

Safe Multicultural Out of School Hours (SMOOSH)

PARENT/CARER INFORMATION HANDBOOK



SMOOSH Hampden Park Public School

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**South Eastern
Community
Connect**

South Eastern Community Connect
Head Office

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Eastlakes NSW 2018

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Our Values

Trust

- We create culturally safe spaces and foster a non-judgmental acceptance of diversity, beliefs and ability
- We are responsive and transparent in the way we work
- We are socially, financially and environmentally responsible with the resources entrusted to us.

Belonging

- We empower and support each other to realise our full potential
- Success is achieved in partnership
- We respect and support the decisions and choices our clients make
- We recognise and value the contribution volunteers, supporters and staff make to our organisation and the community.

Service

- Together we approach each day with energy, passion and dedication
- We pursue excellence and consistency in everything we do
- We seek to enhance our work practices by supporting and nurturing innovation and creativity.

South Eastern Community Connect – A great place to work and contribute to the community.

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At South Eastern Community Connect we pride ourselves on working collaboratively with communities to provide access, equity, diversity, rights and participation to all people in all services we deliver to the community.

Our SMOOSH program was awarded the 2018 Bayside Council Business Award for Service Excellence in Education and Child Services!



WINNER

Excellence in Education and Child Services

Welcome to SMOOSH

Welcome to the Safe Multicultural Out of School Hours (SMOOSH) Program. This handbook gives a brief outline of the 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.



Service Information

The SMOOSH Program is operated by South Eastern Community Connect (SECC) a non-profit community organisation with over 40 years experience of meeting the needs of the local community. Our main office is located at Shop 84, Evans Avenue, Eastlakes Shopping Centre.

SMOOSH offers care for school aged children aged 5-12 years through the provision of Before and After School Care during the school term and Vacation Care during the school holidays.

SMOOSH is registered with the Department of Education and Communities (DEC) to care for up to thirty five (35) children at Before School Care, fifty (50) children at After School and thirty five (35) children for Vacation 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, After School and Vacation Care programs are open to students from Hampden Park Public School.

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 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.

SMOOSH Policies and Procedures

SECC Policies and Procedures guide management and educator behaviour to ensure compliance with relevant regulations including:

- Education and Care Services National Law, Education and Care Services National Regulations.
- Children and Young Persons (Care and Protection) Act 1998—Working With Children Check and Police Checks on recruitment
- NSW Food Act 2003
- Work, Health and Safety Act 2011
- Privacy and Personal Information Protection Act (NSW) 1998 and guide quality practice in accordance with National Quality Standards and My Time Our Place school age learning framework.

Policies and Procedures are available on site for families to view; to arrange a suitable time to view, please contact the Nominated Supervisor.

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. Our staffing arrangements are designed to enhance your children's learning and development and ensure their safety and wellbeing.

SMOOSH educators are all experienced and trained in OOSH care; including Diploma or Certificate 4 qualified educators. All educators have Anaphylaxis and Asthma qualification and nearly all have First Aid qualifications.

We are proud of our high staff retention rates; the SMOOSH educator team consists of permanent staff who are supported by our own pool of qualified casual staff. This ensures that children have the opportunity to build rapport with our educators and ensures our ability to provide a consistent, quality service.

The SMOOSH Nominated Supervisor - Rekkha Moda has 12 years experience working for SMOOSH, managing multiple OOSH services and holds an Advanced Diploma in OOSH care alongside extensive relevant experience.

Staff profiles of each current team members are displayed on the SMOOSH Information Board, in the SMOOSH room alongside the image and name of the nominated supervisor and/or responsible person.

All educators are deemed to be fit and proper persons to provide care for

children. This evaluation is made through undertaking Working With Children Checks, contacting referees, 100 point identification check, Police checks establishing the persons' good character and determining their capabilities to provide an appropriate standard of care.

Educator Ratios

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.



Childcare Subsidy (CCS)

SMOOSH parents are eligible for a Child Care Subsidy (CCS) fee relief from Centrelink. CCS is a single, means-tested subsidy paid directly to service providers:

- Under the CCS eligible individuals must confirm a child's enrolment record as being current and correct before CCS entitlements can be paid to SMOOSH.
- 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 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 CCS System, and the parent will be advised to talk to the provider. SMOOSH will need to resubmit an enrolment that is confirmed by the parent before CCS is payable. In the interim, the child can attend care, SMOOSH can 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 Child Care Subsidy which is available to support:

- Children at risk of serious abuse or neglect;

- Grandparent primary carers on income support;
- Families experiencing temporary financial hardship.

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:

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



Hours of Operation

Before School Care:

7:00 am to 9:00 am Monday to Friday.
Breakfast provided between 7:30am and 8:00 am

After School Care:

3.00 pm to 7.00 pm Monday to Friday.
Afternoon tea provided between 3:30 pm and 4:00 pm

Pupil Free Days and

7.00am to 7.00pm

Vacation Care:

7:00 am to 7:00pm except for public holidays where SMOOSH will not operate. SMOOSH is usually closed for two weeks over the Christmas Break.

