnetics, mobilo, blocks, kapla blocks, wegits, cars, train set, board games, books, fairies, dinosaurs, knex, marble run, and puzzles.
- **Imaginative play:** Imaginative play is considered important for the development of children's cognitive and social skills. Sociodramatic play or the make-believe play with others, allows for ideas to be passed around, built onto and understood by the many different players. We support this with experiences and resources such as dress ups, a play kitchen, sandpit, drama, puppets, and loose parts play.
- **Technology:** DVD's, electronic games, computers, and iPads may be utilised for planned experiences with an Educator as part of our program, however screen time is limited and not encouraged. Children's movies are rated G & PG.
- **Creative / Art / Craft:** Engaging in art or craft can promote visual, motor and social development. Using art as a vehicle for expression is enriching because children can use it as a communication tool. Studies have shown that artistic activities can also help children learn other subjects such as reading and math. Various art and craft activities such as painting, sculpture, construction, drawing, collage, knitting, chalk drawing, weaving, movie making and photography are facilitated daily by passionate educators.
- **Discovery:** Cognitive development comes naturally along with learning through discovery play when children use their processing skills to observe the world around them and ask questions about it. Children instinctively enquire about the natural world and the things that have changed or grown. We promote area 2 in MTOP 'Children are connected to and contribute to their world' by incorporating experiences such as gardening, composting, caring for our chickens, bug hunting, mud kitchens, forest school play and recycling.
- **Sport:** Young children need regular, vigorous, physical activity, active play, to develop and grow properly. Active play strengthens bones, muscles and the brain and establishes connections between all of them. A physically active lifestyle is crucial for life-long health and physical and emotional wellbeing. An organised sport/game will be facilitated by an educator such as cricket, castle ball, soccer, basketball, Oz tag, AFL, steal, capture the flag and hockey. Outdoor free play is encouraged through the provision of skipping ropes, tennis racquets, balls and other equipment for use in the main playground.
- **Coaches:** The Centre employs specialist coaches that enhance the quality of our program. Coaches may include multi sports, dance, gymnastics, cricket, yoga.
- **Playground equipment:** This is closely supervised by a designated Educator.
- **Homework:** Children while supervised by an Educator are able to use a dedicated space to do their homework and engage in quiet activities, however no tutoring is provided.



PART 2 – CENTRE POLICIES

The Clovelly out of School Care Centre is guided by the National Quality Framework (NQF) and National Quality Standards, which operates under an applied law system, comprising the Education and Care Services National Law and the Education and Care Services National Regulations.

The section below are brief statements of our policies. Full policies are available in the Centre and parents are encouraged to familiarise themselves with them when registering children at COOSC.

PARENTAL INVOLVEMENT / ACCESS

COOSC welcomes participation by parents. The Centre aims to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication maintained.

Communications to families: The Centre keeps current information on our website www.coosc.com.au Emails are used to communicate important notifications and information to parents and changes to policy. There is a noticeboard in the foyer with flyers, booklets and information leaflets.

SERVICE ACCESS

The Centre aims to provide places for school aged children needing care during their time out of school hours. We will not discriminate against any family needing care and priority of access is determined by management.

DEVELOPMENT AND EDUCATION

We aim to ensure that school aged children in outside school hours care have stimulating, positive experiences and interactions that foster their self-esteem and confidence.

ANTI BIAS

The Centre shall accept and value every parent and child regardless of race, cultural background, religion, gender, sex, ability or sexual orientation of parents. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

GENDER EQUITY

All children will be helped to develop their full potential regardless of their gender and will be provided with the same access to all materials and equipment.

THE TREATMENT OF CHILDREN WITH SPECIAL NEEDS

We will not discriminate against any child or families who have additional needs. Our Centre works closely with our local Inclusion Support Agency teams and depending on the needs will provide extra equipment and staff.

EXCURSIONS

The Centre believes that excursions are an essential part of the Centre's program as they provide variety and an opportunity to expand a child's experience, explore different environments and learn new activities.

