

# KU Vacation Care Handbook North Sydney Council



## KU Children's Services

**KU** Children's Services (KU) is a not for profit organisation and a registered charity with over 110 years experience in the provision of children's services.

**KU** is a leading early childhood organisation with management responsibility for over 150 early childhood services. These include preschools, long day care centres, mobile units, occasional care, school-aged care, work-based child care and the Adult Migrant English Program – child care services for children of parents attending English classes.

**KU** is pleased to offer North Sydney Council our services in the management and operation of its 3 vacation care programs.



Operating at:

### **North Sydney Community Centre**

7 to 12 yr olds, 8:00 am – 6:00 pm

Rear Civic Park, Miller Street, **North Sydney**

Ph: 0428 696 743

### **Grandstand Centre**

5 & 6 yr olds ONLY. 8:00 am – 6:00 pm

North Sydney Oval, Figtree Lane, **North Sydney**

Phone during Vacation period: 0428 607 746

### **Forsyth Park Centre**

5 to 12 yr olds. 8:00 am – 6:00 pm

Forsyth Park Community Centre,

Montpelier Street, **Neutral Bay**

Phone during Vacation period: 0404 641 272

Program Coordinator: 0428 696 743

Program Clerical Support: 0409 831 632 (Operated 2 days/wk or leave a message)

All centres are peanut free zone – no peanut products allowed.

As KU will be operating as the provider of these services, we require all new enrolment and immunisation forms for each child. We will only require this documentation annually.

For families with non-English speaking backgrounds we are able to call The Department of Immigration & Citizenship Interpreting Service on 13 14 50 and quote C205436 for assistance.



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## Enrolment Information

**Please note: Places are not confirmed until you have been notified in writing.**

**Eligibility:** Children must be enrolled to start school that year to attend Vacation Care.

Steps to Enrol your child:

- 1 Read the Vacation Care Enrolment Information Handbook.....
- 2 Complete Enrolment Form for each child .....
- 3 Complete Booking Form for each child .....
- 4 If your child requires medication to be administered or has a specific health or medical need complete CS36 Authorisation and Administration of Medication.....
- 5 Immunisation. A copy of your child's documented immunisation record is required. Children who have not been immunised will be excluded from the program in the event of an outbreak of an infectious disease. Families must provide evidence of immunisation or have exemption to be eligible for the CCB allowance. Please indicate immunisation status in the space provided on the enrolment form. ....
- 6 Send your Enrolment, booking and medication forms with documentation of immunisation to: .....

Mail to:

North Sydney Council  
Vacation Care Program  
PO Box 12  
North Sydney 2059

Deliver to:

North Sydney Council  
Attn: Vacation Care Program  
200 Miller Street  
North Sydney NSW 2060

After two week priority period:

Mail to:

KU North Sydney Vacation Care Program  
PO Box 134  
Galston NSW 2159

- 7 Register your child for Child Care Benefit (CCB) .....

## Child Care Benefit

CCB is available to families and children attending any approved service provider. Please contact the Family Assistance Office on 13 61 50 for more information. All parents are encouraged to apply for the Child Care Benefit.

To obtain CCB, children must be 5 years of age and/or attending school that year. Under the new CCMS system you no longer are required to link your child to the individual centre. We will do this for you on receipt of your family and child's Customer Reference Number (CRN) and birth date. If we do not receive these details, the full daily fee must be paid.

Choose your dates carefully as it is KU Policy that no transfer of days or transfer between centres is allowed once a booking is accepted.

## Refunds and Credit Notes

No refunds or credits will be given once bookings are made and confirmed. Refunds are only available if KU cancels a program.

Please notify the centre by 9:00am if your child is not attending the centre on the day.

## No Bookings Will Be Taken At Centres

Further enquiries please email **KUNsvaccare@ku.com.au**

## Late Fees

A fee of \$1.00 per minute, per child, will apply for children picked up after 6:00pm. If you are going to be late please notify the appropriate centre. (North Sydney Community Centre **0428 696 743**, Grandstand **0428 607 746**, Forsyth Park **0404 641 272**)

## Wet Weather

All programs continue in wet weather unless notified.

## Meals and Spare Clothes

Each child will need a healthy lunch, a piece of fruit or vegetable for morning tea and a piece to share for afternoon tea, and drinks for a full day (REFILLABLE DRINK BOTTLES). Protective clothing including shirts with sleeves and enclosed shoes (or enclosed sandals), a sun protection hat and sun block, and a bag to keep it all together. Due to safety concerns staff will NOT take children to the shops to purchase their lunch. Please ensure your child has a change of clothes included in their bags every day.

