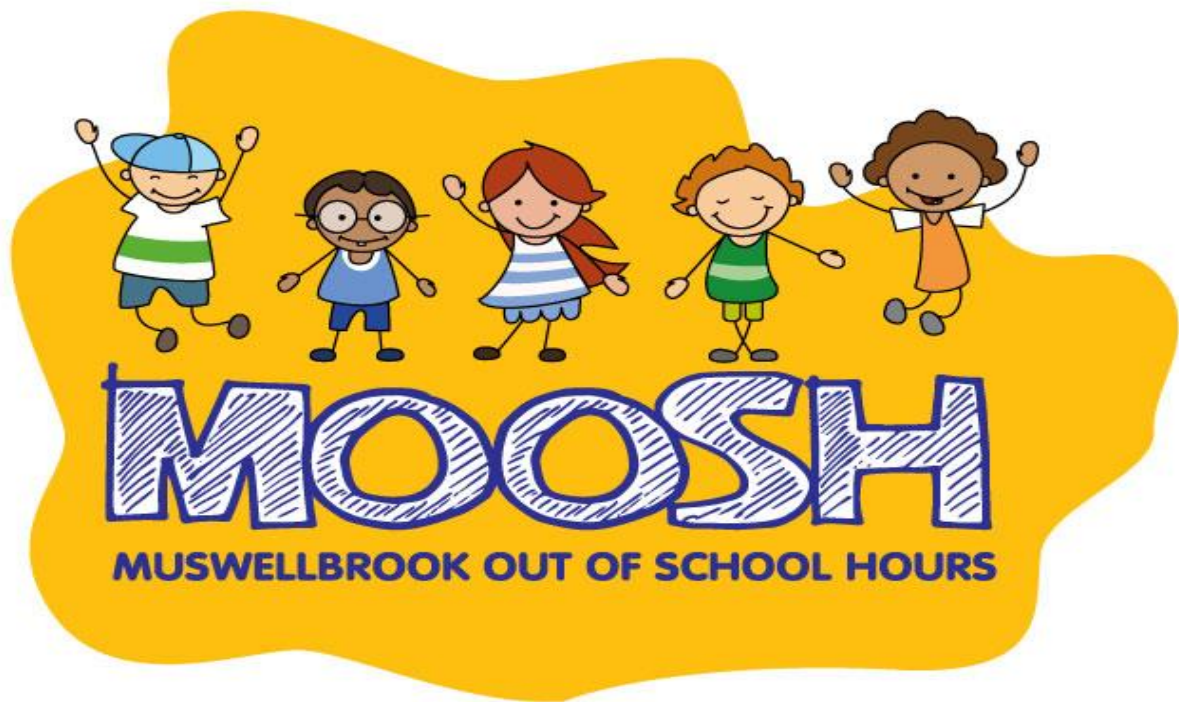


# Information Handbook

## 2024



[moosh@uhcs.org.au](mailto:moosh@uhcs.org.au)

**PHONE: 02 6541 3205**

**BEFORE SCHOOL CARE**

**AFTER SCHOOL CARE**

**VACATION CARE & PUPIL FREE DAYS**

Quality Area 6: Collaborative Partnership with Families



UPPER HUNTER  
COMMUNITY SERVICES Inc.



This service is proudly provided to you by:  
Upper Hunter Community Services Inc.  
QEII Community Centre • Cnr Bridge & Market Sts • Muswellbrook  
Phone: 02 6542 3555 • [www.uhcs.org.au](http://www.uhcs.org.au)

# CONTENTS

<b><u>Glossary of Terms</u></b>	<b><u>3</u></b>	<b><u>Educational Programs</u></b>	<b><u>16-17</u></b>
		National Quality Standard (NQS)	
		Programming and Evaluation	
		Critical reflection	
		Policy Review	
<b><u>Welcome</u></b>	<b><u>3</u></b>	<b><u>Staffing</u></b>	<b><u>17</u></b>
		MOOSH Staff	
		Ratio and Supervision	
<b><u>MOOSH Philosophy</u></b>	<b><u>5</u></b>	<b><u>Children</u></b>	<b><u>18</u></b>
		Homework	
		Behaviour	
		Suspension and Exclusion of children	
<b><u>Enrolment and Orientation</u></b>	<b><u>8-9</u></b>	<b><u>Families and Communication</u></b>	<b><u>19</u></b>
Enrolment and getting started		Families Responsibilities	
Orientation		Anti Bias	
Hours of operation		<b><u>Governance and Leadership</u></b>	<b><u>19-20</u></b>
Vacation Care and Pupil Free Days		Privacy and confidentiality	
Location & contact details		Service Policy and Procedure	
Priority of access		Policy Review	
Access-who can attend?		Management	
		Grievance Procedure	
<b><u>Fees, Bookings, Absences and Cancellations</u></b>	<b><u>10-11</u></b>	<b><u>Environment and Sustainability</u></b>	<b><u>20</u></b>
Enrolment Fee		Sustainable Practices	
Bookings and Cancellations		<b><u>Collaborative Community Partnerships</u></b>	<b><u>21</u></b>
Daily Full Fees			
Late Fees		<b><u>Important information-NO NUTS</u></b>	<b><u>21</u></b>
Overdue Account Fees			
Failure to Notify Fee			
Excursion Fee			
Account Details			
<b><u>Safeguarding Children</u></b>	<b><u>11-14</u></b>		
Transport to and from school			
Child Protection			
Childrens health and safety			
Infectious Disease			
Medication			
Allergies and Asthma			
Accidents/Incidents			
Ratios and supervision			
Access - Who can attend?			
<b><u>Health, Nutrition and Wellbeing</u></b>	<b><u>14-16</u></b>		
Nutrition and Food Safety			
Meals at MOOSH			
Administration of Medication			
Accidents			
Safe Footwear and Clothing			
Hygiene			
Sun Protection			
Sleep, rest and relaxation			
Children's belongings			



