



Kids Biz OSHC

Kids Biz Holidays & Sports Pty Ltd

Kids Biz Holidays & Sports FAMILY HANDBOOK



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Gungahlin

Kids Biz Holidays - Gungahlin
Gungahlin College
Hibberson Street
GUNG AHLIN ACT 2912
0405 956 098

Pearce

Kids Biz Holidays - Pearce
Melrose High School
Marr Street
PEARCE ACT 2607
0415 294 050

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WELCOME TO Kids Biz Holidays & Sports

Thank you for enrolling with Kids Biz Holidays & Sports (Kids Biz). **Kids Biz** is one of the leading providers of out of school hours care (OSHC) for primary aged children with a proud 16-year history in the ACT. **Kids Biz** provides affordable, high quality and inclusive child care incorporating sports coaching and creative group learning activities for children of all backgrounds and abilities.

Our uniquely local presence enables our entire team to be easily accessible and readily available. As a highly sought after employer **Kids Biz** benefits from a hand-picked, dedicated and experienced team. Our staff are highly motivated, proactive and can respond quickly to meet the needs of the program and community.

With a strong reputation and an impeccable record with both Territory and Federal regulators, **Kids Biz** provides a diverse range of sporting and creative activities that have been specifically designed for primary school aged children. The well-established program and staffing structures enable children to engage in active learning that supports balanced physical, emotional and intellectual development.

Our Service truly values the feedback, suggestions and contributions from all families, as we continually seek to refine and deliver high quality Vacation Care services for the Canberra Community.

Philosophy

Kids Biz will provide a safe, secure, stimulating and enjoyable environment with an atmosphere that promotes the development of happy and healthy children. At all times we will provide positive reinforcement and guidance to children in our care, whilst encouraging them to accept and value others for who they are. By fostering children's initiative, communication, confidence and self-esteem we provide equal opportunities that empowers children to learn and develop at their own pace in a stimulating, well-balanced and structured setting.

History

Kids Biz was established in late 2002, with the goal of developing an active, affordable, high quality and inclusive child care service for children of all backgrounds. 16 years later, Kids Biz have established a trusted reputation within the community and an impeccable record with both ACT and Federal government regulators. The programming approach places great value on encouraging contributions and guidance from families and the local community that we work in partnership with, to achieve the best outcomes for children.

Opening Hours & Fees

The fees for 2018-2019 at Kids Biz Holidays & Sports are shown below for your reference. Fees are due on the first day of each school holiday period.

Centre	Opening Hours	Fees
Kids Biz Gungahlin – Full Day	7.30am – 6.00pm	\$85.00
Kids Biz Gungahlin – Half Day	7.30am – 12.00pm	\$45.00
Kids Biz Pearce – Full Day	8.00am – 6.00pm	\$85.00
Kids Biz Pearce – Half Day	8.00am – 12.00pm	\$45.00

CCS fee reductions are available for eligible families.

A late fee of \$2.00 per minute, per family, will apply for any children picked up after the service finishing time.

Payment Options

Payments for Vacation Care can be made via Direct Debit or BPay. All payments are due on the first day of the school holiday period.

- Direct Debit - automatic debit from your bank account or credit card on the first day of the school holidays - use of credit card will incur additional fees through Debitsuccess.
- BPay – details will be provided on the first page of your statement, and payment can be made through your internet banking

Payments are required to be made on the first day of the school holidays. A \$30.00 late payment fee will be applied for payments not received on time, and your child's place at the program may be withdrawn. Full terms

and conditions can be accessed at <https://www.kidsbizholidays.com.au/terms-conditions> and must be agreed to upon enrolment.

Child Care Subsidy

Kids Biz Holidays & Sports is an approved childcare provider, which means families can access all eligible CCS entitlements under the Child Care Subsidy System. Child Care Subsidy is a payment from the Australian Government that assists you with the cost of your child care. You can receive the Child Care Subsidy if you are a parent, foster parent or grandparent with a child in your care who is attending our service. The amount of Subsidy you will receive is determined by an income and activity test.

