



out of school hours care
for primary school aged children

CINDI KiNDI

FULLY ACCREDITED ABN 72394670456

2c Brushwood Drive, Alford's Point NSW 2234

Mb: 0412575551or 0431399299 em: ckindi2234@outlook.com

www.cindikindi.com

2017

Cindi Kindi

Family & Community

Handbook





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CiNDi KiNDi Out of School Hours Care 2017 Information Handbook

WELCOME

The staff of CiNDi KiNDi, Out of School Hours Care Centre are very happy to welcome you and your family into our wonderful centre. This handbook has been designed for your convenience to give you an overview of our service. We look forward to getting to know you and thank you for choosing our centre for your child's care.

OUR CENTRE

We operate as an Out of School Hours Care Centre. We are open Before School (BSC), After School (ASC), School Holidays (VAC) & Staff Development Days for primary school age children Kindy- year 6. We are situated within the school grounds of Alford's Point Public School. CiNDi KiNDi OOSH is registered as a Child Care Benefit approved service with the Family Assistance Office, therefore offering you reduced childcare fees. We are a proudly and privately owned centre. The owner/ Director/ Nominated supervisor/ Educational leader is Cindy Fry. Service rating; "Provisional Not Yet Assessed" under the nation Quality Framework.

CINDI KINDI OOSH PHILOSOPHY AND GOALS

Please see our service philosophy and goals attached

HOURS OF OPERATION AND FEES

Before care: 7am-8:30/9 am cost \$18.00 per session per child. Casual cost \$23.00 per session per child.

After care: 3:00pm-6pm cost \$22.00 per session per child. Casual cost \$28.00 per session per child.

Vacation care & Staff Development care: 7am-6pm. Pre-booked prices are \$46.00 per child. Casual prices are \$59.00 per child. Prices may change throughout 2017. Reduced fees are available from the FAO.

CINDI KINDI may close during the xmas and new year period for 2 to 3 weeks (pending family need).

Our service may close during extreme weather conditions.

PLEASE PAY FEES DIRECTLY TO STAFF EACH WEEK OR IN ADVANCE. FEES MUST BE PAID AT THE END OF EACH WEEK, IF NOT, A \$10 LATE FEE CHARGE WILL BE AUTOMATICALLY ADDED TO YOUR ACCOUNT per child. PLEASE READ THE FULL FEES POLICY FOR ADDITIONAL INFORMATION, THIS IS ATTACHED.

CHILD CARE BENEFIT (CCB) REGISTRATION WITH THE FAO

It is required that you register your child to both BASC & VAC care. You may need to contact the Family Assistance Office on 136150 the multi lingual service no# is 131202.

The FAO will guide you through the remaining processes. Once you have been approved to receive CCB, the FAO will advise our center of your CCB details. We will then add your family details to our computer & offer you reduced fees.

CHILD CARE TAX REBATE WITH THE A.T.O

The CCR is an additional fee relief system offered to families by the ATO. Please talk to your accountant or local FAO for further details.

PRIORITY OF ACCESS TO CHILD CARE CCB CENTRE PLACES

CCB childcare places are available to:

Working families, studying families, families seeking employment/study, emergency care (FaCS) & others, if there are vacancies.

Hours of Operation: Before School 7am-9am / After School 3.00pm – 6pm / Vacation Care 7am – 6pm

PAYMENT METHODS

Cash, cheques (made out to Cindy Fry) and Direct Deposit is an option for families wanting to pay for their term fees in one lump sum in advance. For discounted fees call the Family Assistance Office (FAO) on 136 150 and quote our Customer Reference Numbers (CRN):

Before & After School Care: 407 130 264J Vacation Care & Staff Development Care: 407 130 277K

CHILD CARE MANAGEMENT SYSTEM (CCMS)

We request that all parents advise CiNDi KiNDi staff of their date of births. This is a requirement of The Department of Education, and Employment and Workplace Relations (DEEWR). This is helpful in linking your child, yourself & CiNDi KiNDi with the Family Assistance Office (FAO). This can result in reduced fees.

