



Family Handbook

Lapstone Public School Grounds

Explorers Road, Lapstone, NSW 2773

Phone: 02 4708 1850

Mobile: 0468 928 582

Website: lapstoneoosh.org.au

Email: coordinator@lapsotoneoosh.org.au

Operating hours:

Before School Care: 6:45am - 8:45am

After School Care: 2:55pm - 6:30pm

Vacation Care: 6:45am - 6:30pm

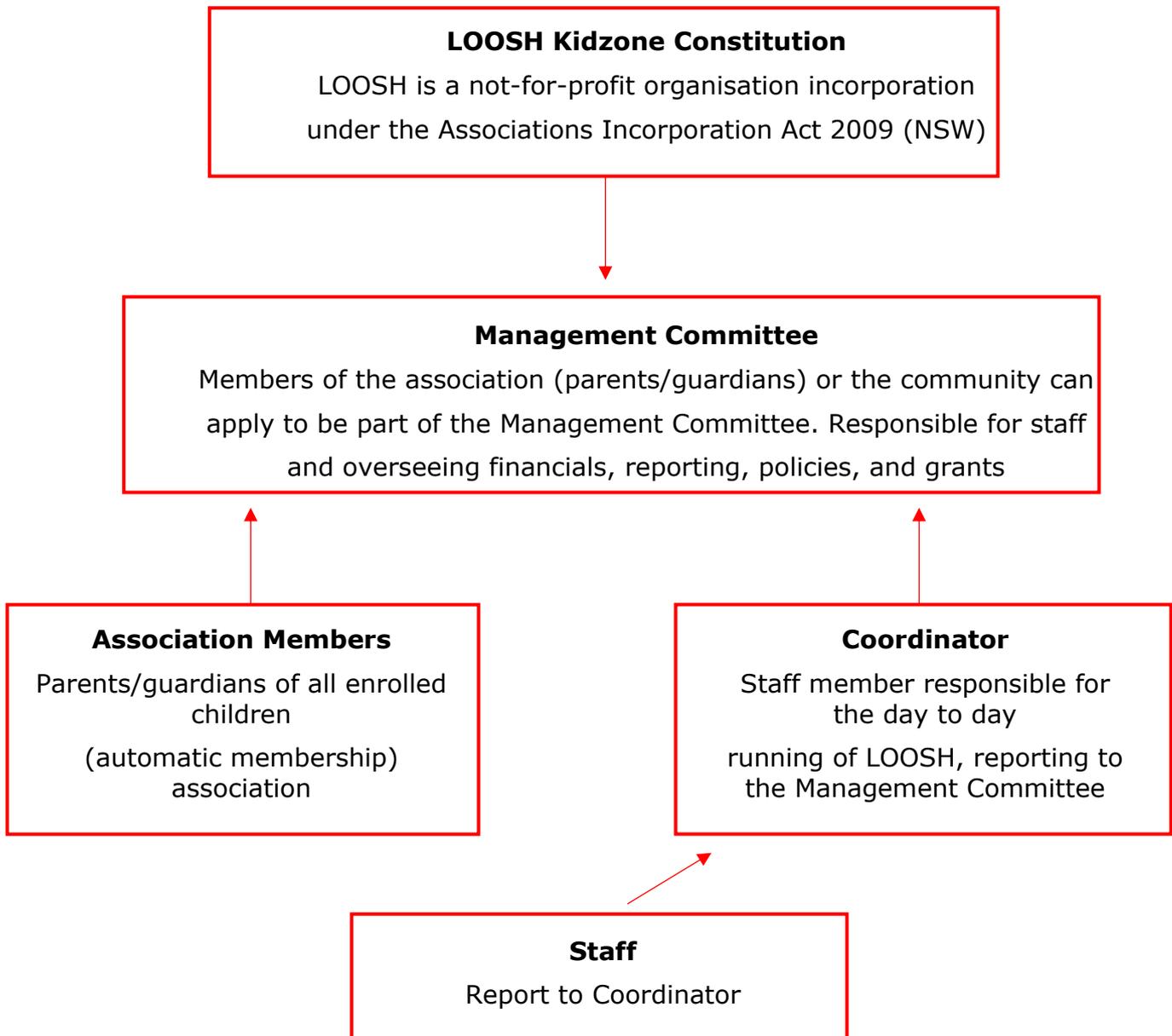
Childcare provider numbers

Before & After School Care: 555 077 544S

Vacation Care: 555 007 545K



How does LOOSH management work?



LOOSH Wants You!

LOOSH relies on parents/guardians and the community to become active members of the Management Committee.

The Management Committee convenes once a month to make decisions and discuss ideas that ensure we can provide a high standard of service and care for your Child/ren.

To find out more, speak to the LOOSH coordinator.



LOOSH philosophy

Lapstone OOSH, also known as LOOSH, is a parent-run, not for profit before and after school care service that was established in 1996 with the endorsement of the RAAF community and broader Lapstone community. We are open for before school care between the hours of 6:45am to 8:30 am and for after school between the hours of 2:55pm to 6:30pm. We offer a Vacation care service during the school holidays to the Lapstone community, as well as all surrounding suburbs.

