MOOSH
MUSWELLBROOK OUT OF SCHOOL HOURS

2027 Information Handbook



MOOSH is an approved centre based service under the National Quality Framework (NQF).

Phone: 6541 3205
Email: moosh@uhcs.org.au
Co-ordinator: Sharon Pittman

BEFORE SCHOOL CARE

AFTER SCHOOL CARE

VACATION CARE & PUPIL FREE DAYS

Quality Area 6: Collaborative Partnership with Families

The service is proudly provided by Upper Hunter Community Services Inc.
QEII Community Centre, Cnr Bridge & Market St, Muswellbrook
Phone: 02 6542 3555

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 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.





Contents

Welcome 3

Glossary of Terms 6

Useful Numbers 6

Regulatory Authority
National Quality Framework (NQF) 7

MOOSH Philosophy 8

Enrolment and Orientation 10-11
- Enrolment and Getting Started 10
- Orientation 10
- Hours of Operation 10
- Vacation Care and Pupil Free Days 10
- Location and Contact Details 11
- Priority of Access 11
- Access-who can attend? 11

Fees, Bookings, Absences
and Cancellations 12-13
- Enrolment Fee 12
- Bookings and Cancellations 12
- Daily Full Fees and CCS 12
- Late Fees and Service Closing Time 12
- Overdue Account Fee 13
- Failure to Notify Fee 13
- Excursion Fees 13
- MOOSH Account Details 13

Safeguarding Children 15-20
- Transport to and from School 15
- Work, Health and Safety 15
- Child Protection 15
- Childrens Health and Safety 16
- Infectious Disease 17-18
- Immunisation 19
- Medication 19
- Allergies and Asthma 19
- Accidents/Incidents 19
- Delivery and Collection of Children 19
- Ratios and supervision 20

Health, Nutrition and Wellbeing 21-23
- Health and Nutrition 21
- Food Safety 21
- Meals at MOOSH 21
- Administration of Medication 21
- Accidents 22
- Safe Footwear and Clothing 22
- Hygiene 22
- Emergency Procedures 22
- Sleep, Rest and Relaxation 22
- Sun Protection 23
- Childs Belongings 23

Educational Programs and Policy 24
- National Quality Standard (NQS) 24
- Programs, Evaluations and Critical Reflection 24
- Vacation Care Excursions 24

Staffing 25
- MOOSH Staff 25
- Code of Conduct 25

Children 26
- Homework 26
- Behaviour 26
- Suspension and Exclusion of Children 26

Families and Communication 27
- Families Responsibilities 27
- Anti Bias 27

Governance and Leadership 28
- Privacy and confidentiality 28
- Service Policy and Procedure / Policy Review 28
- Management 28
- Grievance Procedure 28
- Regulatory Authority 29

Physical Environment and Sustainability 29
- Sustainable Practices 29

Collaborative Community Partnerships 29

Important information
Allergy Free Environment - NO NUTS 29

Glossary of Terms

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.

Useful Numbers

Office for Early Childhood Education and Care Directorate. Email: ececd@det.nsw.edu.au	1800 619 113
NSW Department of Education	1300 679 332
Family Assistance Office MyGov	132 307
Families Child Care Subsidy	136 150
MOOSH	6541 3205
Upper Hunter Community Services Inc.	6542 3555



Regulatory Authority

MOOSH complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework - ***My Time, Our Place***.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

MOOSH is currently proud to be meeting all of the National Standards. (2024).

The Regulatory Authorities is colour coded 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

MOOSH Philosophy

QA 7.1.1

MOOSH IS COMMITTED TO:

- Providing a safe, healthy, nurturing, stimulating and welcoming environment for school age children.
- Provide high quality care and education personalised to the individual needs and interests of the children.
- Educators recognise that child safety is paramount and will always advocate for child's safety and wellbeing.
- Offers a wide variety of experiences, which reflect the children's diversity, strengths, needs and interests.
- Our fun play-based programs are driven by National Quality Framework (NQF) My Time Our Place (MTOP).
- 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.
- We will always make time to listen, support and provide help and advice for each individual family.

OUR MOTTO IS:

So come along and join in the fun!

We are proud of the quality care we provide.



