



Gardeners Road Public School

Safe Multicultural Out of School Hours SMOOSH

HANDBOOK

**SMOOSH
@
Gardeners Road Public School
Rosebery NSW 2018**

Contact

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1. About SMOOSH

The Safe Multicultural Out Of School Hours (SMOOSH) Program is a program of the South East Neighbourhood Centre (SENC) which is a non-profit community based organisation.

SMOOSH is operated by the South East Neighbourhood Centre (SENC) and employs an Administrator and other staff to provide daily care for the children. The aim of SMOOSH is to assist families through the provision of Out Of School Hours care in a safe, multicultural and friendly environment that reflects the philosophy and practices of the South East Neighbourhood Centre.

This program is for students from the Gardeners Road Public School. Students from other schools, including secondary schools are not eligible to attend SMOOSH. Vacation Care places may be allocated to students from surrounding primary schools only if there are vacancies in the SMOOSH.

Please feel free to speak to the Administrator, Manager or Board of Directors of SENC if you have any issues, questions or feedback about the SMOOSH.

Staff Members

- **SMOOSH Administrator is Rekka Moda**
- **SMOOSH Staff** are casual or part time staff, including students from nearby tertiary institutions. As their programs of study change from term to term they may not always be available for the same sessions, but hopefully will return the next term. A list of current staff is displayed on the SMOOSH Information Board, in the SMOOSH room.

Advisory Committee

SMOOSH is operated by the South East Neighbourhood Centre (SENC) in partnership with the Gardeners Road Public School and started from a seeding grant from City of Sydney Council.

An Advisory Committee for the Neighbourhood Centre meets quarterly or as required to discuss matters relating to the Centre including SMOOSH and its operation. A parent form SMOOSH will be part of this committee. Representatives of the school, the P&C members, other parents and school citizens are encouraged to attend and express their issues and ideas.

You may communicate with the Advisory Committee through SENC and place your issue on the agenda for discussion at the next meeting.

2007 Parent representative is *to be advised*

Contacting SMOOSH

Telephone: **83389678** – at the SMOOSH centre (answering service available which is cleared several times per day)
Fax: **8338 8502** – at the South East Neighbourhood Centre
E-mail: rekha@senc.org.au or david@senc.org.au

Postal Address

SMOOSH
PO. BOX 3007
Eastlakes NSW 2018

Location

SMOOSH is located in Block C of Gardeners Road Public School at Rosebery, Corner of Botany Road and Gardeners Road Rosebery.

All Gardeners Road School students, teachers and parents know where it is, so if you are new to the school please don't hesitate to ask for directions.

How SMOOSH communicates with Parents

Pigeon-holes

Each child has a pigeon-hole located on the wall in the SMOOSH main room. Invoices, receipts, reminders of Advisory Committee meetings and other information will be placed in the pigeon hole, so please check it each time you collect your child.

Newsletters

A Newsletter is published each term by the South Eats Neighbourhood Centre with information of general interest. A copy will be placed in your pigeon-hole and can be obtained from any of the SMOOSH staff.

About Your Child

All communications about your child will be kept private and confidential. Approaches to you will be personal and private, so you may be asked to meet with the Administrator in their office, and / or to return at a quieter time to discuss issues of importance.

Only the Administrator can communicate with you on behalf of SMOOSH, and staff should refer you to the Administrator to discuss the detail of any issues that have arisen.

Behavioural Management issues will be recorded in the Behaviour Management Book, which the Administrator holds and will share with you when or if needed. Accidents, Incidents and Hazards, including minor injuries, will be recorded in written Accident, Incident, and Hazard Reports, which will also be brought to your attention by the Administrator when or if needed. Accident, Incident and Hazard Reports must be counter-signed by parents.

Staff Hiring and Ratios

- All staff must have recent references, complete a formal interview process with the Management of the South East Neighbourhood Centre and complete a "Working with Children" check.
- The Administrator must have childcare qualifications or extensive relevant experience.
- The Administrator rosters staff according to the size and diversity of the group of children attending each session. One [1] staff member per fifteen [15] mainstream students, plus one [1] staff member for up to two [2]

students from the Support Unit. When on excursions, one [1] staff member per eight [8] mainstream students will be rostered.

- SMOOSH is registered with the Commonwealth Department of Family and Community Services to care for up to thirty [30] children at Before School Care and forty five [45] children at After School Care, and fifty [50] children in vacation care.

Hours of Operation and Services Provided

Before School Care: 6.30 a.m. to 9.00 a.m. Monday to Friday.