HOW TO ENROL INTO CINDI KINDI OOSH

CiNDi KiNDi is a perfect BASC environment for your child. We have several available places to provide your child with care. An enrolment form will need to be filled in and returned to our staff before care commences. This family handbook is available for you to keep.

A \$25 enrolment fee applies annually to all children (not inclusive of CCB payment) made before commencement of care.

The number of days you have nominated will be set at a weekly fee for you.

A permanent booking is for the same days weekly and is at a lower cost. A casual booking is one that is made on a day-to-day basis, which is outside permanent bookings, is charged at a higher rate. For all casual bookings, please contact the centre to ensure that we have places available.

A new updated enrolment form will need to be filled out yearly, for each individual child.

Where appropriate public holidays are to be paid for during Before and After School Care days that fall during the school week.

Before & After School care fees are exempt from payment during school holiday periods only.

If you would like fee assistance, please contact the FAO on 136150

Please remember no permanent day can be swapped at any time. Permanent fees are to be paid if your child/ren are absent for any reason.

Once the booking is confirmed your child/s name will be added onto our daily attendance roll.

ADDING AND CANCELLING DAYS/SESSIONS OF CARE

Adding: Additional day/session: see staff to secure your booking. Please fill out the additional day's form that is available within our centre and return to Cindy for authorisation. When your request is processed, you will be able to start ASAP.

Cancelling: please fill out the cancellation of days/session form that is available within our centre. As two weeks notice is needed, your previous two weeks advance bond payment will be transferred to your account. Additional payments may be payable by you during this 2 week period.

ADDITIONAL FEES, CHARGES & SURCHARGES

Before & After School Care and Vacation Care:

BASC=Fees are to be paid weekly or in advance. Correct amount, date and family names must be printed on the envelope, and it is to be recorded in the fee payment book. Once you have written in all details of your payment/s, a staff member is to sight the payment and sign the booklet for confirmation of payment. The two weeks advance payment is used when your written two weeks cancellation notice is given to staff. A receipt of your payment/s will be provided to you.

For reduced fees, please call FAO on 136150 for further info.

A \$1.00 per minute fee is charged to you for each late pick up of children after 6.00pm and the centre must be contacted by you advising us if you will be arriving at the centre after 6.00pm. One or more staff members may stay with the child/ren if you will be late.

\$10.00 late fee will be automatically charged to your account if fees are not paid in **FULL** each week for each child.

Please remember we do not like to charge these surcharges so please avoid these circumstances.

Please pay a **\$25.00 yearly enrolment** at the time of enrolment for each child.

Other – as notice is given.

VACATION CARE= please pay in full the week before the commencement of the vacation care period.

WHEN ABSENT FROM CINDI KINDI – call/txt 0412575551 or 0431399299

It is extremely important for you to remember to always call and/or notify OOSH staff when your child/ren will be absent from CiNDi KiNDi OOSH on each day they are booked in for. This is very important for child safety. Payment of each absent session will still apply.

Your child's safety is our priority so please call and/or write to inform us of **EVERY** absence.

ARRIVAL AND DEPARTURE TO OOSH (SIGNING IN AND OUT)

Please remember to sign your child/ren in and out in the AM & PM folders on **every** attendance. Also, ensure that you have made our staff aware that your child/ren is at the centre on arrival. Please advise all authorised pick up people whom may collect your child/ren as to this and other procedures relating to CiNDi KiNDi OOSH. **No child will be released from OOSH to any persons who are not authorised by you on your child's enrolment form or in written notification. The centre sign in/out folder is at the entrance to our room.**

AUTHORISED AND NON-AUTHORISED PICK UP PERSONS

All authorised pick up and drop of persons written on your child/s enrolment form are to carry photo I.D. Staff will ask the person to show their I.D. Staff will then cross reference the I.D. for each child/s safety and protection. If an unauthorised person comes to collect your child/ren and you have not notified the staff of this person, staff may not allow that person to take your child/ren from OOSH. Please remember to call and or provide written notification to CiNDi KiNDi OOSH.