- SMOOSH provides Vacation Care on the school premises and has excursions off site.
- Lunch must be brought from home for each child unless otherwise stated in the program. It is recommended an ice block is included with lunch as no refrigeration is provided for children's lunches.
- Breakfast, morning tea and afternoon tea are provided as above.
- Please note that Vacation Care fees are covered by the Child Care Subsidy, but the cost of excursions is not.



Contacting SMOOSH

SMOOSH Hampden Park Public School

Mobile: 0415 783 558

E-mail: smoosh_HPPS@secc.sydney

South Eastern Community Connect

Head Office

Telephone: 8338 8506

Fax: 8338 8502

E-mail: or smoosh@secc.sydney

Postal Address

SMOOSH

PO BOX 3007

Eastlakes NSW 2018

Location

SMOOSH is located in the School Hall at Hampden Park Public School.

ENROLMENT

To enrol your child in Before and After School Care, South Eastern Community Connect must receive the following for each child prior to their attendance at SMOOSH:

- A completed Enrolment Form for each child (located at bit.ly/smooshform)
- A Signed copy of the “Declarations” page of this handbook (see final page)
- Payment of the family registration fee (\$35)

If your child/ren has additional needs or special circumstances, it is essential and a requirement that you include on the enrolment form. E.g. A diagnosed illness/condition; a court order is in place; behaviour managements issues, etc. If you tick yes in the “Additional Information” Section you need to ensure sufficient information is given to enable the SMOOSH team to meet his/her needs in an informed and appropriate manner. Please supply a copy of all management plans currently in place to support your child/ren.

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. To assist in ensuring forms are completed correctly please double check that:

- Dates of birth and CRN for parent/s and children are provided for Childcare Subsidy purposes.
- All areas of the enrolment form requiring signatures are completed.
- You have indicated the correct days and sessions you wish your child/ren to attend.
- Two [2] ‘Emergency Contacts’ details are provided, this must be two [2] people OTHER than the parents of the child/ren.

Following receipt of you enrolment form, 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.

All records are maintained in-line with SECCs Confidentiality and Privacy Policies and Produces and are stored in a secure location.



Annual Before /After School Care and Vacation Care Enrolments

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. Places are limited so please aim to register as soon as possible, in the event that there is no vacancies, a waiting list will be maintained and offers made in order of receipt.

Casual Users

Casual bookings are accepted by calling 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.

Places are limited and therefore if you require a regular booking we recommend you make a permanent booking as 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 or on the Sign In/Out table in the SMOOSH room. This form must be completed and placed in the white folder on the Sign In/Out table, it is clearly marked and should be easy to find. **Please note that verbal advice of changes will not be accepted.** Until the Change of 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.



How SMOOSH Communicates with Parents

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

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.



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.

Pupil Free Day:

\$46 per child per day/\$48 for casual Booking

Vacation Care:

\$46 per child per day/\$48 for causal booking plus excursion cost.



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 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

Payment of fees for SMOOSH is via a direct debit system called Debit Success. This payment system withdraws the amount due each fortnight from your nominated bank account.

Statements will be issued via email every fortnight reflecting the fortnight's usage at the centre.

Fees contribute towards the successful running of the SMOOSH Service. SECCs Policies and Procedures 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.

Receipts

Receipts will be emailed to you every week on Mondays. All concerns regarding fees and receipts should be directed to The Nominated Supervisor.

SMOOSH Administration tasks are completed during school hours, outside of the SMOOSH program.

Late Collection of Children Fees

Late fees apply to Before, After School Care, Pupil Free Days and Vacation 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 6.00pm.

After 7:00pm 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 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.





The SMOOSH Program

Routine and Activities

The SMOOSH Program is designed to provide a range of indoor and outdoor age appropriate activities that are safe, fun and stimulating. Activities include art and craft, cooking, play, games, homework and sports. Children are given both choice and 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 8:50am: Supervised indoor/outdoor activities
- 8:50 to 9:00am: Roll Call, transfer of students to playground: supervision from school Teacher Playground Duty

After School Care Daily Schedule

- 3:00 pm: Children arrive. Roll Call
- 3:00 to 3:30pm: Supervised Indoor activities
- 3:30 to 3:45 pm: Afternoon Tea
- 3:45 to 7:00 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)
- 7:00 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.

If your child/ren has any dietary requirements please ensure that this is indicated on their enrolment form and communicated with SMOOSH Staff.

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.

Pupil Free Day and 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 hours of 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. It states that we respect and ensure the rules promoted by SMOOSH and Bankstown South Infants 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.



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 school teachers 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.

Vehicle Access to SMOOSH

Access to SMOOSH is via the gates on Hampden Road, Lakemba. There is no on-site parking available.

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 the SMOOSH morning session and sign out at the time of pick up in the afternoon. This is done through a digital sign in system called the kiosk located in the SMOOSH room. It is vital to the effective running of SMOOSH, 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 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 written approval authorising and advising the name of the person (if this person has not previously been listed by you as an "Emergency Contact"), a description of the person and their relationship to the child. The person authorised to collect the child 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 which significantly impacts on the afternoon program.

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 0415 783 558.