- Breakfast provided between 7.00 a.m. and 8.00 a.m.

After School Care: 3.00 pm to 6.00 pm Monday to Friday.

- Afternoon tea provided between 3.30 p.m. and 4.30 p.m.

Pupil Free Day: 6.30 a.m. to 6.00 p.m. on the required day.

- Lunch and morning tea must be brought from home unless otherwise stated.
- Breakfast and afternoon tea are provided as above.

Vacation Care: 6.30 a.m. to 6.00 p.m. on the required day.

SMOOSH provides Vacation Care on the school premises.

- Lunch and morning tea must be brought from home unless otherwise stated.
- Breakfast and afternoon tea are provided as above.
- Please note that vacation care fees will be covered by Child Care Benefit, but cost of excursions will not

2. Fees and Payments

Fees

Before School Care:	\$7.00 per child per session
After School Care:	\$10.00 per child per session
Pupil Free Day:	\$30.00 per child per day
Vacation Care:	\$30.00 per child per day plus excursion expenses
Please Note:	Fees are current at time of publication, but parents should check the current fees at time of enrolment. Full session fees are payable regardless of the amount of time children spend at the SMOOSH.

Fees are per session regardless of the amount of time spent at the SMOOSH in that session. If your child is booked into SMOOSH, you must pay for that session even if your child is absent. The Child Care Benefit gives you thirty [30] sick days per year, where you can access your benefit. After the thirty [30] sick days are used, parents are expected to pay full fees for that session. Please ask the Administrator if you are unsure.

Payment of Fees

- Invoices will be issued every fortnight and placed in the pigeon-holes in the SMOOSH room.
- As a not-for-profit organisation, your fee payments are required to continue running SMOOSH.

Payments can be made by:

- Cheque: Cheques are made out to South East Neighbourhood Centre can be given to SMOOSH staff.
- Cash: Due to the security issues of keeping cash on the premises, it is strongly preferred that payments are not made in cash. Our children and staff are safer if we do not hold cash.
- Casual Users: If you use SMOOSH occasionally, we prefer you to pay on the day of care, when you collect your child. Please pay the Administrator and do not leave cash anywhere else.

Receipts

Receipts will be placed in your pigeon-hole in the SMOOSH room the next day. Please be aware that during session times staff are primarily responsible for the care of children and may not have time to write receipts while you wait. The Administrator works for a period of time during the school day, when receipts and other administrative matters can be attended to.

Late Fees

Late fees apply to Before, After School Care, Pupil Free Days and Vacation Care, if your child is collected after 6.00 p.m. If you know you are going to be late please telephone ahead and inform the staff.

Late fee charges are One Dollar [\$1] per minute per child

Late fees should be paid 'on the spot'. These fees are charged to cover the costs of the staff having to work overtime until all children have been collected.

SMOOSH Membership Fee

Every family enrolling with SMOOSH is required to pay a thirty [\$30.00] dollar membership fee at the time of lodging your enrolment form.

Non-payment of SMOOSH Fees

- Parents are encouraged to discuss difficulties in paying fees with the Administrator, who will advise of suitable arrangements for payment and other avenues of support.
- If no arrangements have been made regarding overdue fees the South East Neighbourhood Centre will request payment within two [2] weeks.
- Parents who do not pay outstanding fees will no longer be able to use SMOOSH. Your permanent booking will be given to the next child on the waiting list.
- We reserve the right to take the necessary action to recover debts owing to SMOOSH.

Child Care Benefit

Gardeners Road Before and After School Care is registered for the Child Care Benefits (CCB) for thirty [30] children for Before School and forty five [45] children After School Care and fifty [50] in vacation care. You will need to apply to the Family Assistance Office (FAO) on 13 61 50 to participate in this benefit scheme. Note our CCB Registration Numbers:

- **Before School Care: 407206557C**
- **After School Care: 407206557C**
- **Vacation Care: 407251976K**

If you participate in the benefits scheme, the FAO will pay the benefit to SMOOSH and your fees will be reduced by this amount. The amount you see on your invoice is the amount you pay.

If you do not participate in the CCB scheme, you will pay full child care fees to SMOOSH and can claim a lump sum from the FAO after the end of each financial year.

3. Enrolment

Enrolment Procedures

Each year SMOOSH enrolments for the following year can be made:

- From Day One [1] of Term Three [3]: Children currently enrolled in SMOOSH and their siblings even if those siblings have not yet started school.
- From Day One [1] of Term Four [4]: Children who are new to SMOOSH
- From Day One [1] of Term Four [4]: Children who are enrolled to commence at school the following year.