Parent/Guardian permission will be sought at the beginning of the holidays for planned excursions. No child will be taken out of the centre without the parent's written authorisation.

TRANSPORTATION

The Centre believes that children travelling to and from school and excursions have the right to be safe. The Centre will ensure that all modes of transportation undertaken will comply with all the required regulations. The Centre endeavours to hire buses with seatbelts.

FOOD AND NUTRITION

We aim to provide nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits based on nutritional guidelines. Parents are encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment by the children.

During term, breakfast is served between 7.15am and 8.30am and includes various cereals, dairy and non-dairy milks, toast, raisin toast, muffins and crumpets and seasonal fruit. Afternoon Tea is served at 3.30pm and includes fresh fruit and vegetable platters, sandwiches, crackers, dips and wraps. Fresh filtered water is available at all times.

EMERGENCY PROCEDURES

We aim to provide an environment that provides for the safety and well-being of the children at all times. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence, these procedures will be immediately undertaken. Evacuation procedures are practiced several times each term with spontaneous drills done regularly and when there are new children.

ACCIDENT

We will ensure the safety and well-being of staff, children and visitors within the centre, and on excursions, through the proper care and attention in the event of an accident. The Centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents will be informed immediately where the accident is serious. Parents must ensure that their designated emergency contacts and their doctors' contact numbers are up to date. The Centre will seek medical, hospital and/or ambulance assistance in the case of an emergency.

FIRST AID

We believe that first aid equipment and facilities should be available to all staff, children and visitors in the Centre and on excursions. All Senior Educators in the Centre hold a current 'First Aid Certificate in an Education and Care Setting' which encompasses asthma and anaphylaxis. All first Aid treatment is recorded in a confidential file.

ADMINISTRATION OF MEDICINE

To ensure the interests of staff, children and parents are not compromised, medication will only be administered with the explicit permission of the parents or in the case of an emergency, with the permission of a medical practitioner. Parents who wish medication to be administered to their child at the Centre will need to complete the medication form providing the following information:

- Name of medication and child's full name
- Date, exact time and dosage to be administered
- Signature

Medication must be given directly to an authorised staff member and not left in the child's bag.

ALLERGIES

We aim to provide safe and effective care of children by ensuring staff are fully aware of reactions to, and management of, any child's allergies. Staff must be made fully aware of the allergy type, reaction, triggers and the ongoing management of any child's allergies. Clovelly out of School Care strives to eliminate the risks of nut products within the centre. During Vacation Care Educators request that no sandwiches with Peanut Butter or Nutella be brought into the Centre.

ILLNESS AND INFECTIOUS DISEASES

The service strives to provide a safe and hygienic environment that will promote the health of the children. As the care needs of a sick child cannot be met without drastically reducing the general level of supervision of the other children, or risking other children's health, parents are asked not to bring sick children to the centre and to collect children who are unwell.

Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health. A child will be considered sick if he/she:

- Sleeps at unusual times/is lethargic
- Has a fever over 38⁰C
- Vomits or has diarrhoea
- Is crying constantly from discomfort
- Is in need of one to one care
- Has an infectious disease

HYGIENE

All people in the Centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices. Staff are trained annually or as-needed in safe food handling.

SUN PROTECTION

We aim to ensure that all children attending the Centre will be protected from the sun. Children and staff must wear protective clothing when outside such as hats and shirts that cover their shoulders and necks. Children who do not have a hat must play in a sheltered area – the Centre enforces a policy of "no hat play in the shade". An SPF 30+, broad spectrum, water-resistant sunscreen will be made available in the Centre and applied to children when exposed to the sun during the summer months.

ANIMALS

Although animals are not a necessary part of the program, we believe that animals can be a valuable source of learning and enjoyment for the children. Any animals that enter the Centre must be safe and present no danger to the children in any way. Staff will ensure that everyone in the Centre will treat with respect and behave in a humane way all animals, at all times. Strict supervision will be maintained.

