



The Kids Castle

Castle Cove Public School
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FAO Provider Numbers
BSC: 406 041 463C
ASC: 406 041 443X

Before & After School Care Service

INFORMATION SHEET - 2009

The Kids' Castle provides quality care for children aged 5-12 years for Before and After School. The Kids' Castle is fully accredited with NCAC (National Childcare Accreditation Council).

The Kids' Castle is located at Castle Cove Public School near the infants' playground. Our Centre aims to meet the needs of parents in our local community who are working, studying or require care for school aged children.

Children wishing to socialise with their peers and participate in our various activities are welcome to attend. Children from schools other than Castle Cove Public School are also welcome.

Our Philosophy

We are committed to maintaining the period of childhood as a unique and valuable stage of life. Our before and after school care service values and respects children and provides activities to enhance their development in a safe and nurturing environment.

We believe play is essential in the development and wellbeing of children. The Kids Castle provides learning opportunities through play for self expression, self direction and self discipline, which promotes good self esteem.

We aim to be supportive of parents and strive for open communication.

Involvement of parents is encouraged and the cultural diversity of our community is valued and respected.

We aim to provide a quality service, which addresses the current needs of our families and the community, and maintains the standards and recommendations outlined for OOSH.

Activities

As play is one of the most important and valuable learning tools a child can have in the early learning years we offer a wide range of age appropriate games and activities for both outside and inside the Centre. We encourage the children to join in with the whole group, play in smaller groups or play individually. We have a policy that everyone is to be included and are always welcome to join in at any time.

Essential skills are learnt through the various activities planned for the children such as art & craft, block play, cooking, sport and both small and large group games. A weekly program is developed by staff in conjunction with children's ideas and suggestions. The program can be viewed on the front notice board. Children are encouraged to be supportive and respectful of others ideas or interests in the Centre.

Children are offered a range of "self selection" resources and equipment during the morning and afternoon sessions where they can make their own choices as to what activities they would like to do. This encourages independence and promotes a good self-esteem.

Homework

Our staff supervise childrens homework in the afternoons primarily on Monday and Tuesday between 3:30pm and 4:00pm. An area is set aside for children to complete homework on other days of the week if they wish and staff are always available to assist with questions. We encourage children to also seek support from their peers. Staff will not be held accountable for any incomplete homework. *It is the responsibility of the parent to check if their child has completed his/her homework.*

Parent Participation

We welcome everyone to visit the centre at any time. Parents are encouraged to have a say and input into our centre. The Director is available to discuss any suggestions and concerns. Please contact the Director to arrange an appropriate time to meet. We also have a suggestion box near the sign in book.

Food

Children attending Before School Care will be offered a light breakfast between 7:30am and 8:15am. During After School Care the children will receive a variety of nutritious snacks. All food is prepared and stored in a hygienic manner. Parents are encouraged to share family and multicultural food ideas for the children to enjoy. Children have access to fresh drinking water at all times in the centre. Parents must advise the Director of any special dietary requirements.

Staff

Our experienced staff are dedicated and motivated to meet the needs of the children. The staff will listen, respond to and respect each child whilst promoting good self esteem and modelling positive behaviour. Staff will not discriminate against anyone on the basis of their race, cultural background, religion, gender, disability, marital status, income or any other reason.

There will be a minimum of two staff on duty at all times. The National Standards ratio of staff to children is 1:15 (one staff member to fifteen children).

Please feel free to talk to the Director with any questions, concerns or feedback that you might have and an appropriate time will be arranged to discuss these issues if they cannot be discussed at that particular time. All information given to the staff by parents will be kept confidential.

We have a wide range of policies available on request at the centre.

If parents have a problem with the Centre or it's staff please arrange for an appointment with the Director. These issues will not be discussed in front of staff or the children.

If the complaint is not handled to the parents satisfaction, parents or caregivers are encouraged to contact the P & C representative in writing. A meeting will then be arranged with the Director and the P & C representative to resolve the problem.

Hours of operation

Monday to Friday:	7:15am – 9:15am	Before School
	3:25pm – 6:00pm	After School

During **Pupil Free Days** (first day of 2nd & 3rd term) the Centre opens all day **from 7:15am – 6:00pm**. Afternoon Tea will be provided and the children bring their lunch. Advance bookings required. 24 hours notice is required for cancellation.

The Centre is closed during school holidays and public holidays.

Registration Fees

\$10 per child (per year)

This annual fee is payable on enrolment and will be included in your first invoice, at any time of the year and is non-refundable. The fee applies to all enrolments, including those using the Centre on an occasional basis. The registration fee covers initial administration costs, centre membership, your child's insurance, materials and maintenance.