THE PROGRAM WILL: QA 1

- 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: QA 2

- 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: QA 3

- Strive to incorporate sustainable practices where viable.
- Engage children to participate in sustainable practices.
- 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.

EDUCATORS WILL: QA 4

- 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: QA 5

- 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: QA 6

- 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.

MANAGEMENT AND EDUCATORS WILL: QA 7

- 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		
REVIEWED	May 2026	May 2027

APPROVAL DATE: November 2026
DATE FOR REVIEW: November 2027

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.

Enrolment and Orientation

ENROLMENT AND GETTING STARTED: QA 6 - 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.

HOURS OF OPERATION

BEFORE SCHOOL CARE
Monday - Friday
6:30am - 9:00am

AFTER SCHOOL CARE
Monday - Friday
3:00pm - 6:00pm

VACATION CARE & PUPIL FREE DAYS
Monday - Friday
6:30am - 5:30pm

ORIENTATION: QA 6 - 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. 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.

QA 6 - No. 12



VACATION CARE & PUPIL FREE DAYS: QA 2 - 76

MOOSH will open from 6.30am until 5.30pm on these days. The fee is $75.00 per day per child, less CCS. Parents/guardians provide:

- Healthy Recess.
- Healthy Lunch.
- Wide Brimmed Hat.
- Drink Bottle – Water only (Unless medical reason i.e. Diabetes requiring sugary drinks).
- Sunscreen – If sensitive to sunscreen, please provide own.
- Appropriate closed in footwear. NO thongs, crocs, heals or sandles.
- 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).

Enrolment and Orientation

LOCATION AND CONTACT DETAILS: QA 6

MOOSH is located at:

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 - 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 – Muswellbrook Shire Council (MSC) residents already enrolled.
- Priority 3 – Muswellbrook Shire Council (MSC) residents new enrolments.
- Priority 4 – a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test.
- Priority 5 – 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 - 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 until end of December.

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 - 10

An enrolment fee of $45 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 - 10

- We accept permanent and casual bookings. We also cater for rotating rosters, which are charged at an additional rate if provided at the start of each term.
- Fees will be charged for Permanent and Roster bookings that are booked and not attended unless two weeks written notice is given.
- 24 Hours notice is to be given for casual and Vacation Care bookings.

DAILY FULL FEES AND CCS: QA 6 - 10

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

SESSION	FEE	NOTICE TO CANCEL
Before School Care	$32 (Includes bus fare)	2 weeks
After School Care	$35 (Includes bus fare)	2 weeks
Roster booking: *(Rosters must be provided at the start of each term)*	$1 Surcharge	2 weeks
Casual attendance Before & After School	$2 Surcharge	24 (business hours)
Vacation Care and Pupil Free Days	$75 per session	24 (business hours)

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

LATE FEES AND SERVICE CLOSING TIME: QA 6 - 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 $20 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.

Fees, Bookings, Absences and Cancellations

OVERDUE ACCOUNT FEE: QA 6 - 10

Fees must always kept 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: QA 6 - 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 a missing children.

- $10 per family.

EXCURSION FEES: QA 6 - 10

Fee varies depending on the activity and paid separately on the day of the excursion.

Please refer to our Vacation Care Program for costs.

MOOSH ACCOUNT DETAILS: QA 6 - 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 - 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.

AM - 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 transportation risk assessment is in place in consultation with Osborn's Buses which is reviewed annually or as required.
Families will be required to sign a Transport Authorisation upon enrolment and will agree to give permission for Osborns buses to transport children to and from the care environment.
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 - 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

MOOSH is committed to ensuring the safety and wellbeing of children and young people is paramount and maintained at all times whilst being educated and cared for by educators and staff.

Paramount Consideration - We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998 NSW) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children Check.

MOOSH is a tobacco, vape, drug and alcohol-free environment at all times in accordance with Education and Care National Law and Regulations. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

A 'Responsible Person' and Educational Leader who holds an up-to-date Child Protection Certificate, First Aid, Asthma Anaphylaxis and CPR certificate is present at MOOSH each shift.

All educators hold a valid Working with Children Check (WWCC), have completed mandatory Child Safety Training, and are registered on the NQITS National Worker Registry Portal.