KU Vacation Care Centres have a "No Hat – No Outdoor Play" Policy. Please ensure that all property is labeled with your child's name.

**Lost Property.** KU takes no responsibility for lost property. Families are advised not to bring any valuables to the centre.

Money should only be brought when specified in the program.

**Excursions.** Children must be at the centre by at least 9:00 am. No provision can be made for late arrivals. During the day, groups may go on mini excursions in the local area. Children are transported on local community buses or by Public Transport to excursions out of the area. A staff to child ratio of 1 adult to 8 children is maintained on excursions. Parents must sign permission for excursions on the booking form for each program where excursion details are made available.

## **Health, Safety, and Hygiene**

### **Illness of a Child**

Parents should ensure they are aware of KU's policy in regard to illness. Children must not be brought to vacation care unless they are able to cope adequately with group normal care routines and activities. If a child is found to be unwell during the day, the parents will be contacted and asked to take the child home.

The staff are understanding of the needs and concerns of working parents and will try to accommodate the difficulties associated with an ill child. However, the wellbeing and safety of all children is paramount.

**SICK CHILDREN WITH A CONTAGIOUS ILLNESS MUST NOT ATTEND THE CENTRE.**

Please notify staff if your child has contracted a contagious illness or other health concern while attending the centre, i.e. Measles, Chickenpox, Head Lice, etc. (Please Refer to the KU Policy: Medication and Medical Procedures NSW)

### **Medication Procedure**

If your child needs to take medication during the vacation care program, you will be required to fill out a medication administration form, sign it and inform a staff member. All medication needs to be placed in an area that is childproof, NOT LEFT IN YOUR CHILD'S BAG.

Staff will be able to show you where the medication is kept.

Medication must be provided in its original container, which shows:

- your child's name
- the dose and frequency to be given
- the date it was dispensed/expiry date

Staff will only administer medication in accordance with the information on the form you completed and instructions on the container.

## **Medical Emergency Management Plan**

If your child suffers from a condition which may escalate into a medical emergency, (e.g. asthma, febrile convulsions, epilepsy), the parents need to fully inform the KU Coordinator and staff about the illness or allergy and its management BEFORE the commencement of the program.

## **Accident Procedure**

At least one staff member will hold a first-aid certificate. In the case of a minor accident, staff will assess the injury and administer appropriate first aid. If the situation requires further medical treatment, a staff member will contact the parent and the appropriate medical service. If the parents cannot be contacted, staff will ring emergency numbers and an ambulance will transport the child to the nearest hospital if deemed necessary.

A staff member will accompany the child to the hospital, and remain there until the parent or familiar adult arrives.

All accidents are recorded on KU accident forms. The staff that witnesses the event records details of how the accident happened, the injuries incurred and treatment provided. The parent is required to sign the accident form after the staff member has discussed the incident with them.

## **Health & Safety**

Procedures have been developed to promote the health of all children and staff. To encourage safe and hygienic practices, children will be encouraged to:

- Maintain a high level of personal hygiene
- Wash and dry their hands before engaging in any activity involving food
- Maintain a clean environment
- Wear a hat and sunscreen during outdoor play

Staff will be expected to:

- Take preventative measures with regard to personal health and hygiene
- Maintain high standards of cleanliness and hygiene during food preparation
- Wear gloves when administering first aid
- Absent themselves from the program during periods of illness with communicable symptoms
- Manage and use equipment provided in a healthy and safe manner
- Take appropriate sun safety measures when supervising outdoors

Parents will:

- Advise the staff when their child is suffering from an infectious disease and seek alternative care

- Be contacted by staff if their child becomes unwell during their time at the centre
- Be asked to collect their child if it is considered by the staff that the child is unable to cope with normal activities
- Advise the staff of any condition that requires ongoing treatment e.g. Asthma
- Grant the staff permission to seek emergency medical care

## Arrivals and Departures

Parents are required to sign their children in and out of the centre each day, stating the time. It is important that a staff member is advised of the arrival and departure of your children, for their own safety.

Children will not be allowed to leave the centre with any person who does not have Parent Authorisation. Written notification is required to allow another person to collect your child.

## Support Agency

KU assists Vacation Care Services and staff to include children with a disability, children from non-English speaking backgrounds and children of Aboriginal and Torres Strait descent. Please note the importance of indicating your child's needs on the Enrolment Form. Should you wish to discuss your child's additional needs please contact the KU Vacation Care Area Manager on 9268 3945 before the commencement of the program. (Please read the KU Policy: Inclusion. 2007)

**Full disclosure of Additional Needs.** Parents/Guardians are required to fully disclose any additional needs their child/ren may have that are relevant to KU's duty of care to both staff and children involved in the program. In some cases, assessment may be required for placement.