Prior to attendance at SMOOSH an Enrolment Form must be completed in full for each child and forwarded to the Administrator, along with a family Membership Fee and the 'Declarations' page of this Handbook (see final page). The Administrator will write to confirm your place for the following year and provide an estimate of your first two [2] weeks fees. These fees must be paid before your child can attend SMOOSH.

Enrolment Forms provide essential family and emergency contact information for each child. It is the caregivers' responsibility to ensure that all changes to contact details are advised immediately. These records will be held in a secure location for reference by staff on a 'needs basis' only. Under usual circumstances only the Administrator will have access to a family's personal information.

NB: SMOOSH must be informed of all court orders relating to the custody of a child. The Administrator must view the original court order and a certified copy of this must be kept at SMOOSH in the child's file.

The enrolment procedure is as follows:

- **Permanent Bookings:** Parents must enrol their child for required days with the Administrator. Please note that fees are payable for all enrolled days regardless of whether your child attends or not.

- **Casual users:** Must call SMOOSH at least the day before care is required to confirm places are available.

To ensure a spot is allocated for your child you must be enrolled to attend each of the sessions you require as some sessions are booked out before the start of the school year. Additional requests for permanent places will be placed on a Waiting List in order of receipt.

Casual places can only be made available if vacancies exist for a particular session.

Change of Enrolment

Changes to enrolment must be made by completing the Change of Enrolment Form which is available from the Administrator and on the Sign In / Out table in the SMOOSH room. This form must be completed and placed in the white folder on the Sign In / Out table, it is clearly marked and should be easy to find. Please note that verbal advice of changes will not be accepted.

Until the Change of Enrolment Form is received and session changes are confirmed by the Administrator, parents are still liable for fees for all sessions previously enrolled for, and cannot be assured of a place in new sessions.

4. The SMOOSH Program

Routine and Activities

The SMOOSH Program is designed to provide a range of indoor and outdoor age appropriate activities that are safe, fun and stimulating. Activities include art and craft, cooking, play, games, homework and sports. Children are given both choice and encouragement to participate in all activities offered.

Before School Care Daily Schedule

7.00 to 8.00 am:	Breakfast and indoor activities
8.00 to 8.45 am:	Supervised outdoor activities
8.45 :	Roll Call, transfer of students to playground supervising teacher
9.00:	Child play under supervision of Teacher on Playground Duty (to class on Friday)

After School Care Daily Schedule

3.00 to 3.30 pm :	Children arrive. Roll Call
3.30 to 3.45	Afternoon Tea
3.45 pm to 6.00pm	Homework, Hall Games, Inside activities (including craft, computer games, karaoke), Outdoor activities and Playground play (all choices should be available each day, weather permitting)
6.00 pm:	Time to go home

Homework

SMOOSH will provide a suitable environment for the completion of homework however this does not include providing tuition for your child.

Food

Children will be provided with nutritional snacks when attending SMOOSH.

Before School Care: Fruit juice, cereal, bread and toast, muffins and crumpets, plain milk, fruit and water. Staff will try to ensure children who have not eaten breakfast at home will eat at SMOOSH. Children must arrive before 7.30a.m. to have breakfast at SMOOSH.

After School Care: Sandwiches, jaffles, pikelets, vegetable sticks, rice biscuits, fruit and water. On hot days fruit based iceblocks are occasionally provided. Food will be provided in respect to the multicultural nature of the program.

Please note that the snacks provided at this time are meant to supplement, not replace, a healthy lunch. We find it is satisfying for most of our children providing they have had lunch that day. Children who are hungry after eating the snack will be encouraged to eat their remaining food in their lunch box. Please ensure your child has lunch each day.

Pupil Free Day: Children will be provided with breakfast from 8.00 am, and morning and afternoon tea. They must provide their own and lunch.

Discipline and Reward

SMOOSH's Behaviour Management Policy and Procedure is available from the Administrator. It states that we respect and ensure the rules promoted by the SMOOSH and Gardeners Road Public School thereby ensuring a safe environment for all.

Staff will promote positive behaviours by modelling appropriate behaviours, positive reinforcement in words and by stickers / certificates, and by encouraging pride in the achievement of all our children. We display children's work and discuss their positive achievements frequently.

The consequences of inappropriate behaviours commence at a level dependant on the impact of the behaviour on others, and will escalate as needed to ensure a safe environment for all. Children may be gently reminded of appropriate behaviour, encouraged to review and make amends for their own actions, placed in 'time out' when needed, and ultimately may be suspended briefly or permanently from SMOOSH. A Behaviour Book records all incidents of note for discussion with parents where necessary.