Fee Policy

All casual and emergency care must be paid on the day of attendance. All permanent fees are to be paid as stated on the invoice. Invoices will be issued twice per term and will be emailed or mailed to your nominated address. Balances of fees are given upon request at any time during the term. Outstanding fees will jeopardise a place for your child at the Centre.

We aim to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the Centre's required income. Fees will be reviewed each term based on attendance and the Centre's ability to meet the running costs. Parents will be given at least 2 weeks notice of any changes in fees or policies.

Cheques are to be made payable to **The Kids' Castle**. Direct deposit payments to our bank account are encouraged (see Director for details). Cash and cheques are to be given to **permanent staff only**. Correct change is appreciated.

Payments and bookings will not be accepted on the playground.

If you are having difficulties with payments please talk to the Director.

2009 Fees are as follows:

Before School Care	Permanent fee	\$12.00 per child
	Casual fee	\$13.00 per child
After School Care	Permanent fee	\$16.00 per child
	Casual Fee	\$17.00 per child

Child Care Benefit

The Kids' Castle is able to offer Child Care Benefit for those who are eligible. Childcare benefits can be claimed as a lump sum from the Family Assistance Office or as a reduced fee from the Centre. Please call 13 6150 for details.

The Kids' Castle provider numbers are:	Before School Care	406041463C
	After School Care	406041443X

A letter of notification from the Family Assistance Office is required before we can include any fee discount.

Late Pick up Fee

If your child/children is collected after 6:00pm (by the Centre's clock), this will be considered a late pick up, hence a late fee will apply:

\$15 per 15 minutes or part thereof

This applies even if you are a few minutes late (by the Centre's clock) for any reason. After three (3) late fees, your penalty fees will rise to \$20 per 15 minutes or part thereof. If late collection becomes a problem your child may be refused care from the Centre.

If you realise that you are unable to pick up your child on time, please phone one of your authorised persons to pick up your child before 6:00pm and inform the Centre immediately.

Please phone the Centre if you are going to be late (late fees will still apply). This will also enable staff to inform your child of your call to avoid any anxiety.

Late Payment of Fees

It is essential that fees be paid by the required dates, as they pay for your child's care, snacks, equipment and day-to-day costs. Overdue fee's attract a penalty of \$25.00. If fees are over three (3) weeks in arrears, care for your child may be refused.

Casual Bookings

Pre-bookings are required for Before and After School Care. The Centre accepts bookings at short notice subject to a place being available. If you require After School Care on a day that your child is not booked in, please contact the centre by 9:30am to book a place, in an emergency bookings will be accepted provided there is a space.

If the Centre is not informed of your child's absence or if the casual booking is not cancelled with 24hrs notice, the full fee will apply.

Cancellation of Permanent Bookings

If you no longer require a permanent booking at The Kids castle for your child you must advise the centre in writing giving two (2) weeks notice. Cancellation of booking forms are available at the centre.

Children's Absence

The Centre must be informed if your child is to be absent. **Verbal Messages from the children will not be accepted.** If your child is absent from roll call, you shall be contacted immediately to check the child's whereabouts. If you can't be contacted, we are obliged to call the police.

Search Fee

If your child is absent and the centre was not informed, a search fee of \$10.00 will be charged to your account.

Collection Procedures

All children attending after school care will meet staff in the designated areas of the school. All kindergarten children will be collected from their classrooms. Year 1 and 2 children will meet on the seats outside the centre. All primary children will be collected by a staff member outside the library.

Signing In/Out

Responsibility will not be accepted for a child at Before School Care until they have been signed into the Centre by a parent or guardian. Please ensure that a staff member is aware of your child's arrival. Parents must sign the roll book each day when dropping their children off or collecting them. The roll book is a legal document and serves as a safety feature informing staff when children are at the Centre.

An attendance roll is marked every afternoon by staff when the children arrive at The Kids' Castle after school. If your child is enrolled, but does not turn up, staff will notify parents immediately.

The authorised person who is collecting the child from After School Care must ensure that a staff member is aware that they are taking a child from the centre and the roll book must be signed. Children will not be released from the Centre without this being completed. People under 16 years of age will not be allowed to collect your child/children from the Centre.

Please inform the Centre in writing if your child is to be picked up by someone who is not authorised to collect your child (a phone call will suffice in an emergency). This even applies to close relatives or other parents attending the Centre on that day. If this is not done staff cannot release your child until your permission has been given. Any person unfamiliar to staff will be asked for identification. This is for your child's safety as well as that of the caregivers.

