



PARENT HANDBOOK

Nominated Supervisor contactable at roxy_911_1989@hotmail.com

- **Budgewoi Public School** LUKELA Avenue, Budgewoi New South Wales 2262 0419 413 017
Before School Care 6:30 – 9:00 AM \$19.50
After School Care 2:45 – 6:00 PM \$25.50
Vacation Care 6:30 AM – 6:00 PM \$60.00(+ \$15 Activity days, + \$18 Excursion days)
(Parents are eligible to receive weekly child care benefit and child care rebates to reduce their fees.)
- **Macaquarie College School** 182-222 Lake Road, Wallsend New South Wales 2287 0423 015 501
Before School Care 6:30 – 8:30 AM \$19.50
After School Care 2:40 – 6:00 PM \$25.50
Vacation Care 7:30 AM – 6:00 PM \$60.00(+ \$15 Activity days, + \$18 Excursion days)
(Parents are eligible to receive weekly child care benefit and child care rebates to reduce their fees.)
- Enrolment forms and detailed policies are available via email or by visiting the service.
- Enrolment will only be accepted once enrolment form is handed in and the Regional Manager emails you to confirm and set up your Xplor Account. Once your Xplor Account is set up your enrolment will be given a start date.

FEES: It is YOUR responsibility to ensure that your account is paid on a regular basis. We use a system called Xplor for Direct Debits, these happen every fortnight on a Friday from your nominated account or card on Xplor

A condition of your enrolment will be to provide credit/debit card details in the event that your account becomes overdue, and if we need to deduct fees from this account an additional 1.5% transfer fee will be charged as well. However, we do not automatically take money from your account.

We are aware that many families live from week to week and need to be able to manage their finances, and unexpected events occur to sometimes prevent this from happening. Feel free to contact Roxanne at

roxy_911_1989@hotmail.com if you are having financial difficulties and require an extension on your fee payment.

In order to ensure smooth daily operations, we ask that parents respect the following policies listed below:

- Parents must sign their child in and out each session. Parents must contact OOSH by text if their child is going to be absent from their booking so that the educators are not looking for them.
- The flexibility of a casual booking request will incur a \$1 fee per session. **CASUAL BOOKINGS** are charged *even if your child fails to attend*. Because casual families are only charged for the days they book, and arrangements are made to accommodate the additional children, charges will be incurred even if the booking is cancelled at the last minute.
- Non – prescription medications will not be administered under any circumstances. This includes Panadol, Nurofen, creams and herbal medicines. Prescribed medications will only be administered after families have completed a medication record. If your child suffers from Asthma or Anaphylaxis it is a requirement that medication and action plans are provided to be kept at the service.
- Emergency contacts listed on your child's enrolment form must be people other than the child's parents, and they must be able to collect your child in the event of an emergency. If someone is collecting your child the service will require written permission that can be used to check the person's identification upon pick up.
- If a child is going to be away during school term, please provide at least 2 weeks notification of their absence to receive half fee discount to reserve the position for their return.
- Half fee discount will also be available if your child is away from school and OOSH for 3 or more consecutive days with a contagious disease when OOSH has been notified on day one of their absence and a doctor's letter is provided.
- Vacation Care bookings will be taken mid way throughout each term, with parents being charged for the days they book. Cancellations received less than 2 weeks prior to the commencement of Vacation Care will still be charged.
- Children exhibiting dangerous behaviours will be supported with individual behaviour plans collaboratively developed with OOSH, School teachers and parents. If a child becomes a risk for OOSH to provide duty of care to the remaining children, alternate care may need to be arranged.
- Mini Miracles fosters the development of independence and child awareness of personal safety. With the exception of kindergarten, please ensure that your child is aware that they are expected to walk from their classroom to after school care. If your child decides to catch a bus or go home with a friend before educators are able to locate them, educators will not be able to leave the premises or be held responsible. The educators will follow policy procedures, making every effort to locate your child and will contact emergency services to assist in the search if they have not arrived to after school care.
- Families are expected to follow our grievance policy: If you are unhappy with anything that occurs at the service, you have the right to raise it immediately so the situation can be investigated and to ensure that it doesn't happen again. Families are asked to raise any concerns directly with the service, or you can email the nominated supervisor at

roxy_911_1989@hotmail.com. We will then find a solution for the issue and provide you with an update as to what has been done to ensure whatever your concerns was has been answered and resolved. Our service has a great rapport with all families utilising our care, and relies on your feedback to ensure we are meeting the needs of the school community at all times.