Child Care Subsidy is paid for up to 42 absences for each child per financial year. These absence days can be taken for any reason with no evidence required. Child Care Subsidy is also paid for additional absences above the 42 days for certain reasons but particular support evidence is required.

The Department of Education has strict regulations regarding when CCS can be paid. CCS cannot be claimed before a child's first physical attendance at a service, or after their last physical attendance at a service. This means if a child is absent on their first day of care, full fees will be charged for any absences leading up to their first physical attendance. If a child is absent on their last day of care CCS will not be paid for any absences following their last physical attendance.

An enrolment is taken to have ceased for Child Care Subsidy purposes if a child does not attend a session of care for 8 continuous weeks, and a new enrolment notice is required if they return to care. This means that each school holiday period is viewed as a new enrolment, and cessation of care will apply to absences on the first or last day.

If CCS has incorrectly been paid for absences before a child's first attendance, or after a child's last attendance this amount will be recovered by Centrelink and you will be required to pay the difference to Kids Biz.

Parents/guardians must provide all Customer Reference Numbers (CRN's) to receive Child Care Subsidy entitlements. There is one for each child and one for the parent/guardian claiming child care fees assistance. Please note these fee reductions are dependent upon your child's vaccinations being up to date. The Government's 'No Jab, No Pay' policy applies.

Please contact the Family Assistance Office for more information on 136 150.

Enrolment

All enrolments for Kids Biz are managed online through the My Family Lounge system. This system allows families to complete their enrolment form and manage their child's bookings online. Bookings can also be made through the My Family Lounge mobile app after the enrolment form has been completed.

Instruction guides to assist you with enrolment can be found at <https://www.kidsbizholidays.com.au/new-families>. You can also contact us at admin@kidsbizshc.com.au or on 0439 927 053

Priority of Access

Kids Biz uses the following Priority of Access guidelines when allocating positions at each service:

- **Priority 1:** a child at risk of serious abuse or neglect
- **Priority 2:** a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **Priority 3:** any other child.

Within these three priority categories, precedence is also given to children in:

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|---|---|
| ▪ Aboriginal and Torres Strait Islander families | ▪ Families from culturally and linguistically diverse backgrounds |
| ▪ Families which include a person with a disability | ▪ Socially isolated families |
| ▪ Families on low incomes | ▪ Single parent families |

Kids Biz endeavours to meet the needs of the children and families in our community while following the above guidelines.

Kids Biz incorporate strategies and resources from the Australian Institute of Family Studies to enhance opportunities for children and families to be and feel included. Kids Biz social inclusion strategies integrate the four domains of:

- participate in society through employment and access to services;
- connect with family, friends and the local community;
- deal with personal crises; and
- be heard.

We offer an unbiased approach to inclusion and inclusion support for all children and families that wish to use our service. Kids Biz staff and management work closely with families to develop strategies and inclusive activities where appropriate integration is essential to participation and enjoyment. We also provide families with advice and assistance on available community programs that can be accessed for additional support to assist with seamless integration and inclusion in our programs.

Inclusion Support

Kids Biz Holidays & Sports is an approved child care provider and can obtain additional support for your child's needs. There is funding and resources available for children meeting the inclusion support criteria. Funding is paid directly to our service, so we can provide the additional resources and support needed.

To process an application for inclusion support you will need to provide some detailed information to support the application. This can include, medical certificates, letters from specialists outlining any diagnoses and recommended strategies. While there is no national definition of 'additional needs', a range of risk factors may (but not always) lead children with particular characteristics to be vulnerable to suboptimal learning and life outcomes. These include (but are not limited to):

- Children with disability including those undergoing assessment for disability
- Aboriginal and Torres Strait Islander children
- children from culturally and linguistically diverse backgrounds
- children from a refugee or humanitarian background
- children with serious medical condition/s
- children presenting with language and speech delays
- children presenting with disruptive behaviour

If you would like us to assist with an application for inclusion support, please advise which of the above definitions (more than one can apply) best describes your child's need for additional support.