MOOSH has Policies and Procedures in place to safeguard children for example: Child Protection Policy, Whistle Blower Policy, Child Safe Environment, Dealing with Complaints around Sexual Behaviour.

MOOSH is required to display our quality and compliance history from the past two years. This includes our current National Quality Standard (NQS) rating, any compliance actions, and any prosecution information (if applicable). This information is shared to promote transparency and to help families stay informed about the regulatory compliance of our Service.

Safeguarding Children

CHILDRENS HEALTH AND 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
Chicken pox	Exclude until all blisters have dried – this is usually at least 5 days after the rash first appeared in non-immunised children, and less in vaccinated children. See the guidelines for contact exclusions.
Conjunctivitis or eye discharge	Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis).
Ear infection	Not excluded unless they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding).
Fever	Exclude until the temperature remains normal, unless the fever has a known non-infectious cause. If the child has gone home from the Service with a fever but their temperature is normal the next morning, they can return to the Service. If the child wakes in the morning with a fever, they should stay home until their temperature remains normal If a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.
Gastroenteritis ('gastro') • Campylobacter infection • Cryptosporidiosis • Giardia infection (giardiasis) • Rotavirus infection • Salmonella infection (salmonellosis) • Shigella infection (shigellosis)	Exclude until there has not been any diarrhoea or vomiting for at least 24 hours.
Norovirus infection	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours.
Hand, foot and mouth disease	Exclude until all blisters have dried.
Head lice	The child /ren will be sent home if live head lice are detected and can return once treated has started.
Hib (Haemophilus influenza type b)	Exclude until the person has received treatment for at least 4 days.
Measles	Exclude for at least 4 days after the rash appeared. See the guidelines for contact exclusions.
Meningitis (viral)	Exclude until person is well.
Meningococcal infection	Exclude until the person has completed antibiotic treatment.

INFECTIOUS DISEASE: QA 2 - 57

CONDITION	EXCLUSION
Mumps	Exclude for at least 9 days or until swelling goes down (whichever is sooner).
Pneumococcal disease	Exclude until person has received antibiotic treatment for at least 24 hours and feels well.
Rash	Not excluded unless combined with other concerning symptoms (fever, tiredness, pain, poor feeding).
Respiratory conditions and infections • Bronchitis and bronchiolitis • Common cold • COVID-19 (also refer to state or territory advice) • Croup • Flu (influenza) • Human metapneumovirus • Pneumonia • RSV (respiratory syncytial virus)	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), exclude them only if: • the respiratory symptoms are severe, or; • the respiratory symptoms are getting worse (more frequent or severe), or; • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) Otherwise, do not exclude. A person can often have an ongoing cough after they have recovered from a respiratory infection. If their other symptoms have gone and they are feeling well, they can return to the Service.
Shingles (zoster infection)	Exclude children until blisters have dried and crusted. Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered). See the guidelines for contact exclusions.
Skin-related infections • Cold sores (herpes simplex)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry. Cover sores with a dressing, if possible.
• Bronchitis and bronchiolitis • Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot) • Impetigo (school sores) • Scabies and other mites causing skin disease	Exclude until the day after starting treatment. For impetigo, cover any sores on exposed skin with a watertight dressing.
Warts	Not excluded.
Strep throat	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.
Whooping cough (pertussis)	Exclude until at least 5 days after starting antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics. See the guidelines for contact exclusions.
Worms	Not excluded but needs to be treated.

ALLERIGIES AND 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.

Safeguarding Children

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.

INCIDENTS / INJURY OR TRAUMA QA 2 - 4

- We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents.
- We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.
- First Aid kits are located throughout MOOSH.
- Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge and sign an ***Incident, Injury, Trauma and Illness Record*** within 24 hours. In the event of a minor injury, first aid will be provided as required.
- If your child injures their head, even if it is a small bump, you will be contacted by phone to advise of the injury. MOOSH educators will continue to monitor your child closely and advise if you should come and collect them, if emergency medical treatment is required following a head injury, educators will contact emergency services.
- If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor/ responsible person will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. (With consideration of Ratios) Please note that the cost of Ambulance cover is the responsibility of each family.
- An ***Incident, Injury, Trauma and Illness Record*** will be completed, and a parent will be required to acknowledge and sign this record within 24 hours. A copy of any documentation from the hospital or treating doctor will also be requested. MOOSH will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our approved provider and the regulatory authority to follow up the incident and actions taken by MOOSH.