SUPERVISIONS & INTERACTIONS

Staff/ educators & child ratios Department of Education Training and Development has set the minimum child/ educator ratios 1:15.

CHILD PROTECTION

It is mandatory for childcare staff to notify suspected abuse and neglect of children to the Department of Community Services. Please find a copy of our Child Protection Policy and Procedure. FaCS **contact number 132111**

CONFIDENTIALITY/PRIVACY

Policy statement

All matters pertaining to the centre should be considered confidential, and should not be discussed with unauthorized personnel. This includes information pertaining to any child enrolled at the centre and/or that child's family, information about any of the staff and/or information on issues relating to the running of the centre. Idle discussion and gossip does nothing but undermine the staff's relationship with parents and is detrimental to the good name of the centre. The privacy of others should be respected at all times.

ORIENTATION SETTLING IN & TRANSITION TO OOSH

Please visit the centre for the family to learn about our service. You may like to also talk to your child/ren about coming to the centre and what it will be like.

We have an orientation process/checklist for children and families.

Children may settle in at their own pace; remember to be calm and positive. Do not forget we are only a phone call away, so please ring on 0412575551 or 0431399299 to see how your child/ren is/are settling in if you need to.

Kindergarten children attending OOSH will be picked up and dropped off at their classroom or assembly line by one of our staff members for the first term. We use this method to aid the kindergarten children to develop a sense of confidence, routine and safety for this transition period. We consult with the kindergarten staff regarding which kindergarten children will be attending OOSH for additional protection. Children can leave Before School Care only once a teacher is on duty within the school grounds (about 8.30am), however, although children can stay at OOSH until the school bell rings at 9.00am. Children walk themselves up to their classroom.

Children coming to After School Care: once the school bell has rung at 3.00pm, all children are expected to walk from their class's location straight to the OOSH room.

Kindergarten children attending OOSH will be picked up and dropped off by OOSH staff until they are able to do so confidently on their own.

HEALTH ISSUES/INFECTIOUS DISEASES

Please keep staff informed and up to date with all relevant health documents e.g. asthma plans, immunisation (please provide staff with a copy), allergies, medications etc. Please see our immunisation/ exclusion periods attached.

Policy statement- Immunisation: We respect the right of parents to immunise or not to immunise their children. However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. A copy of your child/s immunisation record will be required from you. This will be attached to your child/s enrolment form. Exclusion – Temperatures, vomiting etc

STAFFING AND MANAGEMENT STRUCTURE

CINDY FRY is the Centre's owner/manager/coordinator. We also employ permanent certified supervisor educators, casual childcare workers and host assistants/volunteers.

Our staff members have training and/or work experience in the childcare field, holding diploma and first aid certificates as well as additional child care related training.

Our staff have a very keen interest working with children. Casual staff may be required. Student/work experience is encouraged within our service.

TRANSPORTATION OF CHILDREN TO AND FROM CINDI KINDI

Children are to meet at the Cindi Kindi front door immediately after the bell rings for roll call.

The children can leave Cindi Kindi in the morning between 8.30-9am, if there is a school teacher on playground duty.

Parents must sign children in/out. Staff will also sign your child in/out during morning departures to school & afternoon arrivals.

EXPECTATIONS OF FAMILIES

- To be familiar with this handbook as well as Cindi Kindi policies/procedures.
- Address any matters to staff.
- Keep our staff informed of any changes.
- Participate in the reviewing of the centres programs, policies etc.
- PLEASE keep fees up to date at all times
- Participation in our fundraising where possible

PROGRAMMING

Collaboratively, staff, families and the community focus on children's learning for belonging, being and becoming with the guiding principles of the National Quality Framework (NQF) and school aged care; 'My time our place'.