<b>GLOSSARY OF TERMS</b>	
Parent or Guardian	Primary care provider, foster carer, extended family carer, and government appointed carer or other recognised carer.
FAO	Family Assistance Office
OECEC	Office for Early Childhood, Education and Care
HUBWORKS	Approved software used at MOOSH
MOOSH	Muswellbrook Out of School Hours
CCSS	Child Care Subsidy System
CCS	Child Care Subsidy
NQF	National Quality Framework
MTOP	My Time Our Place
QIP	Quality Improvement Plan
DETE	Department of Education and Care Quality Authority
BSC	Before School Care
ASC	After School Care
VAC	Vacation Care
PFD	Pupil Free Day
UHCS	Upper Hunter Community Services Inc.

## WELCOME:

MOOSH caters to primary school aged children (5-12 years). Children must be enrolled at school to attend our service.

We are dedicated to the care and wellbeing of your children. Our aim is to provide personalised, quality care to each child attending.

MOOSH is an experienced approved service provider enabling the Child Care Subsidy (CCS) to be funded through the Department of Education and Training.

MOOSH provides a quality care environment for children attending the program and this is achieved through the dedication and experience of our educators.

As an Approved Provider, MOOSH must comply with current legislation.

MOOSH is auspiced by Upper Hunter Community Service Inc.

We encourage and support family involvement as we feel this contributes greatly to the quality of care and education in which we provide.

The policies and procedures under which the service operates are available upon request. Please email us [moosh@uhcs.org.au](mailto:moosh@uhcs.org.au) for a copy of our policies and procedures. Our Policy Folders are located near the sign on table.

Please take the time to read this handbook as the following information has been prepared to assist you and your child's transition into MOOSH. Feel free to contact us if you require any further information.



## Regulatory Authorities

NQF: <span style="float: right;">QA 7</span>	
COLOUR CODE AS PER NQF QUALITY AREAS	
QA1	Education program and practice
QA2	Children's health and safety
QA3	Physical environment
QA4	Staffing arrangements
QA5	Relationships with children
QA6	Collaborative partnerships with families and communities
QA7	Governance and Leadership

### REGULATORY AUTHORITY:

MOOSH is regulated by the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations). The new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA), regulates MOOSH. To contact our Regulatory Authority, please refer to the contact details below: MOOSH is currently working towards meeting National Standards.

#### USEFUL NUMBERS

Office for Early Childhood Education and Care Directorate

Phone:

[1800 619 113](tel:1800619113)

Email:

[ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

Find contacts throughout the NSW Department of Education. For head office, call 1300 679 332



Australian Government  
Department of Human Services

Family Assistance Office

myGov 132307

Families Child Care Subsidy 136150



**MOOSH PHILOSOPHY****QA 7.1.1****MOOSH AIMS TO:**

- Provide a safe, healthy, nurturing, stimulating and welcoming environment for school age children.
- Offer a wide variety of experiences, which reflect the children's diversity, strengths, needs and interests.
- Our fun programs are based on an approved quality framework.
- Understand that parents and families have busy lifestyles. We strive to create a supportive family atmosphere assisting to relieve any family pressure and providing quality care.
- Welcome and encourage all family members to have input into how we provide care for your child
- We will always make time to listen, provide help and advice for each individual family.

**We are proud of the quality care we provide.**

**OUR MOTTO IS:**

***"So come along and join in the fun!"***

**THE PROGRAM WILL: QA1**

- MOOSH implements the My Time Our Place framework to ensure that school age children have the opportunity to engage in leisure and play-based activities that are a reflection of the interests and choices of the children. Our child directed program aims to provide for a variety of developmental levels. It allows for extension of learning through enjoyable, play experiences, encouraging autonomy and interdependence.
- Be driven by critical reflection.
- Reflect the interest of the child.
- Be offered to all children equally without discrimination of race, culture, ethnicity or disability.
- Offer a diverse range of experiences through structured and unstructured activities and play opportunities.
- Promote a positive self-concept for children whilst appreciating their individuality.

**THE CENTRE WILL: QA2**

- Support each child's health and safety.
- Provide a safe, fun, caring and supportive environment for school age children.
- Be welcoming and the space flexible to allow for a range of activities.



- Provide activities, which can be adapted to ensure all children feel a sense of accomplishment and achievement.
- Respect the privacy of all families.
- Promote and advocate for the rights and protection of all children.
- Act and behave in a professional manner.
- Assist children to understand routines and practices and to feel comfortable with any changes.
- Be responsive to all children's strengths, abilities and interests.