DELIVERY AND COLLECTION OF CHILDREN: QA 2

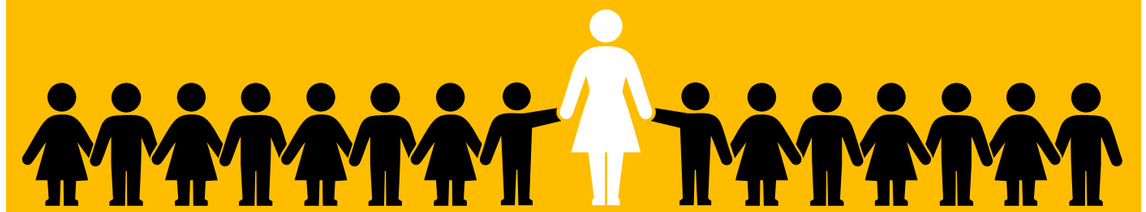
For security reasons, children must be signed in individually upon arrival by an adult and not just dropped off at the gate or the door. Children must also be signed out individually at the time of collection. Only identified people aged 18 years or over are able to drop off or collect children.

Safeguarding Children

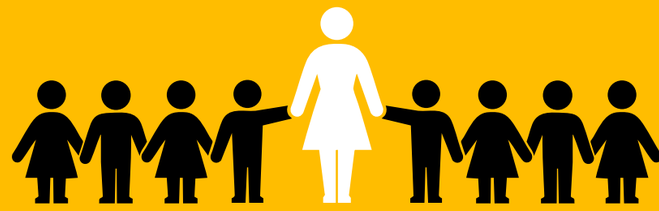
RATIOS AND SUPERVISION: QA 2 - 2.2.1

MOOSH operates ratios as per regulations.

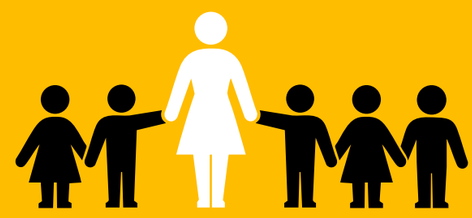
For more information, please go to https://www.education.gov.au/



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



Excursions
1 staff – 8 children



Water Activities
1 staff – 5 children

Health, Nutrition and Wellbeing

HEALTH AND NUTRITION: 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.

Water only. Please ensure your child has a water bottle each day.

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.

Health, Nutrition and Wellbeing

ACCIDENTS: QA 2 - 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 - 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 ion – 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 - 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.

EMERGENCY PROCEDURES: QA 2 - 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.

SLEEP, REST AND RELAXATION: QA 2 - 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. MOOSH provides a Calming Space, Quiet Area and Book Space and often dims the lights to create restful spaces.

Health, Nutrition and Wellbeing

SUN PROTECTION: QA 2 - 68, 69

MOOSH 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.

CHILDS BELONGINGS: QA 2 - 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.



Educational Programs and Policy QA 1 - 14

MOOSH is excited to be 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 - 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.

Staffing

QA 4 - 21

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.

CODE OF CONDUCT: The Code of Conduct establishes the standards for all employees of MOOSH. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's (ECA) Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.



Children

HOMEWORK: QA 5 - 12

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

BEHAVIOUR: QA 5 - 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 and 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, unless organised group.
- 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 - 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.