Our programs offer primary school aged children the chance to experience activities such as arts and crafts, active after school care, cooking, life skills, dramatic play, free play, active play, homework area, maths, science, multicultural, cognitive, in/out door physical play areas, spontaneous,

community involvement, quiet areas, books, puzzles and music, community participation and much more. During Vacation Care, in addition to the above experiences offered to your child/ren, we explore our community by going out on away from centre excursions.

We encourage families, children and the community to share ideas when developing and reviewing our programs.

Programs can be found on the table next to the sign in/out book at the Cindi Kindi entry.

OPEN COMMUNICATION METHODS/AREAS

Each permanent/casual family will receive all information in their child's sign in/out sleeve (privacy OOSH newsletters, vacation care programs, late fee notices, fundraisers, receipts etc). Please ensure to check emails regularly as we send a lot of important information through our email account ckindi2234@outlook.com

Notice areas: near the sign in/out area is used to inform families of events, fundraisers, programs, community news and events, centre philosophy, Displayed art works, Quality Assurance info, feedback forms, routines, health fact sheets and more.

Many centre and community news and events are displayed, on display board & walls & resource folders

Verbal: we are happy to and invite conversation

Grievance policy and procedure: available for viewing in our policy folder & this handbook

Policy folder (purple): available for viewing with our center at sign in/out area

Written letters: If we are unable to talk to you, we have a notice form that we relay information.

Late fee notices: when your fees are overdue- a \$10 late charge will be added to your child/s fee account each week.

The centre address is 2c Brushwood Dr Alford's Point NSW 2234. Phone number is 0412-575-551 or 0431-399-299

NEWSLETTERS

Compiled regularly, our newsletter advises current issues and events, with a children's display section. We attach many ideas and resources for your convenience. You are invited to have input into the newsletter. Help with photocopying would be great!

FUNDRAISING

Look out for fund raising events on the notice board and or within your child's sign in/out sleeve. When we fundraise, we appreciate your support. All fundraising money is spent on centre resources to benefit the centre environment for your child/ren's use.

OOSH POLICIES AND PROCEDURES

Are available in two easy to read folders within the centre for you to read at all times, on your request.

Additional policies may be developed since the printing of this handbook. Some policies are available in the handbook. We currently have around 200 policies & procedures for the service.

Families, community & children are encouraged to be involved in the development & review processes of our policies and procedures.

You can view our policies and procedures at anytime.

MEDICATION, FIRST AID, INCIDENT AND ILLNESSES

An administering of medication booklet is available, and it is required to be fully filled in by the parents & or guardians then signed. Asthma & epi pen medications you request for Cindi Kindi OOSH staff to administer is done so by one staff member, witnessed by another, and then signed by both staff. Please ensure medication is not out of date or damaged. We will only administer prescribed and labeled medication to a child if his or her doctor and or pharmacist write his or her full name and full instruction. Please remember it is also the responsibility of the parent to collect medication from OOSH and to sight administration information. Remember to always update staff of any medication changes and to dispose of your child's medication appropriately once finished at all times.

If a child falls ill at Cindi Kindi OOSH parents and or carers may be notified and required to collect the child from OOSH. For illnesses, first aid etc, the accident/first aid book will be filled out by staff, then read, acknowledged and signed by the authorized pick up person.

Note: in an emergency, CINDI KINDI OOSH will call for an ambulance on your behalf, all costs relating will be payable by you.

Staff reserves the right to exclude children from care if they believe the child/ren is too ill and or sick to be in care.

Children are welcomed back once free of illness (please check exclusion period with your doctor) etc. Doctor's certificates may be requested by staff, for the safety of all children and staff. Exclusion periods and illnesses sheet is attached to this booklet for your convenience

A sick bed, First Aid Kits & First Aid books are located in the OOSH room. First Aid items are also taken on excursions, along with each child's enrolment form and emergency family contact numbers.