#### **ENVIRONMENT-WE BELIEVE THE CENTRE WILL: QA3**

- Strive to incorporate sustainable practices where viable.
- We as educators will promote children's understanding about their responsibility to care for the environment on a day-to-day basis and for long-term sustainability.
- Engage children to participate in sustainable practices.

#### **EDUCATORS WILL: QA4**

- Recognise the connections between children, families, and communities and the importance of reciprocal relationships and partnerships.
- Strive for consistent care practices.
- Support positive learning and leisure experiences, in a warm, fun and friendly atmosphere, which will foster each child's sense of self-worth, nurture positive group relationships and encourage cooperative and collaborative behaviour.
- Practice and advocate for the principles outlined in the United Nations Convention on the Rights of the Child, the Early Childhood Code of Ethics, Children's Services Regulation and the My Time Our Place Framework.
- See ourselves as professionals who provide a high quality service and offer support to the whole family.

#### **AS EDUCATORS, WE BELIEVE CHILDREN WILL: QA5**

- Have the opportunity to realise their full potential in a fun and safe environment.
- Be challenged to be curious about what interests them while at the same time developing self-identity and social competencies.
- Be able to take part in a diverse range of interesting, creative, and physical activities.
- Be able to resource their own learning through connecting with people, place and technologies and natural and processed materials.
- Learn to interact in relation to others with care empathy and respect.

#### **FOR FAMILIES- WE BELIEVE DIVERSITY WILL: QA6**

- Be accepted and family beliefs and customs respected.
- Respect that families need to have confidence in the care provided by the centre.
- Families should be encouraged to contribute and engage in Centre activities and decision-making.
- They can benefit from developing an awareness of the need and resources of the community.



**FOR THE COMMUNITY WE BELIEVE MOOSH WILL: QA6**

- Promote and support a productive and supportive partnership with local communities.
- Educators will work with children, families and the broader community to ensure successful transitions between settings and that the children feel secure and confident.
- Community resources and information will be made available to all families.

**MANAGEMENT AND EDUCATORS WILL: QA7**

- Ensure a safe environment is provided for all stakeholders of MOOSH.
- Review policies and procedures on a regular basis.
- Strive for continued improvement.
- Work together to provide the best possible service to the community.



Education and Care Services National Law Act 2010
My Time, Our Place, framework for School Age Care
Regulations 2011
Revised NQF February 2018
MOOSH Policies and Procedures

APPROVAL DATE: November 2023  
DATE FOR REVIEW: November 2024

**The laws and other considerations affecting this Philosophy include:**

Education and Care Services National Law Act 2010, -My Time, Our Place, Framework for School-Regulations 2011 National Quality Standards, Revised NQF 2018.

Feel free to contact us if you require any further information.



## Enrolment and Orientation

### **ENROLMENT AND GETTING STARTED:**

**QA 6– No.3**

An enrolment form is to be completed and returned to MOOSH.

It is important that you complete **ALL** sections of the enrolment form. Before we can begin care for your child, your enrolment application must be completed and processed in full.

The enrolment form is a legal document and must be accompanied with the following attachments:

- Copy of up to date immunisation history record
- Copy of birth certificate
- Any relevant court orders or custodial orders
- Child and Family CRN's
- Copy of proof of address
- Any Medical Action Plans and Minimalisation Plans. If your child has a medical condition, these plans **MUST** be provided prior to start date.

### **ORIENTATION:**

**QA 6– No.3**

Children will be shown around the centre and sign in and out procedures explained with families.

Children are “buddied up” with other children at MOOSH to be showed the different areas, introduced to other children and shown the location of the toilet and kitchen. This works well as it is a great way to make new friends and transition into their new environment.

MOOSH staff will discuss your child's additional needs with you before care commences. This may include authorisation forms for the administration of medicine, the implementation of medical management and action plans and menus to accommodate dietary / cultural requirements.

### **HOURS OF OPERATION:**

**QA 6-No.12**

MOOSH operates Monday to Friday

<b>Before School Care</b>	6.30am- 9.00am
<b>After School Care</b>	3.00pm- 6.00pm
<b>Vacation Care and Pupil Free Days</b>	6.30am-5.30pm

MOOSH is closed weekends and all Gazetted Public Holidays

### **VACATION CARE & PUPIL FREE DAYS:**

**QA 2– No.76**

MOOSH will open from 6.30am until 5.30pm on these days. The fee is \$55.00 per day per child, less CCS. Parents/guardians provide:

- Healthy Recess
- Healthy Lunch
- Wide Brimmed Hat
- Drink Bottle – Water only
- Sunscreen- (If unable to wear Cancer Council SPF 50 +)





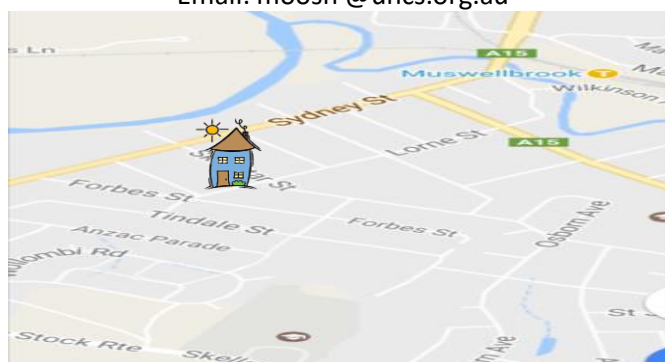
- Appropriate footwear
- Sun safe Clothing (Covering shoulders –preferably collared)

Any further requirements for excursions will be communicated to parents prior to the day. Please leave toys and electronic devices at home; as we have plenty of fun activities for the children to participate in and we cannot be responsible for the security of these items. (See Children's Belongings Policy).

