

# Safe Multicultural Out of School Hours

## SMOOSH

### Gardeners Road Public School



South Eastern  
Community  
Connect

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Shopping Centre  
Eastlakes NSW 2018  
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# Welcome to SMOOSH

Welcome to the Safe Multicultural Out of School Hours (SMOOSH) Program's handbook. This handbook briefly outlines our policies and procedures that you need to be familiar with. We look forward providing the best quality care for your children. Please do not hesitate to talk to our Educators or the Nominated supervisor at any time about any of our programs and services.

## 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.

## 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:

SMOOSH Program is an auspice of South Eastern Community Connect (SECC) which is a non-profit community based organisation, its main office is located at Shop 84, Evans Avenue, Eastlakes Shopping Centre, 2018. SMOOSH offers care for school aged children aged 5-12 years, before and after school during the school term.

SMOOSH is registered with the Australian Department of Education to care for up to forty five (45) children at Before School Care and seventy five (75) children at After School Care as well as Vacation Care. In order for a child to enrol at SMOOSH, they must be attending primary school. The Before and After School care program is for students from Gardeners Road Public School and children who can be dropped off at the service from the surrounding schools.

## Childcare Subsidy (CCS)

Child Care Subsidy is a single, means-tested subsidy paid directly to service providers. As SMOOSH parents you may be eligible for Child Care Subsidy fee relief from Centrelink. Under CCS the eligible parent must confirm a child's enrolment record as being current and correct for us to receive Child Care Subsidy entitlements.



- Once the family has confirmed their enrolment, CCS will be paid to SMOOSH on their behalf. This can include payment for care provided before the parent confirmed the enrolment provided that the parent was eligible (CCS eligibility can be backdated up to 28 days prior to the date the parent's CCS claim was lodged).
- Where a parent indicates that an enrolment is incorrect, SMOOSH will be notified via the Child Care Subsidy System and the parent will also need to speak to SMOOSH. SMOOSH will then resubmit an enrolment that is confirmed by the parent before CCS is payable. In the interim, the child can attend care. SMOOSH can then submit session reports and CCS can be paid once the enrolment is updated and confirmed

## Child Care Safety Net

The Additional Child Care Subsidy is a top up payment in addition to the CCS. This subsidy provides extra support to:

- Children at risk of serious abuse or neglect;
- Grandparents as primary carers on income support;
- Families experiencing temporary financial hardship

## Board of Directors

SMOOSH is operated by South Eastern Community Connect (SECC) in partnership with Gardeners Road Public School. The Board of Directors for SECC meet monthly or as required to discuss governance matters relating to the Centre, including SMOOSH and its operations. Nomination of board members are requested via call outs made by our volunteer coordinator Sue Ohanian – [volunteering@secc.sydney](mailto:volunteering@secc.sydney) dependant on positions vacant, SMOOSH families who wish to be involved are encouraged to contact Sue. Board Members must be a member of the organisation; information can be found here:

<https://www.secc.sydney/membership.html>

## SMOOSH Policies and Procedures

SECC Management are constantly reviewing, renewing and creating policies for SMOOSH. If you are interested in viewing our Policies and Procedures folder to evaluate and provide feedback you are welcome. A copy of our Policies and Procedures are kept on SMOOSH sites at all times and are always available for view, please speak with the Nominated Supervisor/ Responsible Person to be shown a copy, we appreciate your understanding, however the policies and procedures folder cannot leave the premises.

## SMOOSH Educators

We recognise 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 SMOOSH to deliver a quality service within a safe environment which not only meets the needs of our children and families but our dedicated Educators as well.

**SMOOSH Nominated Supervisor** is Rekkha Moda.

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

## Staff Qualifications and Child/Staff Ratios

- Most Educators currently working for BSC/ASC have a Certificate 4 in OOSH.
- Most have First Aid qualifications.
- All have Anaphylaxis and Asthma qualification.
- All are required to complete a child protection course.
- The Nominated Supervisor has an Advanced Diploma in OOSH and extensive relevant experience.
- Senior Educators have also completed food safety handling training.
- 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 we access Inclusion support funding for additional Educators for students with Additional Needs. When on excursions, at least one [1] educator per eight [8] mainstream students will be rostered.

- 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 and Police Checks as well as receiving reference checks prior to employment. This establishes the persons' good character and determines their capabilities to provide an adequate standard of care.

## 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 all OOSH services.

**Priority 1:** 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 and 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.