Policy statement- Medications. We aim to ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children. To ensure the interests & safety of staff, children and parents are not compromised only asthma & epi pen medication will be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner or in an emergency case as agreed by first aid trained staff.

ALLERGIES/CULTURAL FOOD AWARENESS

NUTS OR NUT PRODUCTS ARE EXCLUDED

Assure you have filled out the allergy/ medication section of your child/ren's enrolment forms if required, also talk to staff. Remember to advise in writing to OOSH if your child/ren has a special diet or has cultural/religious food requirements.

Staff may contact you to advise you to collect an ill child from the centre. If required we will call for medical aid e.g. ambulance on your behalf.

WE ARE A DRUG, SMOKE AND ALCOHOL FREE ENVIRONMENT

This means no drugs, alcohol and/or smoking is to be consumed within the centre or its surrounding buildings, grounds or facility zones. Remember we are here to protect and care for the children.

DONATIONS

Donations are welcome and very much appreciated by the centre. There are many things you could donate, e.g. A4 paper, disposable gloves, tissues, hand wash, toys and or games, clean and safe jars and containers, egg cartons, wool, art and craft ideas, cardboard. If you have some items to donate and your not sure if, it is suitable for the centre or the children please ask a staff member. See signs displayed & newsletters for what we need.

CHILD STAR AWARDS, POSITIVE ENCOURAGEMENT AWARD SYSTEM

This is one of our many positive and encouraging reward systems available for our children. It is proudly displayed within the centre. Children are rewarded on this chart for helping another child or staff members, having a good day, smiling, trying hard, being kind and thoughtful, having good listening skills etc.

Please find a copy of our behaviour support/policy/procedure.

NINTENDO WII U

We have a Nintendo Wii U which is available at limited times throughout the day.

NUTRITION

We aim to provide as many of the five food groups during each meal. Breakfast is available from 7-8am **only**. We encourage limited to no junk foods at all in our centre.

Children who choose to bring in their own food to OOSH need be encouraged by you to also pack a healthy variety of food from within the five food groups.

Healthy food chart and nutrition information has been attached to this handbook for your convenience.

Please find attached a copy of our 4-week breakfast and afternoon tea menu. Vacation care menus are developed for each holiday and can be seen on the left hand side of the vacation care program.

Policy statement- Nutrition. Cindi Kindi aims to provide and maintain optimal nutrition, balanced and varied healthy eating habits for the children through good examples and education. We will acknowledge and address the dietary requirements for children as well as family and cultural practices. We are a nut minimisation environment and water will be available for hydration. Families are encouraged to share ideas in our food menus.

VOLUNTEERS AND STUDENT TRAINING

Are encouraged to train and learn within our centre. Family and community aids are also very welcome to come in and lend a hand either teaching the children a craft or coming on an excursion etc.

RETREAT/QUIET/TIME OUT/CHILL OUT AREAS

Area 1 is the couch: this is located in the quieter area of the room, with books and puzzles.

Retreat area: children that ask to have some time out to relax & recharge use this area and write in their reflection journals if they choose.

PHOTOGRAPHY

Photos or videos may be taken during the running of our programs. These could be used for centre advertisements, placed within our centre photo album, used for Quality Assurance and displayed within our centre. If you do not wish your child/ren to be photographed, please advice our centre staff in writing before your child attends OOSH.

WHAT TO BRING TO CINDI KINDI OOSH BASC & VAC

On enrolment, a box of tissues & liquid hand soap are available for your child/ran to use.

Always provide each child with a hat and sunscreen at OOSH.

A paint shirt with their name printed on it for messy craft activities (an old shirt) to be kept at the centre.

Birthdays: this day is very important and exciting to children- you can provide a cake to the centre for your child to share at OOSH as we would enjoy celebrating with them.