## Children's Behaviour

One of the aims of the vacation care program is to create an environment that cares for and promotes the children's wellbeing, their involvement and participation, personal responsibility, respect for others and cooperation.

The following section sets out standards and expectations promoting appropriate behaviour with a focus on teaching self control, responsibility and respect, including a child's understanding of the consequences of their behaviour.

We believe children have the right to feel physically and psychologically safe. Our behaviour management policy is based on guidance, redirection and a positive reinforcement. We aim to guide rather than control the behaviour of the children in our care. We believe learning appropriate behaviour is a developmental task like any other, although it is far more complex, than any other skill a child will learn.

Mistakes are just an opportunity to teach a child more skilful behaviour.

Program staff are trained to provide clear, age appropriate expectations for the children's social behaviour, by giving positive direction, support and encouragement to involve children in the program activities.

These guidelines and consequences of misbehaviour will be communicated to the children at the beginning of each day. To help facilitate this aim, we ask that parents reinforce these guidelines with their child/ren before each program and ensure their understanding.

In the program we expect that the children will:

- Respect each other
- Respect other people's property and that of the centre and school
- Look after each other
- Share with other children and be inclusive
- Accept and respect individual needs and differences
- Clean up after activities
- Be polite to the staff and to each other
- Follow the instructions from staff
- Play only in the allocated areas and as directed by staff members. All other areas are "out of bounds"
- Remain in the supervised area of the program until the person collecting them has signed them out
- NOT participate in physical fighting (play or real), e.g. spitting, throwing stones or dangerous objects, bullying or any form of aggressive behaviour (please read the next section on "Bullying")
- NOT use inappropriate language
- NOT climb trees or structures other than playground equipment

Furthermore, the staff will:

- Be familiar with and abide by the KU and Vacation Care Policies
- Respect the children and their fellow staff
- Have clearly established expectations
- Discuss and outline these expectations with the children
- Utilise effective, positive discipline techniques
- Reinforce positive behaviour
- Be consistent

### **Effective Positive Discipline:**

If children are unable to follow these rules, staff will use the following guidelines to assist in setting clear expectations concerning the child's behaviour:

- Talk and listen to children that are misbehaving

- Find out how they are feeling
- Spend some time to gain an understanding of what is happening to them. Adjust or respond accordingly
- Tactically ignore minor breaches if appropriate
- Explain simply expectations for the activity or involvement in the group
- Restate the "agreed-to" rule
- Affirm positive behaviour
- Focus on the set task
- Diffuse or distract
- Use time out as a "cooling off" period, as an opportunity to reflect on what may have triggered the behaviour. The situation can then be revisited and discussed with the child concerned.

When a child's behaviour is deemed inappropriate to either him/herself or others, or if a child's behaviour is intrusive to another person's enjoyment then steps will be taken. Unsafe or intrusive behaviour can be bullying, being uncooperative, not listening to reasonable requests from staff, or not following the rules of the program.

**Bullying** can be psychological, emotional, social or physical, and involves behaviour which is intimidating, provocative, or generally offensive to others, or which makes them feel unnecessarily uncomfortable.

To discourage this negative behaviour staff will follow these steps:

1. Remind children of the rules/guidelines and request they be followed
2. If this is not successful staff will:
  - Give a second and final reminder of the rules/guidelines and outline the consequences if the unacceptable behaviour is not modified
3. If this is not successful staff will:
  - Redirect the child to another activity or group of friends
4. If this is not successful:
  - A staff member will discuss the behaviour and why it was not acceptable with the child and what steps can be taken to overcome the problem and assist the child to take responsibility for the control of their behaviour.
  - A discussion will be held with the child's parent/guardian when the child is collected.
5. If unacceptable behaviour continues:
  - A meeting between the KU Consultant, child and parents will be arranged. The meeting agenda will cover:
    - Alternative approaches
    - The child's life outside the program
    - Any problems that may be causing the behaviour

A mutual strategy for improving behaviour will be discussed and closely monitored by staff, the KU Area Manager and the parents.

If unacceptable behaviour cannot be modified, or if it endangers the safety and wellbeing of others, exclusion from the program may be considered.

### **Electronic Devices**

KU Vacation Care staff cannot take responsibility for any electronic devices including handheld games, mobile phones and MP3 players that are bought by children to the program.

### **Grievance Procedure**

So far, this handbook has outlined the behaviours that are expected of all parties involved in the KU North Sydney Vacation Care Program, including children, parents and carers.