- Afternoon Tea caters to a range of cultures, tastes and nutritional requirements, and is designed as an afternoon snack. Because Mini Miracles are also nut free we ask that parents do not provide any additional foods that may contain nuts, Peanut Butter or Nutella. Kiwi fruit is also a common allergen. Vacation care offers breakfast, morning tea, lunch and afternoon tea.
- Families are expected to make appropriate arrangements to collect their child in the event that their child becomes sick whilst at OOSH if the educators contact them to collect their child early. Our service is not set up to cater for unwell children, and we endeavour to minimise the spread of infections at all times.
- Whilst our service will operate at above staff :child ratio, there may be the occasional accident / incident where an ambulance is required. If this occurs, parents will be contacted immediately, and the cost of the ambulance will be borne by the family. An educator will remain with your child and travel to the nearest hospital with them if necessary, until such time as a parent arrives.
- Families are expected to collect their child or make necessary arrangements with an emergency contact prior the service closing time. **Late fees of \$5.00 per minute** will be charged, and your position may be cancelled, for parents who are habitually late collecting their child.
- Families need to be aware that **all Mini Miracles OOSH services close for a 3 week period in December** . This means we are closed from the end of the last week of Term 4 each year. The service will re-open again for the last 2 weeks of the January School holidays.
- 2 weeks notice of cancellations is required, or normal fees apply. Casual bookings offer flexibility to choose different days each week, however, once a casual booking is requested the charges will apply and meals will be arranged for your child, even if the child is absent on the day.
- Families are only charged for days booked during vacation care. Absences and cancellations during school holidays will be charged at the normal rate. Families booking for Vacation Care and then cancelling in the last week of school term will STILL be charged as staffing, excursions, food, equipment orders, activities, buses etc have already been organised.
- In the event of an emergency, children may need to leave the premises for the safety of all parties. During our 3 monthly emergency drills it is imperative that our service will follow procedures to the evacuation points, which may require leaving the school premises. If a parent disagrees with this, they will need to notify the OOSH staff upon enrolment.
- Please join our private Facebook group for updates, news and feedback opportunities. It is against service policy for members of the group to post a picture of another child on their personal social media account. Please do not screen shot or repost pictures. If found, they will be reported to Facebook to be deleted and you will be removed from the group.

Budgewoi: <http://www.facebook.com/groups/minimiraclesbudgewoi>

Macquarie College: <http://www.facebook.com/groups/minimiracleswallsend>

Our Services are rated: Meeting Quality Standards

ALL SERVICE POLICIES AND PROCEDURES CAN BE VIEWED AT THE SERVICE OR VIA EMAIL REQUEST

PHILOSOPHY OF MINI MIRACLES PTY LTD

“EVERY CHILD DESERVES A CHAMPION IN THEIR LIVES, SOMEONE WHO BELIEVES IN THEM, WHO WILL LISTEN TO THEM, AND WHO MAKES THEM A PRIORITY”

Mini Miracles staff are those individuals who invest their time, effort, energy and enthusiasm into the care and nurture of children attending our service, so that high quality recreational child care is provided in a safe, stimulating and caring environment, whilst at the same time providing an opportunity for children to feel valued and heard. Within this environment, the rights of the individual are respected, the needs of middle childhood are acknowledged, and children are assisted to develop their confidence and abilities within daily social interactions.

OUR PURPOSE

To provide a viable and reflective school-aged service that meets the needs of the individual, and the wider school community in an age of changes, uncertainty and growth.

OUR AIM

To ensure that the rights of the individual are always respected and promoted To provide a culturally diverse program that recognises the individual within the group, To provide opportunities for friendship, and support children in their development To provide a “home away from home” environment that promotes and challenges gender equity, encourages mutual cooperation and respect, and caters to individual and family needs. To recognise the importance of middle childhood and provide a program that reflects the needs of the children and families attending our services.



We recognise the traditional owners of the land that we meet, the Darkinjung and Awabakal people and pay respect to the elders both past and present.