Breakfast, afternoon tea and lunch, we also welcome children who wish to bring food from home to OOSH.

For vacation & staff development day care, please wear comfortable and safe closed in shoes and clothing are to be worn on excursion days & two chilled water bottles are to be brought from home, also a child backpack (**please no shoulder bags as it can be a hazard on excursions**) and morning tea and afternoon tea. Toys can be brought into the centre from home, please remember that although our staff will take all care we will not accept responsibility for damage and or loss of the children's items.

Other items may be needed for crafts etc, a notice will advise of these if required.

Also **correct** excursion money is to be put into an envelope with the families name and amount on it, on the day of each separate excursion.

SUN PROTECTION

Always supply your child/ren with sunscreen and a hat. No hat no play or shade play will apply. We have sunscreen available at the centre for emergency use.

HOW WE MEET LEGISLATION. ACCREDITATION & QUALITY ASSURANCE

We have policies and procedures/practices for WH&S, child protection, staffing, privacy/confidentiality, follow FAO, ATO laws, Education and Care Services National Law, Education and Care Services National Regulations, National Quality Standard, Early Years Framework for School Aged Care , DFACS and more.

Policy statement- Emergency. We aim to provide an environment that provides for the safety and well-being of the children & staff at all times. All children and staff will be aware of and practiced/trained in emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence, these procedures will be undertaken immediately.

Policy statement- WH&S. Cindi Kindi OOSH is committed to ensuring the health, safety and welfare of its employees, children who attend the service & any other people who may be related to our operations. All staff & children have the right to feel safe. The provisions of a safe environment for staff & children are essential in the prevention of injury & harm.

Policy statement- Maintenance of Records. We aim to ensure that Cindi Kindi keeps all appropriate and required records for the specified period. We will protect the privacy and confidentiality of all clients, staff and management of the centre by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

FAMILY INFORMATION CHANGES

Please advise the centre staff in writing e.g., place of work, medical, phone numbers, court orders (a copy must be provided to the centre management), change of attendance day/s etc. Staff will amend the changes to your enrolment form.

FAMILY AND COMMUNITY INVOLVEMENT

We encourage families to join in and contribute within the centre, no matter how big or small. Talk to staff before hand about any ideas you may have. Also, please try to support Cindi Kindi OOSH by participating in events and fundraising.

Policy statement- Involvement, Participation & Access. We believe that participation by parents/guardians and approved persons in issues relating to their children are important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of families, children, staff & the community in activities will be actively sought and open communication constantly maintained. Parents are encouraged to be involved in issues that relate to them and their children.

CLOSURE OF THE CENTRE

Generally, we may close Cindi Kindi OOSH centre for two weeks during the Christmas season, although changes may be made. If changes are made of centre closer times all families will be informed in advance, along with a notice reminding all families of our reopening date.

We will be closed for public holidays. All public holidays falling during school days will still be charged to you as normal fees (if you are booked in for the particular session).

CULTURAL AWARENESS AND CELEBRATIONS

We would like you to share your families' cultural events with us, so please advise the staff so we can help in organising the event into our programming and routines. We promote inclusiveness & multiculturalism within our daily programs.

BEHAVIOUR MANAGEMENT

Staff aim to use a positive approach to behaviour management. We encourage children to manage their behaviour and acknowledge other people's needs, rights and feelings, and the safety of themselves and others around them. Parent support and positive encouragement is also needed. We have procedures in place to aid children in this area positively. Although, if a child is putting themselves, other children and or staff in danger, as a last resort the child may be excluded for that period at Cindi Kindi until the behavioural issue is manageable and staff are informed of the situation by the parents or guardians, so we can work as team for the child. Please see policy folder.

DRESS CODES

Children attending before and after school care will be dressed in their school uniform, but they can bring appropriate clothing to change into if they like eg: on hot days, attending sports after care, for messy play etc.