The SMOOSH rules are:

1. Work and play safely;
2. Respect others, their property and the environment;
3. Listen to and obey instructions from the Administrator, staff and others in authority;
4. Follow the SMOOSH routines and

5. Leave inappropriate or unsafe items at home.

If you require further information on our Challenging Behaviour Management Policy and Procedure or the management of your child please speak with the Administrator.

5. Collecting Children from SMOOSH and the School

Staff Collection of New Children to After School Care

SMOOSH staff will collect all newly enrolled children for After School Care from their schoolteachers for the first week. Kindergarten children are collected until both the Administrator and the child's parents are comfortable the child is familiar with and confident about the routine and location of SMOOSH. If you have any concerns at all please discuss your child's specific requirements with the Administrator.

Vehicular Access to SMOOSH

Access to SMOOSH will be by the gates on Botany Road. There is a parking area outside the SMOOSH centre. This is to reduce traffic through the general school grounds. You will be expected to personally collect your child from inside the building, children will not be permitted to wait on the footpath or in the parking area.

Signing Children In and Out of SMOOSH

Parents must sign their children into SMOOSH for each morning session and out of each afternoon session. This is completed on the forms provided on the Sign In / Out desk in the SMOOSH room. It is vital to the effective running of SMOOSH and is mandatory for insurance purposes. Children must be accounted for at all times. The safety of all children in the care of SMOOSH is important.

Late Collection of Children

If you have not collected your child by 6.00 p.m. the Administrator will begin to contact parents, guardians and emergency contacts. If alternative arrangements have not been communicated to the Administrator by 6.30 p.m. they will contact the Department of Community Services (DOCS) for further advice and action. For your reference the DOCS Hotline number is 1800 066 777 [24 hours].

NOTE: It is important to keep all contact telephone numbers up to date in case of an emergency.

Please note also that a late pick up fee of \$1.00 per minute will be charged. See section two [2].

Collection by Another Person

You must contact the Administrator to advise them if you cannot collect your child and have arranged for someone else to collect them. You will need to provide the name of the person, if this person has not previously been listed by you as an "Emergency Contact" and a description of the person. That person will then need to show identification before the child can be released into their care.

Missing Children: When your child does not attend SMOOSH

When a child is missing, that is not present when we call the roll, staff will search for them by checking with the class teacher, speaking to their friends who may have seen the child or know where they are, searching the playground, calling the parents at work and home, calling emergency contacts etc., until SMOOSH finds the child.

Almost always the child is with a parent who has forgotten to notify us that the child would not attend SMOOSH that day. This process, even if resolved simply, has taken staff out of SMOOSH for twenty [20] minutes or more, at the busiest time of the afternoon when up to thirty [30] tired, hungry, thirsty and active children need to be fed and organised.

It is our responsibility to care for each enrolled child and we take it very seriously. If your child will not be attending on a usual day, including on days your child is absent from school, it is essential that you inform SMOOSH on 8338 9678.

6. Health and Safety

Emergencies

SMOOSH is committed to the safety of all children and staff. In an emergency every effort will be made to continue to provide childcare, but only if this can be done safely.

In the event of a localised fire or emergency all staff members are required to check and vacate the kitchen, SMOOSH room, toilets and playground, then assemble the children at the 'Safe Zone' at Gardeners Road Public School and check the roll. If it is then considered that childcare can no longer be provided safely parents will be contacted and asked to collect their children.

Illness and Medical Emergencies

As infections and illnesses may be spread amongst staff and children in the child care environment children may only attend SMOOSH when well enough to do so. The South East Neighbourhood Centre's exclusion policy is followed by SMOOSH.

If a child becomes ill while at SMOOSH, staff has legal and professional responsibilities to isolate them from other children, pending medical advice. The Administrator will observe and make decisions regarding any action to be taken.

Parents must collect their child if the Administrator determines they are too ill to remain at SMOOSH. If the Administrator cannot contact the parents or nominated emergency contact, and the child requires professional medical treatment, the Administrator will seek medical advice.

An ambulance will be called in the event of any situation where urgent medical treatment is perceived to be required.

First Aid / Medication / Allergies

First aid will be administered to any child who requires assistance. A staff member with first aid qualifications is present at every session.

If your child takes regular medication, you must include this on their enrolment form and provide detailed information to the Administrator.

Administration of medication will not be performed without parents' written authorisation. The parent must provide the medication, clearly labelled with the child's name and all necessary information e.g. dose, frequency and preferred time of administration.

