



**Safe Multicultural Out of School Hours**  
**SMOOSH**  
**Eastlakes Public School**

**PARENT/CARER**  
**HANDBOOK**

**SMOOSH**

@

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EASTLAKES NSW 2018  
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## **Welcome to SMOOSH**

Welcome to the SMOOSH Out of School Hours Program. This handbook gives a brief outline of policies and procedures you need to be familiar with. The SMOOSH educators are looking forward to providing the best quality care for your children. Please do not hesitate to talk to the educators at any time about any of our programs.

## **SMOOSH Philosophy**

At SMOOSH, we believe:

1. That SMOOSH is to be a safe, caring and friendly place for all.
2. That children make their own choices wherever possible as long as these are safe choices.
3. In encouraging self-esteem, confidence and respect in all children.
4. In creating opportunities for all children to be included and have a sense of belonging through shared decision making.
5. That each child is an individual and must be treated as such.
6. That all children and families have the right to participate in SMOOSH activities.
7. That all educators, children and families are caring and considerate to everyone at SMOOSH.
8. That SMOOSH should be fun and that play is a central part of all activities.
9. In developing positive relationships between educators, children and families through shared decision making and open communication.
10. The educators and management of SMOOSH always accept and encourage feedback and positive criticism in continuously improving the service.

## **Goal**

The goal 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 Eastern Community Connect (SECC).

## **Accreditation**

Under the ACECQA National Quality Framework released in January 2012 all OOSH services now undergo the assessment and rating process every 2 years and are continuously working on Quality Improvement. The current Quality

Improvement plan can be located on the parent sign in/out desk. Please do not hesitate to give feedback on this plan.

### **Introduction:**

The Safe Multicultural Out Of School Hours (SMOOSH) Program is an auspice of the South Eastern Community Connect (SECC) which is a non-profit community based organisation with its main office in shop 84, Evans Avenue, Eastlakes Shopping Centre

SMOOSH offers care for school aged children aged 5-12 years, before and after school during the school term.

SMOOSH is registered with the Commonwealth Department of Family and Community Services to care for up to forty five (45) children at Before School Care and After School Care.

In order for a child to enrol at SMOOSH, they must either be attending primary school or in the January school holidays be registered to attend school that year. The Before and After School care program is for students from Eastlakes Public School. Children no longer attending Primary School may come to SMOOSH on a case by case basis.

Please feel free to speak to the SMOOSH Coordinator, SECC Family and Multicultural Manager or SECC Board of Directors if you have any issues, questions or feedback about SMOOSH.

### **Childcare assistance.**

SMOOSH programs are funded by Commonwealth Department of Family and Community Services who will offer fee relief in the form of the Child Care Benefit and Child Care Rebate to eligible families. To receive your childcare benefit please call 136 150 and have your Customer Reference Number (CRN) activated for childcare benefit. Under the Child Care Management System you must have your CRN activated to receive your childcare rebate.

Families have 28 days to claim for childcare benefit, Department of Education, Employment and Workplace Relations (DEEWR) will not back date reduced fees after this time.

- Families have to contact the Family Assistance Office (FAO) regarding eligibility to receive the Child Care Benefit (CCB).
- Families will be charged full fees until they have contacted the FAO to obtain CRN'S for themselves and their child/ren and undertaken the "Work, Training, and Study Test".
- SMOOSH families will be able to receive the CCB through SMOOSH or alternatively, receive the CCB as an end of year financial year lump sum payment through FAO.
- CCB will only be granted to families when they comply with government guidelines. Children must be signed into the centre for Before School Care and out of the centre for After School Care. Initials and correct times are to be shown on appropriate documents. This is audited both internally and externally; noncompliance will result in NO CCB.
- CCB is now dealt with online through the national Child Care Management System (CCMS). SMOOSH records child enrolment

and attendance information and reports to the DEEWR via the internet. This allows the calculation and payment of CCB on behalf of all children enrolled.

- Details of care usage for ALL children are submitted to DEEWR weekly.
- If your family is undergoing short term financial hardship due to exceptional circumstances, you may be eligible to receive **Special Child Care Benefit** for up to 13 weeks to cover the cost of your fees. Please discuss your circumstances with the SMOOSH Coordinator as there are eligibility criteria.
- To receive Child Care Rebate you must first claim CCB. It assists families with out of pocket expenses for approved care; it covers 50% of expenses up to a maximum of \$7,500.

### **Immunisation is linked with CCB**

The FAO will check the immunisation status of children when families apply for CCB, you need to provide a copy of the immunisation record to SMOOSH at the time of enrolment. Enrolment forms will not be accepted if the immunisation record is not attached or a letter from your GP stating it is not needed.