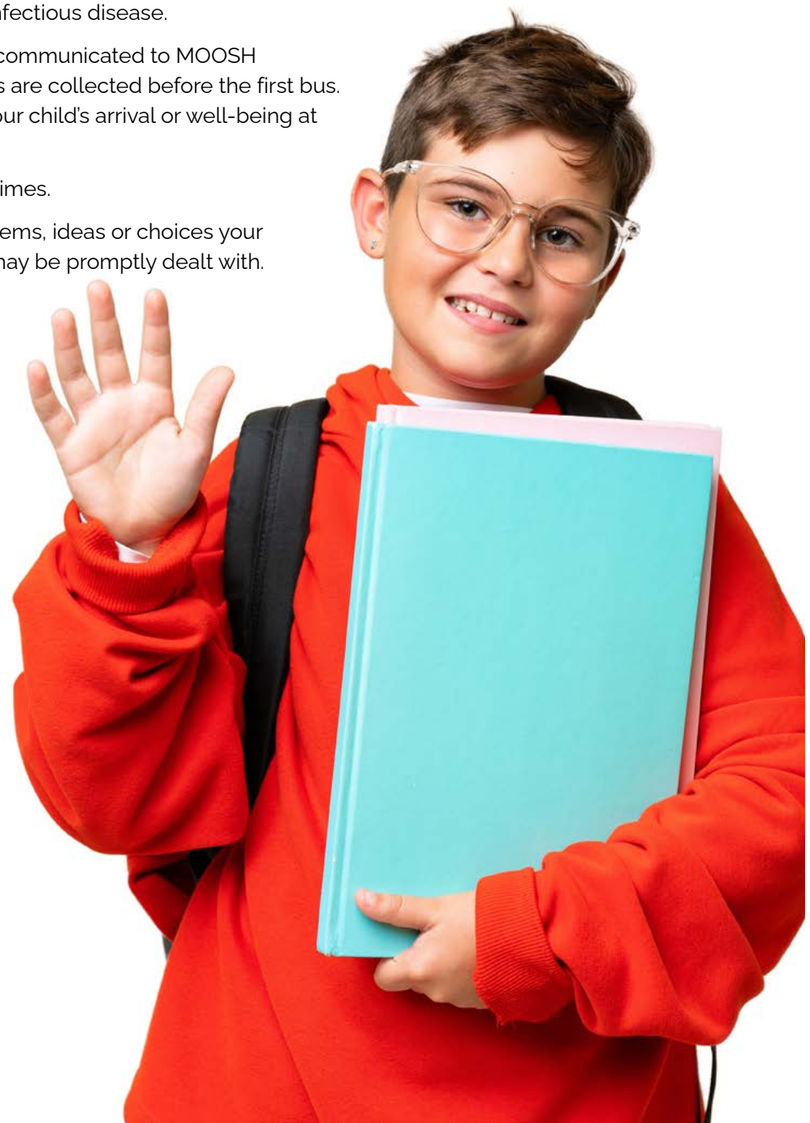
Exclusion or suspension due to illness or injury can be found in the previous section.

Families and Communication

FAMILIES RESPONSIBILITIES: QA 6 - 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 - 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 - 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 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 - 10

You will find a copy of our Service policies and procedures near the sign on/off table. We expect all stakeholders to always adhere to our policies and procedures 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 stakeholder's 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 trolly. If you would like to view the full policy document and procedures, please ask staff.

MANAGEMENT: QA 7 - 12

Any queries/ complaints should be communicated to:

Sharon Pittman, the Service Coordinator
Mell de Looze, Team Leader
Phone 6541 3205 or email: moosh@uhcs.org.au

LouiseClay
UHCS General manager
Phone 6542 3555 or email: lclay@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

GRIEVANCE PROCEDURE: QA6 - 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.

REGULATORY AUTHORITY:

Regulatory authorities administer the NQF in each state and territory.

The regulatory authority in NSW has day-to-day contact with Services and ensure compliance with the NQF.

NEW SOUTH WALES

NSW Early Learning Commission

Phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

NSW Early Learning Commission email: information@earlylearningcommission.nsw.gov.au

Physical Environment and 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 Partnerships

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

MOOSH IS AN ALLERGY FREE ENVIRONMENT

NO NUTS OR PEANUTS

XXXX NO NO NO XXXX

PLEASE ENSURE YOU ADHERE TO OUR RECENTLY REVIEWED ALLERGY POLICY

Thank You

for choosing MOOSH!



UPPER HUNTER COMMUNITY SERVICES INC.

The service is proudly provided by
Upper Hunter Community Services Inc.
QEII Community Centre
Cnr Bridge & Market St, Muswellbrook
Phone: 02 6542 3555

www.uhcs.org.au