## Contacting SMOOSH

**SMOOSH Telephone:** (02) 8338 9678 – SMOOSH centre answering service available which is cleared several times per day.

**SECC Office Telephone:** (02) 8338 8506

**SMOOSH Mobile:** 0431 427 176

**Fax:** 8338 8502 – at the South Eastern Community Connect

**E-mail:** [smoosh@secc.sydney](mailto:smoosh@secc.sydney)

## Postal Address

SMOOSH  
PO BOX 3007  
Eastlakes NSW 2018

## Location

SMOOSH currently utilises a room within Building C. Students, teachers and parents know where it is, so if you are new to the school please don't hesitate to ask for directions.

## Hours of Operation and Services Provided

**Before School Care:** Monday to Friday 7:00 to 8:30 am  
Breakfast is provided between 7:30 and 8:00am

**After School Care:** Monday to Friday 3.00 to 6.00 pm  
Afternoon tea is provided between 3:30 and 4:00 pm

**Vacation Care:** Monday to Friday 7:00am to 6:00pm

### Public Holidays:

SMOOSH does not operate on public holidays.

# 1.Enrolments

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

If your child/ren has special circumstances, select "Yes" in the "Additional Information and Declaration section of the enrolment form. These special circumstances can include a diagnosed illness/condition, a court order in place and/or behaviour managements issues etc.

You must provide sufficient information enabling SMOOSH team to meet your child's needs in an informed and appropriate manner. Also you need to supply a copy of the health management plans currently in place.

While filling the enrolment form :

- Provide child's date of birth and Centrelink Registration Number (CRN) for parent/s and children
- Provide 2 people as emergency contacts OTHER than the parents of the child/ren.
- Sign enrolment form where required.
- Correctly select/indicate days and sessions

If an incomplete enrolment form is submitted we will process it only after obtaining the required information. This may cause a delay in processing the form and enrolment of your child.

The Nominated Supervisor/Responsible Person 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.

## Access to your personal information

This information 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 Re-Enrolment

Re-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 which is payable in February. (if it is your first year using the service the \$35 family registration fee covers this).





smoosh@secc.sydney

**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.

## Change 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 [www.secc.sydney](http://www.secc.sydney)

### Facebook

SMOOSH has its own page on Facebook which is only visible to its members and we use it to post some photos of activities at SMOOSH and at times to send messages to the parents.

### About Your Child

All communications about your child will be kept private and confidential. You may be asked to meet with the Nominated Supervisor/Responsible Person, and / or to return at a quieter time to discuss issues of importance. Only the Nominated Supervisor/

**NB:** SMOOSH must be informed of all court orders relating to the custody of a child. The Nominated Supervisor/Responsible Person 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/Responsible Person. Please note that fees are payable for all enrolled days regardless of whether your child attends or not. 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 users:

Must email [smoosh@secc.sydney](mailto:smoosh@secc.sydney) at least the day before care is required to confirm places are available. There is an additional cost for using care casually; this is extra \$2.00 per child per session in addition to the normal booking cost. 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/Responsible Person on the Sign In/Out table in the SMOOSH room. This form must be completed and returned to an Educator or emailed to



Responsible Person 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 is available from the Nominated Supervisor/Responsible Person and will be shared with you when or if needed.

Accidents, Incidents and Hazards, including minor injuries, will be recorded. These will be brought to your attention by the Nominated Supervisor /Responsible Person and these 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

Vacation Care: \$46 per child per day.  
Excursions/Incursions cost extra.

**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 Subsidy 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.

No fee is charged while SMOOSH is closed over the Christmas/New Year period and the Easter break. Fees will be charged as normal for any NSW public holidays during the School Term.

### Payment of Fees

Invoices will be issued every week 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 ensure the effective running of SMOOSH. SMOOSH does not receive any funding for Before and After school Care 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, solicitors fees and disbursements incurred by SMOOSH

**Payments can be made by:** A Direct debit system where Debit Success withdraws the amount due each week/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.



## Late Collection of Children Fees

Late fees apply 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.** 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 if we haven't been able to contact you or any of your emergency contacts.

**NOTE: It is important to keep all contact 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 /Responsible Person, 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 the 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

The SMOOSH Program is based on the seven areas identified under the National Quality Framework:

- Educational program and practice
- Children's health and safety;
- Physical environment;
- Staffing arrangements;
- Relationships with children;
- Collaborative partnerships with families and communities; and
- Governance and Leadership

## Routine and Activities

The program incorporates structured and unstructured learning and leisure activities. Children will have the opportunity to rotate through activity stations in accordance with their individual preferences. Activities are optional and children can choose to engage in what they are interested in. Activities include:

- Homework support;
- Cooking;
- Gardening
- Physical activities to develop fitness and coordination;
- Creative art projects;
- Music and drama experiences;

A weekly program is planned by our staff. The program will be posted on the notice board with a schedule of activities so you know what is happening during the week.