During vacation and staff development days, day care children can wear comfortable appropriate clothing and closed in footwear.

During vacation care excursion days, all children are encouraged to wear a red top/t-shirt (for safety).

LOST PROPERTY

Although all care is taken, staff members do not accept any responsibility for lost and or damaged property. We have a lost property collection area at the entrance to the room. At the end of each term, we will take all lost property up to the schools office lost property box or charity bin.

EXTREME WEATHER

We may have water play and give the children ice and/or ice blocks on hot days to cool the children down. If you do not want your child to participate in this, please advise the staff. Shaded and/or indoor play and excursion areas will be used where possible. Children are encouraged to wear hats and 30+ sunscreen by staff. No hat, no play will apply or children will only play in a shaded area, engage in indoor activities, or in other play indoors or in a protected area where possible. Some excursions may be cancelled.

HOME WORK

A homework area is available to the children within our specially designed area of the room. Again, we will encourage homework but we will not force the children to do it.

If you require your child/ren to do their homework at OOSH, advise your child/ren of your request.

FAMILY TRAGEDY AND OR MAJOR EVENTS

Please feel free to address staff of an event, which you feel maybe affecting your child/ren e.g.: parent separation, news, moving house, passing of a close person or animal, etc. Please remember we are here to support the children and their families as well.

COMMUNITY RESOURCE LIBRARY

This is an extensive file the staff has collated as a resource for everyone to refer to. It consists of community folders and we aim to keep this up to date.

CENTRE GOALS AND CONSEQUENCES

Please see attached pages for your convenience.

Please read the following goals and consequences with your child, before he/she commences at Cindi Kindi OOSH. This will also help your child's transition into OOSH. The children and staff of Cindi Kindi OOSH have developed these goals and consequences together.

KU CHILDREN'S SERVICES

Is an organization that can assist OOSH centres with resources for children with additional needs and those from other countries, as well as children with special needs.

STAFF TRAINING

Cindi Kindi OOSH staff is continually updating their skills and knowledge in various fields. Awards and certificates are proudly on display in the staff office area for viewing.

TERMINATION OF YOUR CHILD CARE PLACE AT CINDI KINDI

If staff and/or the children of Cindi Kindi OOSH are made to feel threatened, at risk of harm, abused or put in an unsafe situation by any family member, CiNDi KiNDi management (Cindy Fry) can immediately and permanently terminate your family's child care place at Cindi Kindi OOSH, if a positive resolution cannot be made.

PLEASE REMEMBER TO CONFIRM WITH CINDI KINDI STAFF OF:

- *Late pick-ups*
- *When someone different is picking up your child/ren*
- *Your child/ren are going to be absent from Cindi Kindi OOSH for any reason*
- *Custody/access arrangements have changed*
- *Changes of enrolment details*
- *Contact and or pick up persons have changed*
- *You need to change or terminate your booking (giving two weeks written notification, form available at OOSH)*
- *Your child/ren are having difficulties within the centre*
- *Questions or praise or concerns or comments and or grievances to the management (Cindy)*
- *Medical conditions have changed*
- *For any other reason*
- *If you do not understand something relating to this booklet*

Come into the centre or call Cindy on 0412 575 551 or 0431 399 299

**The staff at Cindi Kindi OOSH thanks you for choosing our wonderful service and we look forward to getting to know your children, you and your family and friends.
Have a great day!**

Return to Cindi Kindi OOSH staff for continuing improvements.

Thank you

Family name (optional):

Comments, grievances, praise, ideas for improvements for our 2018 handbook, questions, suggestions etc: _____

Please write down any excursion, activities, meal, arts, craft etc ideas you may have for our Daily Programs: _____

Policies and procedures, please write any evaluations, grievances, ideas you have: _____

Additional comments: _____

Would you like Cindi Kindi staff to respond back to you: Y or N (please circle)

The end of our Cindi Kindi 2017 Handbook
For all other questions talk to staff today