We respectfully acknowledge the Darug and Gundungurra people as the Traditional Custodians of the land we live and work on. We believe it is important to weave the Indigenous culture into our daily practices through holistic and respectful approaches and we seek to develop relationships with key people that can help us to achieve this. We recognise that we are a multicultural society, and value diversity of cultures, religions, and beliefs.

At Loosh we recognise that children learn socially and that one of the most positive forms of achieving social learning is through peer engagement amongst all age groups. Our open design learning environment caters for this, and promotes flexibility, allowing for plentiful grouping times between all ages.

Our environment is designed for optimal engagement and inspires learning amongst all age groups and caters for the individual inclusiveness of all children. Through flexibility and access, children are able to develop upon their autonomy and feel a deeper sense of belonging to their environment. At Loosh we recognise how important environments are for learning, building engagement and developing independence.

We strongly believe in the importance of professional development amongst our team of educators and recognise that this is achieved through a supportive and encouraging management system. We place a high degree of importance on internal training and knowledge sharing, and this is complemented by providing access to external training services for ongoing learning for our team. Educators are encouraged and supported to extend upon their maturing knowledge, whilst understanding the importance of the personal responsibility that comes with individual learning.

Our educators understand the importance of reflective practice and conclude that education is ever evolving and as such, requires thoughtful pedagogical approaches at all times. We recognise the importance that comes with reflecting upon current theology, and endeavour to implement such knowledge through embedded practice, engaging learning environments, positive interactions amongst children, families and peers, and an enriching educational program.

At Loosh our program is holistic and dynamic, it is constantly evolving as educators respond to children's interests, knowledge, culture and through intentional teaching and spontaneous learning, whilst recognising child led and intrinsically motivated play as it occurs. We encourage and support group-based learning and play and feel passionately about allowing children to explore the program through enriching and hands-on experiences, with acknowledgement of the My time our place framework, which assists in guiding our teaching pedagogy.

We conceive that children are competent, capable learners with the confidence to take leadership in their learning through following their self-motivated interests and ideas. Our educators are responsive to children's learning as it occurs and recognise the importance of scaffolding children's thoughts and knowledge as they continue to build upon their agency and independent thinking, with their educator to guide them.

We understand that every child has rights, and each child should be supported to understand their rights as they grow and learn. We recognise that children have the right to express their thoughts and ideas and for those ideas to be respected and taken seriously. Through this, we believe we can assist in bringing forth a culture of thoughtful, independent young people for our future.



We firmly believe that our families, like the children, should feel a sense of belonging to our service, and through this, always feel welcomed. Our team of educators are always enthusiastic to listen and collaborate with families regarding the best interest of each child, to build a sense of unity amongst our community at Loosh. We believe in shared learning amongst families and educators; families are a child's first teacher and educators are here to support them through listening, guiding and sharing their professional knowledge.

At Loosh we are passionate about our beautiful outdoor environment and feel strongly about embedding sustainable practices into our program and everyday routines. We believe in supporting children to understand the impact we have on our planet and strive to make small changes as often as we can to create a more sustainable future.

ENROLMENTS & BOOKINGS

LOOSH uses Qikkids' My Family Lounge portal for enrolments, bookings, and cancellations. The My Family Lounge portal can be downloaded on Google Play App or Apple App Store. It can also be accessed from a web browser through our website or www.qikkids.com.au/My-Family-Lounge/home For current fees, please refer to our Fees Policy, available from the centre or upon request.

CANCELLATIONS

Cancellation of service must be notified 14 days in advance to ensure no further charges are made to the account.

ABSENCES

Absences must be marked on the My Family Lounge portal before the child/ren is due to attend. If a child is absent for a session and no notice is given a **\$5 non- notification fee** may be charged. No fees will be charged for absences marked 14 days in advance.

CHILD CARE SUBSIDY (CCS)

Reduced fees via the CCS Scheme are available to eligible families, to find out if you are eligible or to claim the CCS visit

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

ARRIVAL PROCEDURE

Children are not to be left at the centre prior to the opening hours of the service. Children must be signed in on the QK Kiosk portal by a parent/guardian before leaving the service.

DEPARTURE PROCEDURE

Children must be collected before 6:30pm and signed out on the QK Kiosk portal. If parents/guardian fails to collect the child/ren before closing time, a late pick up fee may apply. If the parent/guardian or authorised person has not collected the child/ren before



or staff present are not familiar with them, they will be required to show photo ID before collecting the child/ren.

LATE DEPARTURE FEE

All children must be collected by 6.30pm during term time and during vacation care. Failure to do so will activate the Late Departure Policy (also see changes to attendance policies for full details) which has the following additional fees:

- \$20 for the first five minutes and \$1 per minute thereafter.
- after 30 minutes, the fee will increase to \$5 for every minute.
- after 1 hour, the Failure to Collect a Child policy will be activated (for the avoidance of doubt the time will be taken from satellite timekeeper i.e. apple device) and
- any late fees incurred will be added to the fees due in the following week.