Programming

The Kids Biz programming policy has been developed by the Kids Biz leadership team using the My Time Our Place' guide for educators for school aged care in Australia.

The Kids Biz Programming Policy requires that the daily program and included activities are:

- structured and consistent in approach to ensure children feel safe to enjoy and actively participate in all activities;
- planned in advance with sufficient flexibility for modification to be age appropriate and provide incremental complexity and skill development to keep children interested and help build their confidence; and
- balanced and included periods of instruction, skill development, collaborative interaction and free-play, providing opportunities to respond to children's interests, needs and stages of development.

Daily routines

We open at 7:30am (Gungahlin) and 8:00am (Pearce), with enrolment, facility orientation and introduction games taking place. As we have many families who attend each holiday period, we find introducing new children to some of our wonderful regular attendees ensures "first day nerves" are dispelled quite quickly. By 8:50am, the majority of our participants have arrived, with our Coordinators bringing the group together for staff introductions, program rules and an outline of the day's activities and options. Once this occurs, our coaching programs, art classes and dance clinics commence.

At **12:00pm**, all clinics come together for lunch and an overview of the afternoon's excursion or major activity. Should we attend an off-site location, we usually arrive back by 4.30pm. Our excursions schedule is available on our website, www.kidsbizholidays.com.au.

We close promptly at **6:00pm** and all children need to be picked up by this time. Late pick up fees will apply for any child collected after 6:00pm. Please call if you are running late and let us know, we will also call you if we have not heard from you by **6:00pm**.

Excursions

Excursions are compulsory, and all charges are included in the daily fee. No extra excursion charges will apply. A risk assessment is completed prior to any excursions and parent/guardian permission will be sought for all excursions.

Excursions are subject to change due to unforeseen circumstances, and any changes will be communicated to parents/guardians.

What to Bring

Please ensure your child has a hat and a water bottle each day. Food is not provided at the program (except as advised on our excursions schedule) so each child will need morning tea, lunch and afternoon tea. Please be aware that all Kids Biz programs are **nut free**.

Children should wear clothing that is appropriate for their chosen activity. Specialised footwear (such as soccer boots, dance shoes) can be brought to the program, however this is not essential - comfortable shoes are also suitable.

Staffing

All staff employed by Kids Biz are experienced, suitably qualified and hold current Working With Vulnerable People Cards. A Senior First Aid Officer is in attendance at all times. Our team contains fully qualified ELC, Primary, Secondary and Physical Education teachers, along with several enthusiastic and talented staff members currently undertaking primary studies at local Universities.

Staffing is arranged to ensure the service complies with the required ratio of one staff for every eleven children at all times.

Our sports coaches, dance and art'n'craft teachers are able to develop the skills and confidence of all children attending the program by working with them, encouraging participation in activities and supporting their learning in a friendly and open environment.

Sign in/out

All children are required to be signed in by their parent/guardian upon arrival at the program, and signed out by their parent/guardian upon departure. This is done using the digital kiosk system. Staff members will be in the foyer to assist with any queries you may have.

Authorised Persons

The safety of your child is of utmost importance to us. Consequently, we will not permit your child to be taken from our care by anybody that is not listed as a person authorised to collect your child. If you need to add an authorised person for collection (either permanently or as a one off arrangement) you will need to advise the addition to your authorised pick up list in writing. Additional contacts can also be added through your online My Family Lounge account.

Late Pick Up

The Vacation Care program closes promptly at 6:00pm. Please respect our team members who have their own commitments and will need to finish at this time.

Where you are unavoidably detained and are unable to collect your child, you must call and advise your expected time of arrival. If you have not arrived by 6:00pm, the service will attempt to telephone you. If this is unsuccessful, contact will be attempted with your emergency contacts listed on your enrolment form. If no-one can be contacted and your child has not been collected by 6:15pm, Children's Services will be contacted and

asked to take over responsibility for your child. Please note that a late collection fee of \$2.00 per minute will be charged for any late collections.