### LOCATION AND CONTACT DETAILS:

QA 6

MOOSH is located:  
Bowman Park Community Centre,  
26 Skellatar Street, Muswellbrook.  
PO Box 231, Muswellbrook NSW 2333  
Phone: 6541 3205  
Email: moosh @uhcs.org.au



### PRIORITY OF ACCESS:

QA 6– No.16

The Australian Government has determined Priority of Access Guidelines for allocating places in childcare services. These guidelines set out the following levels of priority:

- 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.
- Priority 3 – any other child within these main categories priority will be given to the following children:
  - Children in Aboriginal/Torres Strait Islander Families.
  - Children in families that include a person with a disability.
  - Children in families on lower income.
  - Children in families with a non-English speaking background.
  - Children in socially isolated families.
  - Children of single parents.

### ACCESS – WHO CAN ATTEND:

QA 6 – No. 1

MOOSH accepts school children aged between 5 and 12, from all local schools. Children enrolled to start school may begin at MOOSH during our Vacation period in January. Children that are going to High School in the next Calendar year may attend MOOSH during our Christmas Vacation period and in January before they start school.



We also are able to provide care for children with additional needs if we are able to secure funding to support the child's needs and provide a safe environment for all. Please feel free to discuss this further with our Coordinator.

## Fees, Bookings, Absences and Cancellations

### **ENROLMENT FEE: QA 6– No.10**

An enrolment fee of \$40 per child will be charged annually each January or on application for a new enrolment. The enrolment fee is payable once availability is confirmed and is required in order to secure your child's position.

**FULL FEES ARE PAYABLE IN ADVANCE UNTIL CCS IS CONFIRMED ON HUBWORKS.**

### **BOOKINGS AND CANCELLATIONS: QA 6– No.10**

We accept permanent and casual bookings. We also cater for rotating rosters, which are charged at a permanent rate if given a month in advance.

Fees will be charged for sessions that are booked and not attended unless 2 weeks' notice is given for permanent bookings.

24 Hours' notice is to be given for casual and Vacation Care bookings.

### **DAILY FULL FEES & CCS: QA 6– No.10**

**OUR FULL FEES PER SESSION ARE PER CHILD, BEFORE CHILD CARE SUBSIDY HAS BEEN APPLIED:**

- Before School Care: \$27-00 (Includes bus fare)
- After School Care: \$30-00 (Includes bus fare if not in possession of a paid pm bus pass)
- (\$2 surcharge for casual attendance before & after school)
- Vacation Care and Pupil free days \$60.00

**FULL FEES ARE PAYABLE IN ADVANCE UNTIL CCS IS CONFIRMED ON HUBWORKS.**

### **LATE FEES & SERVICE CLOSING TIME: QA 6– No.10**

Please be aware MOOSH closes at 6:00pm sharp during term and 5:30pm sharp during Vacation Care and Pupil Free Days. In accordance with National Regulations and licensing, we are not permitted to have children in the service out of these hours. A late fee is incurred for children collected after operational hours.

The fee is \$10 per child for every 5 minutes or part thereof and will be added to your account.

The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within 15 minutes of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

### **OVERDUE ACCOUNT FEES: QA 6– No.10**

**Fees must always kept two weeks in advance.** Families are required to enter into a fee payment agreement upon enrolment and sign off to agree to pay debt recovery expenses.

- \$10 per week

### **FAILURE TO NOTIFY FEE: A 6– No.10**

This fee is charged if staff are required to make a phone call to locate a booked child. It is imperative the centre is notified of a child's absence so we don't have to spend unnecessary time and stress locating children.

- \$10 per family



**EXCURSION FEES: QA 6– No.10**

Fee varies depending on the activity and paid separately on the day of the excursion. Generally, we usually have our excursion days on a Friday through out Vacation Care. Please refer to our Vacation Care Program for costs.

**REBATES – CHILD CARE SUBSIDY SYSTEM: QA 6– No.10**

From the 2<sup>nd</sup> July 2018, the Australian Government introduced the Child Care Subsidy (CCS). This payment will be paid directly to MOOSH through our approved software.

To register please complete your online form through the MYGOV webpage. Please ensure to provide Child and Parent/Guardian CRN's on MOOSH enrolment forms so we can create a formal enrolment linked to the Child Care Subsidy System (CCSS).

Once enrolment information is entered into our Centre Software (HubWorks), Families can then go in to their MYGOV account and confirm their enrolment, which is specific to MOOSH.