The second time a family activates the late departure policy within the same school year, the fees will increase to \$20 for the first 5 minutes and \$5 for every minute thereafter. This will also apply to subsequent late collections within the same school year.

EXTRA CURRICULAR ACTIVITIES

Parents/guardians must complete an extracurricular activity form before a child may be able to leave the service to attend other activities (band, ukulele, karate, dancing, yoga, ect).

FOOD AND NUTRITION

Nutrition and healthy eating is an important lifestyle choice LOOSH supports. We provide a high-quality variety for breakfast and afternoon tea options catering to all children's needs. Children attending the service may be allergic to different foods, so to ensure the safety of all children, we ask that children refrain from eating foods they might have brought into the service in their bags/lunch packs.

PARENT COMMUNICATION

Families will be informed of all relevant issues, upcoming events or service information via direct contact, SeeSaw App, Facebook, email, invoices, or the school newsletter. If families wish to discuss or exchange detailed information about their child/ren or the service, please approach the Coordinator or arrange an appropriate time to suit both parties.

GRIEVANCE PROCEDURE

LOOSH acknowledges the right of individuals to express their grievances without bias. Parents/guardians are encouraged to speak to staff about any concerns they may have. They may alternatively choose to contact the Management Committee on looshcmte@gmail.com LOOSH also has a suggestion box available for all families,



children, and members of the community. To accommodate all families situations, we also have a complaints form that can be filled in via the centre website.

SUN PROTECTION

All children are required to wear a hat and sunscreen for outdoor play when over the UV level 3. If children do not have a suitable hat, LOOSH will provide a hat for the session. Staff will role model the correct behaviour alongside remind children to wear hats and reapply sunscreen at appropriate times.

RISK MANAGEMENT

LOOSH has risk management plans in place for high-risk areas around the service, such as water safety, hazardous materials, and management of animals. The risk management plans are available upon request.

MULTIMEDIA

Committee approved G/PG movies, television and computer games are available at appropriate times for both educational and enjoyable purposes. Families have the right to refuse this option on the enrolment form. Technology also has a block on all websites except those used for homework. Access to restricted sites requires certified staff password to ensure only age-appropriate content is accessible by the children.

INCIDENTS & ACCIDENTS

Children are always supervised; however, accidents can happen. When this happens the child/ren involved will be attended to immediately and assisted by a qualified staff member with a first aid qualification. Depending on the incident a report will be made, or if hospitalisation is required an ambulance will be called. Staff will accompany the child and the contact person(s) will be informed immediately.

SICKNESS & MEDICATION

Sick children and/or children with a contagious illness may not be able to attend the service to maintain the health & wellbeing of all others in accordance with the "5th Edition Staying Healthy, Pub 2012". Children requiring medication while at LOOSH will need a form completed by a parent/ guardian alongside the medication in its original packaging, dosage and time to be taken.

BEHAVIOUR GUIDANCE

LOOSH staff aim to provide a positive and consistent method in relation to behaviour, allowing the child/ren to know LOOSH rules and expectations. We encourage the children to take ownership and self-control and enhance positive sense of self-worth. Behaviour support plans are available, catered to the individual child in collaboration with family and staff to meet the needs of the child to the best of our ability.



STAFF

The ratio is 1 staff to 15 children; however we aim to maintain one staff member over ratio at all times to ensure all needs are being met. While on excursions the ratio is 1 staff to 8 children, and 1 staff to 5 children when near water.

POLICIES & PROCEDURES

LOOSH policies and procedures are always available at the front desk, in the "Policies" folder. Policies and procedures are reviewed each year to ensure they are current. If there are any questions regarding these please ask the Coordinator for clarification. All stakeholders are expected to follow LOOSH policies and procedures.

EMERGENCY PROCEDURES

Due to our location, we are at a high risk of bush fires, especially in the summer months. In the event of unexpected fire in the area, staff will use all means available (SeeSaw, Facebook, email, and telephone) to notify families to collect their child/ren as matter of urgency and may remain closed for as long as necessary. It is important that parents/guardians provide LOOSH with adequate emergency contact details in the unlikely event of an emergency or evacuation.

TRANSPORT

Children from other schools in the area attending the service are escorted to and from the Lapstone Primary School bus stop by a staff member or via our private bus service. The staff will wait with the children and ensure they reach their destination and are accounted for to the best of their ability. Risk assessments have been completed and can be viewed upon request.

DAILY ROUTINE & PROGRAMMING

LOOSH invites all stakeholders to be part of the children's ongoing progress and personal development as documented on each child's SeeSaw journal. Our educational program is Child centred and aims to capture the interests of each child. Termly assessments are completed that evaluate the children's participation within the program.

Our menu, daily routines and weekly programs are available through different means and can be individually provided on request. We also invite families to provide feedback and input into the program wherever possible.

VACATION CARE

LOOSH management aim to have the Vacation care program out by week five of each term. Each day within Vacation care is themed and will encompass a mixture of excursions and inhouse shows, these additional experiences add a total of \$20 to the daily fee. Vacation care bookings need to be made through the My Family lounge app. Fees for vacation care are \$60 per day + excursion costs.