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 kitchen, SMOOSH room, toilets and playground, then assemble the children at the 'Safe Zone' at Bankstown South Infants 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 can spread among educators and children quickly in the child care environment; children may only attend SMOOSH when they are well enough to do so. **Please keep sick children home from**

care and school. 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.

Parents/carers of any child with a diagnosed anaphylaxis, asthma, severe allergy or condition are required to

supply a number of documents prior to the child attending the service including the child's Medical Management Plan, Risk Management Plan, Medication and Medication Authorisation. Please discuss any concerns regarding medical management plans with 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 South

Eastern Community Connect 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.

Confidentiality

SECC acknowledges and follows confidentiality guidelines as outlined in the legislative requirements. Confidential documents pertaining information about children, parents/carers, families and educators are stored in a secure location.

Complaints and Feedback

Feedback is welcomed and important in ensuring that services continue to meet the needs of children and families. We use feedback to improve our service quality and to look into and respond to any identified issues of concern.

Feedback can be compliments, complaints and suggestions:

- **Compliments:** are welcomed and can be passed on to any SMOOSH staff member or the Nominated Supervisor.
- **Suggestions:** can be made via the suggestion box located at the SMOOSH sign in/out desk to help identify any areas or ideas which could assist in improving the care, play and learning opportunities provided to children.
- **Complaints:** Can be made by in person by speaking with a SMOOSH staff member or by completing a complaint form located at the SMOOSH Sign in/out desk or by speaking with the Nominated Supervisor.

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. 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 ongoing continuous improvement process.

SMOOSH supports an individual's right to complain. If an individual has a complaint or comment about SMOOSH, you are encouraged to talk to the Nominated Supervisor who will arrange a time to discuss your concerns and to seek a satisfactory resolution. 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.

Complaint Resolution

SECC aims to resolve complaints and concerns as quickly as possible, should you be unsatisfied with how a complaint has been resolved please contact the SECC Executive Management team:

- By Calling (02) 8338 8506
- In person Shop 84, Eastlakes Shopping Centre, Eastlakes 2018
- By mail: PO Box 3007 Eastlakes NSW 2018
- By email to secc@secc.sydney

Formal Complaints will be acknowledged and resolution sought 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: (02) 9286 1000

Fax: (02) 9283 2911

TTY: 9264 8050

Toll Free: 1800 451 524

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 Policies and Procedures and is available for anyone to read at SMOOSH.

Other Important Information to Note

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 any of your personal belongings please label them and consider leaving valuable items at home.

Mixed Media Consent

South Eastern Community Connect and SMOOSH regularly publish mixed media images (photographs/film) of its service users to keep people informed of our activities. Informed Mixed Media Consent is obtained from children's parents/guardians prior to images being taken or used in any SECC publications;



including our brochures, reports, newsletters, resources, website, Facebook, media releases and YouTube.

No individuals featured in the images are referred to by name. South Eastern Community Connect and SMOOSH agree not to use any image in a manner that may be deemed adverse or defamatory to the individual, SECC/SMOOSH further agrees that it will not use the image for any political, religious or commercial gain.



Classes and workshops

Playgroup fun ahead

We offer a range of supportive and expertly run playgroups for the community. Why not join us?

Mondays during school term (from week 2)

10AM to 12PM

SECC Community Hub, 1007 Botany Rd, Mascot

Tuesdays during school term (from week 2)

10AM to 12PM

Eastlakes Public School

Wednesdays during school term (from week 2)

10AM to 12PM

Hall 1, Kensington Park Community Centre, Kingsford

Thursdays during school term (from week 2)

10AM to 12PM

Green Square Community Centre, 3 Joynton Ave
(entry via Portman St)

Fridays during school term (from week 2)

Lexington Hub, 3-7 Lexington Place, Maroubra

Call Bronwynn on 0421 741 866 or email
familysupport@secc.sydney for more info.



Need a bit of extra support?

We offer Family Case Management assistance to families who need a little extra help. Call Nicole on 7903 0607 to find out how we can support you.

What else is on offer?

- CPR & First Aid for Babies and Children: Thursday 25/7, 12/9, 17/10.
- Book: bit.ly/CPRMascot



Classes and workshops

SECC English Groups

South Eastern Community Connect (SECC) runs English classes every Friday for parents and grandparents. Held from 10am to 12pm during school term in the new SECC Community Hub in Mascot, the classes include an interactive lesson which involves both parents/carers and their children.

For the first 90 minutes we provide an English class while our childcare staff take care of your children. The last part of the class is an interactive lesson which includes the kids and involves singing, reading and learning new words and themes to help with preparation for pre-school. We also provide help with parenting, integration and socialisation. **Cost: \$20 per school term.**



Support for Dads

We regularly run workshops to help empower new fathers in their role.

Sometimes implementing small changes can make a big difference in the parenting role.

We often run workshops which help dads make the most of everyday moments with children from birth to three years. Participants learn to build loving relationships with their children and capitalise on daily routines.

Call Bronwynn on 0421 741 866 or email familysupport@secc.sydney for more info.

SECC Community Hub, 1007 Botany Rd, Mascot