Children's Property and Belongings

The service takes no responsibility for any lost or damaged items which the child has brought from home/school. All property and belongings need to be clearly named or labelled. There is a lost property box at the service. Please remind your child to place all property and belongings in their bags.

Videos, Films & Game Systems

Films and games with a G or PG rating may be shown at the program, and will be previewed by staff where possible. Any movie excursions have been deemed appropriate by the Kids Biz Staff.

Medical Conditions & Dietary Restrictions

Parents/guardians are required to provide details of any medical conditions or dietary restrictions their child has on their enrolment form to ensure Kids Biz can provide appropriate care. This includes any medical management plans or action plans your child may have. Parent/guardians of children with a medical condition will also be required to complete a medical risk minimisation plan in consultation with the program coordinator.

Illness and Infectious Disease

Parents are requested to not bring children who are sick to the service, and collect children who are unwell in order to prevent illness from spreading throughout the service. Parents will be called to collect their child if they become unwell whilst at the service.

Mandatory exclusion periods apply for any children with an infectious disease, as per ACT Health guidelines.

Behaviour Management

Kids Biz OSHC has a Behaviour Guidance Policy and an Anti-Bullying Policy to ensure a safe, secure, respectful and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to cooperate with others.

Key components of our Behaviour Guidance Policy include:

- Children, staff and family involvement in the refinement of behavioural guidelines and consequences of inappropriate behaviour at OSHC and that these expectations are referred to and applied consistently.
- Safety and security of all children is ensured by supervising them at all times, monitoring, modelling, teaching and reinforcing positive behaviour.
- Creating opportunities for children to thrive and continually develop in an environment that recognises and promotes positive behaviours.
- Children are encouraged to undertake their own problem solving and negotiation with the support of staff through a range of strategies.
- Communication with a child's parent or guardian is undertaken when their behaviour consistently conflicts with the programs behavioural guidelines.

Key components of our Anti-Bullying Policy include:

- Staff are aware and experienced in addressing all forms of bullying (physical, verbal, written, indirect and relational) and model appropriate behaviour at all times.
- Ensuring that all children, staff and families are aware of the OSHC Anti-Bullying Policy, service expectations and the consequences of bullying.
- Children are encouraged to be considerate and supportive of each other and confident in seeking support from staff to address all forms of bullying.
- Communication with a child's parent or guardian is undertaken when bullying has occurred to engage them in resolving issues.

Kids Biz has long standing commitment to proactively preventing, identifying and addressing behavioural and bullying issues in a consistent and measured approach. We strongly encourage the promotion of shared values and respect, engaging with children, families and local communities to collectively build safe, caring and enjoyable environments for children.

OSHC Policies

Kids Biz Holidays & Sports has a large number of policies and procedures which are available at each service. Please speak with the Coordinator if you would like to view the policies, or if you would like any further information. Any policy updates will be communicated via email.

Parent / Guardian Conduct

Parents/guardians are expected to communicate appropriately with all educators whilst dropping off and collecting their children or conducting any interactions with those at service. Parents are not permitted to approach or verbally discipline any other child at the service. If you have an issue or concern regarding the conduct of another child, family or employee, please follow the complaint procedure below.

Complaints or Concerns

Please let us know if you are unhappy with any aspect of the service that we provide for you and your child. If you have a complaint or concern, you are encouraged to discuss your problem with the Coordinator. The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided. These may result in the complainant being asked to continue their discussion at a later date. If you feel the problem is not resolved or do not feel comfortable to take the complaint to the Coordinator, the General Manager or Director can also be contacted at

admin@kidsbizoshc.com.au.

Feedback

We welcome your feedback (all feedback) and appreciate all constructive comments that help us improve our service. Please email us or speak to one of our coordinators to let us know how we're doing and what we can do better.