MAINTENANCE OF RECORDS

The Centre aims to ensure that all appropriate and required records are kept for the specified length of time. The Centre will protect the privacy and confidentiality of families, staff and management of the centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

PROCEDURES FOR HANDLING COMPLAINTS

COOSC believes that parents have an important role in the Centre. We aim to ensure that parents feel free to communicate any concerns they have in relation to the Centre, staff, management, program or policies.

- If a parent has a complaint about the service, they should make a time to meet with the Director to discuss their concerns and come to a resolution to address the issue.
- If the complaint is not handled to the parent's satisfaction, they should contact the President or nominated delegate of the Management Committee, either in writing or verbally.
- The parent's complaint is to be recorded and dated, indicating the issue of concern and how it was resolved.
- If a complaint cannot be resolved internally, a third party may be consulted.

WORKPLACE HEALTH AND SAFETY

Under the NSW Workplace Health and Safety Act employees have the responsibility to draw their employer's attention to health hazards in the workplace. The employer has the responsibility, once the problem is raised, to take steps to prevent the hazard from continuing.

Threatening or abusive behaviour towards staff will not be tolerated at the Centre. The Centre's policy is to provide a safe workplace and threatening behaviour may in some circumstances be regarded as a criminal act.

All such behaviour will be recorded and referred to the Management Committee and/or the Police. Parents behaving in an unacceptable manner will:

1. Receive a warning in writing
2. Be prohibited on the premises to collect their child
3. If behaviour is repeated, family registration at the Centre will be suspended and may ultimately be cancelled.

CHILD MANAGEMENT

COOSC aims to provide an environment that encourages cooperation and positive interactions between all persons involved with the Centre. Positive behaviour will be encouraged, and self-discipline skills developed through positive example and direction. Rules based on safety, respect for others, order and cleanliness help create a caring environment.

All children attending COOSC will be expected to always observe the following guidelines:

- Children are to be courteous to each other and the staff.
- Boundaries imposed by the Centre must be observed.
- Children must refrain from using physical violence.
- Children must refrain from using bad language.
- Children must not use the equipment to place other children at risk.
- Children must not leave the Centre other than at departure time with an appropriate adult (unless otherwise arranged).
- Bullying in any form will not be tolerated at the centre.

On occasions when a child acts in an unsafe manner or interferes with other children, the Centre will take disciplinary action. The Centre practice is to:

1. Warn the child that their behaviour is unacceptable.
2. If the warning goes unheeded restorative questioning is used so that children can talk to staff about their actions and alternative behaviour.
3. Staff will consult with the parents upon collection to inform the parents of the incident or behaviour to be addressed.
4. If disruptive behaviour continues an email will be sent to parents to request an interview to discuss and devise a behaviour management strategy.
5. The Centre has the ultimate discretion to cancel registration.

Parents may be held liable for costs that may be incurred as a result of their child's behaviour.

Please Note: COOSC liaises with Clovelly Public School staff on child management issues in order to present a consistent approach to behaviour management. To facilitate this liaison, the Centre may provide information to the school on specific child behaviour. In registering a child at COOSC parents acknowledge and accept that information may be shared between the Centre and the school.

CHILD PROTECTION

The welfare of all children is of paramount importance and the Centre has an obligation to defend the child's right to care and protection.

Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected. Our Centre will carry out the responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Department of Community Services and the Commission for Children and Young People.

A mandatory reporter is someone who is required by law to make a report to FACS if they have current concerns about the safety, welfare or well-being of a child. A child is a person under 16 years. There are penalties for failing to make a report.

In OOSH services mandatory reporters are:

- Staff who deliver services to children
- Management, either paid or voluntary whose duties include direct responsibility or direct supervision for the provision of these services

STAFFING

Clovelly out of School Care strives to employ dedicated and passionate individuals that have a genuine interest in children's learning and development. Many staff hold, or are working towards qualifications in the education sector, out of school hours care, early childhood and primary teaching.