**MOOSH ACCOUNT DETAILS: QA 6– No.10**

**ACCOUNT NAME:** Upper Hunter Community Services Inc.

**BSB:** 637-000

**ACCOUNT:** 722-472-497

**REFERENCE:** Please leave your *child's last name and initial* as a reference.

## Safeguarding Children

**TRANSPORT TO AND FROM SCHOOL: QA 2– No.72**

**AM-** Of a morning children are transported on Osborns Buses to all local schools each morning at a cost of \$1.00 per child (Included in daily fee).

There may be times when MOOSH staff will be required to transport children to school in their private vehicles.

**PM-** In the afternoons, children are transported to MOOSH on Osborns School Buses at a cost of \$1.00 per child (Included in daily fee). Buses stop out the front of MOOSH and children are by met by Educators and escorted safety into the Centre.

A Risk assessment is completed at least every 12 months for regular transport Regulation 101 & prior to excursions.

Families will be required to sign a Transport Authorisation upon enrolment.

**PLEASE NOTE: The free bus passes issued by Transport NSW cannot be used for travel to and from MOOSH.**

**WORK HEALTH AND SAFETY: QA 3 - No.19**

It is the Work Health and Safety Policy that every employee, volunteer, client and visitor entering MOOSH shall be provided with a safe and healthy environment. To achieve this, every reasonable effort will be made to minimise the risk of serious injury or workplace related illness by implementing safety rules and procedures. This is in accordance with: Work Health Safety Act 2011 (NSW) Health Safety Regulations 2017 (NSW) MOOSH has a Policy called Work Health and Safety Policy and Providing a Child a Safe Environment. These Policies are comprehensive Work Health and Safety Policies. They are available for families on request and located near the sign on/off table. Children are cared for in a tobacco, vape, drug and alcohol free environment.



**CHILD PROTECTION:****QA 2 - 2.2.3**

We believe that the welfare of all children is of paramount importance and that the Centre has an obligation to defend the child's right to care and protection. Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected. Our Centre will carry out the responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following procedures as outlined by Community Services and the NSW Commission for Children and Young People.

A 'Responsible Person' who holds an up to date child protection certificate, First Aid, Asthma anaphylaxis and CPR certificate is present at MOOSH each shift.

**CHILDRENS HEALTH & SAFETY:****QA 2****When should I not send my child to the Service?**

MOOSH is a busy and demanding day for the bodies and minds of our children, we are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To try and prevent the spread of illness and disease please monitor your child's health and watch for:

- **A runny, green nose**
- **High temperature**
- **Diarrhoea**
- **Red, swollen or discharging eyes**
- **Vomiting**
- **Rashes**
- **Irritability, unusually tired or lethargic**

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at MOOSH, the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

Your child should not attend MOOSH if they have had Panadol or Neurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication, so we do not re-administer and potentially overdose.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease.

If your child has been away due to illness, please check with MOOSH as to whether or not you will need a certificate before your child returns.

We do not permit drugs, alcohol, tobacco and vape in or on surrounding areas of MOOSH by educators, staff, parents or visitors.

**INFECTIOUS DISEASE:****QA 2 -57**

The National Health and Medical Research Council have supplied the following information regarding exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

The less contact there is between people who have an infectious disease and people who are at risk of catching the disease, the less chance the disease has of spreading. Excluding sick children,



educators and other staff is an effective way to limit the spread of infection in education and care services.

CONDITION	EXCLUSION
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until adequate carrier eradication therapy has been completed.
MUMPS	Exclude for 9 days or until swelling goes down (whichever is sooner).
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until diarrhoea ceases.
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment.
WORMS (INTESTINAL)	Exclude if diarrhoea present.

### IMMUNISATION:

QA 2 -54

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care. The Public Health Act 2010 prevents NSW child care centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not be vaccinated
- Is on a recognised catch up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children with medical conditions or natural immunity for certain diseases will continue to be exempt from the requirements.

### MEDICATION:

QA 2 -10

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.



Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

### **ALLERGIES & ASTHMA:**

**QA 2**

It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. MOOSH has a procedure the staff follow to minimise allergic reactions.

MOOSH requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is required to be updated every 12 months or if modified.

### **ACCIDENTS / INCIDENTS:**

**QA 2 - 4**

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance, families must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the family.

### **RATIOS AND SUPERVISION:**

**QA 2- 2.2.1**

MOOSH operates ratios as per regulations.

BSC, ASC, PFD and Vacation Care: 1 staff – 15 children

Excursions: 1 staff – 8 children

Water activities 1 staff – 5 children

For more information, please go to [education.gov.au/childcare](http://education.gov.au/childcare).

### **DELIVERY & COLLECTION OF CHILDREN:**

**QA 2**

For security reasons, children must be signed in individually upon arrival by an adult and not just dropped off at the gate or the door. Children must also be signed out individually at the time of collection. Only identified people aged 18 years or over are able to drop off or collect children.

## **Health, Nutrition and Wellbeing**

### **HEALTH, NUTRITION AND FOOD SAFETY:**

**QA 2-49**

**Healthy Eating-** MOOSH encourages healthy eating and follows the Heart Foundations "Eat Smart Play Smart Manual". We aim to ensure all children in care with MOOSH are offered a nutritious and appropriate diet that has been stored and prepared in a safe and hygienic manner.