With this in mind, we have developed a Vacation Care Grievance Procedure, which all parties can access to allow them to resolve legitimate complaints in a supportive environment.

KU is committed to resolving these grievances in a manner that is fair, confidential, and timely and which does not victimise employees raising the grievance. It also provides the parties who are the subject of the grievance the opportunity to respond.

The diagram below outlines the various stages of the Vacation Care Grievance Procedure:

### **Incident, Concern or Complaint**

#### **Tell Someone...**

Please discuss your complaint with the KU Vacation Care Director of the specific service in the first instance.

Please refrain from discussing it with children, parents or other staff members. This is to protect involved parties' interests and ensure only the relevant facts applicable to the complaint are the issue.

If you continue to be concerned contact the Vacation Care Coordinator (0428 696 743) or the KU Area Manager (0439 403 378).

### **Investigation**

Some grievances may need investigation. This will be discreet and confidential. NB: All investigations will be conducted jointly between all concerned parties.

### **Action Taken**

The type of action will depend on many factors in regard to the specific situation. Outcomes will be notified to those concerned.

### **Policies**

KU has developed a variety of policies to ensure high quality care. These can be viewed at the program locations or are available on the KU parent intranet which can be accessed via the KU website [www.ku.com.au](http://www.ku.com.au).

Please ask the Director of your centre for login details.

### **Policies Relating to the Children**

- Child Protection Policy – Procedures & Guidelines\*
- Medical and Medical Procedures
- Guiding Children's Behaviour
- Excursion Policy
- Policies Relating to the Program
- Aboriginal & Torres Strait Islander Policy 1996
- Cross-cultural Policy
- Electronic Media Policy & Practice
- Environment Policy
- Gender Equity Policy

- Nutrition Policy
- Standard Work Practices in Children's Services
- The Management of Critical Incidents in KU Children's Services Centres
- Sun Protection
- Supervision
- Policies Relating to Staff
- Confidentiality Statement
- Harassment Free Workplace
- Job share for Staff
- Occupational Health & Safety/Workplace Health Policy & Practice
- Storage of Dangerous Chemicals and Substances
- Use of KU Mobile Phone

### **Synopsis: Child Protection Policy**

KU has a strong commitment to the health and wellbeing of all children using their child care services. This is reflected in its Child Protection Policy. All parents are encouraged to read this policy.

KU encourages practices that ensure the wellbeing of children and staff while at the services. These include:

- Having 2 staff members on premises at all times
- Ensuring staff are never left alone with children or without ready access to or within visibility of other staff members

Under the KU Child Protection Policy, staff are required to notify the KU Child Protection Coordinator about child protection issues that arise while under their care. Staff are obliged to contact Community Services if they are in any doubt about the safety and wellbeing of the children in their care. The safety and wellbeing of children is a community issue and everyone is encouraged to contact Community Services if a child is at risk.

### **Synopsis: Sun Smart Policy**

All children must have a wide-brim or legionnaire's hat, and a t-shirt. Children who do not have appropriate Sun Smart clothing will not be able to take part in outdoor activities.

The program will provide sunscreen and apply it on a regular basis. However, we encourage parents to apply sunscreen to their children each morning when they are dropped-off. Parents are requested to provide an alternate sunscreen if their child has an allergy to that provided by the centre.

## **Standard Terms of Enrolment**

Your enrolment form will request that you agree to abide by the Standard Terms of Enrolment of Children, this document may be sourced at:

<http://www.ku.com.au/parent-intranet/ku-documents/enrolment-documents.aspx>

Ask your KU Vacation Care Director for login details and password.

## **Philosophy**

KU North Sydney Vacation Care believes that children have a right to enjoyable, fun and interesting experiences in a safe and secure environment, during their breaks from school.

We believe children should have the opportunity to try new experiences and develop new friendships.

At KU North Sydney Vacation Care we are committed to providing the highest quality care so that all children feel valued, supported and respected, in a child-centred environment.

Diversity is embraced, individuality is encouraged and all children have the right to be themselves.

At KU North Sydney Vacation Care the staff are informed, engaged with the needs and interests of the children and seek to develop relationships with them. We provide a welcoming environment; encourage open communication and positive relationships between staff, families and management.

We aim to support children in their connections with the natural environment and to foster a sense of respect and wonder for their world.

The management is actively involved in the centre ensuring policies and procedures are followed and to facilitate efficient use of resources.

Should you wish to contact someone about the contents of this handbook, or vacation care in general, please feel free to contact: **[ku.nsvaccare@ku.com.au](mailto:ku.nsvaccare@ku.com.au)**

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