### **Board of Directors**

SMOOSH is operated by the South Eastern Community Connect (SECC) in partnership with Eastlakes Public School.

The Board of Directors for SECC meets monthly or as required to discuss governance matters relating to the Centre, including SMOOSH and its operations. A parent representative from SMOOSH may be elected to Board of Directors.

You may communicate with the Board of Directors through SECC or the SMOOSH representative and ask for your issue to be placed on the agenda for discussion at the next meeting. If you feel that you have the time required to be an active board member and have the skills that the board requires please forward a written application to the Nominated Supervisor.

### **SMOOSH Policies and Procedures**

Management is constantly reviewing, renewing and creating policies for SMOOSH. If you are interested in viewing our Policies and Procedures folder to evaluate and provide feedback it is always available from the Nominated Supervisor at all times, however the Policies and Procedures folder cannot leave the premises.

### **SMOOSH Educators**

We recognize that the care of large groups of school aged children for significant periods of time requires team members to have specialist knowledge, skills and experience.

The educators at SMOOSH are all experienced and trained in OOSH care. This helps us to deliver a quality service within a safe environment that not only meets the needs of our children and families but our dedicated educators as well.

- **SMOOSH Nominated Supervisor** is Rekkha Moda

- **SMOOSH Educators/Supervisors** are casual or part time team members; a list of our current team is displayed on the SMOOSH Information Board, in the SMOOSH room.

### **Team Hiring and Ratios**

- All educators currently working for BSC/ASC have a Certificate 4 in OOSH.
- All have First Aid qualifications.
- All have Anaphylaxis and Asthma qualification.
- The Nominated Supervisor has an Advanced Diploma in OOSH and extensive relevant experience.
- The Nominated Supervisor rosters educators according to the size and diversity of the group of children attending each session. One [1] educator per fifteen [15] mainstream students, plus one [1] educator for one student with Additional Needs. When on excursions, at least one [1] educator per eight [8] mainstream students will be rostered.
- There is a minimum of 2 team members present at any one time. All educators are deemed to be fit and proper persons to provide care for children. This evaluation is made through undertaking Working with Children's Checks, contacting referees, a 100 point identification check, Police checks establishing the persons' good character and determining their capabilities to provide an adequate standard of care.

### **Contacting SMOOSH**

Telephone: 9669 5545 at the SMOOSH centre (answering service available which is cleared several times per day) or **8338 8506** at SECC.  
Mobile: **0431 427 176**  
Fax: **8338 8502** – at the South Eastern Community Connect  
E-mail: or [smoosh@senc.org.au](mailto:smoosh@senc.org.au) or [smoosh\\_eps@secc.sydney](mailto:smoosh_eps@secc.sydney)

### **Postal Address**

SMOOSH  
PO BOX 3007  
Eastlakes NSW 2018

### **Location**

SMOOSH is located in Eastlakes Public School in Florence Avenue, Eastlakes.

Eastlakes Public 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.

### **Priority of Access**

The demand for care sometimes exceeds supply. The Australian Government has determined how places will be allocated in such circumstances. These guidelines apply to OOSH services.

**Priority1:** a child at risk of harm.

**Priority 2:** a child of a parent (or both parents if there is a partner) who satisfies the Government's work, training study test.

**Priority 3:** any other child.

## **Inclusion support Program**

The inclusion Support Program aims to build the capacity of eligible children's services to include children who require additional support to access mainstream services. In this area the Kindergarten Union (KU) is currently the support agency and is funded by the Commonwealth Government. Please contact the Nominated Supervisor to discuss this further if you have a child with additional needs.

Children with additional needs include:

- Children with disabilities
- Children from a non-English speaking background
- Children from an Aboriginal or Torres Strait Islander background
- Children from a South Sea Islander background.

## **Hours of Operation and Services Provided**

**Before School Care:** 7:00 am to 9:00 am Monday to Friday.

- Breakfast provided between 7:30 am and 8:00 am
- **After School Care:** 3.00 pm to 6.00 pm Monday to Friday.
- Afternoon tea provided between 3:30 pm and 4:00 pm

SMOOSH is usually closed for two weeks over the Christmas Break

## **1. ENROLMENT**

Prior to attendance at SMOOSH an Enrolment Form must be completed in full for each child and forwarded to the Nominated Supervisor, along with a family registration fee (\$35) and the 'Declarations' page of this Handbook (see final page).