## Before School Care Daily Schedule

7:00 to 8:45 am	— Breakfast and indoor activities
8:00 to 8:30am	—Supervised indoor/outdoor activities
8:30 am	— Roll Call, transfer of students to playground supervision from school.
9:00 am	— Child play under supervision of Teacher on Playground Duty.

## 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 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 will 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 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 afternoon tea is satisfying for most of our children provided they have had lunch that day.

## Vacation Care

Children will be provided with breakfast from 7:30 - 8:00 am, morning and afternoon tea. They must bring their own lunch (unless that day's program specifically offers lunch). It is recommended that an ice block be

included with children's lunch as refrigeration for children's lunches is not available. SMOOSH is a 'nut free' zone, we ask that parents do not include any food including nuts for lunch or snacks for your child.

## 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 time for watching DVDs and playing on computers as a quiet time activity, especially when returning from outdoor play or excursions. 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/Responsible Person. It states that we respect and ensure that rules promoted by SMOOSH and Gardeners Road Public School are adhered to provide 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 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 and or asked to go in a quiet area to reflect on their behaviour.

For children with ongoing behaviour issues, a behaviour management plan will be developed in consultation with families. If these behaviours still continue the child 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/Responsible person.

## 5. Collecting Children from SMOOSH and the School

SMOOSH Educators will collect all newly enrolled children for After School Care from their school teachers for the first week. Kindergarten children are collected until the Nominated Supervisor /Responsible Person 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 please discuss your child's specific requirements with the Nominated supervisor /Responsible Person.

### Vehicle Access to SMOOSH

Access to SMOOSH will be by the gates on Botany Road. This is to reduce traffic through the general school grounds to ensure children's safety.

### Signing Children In and Out of SMOOSH

Parents must sign their children into SMOOSH for each morning session during before school care and vacation care and out of each session they attend. This is

completed on the digital Sign In/Out app on the iPad located in the SMOOSH room. This is vital for 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/Responsible Person 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 and notification must be provided in writing or via email. That person will then need to show identification before the child can be released into their care.

### Missing Children:

When a child is missing, or is not present on roll call, Educators will search for them by checking with the class teacher and their friends, searching the playground, calling the parents/carers at work and home, calling emergency contacts until SMOOSH finds the child.

It is usually seen that the missing child is with a parent/carer who have simply forgotten to notify the child's absence from SMOOSH. Such incidents take away the Educators' attention from supervising and caring for the children who are in attendance

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.

## 6. Health and Safety

### Child Protection and Protective Behaviour

SMOOSH Educators' are mandated to report cases where a child is suspected of being at risk of harm. SMOOSH follows a structured process to determine the actions required under the governments "Keep them Safe" policy. All our Educators have undergone training and are aware of issues relating to child protection and their responsibilities as Mandatory Reporters.

SECC Board of Directors require all Educators to uphold a high Duty of Care and Children's safety is our number one priority.



## 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. SMOOSH has an Emergency Evacuation Policy and Procedure that is clearly displayed in the SMOOSH room. We practice emergency exit and lockdown procedures on a regular basis-once per term in each session of care to ensure children's safety.

In the event of a localised fire or emergency all Educators are required to check and vacate the kitchen, SMOOSH room, toilets and playground, then assemble the children under the fig tree in Gardeners Road Public School and check the roll. If it is considered unsafe then parents/carers will be contacted to collect their children.

## Illness and Medical Emergencies

If a child is not well or showing symptoms of an infectious disease whilst at home, families are not permitted to bring the child to SMOOSH and must inform the service of this. Children who appear unwell when families sign them in the morning will not be permitted to be left at SMOOSH.

If a child becomes ill while at SMOOSH the Nominated Supervisor or Responsible person will observe the child and determine a course of action based on:

- Children's health plan if any;
- SMOOSH duty of care requirements
- Infectious diseases policy (isolating a sick child from the other children)

If the child is too ill to remain at SMOOSH or has suffered a serious injury, parents will be immediately contacted to collect the child. Educators will also arrange for immediate medical advice/assistance. 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.

## Administration of First Aid and Medications

SMOOSH ensure that there is always a minimum of one trained First Aid, Asthma and Anaphylaxis staff member on site at all times. In the event of illness, First Aid will be applied based on the signs and symptoms experienced by the child.