Fruit is served with every meal.

Children will need to bring a healthy recess and lunch. Please do not send chips, lollies/chocolates, highly processed foods, chocolate custards or desserts, pizzas, sausage rolls, pies, flavoured milk, roll ups or other high sugar bars, biscuits or cakes.

These items will remain in your child's lunch box for home time.

### **FOOD SAFETY:**

**QA 2 -49**

In line with the 'Rite Bite' strategy (DECS Healthy Eating Guidelines), staff will not heat, preheat or cook food brought from home due to the 2010 food safety requirements; neither will staff provide boiling water for noodles.



Families are encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children.

High standards of hygiene will be maintained throughout all food preparation.

Allergies and special dietary requirements can be catered for. Please ensure to include this information on enrolment form and discuss with staff.

**A healthy lunch box environment is a group effort by all families and staff.**

### **MEALS AT MOOSH:**

**QA 2 -49**

- **Before School** – For children who come between 6:30am – 8:00am a breakfast is served.
- **After School** - Afternoon tea is served around 4:15pm with fresh drinking water available at all times.
- **During Vacation Care** an optional healthy breakfast will be provided prior to 8.00am. Afternoon tea will be provided from a nutritious monthly menu (On Display near the kitchen) Children are encouraged to have input into the menu and assist in the preparation and housekeeping duties.

### **ADMINISTRATION OF MEDICATION:**

**QA 2– 10**

MOOSH staff will assist with the children’s medication only when:

- A Medication Authority is provided by the doctor with written instructions.
- It is prescribed by a doctor (including medication that can be bought over the counter) and has the original label detailing the child’s name, required dosage, and storage requirements.
- It comes with a Health Support Plan and written instruction
- The parent has completed and signed the service’s Request to Administer Prescribed Medication form.
- All medication must be handed directly to the MOOSH staff member in charge.
- Families can supply thermal carry packs to maintain safe temperature storage and for ease of transport during excursions.

### **ACCIDENTS:**

**QA 2– No.4**

Parents are required to provide written authority (included in the enrolment form) for staff of the service to seek medical attention for their child if required. Minor and serious accidents will be tended to as set out in the Accident, Incident, Injury, Trauma and Illness Policy. If deemed necessary, in the case of a serious accident, the child will be taken by ambulance to the nearest hospital and the parents/emergency contact will be notified as soon as possible. We recommend that families have private ambulance cover. In the case of a dental emergency, if parents cannot be notified, we will seek immediate attention from a dentist. The service is not responsible for any costs that may occur.

### **SAFE FOOTWEAR AND CLOTHING:**

**QA 2– No.20**

Closed in shoes must be worn for foot protection. Children are not to wear strappy sandals, thongs, scuffs, clogs or footwear with heels. This is for the safety of the child to prevent accidents while skipping, playing sports and during craft activities that could result in an object falling on their feet. Children should wear sensible clothing appropriate for the weather and the activities they are engaging in – no good or best clothes. Shoulders, midriffs and hips need to be covered. Children are encouraged not wear jewellery. All clothing to be labelled with the child’s name.

### **HYGEINE:**

**QA 2– No.50**



We provide a healthy and hygienic environment that will promote the health of children, staff and parents. All people in the Centre will follow preventative measures in infection control. Staff will ensure they maintain and model appropriate hygiene practices. Educators will engage children in experiences, conversations, routines and responsibilities that promote children's understanding of the importance of hygiene for the well-being of themselves and others.

### **SUN PROTECTION:**

**QA 2– No.68, 69**

Our service aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing. Children will need to bring a hat (**wide brimmed**) and apply sunscreen. Sunscreen is available at MOOSH. Children who are unable to wear MOOSH sunscreen will need to provide their own.

### **SLEEP, REST AND RELAXATION:**

**QA 2– No.66**

MOOSH will ensure that all children have appropriate opportunities to sleep rest and relax in accordance with their individual needs. The service has a duty of care, it is a requirement that all educators implement and adhere to this policy to ensure we respect and cater for each child's specific needs. Our service defines 'rest' as a period of solitude, calmness or tranquillity. Considering the busy and energetic nature of the children's day, we feel that it is important for children to participate in a quiet/rest period during the day in order to rest, relax and recharge their body. Effective rest strategies are important factors in ensuring a child feels secure and safe in their environment.

### **EMERGENCY PROCEDURES:**

**QA 2– No.30**

We provide an environment that provides for the safety and well-being of the children at all times. All children and staff will be aware of, and practiced in emergency and evacuation procedures. In an event of an emergency, natural disaster or threats of violence, these procedures will be immediately undertaken. Procedures are clearly displayed near each entrance and exit and near the office entrance.

### **CHILDS BELONGINGS:**

**QA 6– No.15**

Children are encouraged to care for and look after their own belongings – bag, hat, lunch box etc. Please label all of the items your child's needs whilst at MOOSH. We ask that children do not bring in toys or special items from home. It can be distressing for children to misplace their toys from home and can cause conflict between children. Children often want to share or show other children or educators special things from home, but these treasures may be easily broken or lost. To save the upset and heartache, parents are requested to encourage children to leave their toys at home, unless they are essential to a child's emotional wellbeing and/or sense of belonging. We have numerous stimulating toys and resources for all children to play with and are in numerous quantities, catering to their interests.