If your child/ren has special circumstances, this is of utmost importance and is required to be included on the enrolment form. E.g. A diagnosed illness/condition; a court order is in place; behaviour management issues, etc. If you tick yes in the "Additional Information and Declaration's section, ensure sufficient information is given to enable the SMOOSH team to meet his/her needs in an informed and appropriate manner. Also please supply a copy of the management plans currently in place.

If an enrolment form is submitted and is incomplete or not completed correctly, it will not be processed until clarification is obtained. This may cause a delay in processing the form which may impact on the availability of care.

Dates of birth and CRN for parent/s and children MUST be given for CCB. Ensure that all areas requiring signatures are completed. Ensure that correct days and sessions are indicated and 'Emergency contacts' MUST be 2 people OTHER than the parents of the child/ren.

The Nominated Supervisor will confirm your place and provide an estimate of your first two [2] weeks fees. These fees along with the \$35 family registration fee must be paid before your child can attend SMOOSH.

These records will be held in a secure location for reference by educators on a 'needs basis' only. Under normal circumstances only the Nominated Supervisor will have access to a family's personal information.

### **Annual Before /After School Care Enrolment**

Enrolments for the following year are conducted during October each year. **It is necessary to re-enrol your child/ren each year. Parents need to legibly complete in full the registration form and pay the annual registration fee of \$20 per family** (not required if it is your first year using the service where the \$35 family registration fee covers this).

**NB:** SMOOSH must be informed of all court orders relating to the custody of a child. The Nominated Supervisor 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 Nominated Supervisor. 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. There is an additional cost for using care casually; this is \$2.00 per child per session.

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 Details Form which is available from the Nominated Supervisor on the Sign In/Out table in the SMOOSH room. This form must be completed and handed to a SMOOSH educator. **Please note that verbal advice of changes will not be accepted.**

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

### **Changes in contact details**

Enrolment Forms provide essential family and emergency contact information for each child. It is the parent's /carer's responsibility to ensure that all changes to contact details are advised immediately.

## **2. How SMOOSH communicates with Parents**

### **Newsletters**

A Newsletter is published each term by SMOOSH with information of general interest. A copy will be emailed to you or can also be obtained from our website <http://www.secc.sydney>



### **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 Nominated Supervisor, and / or to return at a quieter time to discuss issues of importance.

Only the Nominated Supervisor can communicate with you on behalf of SMOOSH for issues of concern. The educators should refer you to the Nominated Supervisor to discuss the detail of any issues that have arisen.

Behavioural Management issues will be recorded in the Behaviour Management Book, which the Nominated Supervisor 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 Nominated Supervisor when or if needed. Accident, Incident and Hazard Reports must be counter-signed by parents/carers.

## **3.Fees and Payments**

### **Fees**

Before School Care:	\$12 per child per session/\$14 for casual booking
After School Care:	\$18 per child per session/\$20 for casual booking
Please Note:	Fees are current at time of publication, but parents/carers 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.

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 forty two [42] sick days per year, where you can access your benefit. After the forty two [42] sick days are used, parents/carers are expected to pay full fees for that session. Please ask the Nominated Supervisor if you are unsure.

### **Payment of Fees**

- Invoices will be issued every fortnight and will be emailed to you or printed and handed to you if requested.
- As a not-for-profit organisation, your fee payments are required to continue running SMOOSH. SMOOSH does not receive any funding for Before and After School Care programs and therefore cannot carry outstanding fees. The Board of Directors policy will be strictly followed in regard to fee payment and debt collection. If debt recovery is necessary, parents/carers are liable to pay all costs including administrative fees, debt recovery fees, Solicitor fees and disbursements incurred by SMOOSH.

Payments can be made by:

- A Direct debit system where Ezi debit withdraws the amount due each fortnight from your nominated bank account. Statements will be issued every fortnight reflecting the fortnight's usage at the centre.

### **Receipts**

Receipts will be emailed to you every week on Mondays. The Nominated Supervisor works for a period of time during the school day, when receipts and other administrative matters can be attended to.

### **Late Collection of Children Fees**

Late fees apply to Before and After School Care, if your child is collected after 6:00 pm. If you know you are going to be late please telephone ahead and inform a SMOOSH team member.

### **Late fee charges are \$1 per minute per child**

Late fees must be paid 'on the spot'. These fees are charged to cover the costs of the educators having to work overtime until all children have been collected. Fees are \$1.00 per minute from 6 pm. After 6:30 pm either the Police or NSW Department of Family and Community Services will be contacted.

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

### **SMOOSH Family Membership Fee**

Every family enrolling with SMOOSH is required to pay a one off thirty five dollar (\$35) membership fee at the time of lodging your enrolment form.