If a child has a diagnosed medical condition then SMOOSH will require the following completed and supplied at the time of enrolment:

- Medication (Eipen/Anapen, Ventolin,

Antihistamine, Creams, ADHD medication)

- Action Plan completed, signed and dated by a doctor (Asthma, Anaphylaxis, Allergy)
- Risk Minimisation Plan (completed in conjunction with the guardian at time of enrolment)

Action Plans must be reviewed and completed by a medical practitioner annually and medication supplied must always be within the expiry date. SMOOSH will do their best to remind parents should Medication and/or Action Plans expire but ultimately this is the guardian's responsibility to monitor. Please keep a note of these important dates so you are aware when they are due. No child will be allowed to attend the service if current medical requirements are not up to date or expired. SMOOSH reserves the right to terminate care after repetitive requests to bring these up to date due to the safety and risk involved for the child.

Medication will only be administered when a completed Medication Form is submitted. When medication is being administered, two staff members will be present. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home. It is the responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place. The Medication Authority Form can be obtained from the Nominated Supervisor/Responsible person. Prescription medication will only be administered from the original packaging with the prescription sticker bearing the child's name, dosage, Doctor's name, time required and current use-by date. The



medication must match that specified on the authorisation form.

Authorisation for administering asthma or anaphylaxis medication are obtained in the enrolment form to manage serious allergies or asthma attack.

As there are a number of children in the school with serious allergies to various products we request you not to include high risk food items such as Nutella, peanut butter and nuts in the children's lunches. **SMOOSH strives to be a Nut Free Zone.** Please assist us in this endeavour.

## Sun Care and Hats

SMOOSH promotes sun protection behaviours and is a sun smart centre. We have a "No Hat No Play" Policy. Hats are to be worn outdoors at all times during the year. Children with no hats will only be allowed to play under shaded areas. Sunscreen will be provided but it is advisable to provide your own. On very hot days, 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, authorities where required and to our management on the day they occur;
- Reporting is consistent; and is compliant with the relevant Acts and Legislations.

We prepare a written report for any serious injuries and accidents such as bleeding head bumps, fractures, and severe headache. 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 treatment by Emergency services, an ambulance will be called and child may be transported in an ambulance to the nearest hospital.

Details about the symptoms, illness, child involved, first aid treatment and any medication administered by educators will be documented on the 'Incident/Accident/Illness Form' as treatment of the child is progressing, to ensure an accurate recount of events. Staff will endeavour to have a parent or guardian sign the illness form upon collection, or at the child's next attendance at the service. This form is to remain confidential and will be filed in the child's file in the locked filing cabinet.

## 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 circumstances. Information may only be discussed in appropriate forums and on a 'need to know' basis and is stored securely.

## 8. Complaints and Feedback

Feedback from children, parents and carers is important in ensuring that SMOOSH services are continuing to meet children and families needs and help us to continue to improve our service provision. Your feedback in relation to any aspect of service delivery is highly encouraged as part of our ongoing continuous improvement process.

### Complaints

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. SMOOSH supports an individual's right to complain. If you have complaint or comment about our services, we encourage you to talk to the SMOOSH Nominated Supervisor/Responsible Person. The Nominated Supervisor will arrange a time to discuss your concerns and address the issue with an intent to resolve in an amicable manner. A formal complaint can also be made using the complaint form in an addressed envelope to the Family and Multicultural Manager or Deputy CEO.

We have a procedure to respond to all complaints within



ten [10] working days of receipt. All complaints will be assessed and investigated on their merit as per SECC compliant handling policy. Complainant will be informed of the outcome.

We also seek feedback on our complaints handling procedure to continuously improve and serve our clients better. 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 Botany Road.

### Lost Property

Please label all your children's belongings to assist us in returning lost items to their owner when found. We have a lost property basket where all lost items will be placed. Any unclaimed items left in this basket will be

### Mixed Media Consent

We regularly publish mixed media images (photographs /film) of our service users to keep people informed of our activities.



These images are used for illustration purposes across our publications, including 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:

As a parent by agreeing to give us mixed media consent, it is understood that:

- No individuals featured in the images will be referred to by name
- You 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 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
- You agree that you will have no further rights in the media images including moral rights and copyright.
- SECC/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.

If you do not wish to consent mixed media consent, please indicate clearly on the enrolment form and the declaration page at the end of this handbook.



## Welcome to SMOOSH

To:  
 The Nominated Supervisor  
 SMOOSH  
 PO Box 3007  
 Eastlakes NSW 2018

### Declarations

- 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.
- 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.
- I have read, noted and accept that I am responsible for the payment of fees and payment methods on due dates as set out in the SMOOSH Enrolment Form.
- I am responsible for signing children into/out of SMOOSH providing emergency contacts, notification of when my child/ren will not be attending SMOOSH and late fees if coming after 6pm.

- 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.
- 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.

**I agree / I do not agree**

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.