As there are a number of children in the school with serious allergies to various products we ask that parents do not include high risk food items in the children's lunches. SMOOSH is a Peanut Free Zone.

Sun Care and Hats

SMOOSH has a No Hat No Play Policy. Hats are to be worn outdoors at all times during the year. Sunscreen will be provided but it is advisable to provide your own. On very hot days during vacation care, outdoor play will be restricted to early morning and later in the day.

Accident , Incident and Hazard Reports

SMOOSH's Accident, Incident and Hazard Report Policy and Procedure is designed to ensure:

- That accidents, incidents and hazards are reported to parents and Management of the South East Neighbourhood Centre on the day they occur;
- Reporting is consistent; and
- Is compliant with the relevant Acts and Legislations.

Accidents, Incidents and Hazards that require a written report include those that result in bleeding, bumps to the head or needing ice to be applied. Incidents resulting in grazes and small marks are considered a basic injury and will be verbally reported to parents on arrival.

Should an incident require documenting the parent will be required to sign it upon collection of the child and this will then be filed in the child's personal file.

Emergency Evacuation Policy and Procedure

SMOOSH has an Emergency Evacuation Policy and Procedure that is clearly displayed in the SMOOSH room. An evacuation drill will be carried out at least once a term.

Care and Protection of Children at SMOOSH

SMOOSH recognises the need to protect children and young persons from abuse. A Child Protection Policy and Procedure has been developed and implemented for all people employed, engaged or involved with SMOOSH in any capacity whatsoever. It outlines:

- SMOOSH policy which upholds that all children and young people have a right to be safe and free from abuse;

- The course of action for all Team Members to follow if they believe a child or young person is being harmed or at risk of harm, by a person employed or not employed by SMOOSH; and
- The procedures SMOOSH will follow when an allegation of Reportable Conduct is made against a person employed or not employed by the Centre.

This Policy and Procedure is in accordance with the Children and Young Persons (Care and Protection) Act 1998, the Child Protection Legislation Amendment Bill 2003 and all other relevant Acts, Legislations and Laws of the State of New South Wales.

A copy of the full Policy and Procedure will be provided on request.

Complaints, Dispute and Grievances

All clients will be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates. Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly and confidentially.

The Manager will take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint. All complaints are to be recorded on the Complaints Record Form, which is to be completed by the Manager or SMOOSH Administrator. Clients affected by the complaint should be fully informed of all facts and given the opportunity to put their case.

A copy of the full Policy and Procedure will be provided on request.

7. Confidentiality

All information about children, parents, families and staff is private and confidential and will not be disclosed to unauthorised persons under any circumstance. Information may only be discussed in appropriate forums and on a 'need to know' basis and is stored securely.

8. Other Important Information to Note

Parking

Parents delivering and collecting children are required to observe all parking restrictions and safety procedures around the school zone and inside the school area. Access to the SMOOSH is by the gates on Botany Road.

Lost Property

All items of school clothing and personal belongings are placed in the 'Lost Property Box' in the SMOOSH room. Please check for missing clothing before leaving each day. SMOOSH takes no responsibility for personal property. So if you don't want to lose it please ensure it does not come to SMOOSH.

Photography

SMOOSH staff use photographs of the children in collages to demonstrate activities undertaken and record history. Parents are asked to indicate on the enrolment form whether they will allow photographs of their child to be taken.

No other person will be allowed to take photographs of any child within the SMOOSH precinct.

**Welcome
to
SMOOSH**

To:

The Administrator
SMOOSH
PO Box 3007
Eastlakes NSW 2018

9. Declarations

1. I have received a copy of the SMOOSH Parents' Handbook and understand that I am required to abide by the conditions set out within it.
2. I accept it is my responsibility to read and note the contents of the SMOOSH Parents' Handbook and to raise with the Administrator or the Advisory Committee any issues or concerns I have about the information it contains.
3. I have read, noted and accept that I am responsible for the payment of fees, amounts, invoicing and receipting, payment methods and due dates as set out in Section Two [2] of the Parents' Handbook.
4. I have read, noted and accept that I am responsible for the collection of my child according to the requirements set out in Section Five [5] of the Parents' Handbook. In particular the requirements for signing children into/out of SMOOSH, emergency contacts, notification of when my child/ren will not be attending SMOOSH and late fees.

Signed _____

Date _____

Print Name _____

Please return one [1] copy of this form completed to the SMOOSH Administrator with your child's enrolment form. Your enrolment cannot be accepted without these declarations being signed.