### **SMOOSH Re-enrolment Fee**

Every family has to pay an annual fee of \$20 in February for re-enrolment with SMOOSH.

### **Non-payment of SMOOSH Fees**

- Parents are encouraged to discuss difficulties in paying fees with the Nominated Supervisor, who will advise of suitable arrangements for payment and other avenues of support.
- If no arrangements have been made regarding overdue fees the South Eastern Community Connect will request payment within two [2] weeks.
- Parents/carers 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 necessary action to recover debts owing to SMOOSH.

## **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 choices and encouraged 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 indoor/outdoor activities

8:45 am:	Roll Call, transfer of students to playground supervising teacher from school
9:00 am:	Children to 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 pm:	Afternoon Tea
3:45 to 6:00 pm:	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:	SMOOSH closes

### **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 at designated times.

**Before School Care:** Breakfast comprises of fruit juice, cereal, bread and toast, muffins and crumpets, plain milk, fruit and water. Educators will try to ensure children who have not eaten breakfast at home have breakfast at SMOOSH. Children must arrive before 8:00 am in order to have breakfast at SMOOSH.

**After School Care:** Sandwiches, jaffles, pikelets, vegetable sticks, rice, biscuits, fruit and water is some of the food that is served for afternoon tea. On hot days fruit based ice blocks 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 the afternoon tea is satisfying for most of our children provided they have had lunch that day.

### **Television, Video and Computer Games**

We encourage children to participate in reading, free choice activities, play games and use their imagination. We have developed a system that provides the children with limited hours of watching DVDs and playing on computers as a quiet time activity, especially when returning from outdoor play. This has been incorporated into our program as our 'movie time'/computer time'. With movies, children vote on the movie that is to be watched and educators usually prepare popcorn for a yummy snack.

### **Discipline and Reward**

SMOOSH's Behaviour Guidance Policy is available from the Nominated Supervisor. It states that we respect and ensure the rules promoted by SMOOSH and Eastlakes Public School, ensuring a safe environment for all.

Educators will promote positive behaviours by modelling appropriate behaviours, positive reinforcement in words and by stickers/certificates as well as 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 may 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:

Be Safe  
Listen to the educator  
Hands and feet to yourself  
Be kind  
Indoor voices

If you require further information on our Behaviour Guidance Policy, please speak with the Nominated Supervisor.

## **5. Collecting Children from SMOOSH and the School**

### **Educators Collection of New Children to After School Care**

SMOOSH educators will collect all newly enrolled children for After School Care from their schoolteachers for the first week. Kindergarten children are collected until both the Nominated Supervisor and the child's parents are comfortable that 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 Nominated Supervisor.

### **Vehicular Access to SMOOSH**

Access to SMOOSH will be by the gates on Florence avenue entrance. 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 a mandatory Government regulation and for insurance purposes. Children

must be accounted for at all times. The safety of all children in the care of SMOOSH is of utmost importance.

### **Collection by Another Person**

You must contact either the SMOOSH Nominated Supervisor or an educator 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 written or via email. 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, or is not present when we call the roll, educators will search for them by checking with the class teacher, speaking to their friends who may have seen the child or know where the child is, searching the playground, calling the parents/carers at work and home, calling emergency contacts etc., until SMOOSH finds the child.

Almost always the child is with a parent/carer who has forgotten to notify us that the child would not attend SMOOSH that day. This process, even if resolved simply, has taken educators out of SMOOSH for twenty [20] minutes or more, at the busiest time of the afternoon when 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 9669 5545

## **Health and Safety**

### **Child Protection and Protective Behaviour**

SMOOSH is, as are all NSW children’s services, a mandatory reporter in cases where a child is suspected of being at risk of harm. A structured process under the governments “Keep them Safe” policy is followed to determine the course of action to be taken. All educators have undergone training and are aware of issues relating to child protection. The Board of Directors at SECC expects all educators to uphold a high Duty of Care. Children’s safety is the priority; educators are responsible to keep all children SAFE AT ALL TIMES to the best of their ability.

### **Emergencies**

SMOOSH is committed to the safety of all children and educators. 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 educators are required to check and vacate the canteen room, SMOOSH room, toilets and playground, then assemble the children at the ‘Safe Zone’ at Eastlakes Public School and check the roll. If it is then considered that childcare can no longer be provided for safely, parents/carers will be contacted and asked to collect their children.

### **Illness and Medical Emergencies**

As infections and illnesses may be spread among educators and children in the child care environment, children may only attend SMOOSH when they are well enough to do so. The South Eastern Community Connects' exclusion policy is followed by SMOOSH.