### **NQF:**

**QA 1– No.14**

## **Educational Programs and Policy**

MOOSH is working towards meeting the National Standards Guidelines for OOSH Centre's. Please find our policies, procedures, policy review and QIP on the table next to the sign on/off table. Feel free to offer suggestions for improvement or give us praise on what we are doing well. Your feedback is important to us, we love your input!





## PROGRAMS, EVALUATIONS AND CRITICAL RELECTION: QA 1– No.1,2,10

MOOSH programs are based on approved learning framework (NQF (1.1.1)“MTOP”. MOOSH will provide experiences that reflect a high quality school age program providing a safe and nurturing environment that meets the individual needs of each child. Each day there is a variety of activities offered to the children including arts & crafts, outdoor sports and games, and time in the playground. We have a TV, play station and video available. We also have pool and soccer play tables, a home corner and quiet area. Children are given a choice of pastimes and we offer a range of non-taxing activities to enjoy before and after school.

Children are able to help themselves to a wide range of resources as they please.

Our programs are not only spontaneous but are set to cater to children’s need and interest, which are established through observation and communication through the children and their families.

Vacation programs are issued to families close to holiday periods, with consideration to the season. We include an extensive range of physical, creative, imaginative and quiet activities each day.

Throughout Vacation Care, Fridays are excursion days. Our excursions vary from local to exploring the wider community and are always popular.

Weekly programming is displayed and we encourage families and children to give us input for our planning. Please feel free to communicate suggestions to staff or in our suggestion box on the sign on table.

Critical Reflection drives our program planning and implementation.

## VACATION CARE EXCURSIONS: QA 1

Excursions are an integral part of the MOOSH program and is part of the Vacation Care Program. We provide opportunities to expand and enhance children’s experiences, explore different environments and engage with the community. Excursions also provide opportunities for children to gather at special events and join as a larger group. These larger group experiences allow children opportunities to socialise with a range of children and adults.

Parental permission is required for all excursions.

Each excursion is carefully planned, and advance notice with all details relating to the outing, and the risk assessment will be provided to parents. When planning excursions, educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesizing and to transfer and adapt what they have learned from one context to another (“My Time, Our Place” Outcomes 4.2, 4.3).

On days when an excursion is planned, there are no facilities for the child to stay behind at the Centre. The Centre reserves the right to cancel any excursion if reasonable attendance is not reached. Children who display inappropriate behaviour whilst on excursions, or at the Centre, may be excluded from excursions at the Coordinators discretion and in line with Centre Policies.

## MOOSH STAFF: QA 4 – No.21

### Staffing

MOOSH is committed to ensuring the safety and wellbeing of children. We promote a child safe environment that minimises risk to children in our care from all types of abuse, harm and neglect. Our staff carry out their responsibilities as mandatory reporters.

**Service Coordinator:** Sharon Pittman-Diploma. Sharon has worked in Pre Schools, Long Day Care and other OOSHC services. Sharon has been a part of MOOSH since it opened its doors in 1997.



**Educators:** We are extremely fortunate to have a wonderful team who each bring along many different skills and experience. To maintain our high standard of care we have experienced and suitably qualified “Responsible Person” on each shift at all times, holding a Supervisors Certificate, Child Protection Certificate and current First Aid and Anaphylaxis Certificates.

## Children

### **HOMEWORK:**

**QA 5– No.12**

Staff will provide a homework space and resources for those that choose to complete their homework at MOOSH.

### **BEHAVIOUR:**

**QA 5– No.2,4**

RESPECT FOR SELF, OTHERS AND THE ENVIRONMENT follows the MOOSH Behaviour Management Policy. The staff at MOOSH work closely with each other and the child’s family to develop behaviour management plans that are appropriate for the child.

- Children are required to stay in the designated area with adult supervision, and be where staff can see them.
- Children are expected to treat others with respect and be courteous to all staff and other children.
- Children are expected to use their manners – please, thank you, excuse me.
- Children expected to speak nicely to everyone and not use hurtful or offensive language.
- Children expected to play sensibly and not use physical violence or play physically violent games.
- Children are asked to tell an adult when they need to go to the toilet when outside.
- Children expected to pack up the things they use and help with cleaning up.
- Children expected to treat the buildings, furniture and equipment with respect.
- Children are encouraged to share.
- Inside is a quiet area. Please walk. In addition, use quiet inside voices.
- Ball games are to be played outside.
- Bags and hats are to be left in a designated area.
- Children will be reminded of the behaviour expectations, as they are the basis for behaviour management whilst at MOOSH.

### **SUSPENSION AND EXCLUSION OF CHILDREN:**

**QA 6– No.7**

MOOSH strive to provide a safe, healthy, relaxing and nurturing environment for school age children where they feel comfortable and valued. We believe that staff are entitled to feel safe in the duties that they perform at all times. All children will adhere to the rules, which will be presented to them positively and clearly. If after consistent and persistent breaching of these rules, or in certain cases if rules are blatantly ignored putting the safety of children or staff in danger, MOOSH has the right to suspend or expel children from care.