After 6:00pm (by the Centre's clock), staff will stamp all the children's names on the sign in/out sheet that have not yet been collected. This is to indicate to parents that a late fee will be included on their next invoice. If after 6:15pm the staff have not heard from the parent they will ring the emergency phone number. After 6:30pm the Police Department or the Department of Community Services will be called. It then becomes a legal issue. Two staff members will wait with children who have not been collected by 6:00pm. No child will be permitted to travel home alone.

Under no circumstances is the staff of The Kids' Castle allowed to escort or transport your child home as set out in The Child Protection Act. and The Kids' Castle Policy.

Access

If there are any court orders affecting custody of your child please provide a copy for our records. Staff cannot restrict access if this is not produced.

Priority of Waiting List

The Director at the Centre maintains a waiting list. The main priority will be given to working parents, parents seeking work or studying for work purposes. Priority of access will be determined as follows:

1. Child/children attending Castle Cove Public School
2. Sibling of a child already attending the service
or one who has previously attended.
3. In order of application date.

Updating information

It is your responsibility to inform us of any changes of address, phone numbers or authorised persons to collect your child/children.

Illness

The Centre will not accept a child who is contagious (eg mumps, measles, chicken pox, influenza, head lice, heavy colds or stomach infections etc.). If a child arrives at the centre unwell or becomes ill, parents will be notified. The Director has the right to exclude a contagious or sick child from the Centre and you will be contacted to pick up your child immediately or to arrange for someone else to pick the child up. If you cannot be contacted the Centre will phone a person from your contact list.

Parents will be responsible for any medical expenses incurred on behalf of their child.

Medicines

If a child is undergoing medical treatment and requires medication, the medicine must be given to the Director and signed into the Medication book with correct dosage and permission to administer it. Staff cannot administer over the counter medication without written permission.

Accidents

The Director is to be made aware of any medical conditions that affect your child.

At least one staff member on duty will be trained in First Aid and will keep up to date on First Aid procedures. Qualified staff will administer first aid when necessary and with any serious injuries an ambulance will be called and the parent will be contacted immediately. If we are unable to contact a parent, the emergency contact will be called.

In the even of a minor injury, the parent will be advised when collecting the child.

Serious injuries will be noted in the accident and injury book.

The Kids' Castle Rules

- Always stay in bounds so that we can see you.
- A hat must be worn at all times outside or play in the shade. (sunscreen is always available)
- Treat others how you would like to be treated.
- If someone hurts you tell one of the staff.
- Be nice to each other and the Centre's property.
- Sit quietly and listen when the roll is being marked.
- Listen to and respect staff and staff will listen to and respect children.
- Everyone always plays with everyone.
- No running inside.
- Always wash your hands before and after eating, cooking, blowing your nose or touching something sticky or dirty.
- Tell staff before going over to the toilet block and always go with a friend.
- Everyone helps pack up even if you didn't make the mess.
- Don't touch sticks, stones and bark.
- The office and kitchen are out of bounds without permission.

- Put rubbish in the bin and paper and cardboard in the recycling box.
- Chairs and tables are not for standing on.
- Most importantly, HAVE FUN!!

Discipline Policy

We encourage our staff to aim for consistency when dealing with inappropriate behaviour. We also emphasise positive reinforcement for appropriate behaviour to maintain positive self-esteem in all children. Negative behaviour is dealt with in a calm and appropriate manner to achieve a positive outcome. Children will be offered choices if behaviour is inappropriate.

Staff will supervise children at all times and will ensure that all of the children know the rules and will also offer clear and simple directions for all activities. Children are encouraged to ask staff for support.

Parents will be provided with feedback on both positive and negative behaviour of the child.

A short time out is used for the purpose of calming emotions. Children will then be asked how they could have handled the situation for a better outcome, and the child will give an apology.

In moderate cases of negative behaviour staff will complete an Incident Report in order to document the situation. After 3 incident reports are written, a meeting with the parent/s may be arranged to discuss the child's behaviour. Severe incidents are discussed with the parent/s upon next signing in/out of their child or at the next possible time.

Unacceptable behaviour will not be tolerated. The staff of The Kids' Castle, after consultation with the Castle Cove P & C Association, reserves the right to suspend or refuse a child's attendance to the Centre.

Lost Property

Please check our lost property basket regularly. We advise you to label all belongings with your child's name.

BEFORE YOU SIGN THE REGISTRATION FORMS YOU MUST HAVE READ AND UNDERSTOOD ALL THE INFORMATION AND CONDITIONS ON THESE SHEETS.

PLEASE KEEP THE INFORMATION SHEETS FOR FUTURE REFERENCE