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

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

An ambulance will be called in the event of any situation where urgent medical treatment is perceived to be required. The parent/carer or legal guardian will be notified as soon as possible.

### **First Aid / Medication / Allergies**

First aid will be administered to any child who requires assistance. An educator with first aid qualifications is present at all times.

If your child takes regular medication, you must include this on their enrolment form and provide detailed information to the Nominated Supervisor. SMOOSH educators do not administer medication except for asthma or anaphylaxis unless written authorisation is given by parents.

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 strives to be a Nut Free Zone.*** Please assist us in this endeavour.

### **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 wherever possible.

### **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/carers and Management of the South Eastern Community Connect 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/carers 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**

To ensure the safety of the children Emergency exit and Lockdown procedures will be practiced on a regular basis-once per term. SMOOSH has an Emergency Evacuation Policy and Procedure that is clearly displayed in the SMOOSH room.

## **7. Confidentiality**

All information about children, parents/carers, families and educators 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. Complaints and Feedback**

### **Feedback**

Feedback from children, parents and carers is important in ensuring that SMOOSH services are continuing to meet children's needs and for planning appropriately. An important source of feedback is through complaints. The South Eastern Community Connect and SMOOSH are aware that most people do not like to complain, so constructive feedback is highly encouraged as part of our continuous improvement process.

### **Complaints**

SMOOSH will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

If an individual has a complaint or comment about SMOOSH, you are encouraged to talk to the SMOOSH Nominated Supervisor who will arrange a time to discuss their concern and come to a resolution to address the issue

A complaint can be informal or formal. It can be about anything an individual thinks is unfair or which makes them unhappy with the service. A SECC Complaint Form with an addressed envelope is available at SMOOSH so that anyone can at any time pass by all the above and send a complaint straight to the Chair of the SECC Board of Directors. The complainant will be informed of the outcome of their complaint and asked for their feedback on the complaints procedure. It is the procedure of the South Eastern Community Connect to reply to all complaints within ten [10] working days of receipt.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party or as below:

## **New South Wales Ombudsman**

Level 4, 580 George Street

Sydney NSW 2000

Telephone: 9286 1000

Fax: 9283 2911

TTY: 9264 8050

Toll Free: 1800 451 524

## **9. Code of Conduct**

The SMOOSH Code of Conduct is a set of rules outlining high standards of acceptable behaviour of educators in the workplace and their interaction with children, families, other staff and the community. It makes it clear to all educators and volunteers, what is expected and reduces confusion and possible conflict. The full code of conduct is in the SMOOSH Policy and Procedures and is available for anyone to read at SMOOSH.

## **10. Other Important Information to Note**

### **Parking**

Parents/carers 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 SMOOSH is by the gates on Florence Avenue, Eastlakes.

### **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. If you don't want to lose it please ensure it does not come to SMOOSH and if it does, make sure it goes home with you.

### **Mixed Media Consent**

The South Eastern Community Connect and SMOOSH regularly publish mixed media images (photographs /film) of its service users to keep people informed of our activities. These images are used by SECC and SMOOSH for illustration purposes across SECC and SMOOSH publications, including our brochures, reports, newsletters, resources, website, Facebook and YouTube. SECC/SMOOSH may also provide relevant images of service users where requested by external organisations and the media as in press releases, publicity, promotion and marketing.



## **Granting of Consent and Conditions**

- No individuals featured in the images will be referred to by name.
- I agree to grant consent to SECC/SMOOSH, and any person authorised by SECC/SMOOSH, at its discretion to copy or reproduce such material whether by photograph, film or other electronic or printed media as SECC/SMOOSH may determine, for the purposes of promoting the organisation, without acknowledgment of myself and without my entitlement to any remuneration or compensation now or in the future.
- I agree that I will have no further rights in the media images including moral rights and copyright.
- The South Eastern Community Connect and SMOOSH agree not to use any image in a manner that may be deemed adverse or defamatory to the person signing this form.
- SECC/SMOOSH further agrees that it will not use the image for any political, religious or commercial gain.

# Welcome to SMOOSH

To:

The Nominated Supervisor  
SMOOSH  
PO Box 3007  
Eastlakes NSW 2018

## Declarations

1. I have received a copy of the SMOOSH Parent/Carer 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 Parent/Carer Handbook and to raise with the Nominated Supervisor or the Board of Directors 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 SMOOSH Parent/Carer Handbook.
4. I have read, noted and accept that I am responsible for the collection of my child/ren 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 if coming after 6pm.
5. I give my permission for my photograph/image to be used by SECC/SMOOSH. I understand that these photographs/images become SECC's/SMOOSH's property, and the copyright will be held by SECC/SMOOSH.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

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