There can be a number of reasons why children may be excluded from MOOSH.

- Because their behaviour is a danger to themselves or others.
- Because their behaviour requires extensive supervision from staff that may be to the detriment of other children (for example, a child constantly going out of bounds and staff required to leave the area to retrieve him/her)
- Because they are extremely insolent, disruptive, persistently disobedient or violent apart from the above reasons, there may be reasons that are not related to a child’s behaviour that may warrant a child’s exclusion or temporary suspension, for example:
  - Repeated and frequent late collection of the child by the parent/guardian
  - Fees consistently unpaid by the parent/ guardian In relation to children’s behaviour, expulsion and/ or suspension should be considered as a last resort.



Exclusion or suspension due to illness or injury can be found in the previous section.

## **Families and Communication**

### **FAMILIES RESPONSIBILITIES:**

**QA 6– No.4**

- To sign **EACH** child in individually and/or out individually each day.
- To provide all of the necessary documentation upon enrolment.
- To notify staff if there are any changes in picking-up arrangements.
- To notify staff if your child will be absent, otherwise safety practices will be put into place to ensure their whereabouts and fees may be charged.
- Notify staff immediately of any changes in contact details, especially telephone and work details.
- Notify school in writing of your child's after school arrangements to ensure they are put on buses.
- To ensure they are aware of Centre policies and procedures (located in full on sign on/off table at all times).
- To notify staff if child has a diagnosed infectious disease.
- Any late arrangements for care can be communicated to MOOSH on the answering machine as messages are collected before the first bus. You are welcome to ring and confirm your child's arrival or well-being at any time.
- To keep fees 2 weeks in advance at all times.

Please feel free to communicate any problems, ideas or choices your child may have to staff so that any issues may be promptly dealt with. This will also help us deliver a Service that better meets the needs of your family.

### **ANTI BIAS:**

**QA 5– No.1**

We recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program. All activities and behaviour in the Centre will be considerate of the cultural and linguistic diversity of families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

## **Governance and Leadership**

### **PRIVACY AND CONFIDENTIALITY:**

**QA 7– No.3**

We treat each family's personal information with respect and confidentiality. We will only release information where the law requires it. For further information, please speak to the MOOSH Coordinator. Families are required to complete the online Child Care Subsidy assessment via [myGov](https://myGov) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement. On enrolment, we require the CRN of the person linked with the child, along with the child's CRN so we can confirm and register attendance and ensure that you are receiving the appropriate subsidy.

### **SERVICE POLICY AND PROCEDURE /POLICY REVIEW:**

**QA 7– No.10**

You will find a copy of our Service policies and procedures near the sign on/off table. We expect all stakeholders to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.



Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for all stakeholders participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures. There is a more extensive range of policies relating to building security and environment maintenance, storage, management and programming. Policies are reviewed annually or as required. Our Policy folder in full can be located in the draws of the sign in / out trolley. If you would like to view the full policy document and procedures, please ask staff.

### MANAGEMENT:

QA 7– No.12

Any queries/ complaints should be communicated to:

**Sharon Pittman, the Service Coordinator**

Phone 6541 3205 or email: [moosh@uhcs.org.au](mailto:moosh@uhcs.org.au)

MOOSH is auspiced by Upper Hunter Community Services Inc.

UHCS Manager- Louise Clay

QEII Building

Corner Bridge and Market Streets

Muswellbrook, NSW, 2333

Phone: 6542 3555

Email: [manager@uhcs.org.au](mailto:manager@uhcs.org.au)

### GRIEVANCE PROCEDURE:

QA 6– No.1

Families have an important role in the Centre and we value their comments. Parents are encouraged to communicate any concerns they have in relation to the Centre, staff, management, programs or policies without fear of negative consequences. Complaints process and forms are on the sign on table for small issues and forms are provided above the sign on table.

If a family, child or parent has a grievance with any aspect of MOOSH, feel free to speak directly with a staff member or the Coordinator. If you still have not resolved your issue, feel free to make an appointment to speak to the MOOSH Coordinator, complete a complaint form or send us an email. If the issue or complaint is still not resolved, you may then request an appointment with Upper Hunter Community Services Inc. Manager.

## Physical Environment & Sustainability

### SUSTAINABLE PRACTICES:

QA 3

MOOSH is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.



## **Collaborative Community Partnership**

MOOSH prides itself on being involved with many other community organisations and businesses to enhance the children's learning and development. MOOSH has many visitors such as Landcare, Museum in a Box, Muswellbrook Shire Council-Sustainability Officer, local MP's and other community members. The children at MOOSH get to enjoy many excursions within the local and wider community and experience lots of fun activities with their peers.

### **IMPORTANT INFORMATION**

**WE HAVE CHILDREN ATTENDING MOOSH WHO HAVE A SEVERE LIFE-THREATENING ALLERGY TO NUT OR EGG PRODUCTS**

**XXXX NO NO NO XXXX**



**PLEASE ENSURE YOU ADHERE TO OUR RECENTLY REVIEWED ALLERGY POLICY**

**THANK YOU FOR CHOOSING MOOSH!**

