Welcome to TCSOOSHER

We hope this information leaflet helps you learn a little more about our service and the way it works.
We hope you and your children have a wonderful time at our centre.
Please don’t hesitate to contact us if you have any further questions.
We recommend both parents/carers read this.

Centre Philosophy
TCSOOSHER provides quality childcare within a Christian environment. It exists to provide a Before School, After School and Vacation Care where children, families and staff are valued and treated as individuals.
Families are respected and valued due to their differences in beliefs, customs, culture and language, and are all welcomed at our services. In partnership with children, parents/carers and educators, we plan activities and opportunities to enhance a child’s development in a fun, safe and supportive environment. Our desire is to encourage the individual interests of children, encourage their appreciation of one another’s uniqueness, and to facilitate children in their own independence. At TCSOOSHER, play is seen to have an important role in the development of social, physical and educational skills, which children will use for life.
We strive for open communication and positive relationships between parents/carers, educators and children.

Location and Parking
We are in the TCSOOSHER room located in the high school M block, next door to the basketball court. We have included a map for your help, which also shows where you can park. Please use the correct entry and exit gates to avoid accidents, obey the displayed signs (e.g. turn left into the entry gate and out of the exit gate only) and drive slowly in the school grounds.
For opening and closing hours, see the centre-specific information pages.

Staff
Co-ordinator/Nominated Supervisor/Educational Leader          Rosalie Schick
Assistant Co-ordinator/Certified Supervisor/Accounts officer   Lyn Albert
*Kimberley Douglass, *Rosti Murphy
Andrea Kitong, Kimara Moodley, Aymin Dib, Connor Rossi, Jan Kitong,
Brooke Webb

Contacts
Rosalie Schick (Co-ordinator)
Phone: OOSH room: 8863 2913
        OOSH mobile: 0412 892 419
Email: tcsoosh@gmail.com
Post: PO Box 748, Toongabbie NSW 2146
Fax: TCS on 9631 1483
For contacting our centre, making, changing or cancelling bookings, ring the OOSH mobile number or the OOSH room.
**When You Start**

Please complete the registration form (sibling registration form as well, if applicable) and the booking form. Children can be refused attendance to our centre if we have not received the appropriate and current paperwork from you. The forms, along with copies of immunisation records, may be returned to us by handing them to centre staff or the school office, or by post, email or fax.

Please come and introduce yourself and your children to us, and we will go through the procedure and answer any questions. Educators can usually be identified by a blue shirt and staff lanyard with nametag. Also, their photos and names are displayed on the whiteboard.

**Signing in/out**

Every time you drop off or pick up your children, please write the time and sign for each of them in the sign in/out book in the parent area near the entrance door to the centre. You are also required to sign the book for allowable absences (A/A’s). See the ‘Allowable Absences (A/A)’ section for more details.

If you see a please see supervisor sticker tab on your child’s name in the sign in/out book, please take it with you to the supervisor to see what it is about.

**Communication and Feedback**

Your feedback (questions, concerns, or suggestions) is important to us. You can speak directly to Rosalie or Lyn or the supervisor of the day, leave a message on our mobile, or email the Centre.

Each family is allocated a family file in our filing boxes, located next to the sign in/out book in the parent area. Look for your child’s surname on your file (arranged alphabetically); inside we place important information that you may need to know, as well as statements of fees owing and receipts of payment. You should check it each time you come in. It is also your responsibility to ask anyone else authorised to collect your child to check the file on your behalf and pass on any paperwork to you as well, so you don’t miss out on receiving your statements etc.

We have a policies and procedures folder, located in the parent area. It contains more detailed information about our centre in relation to complaints, confidentiality, child protection, homework, fees and charges, emergencies and evacuations, medical conditions, medication, health and safety, hygiene etc. Feel free to read it at any time or ask for copies.

We have several informational factsheets and pamphlets in the parent area for you to read at any time.

We hold regular parent committee meetings (one per term), at which all centre parents and caregivers are welcome. We supply dinner for everyone and your children play in the OOSH room under the supervision of one of our educators, while the parents meet.

We also hold social events. An Orientation night in Term 1 and Christmas Party in Term 4) to which all staff, parents and children are invited to relax, eat, chat and get to know each other better.

To find out the dates for the meetings and events, contact Rosalie.

**Program and Activities**

Our programs encourage a variety of different opportunities and activities such as homework, sport, craft, cooking, Movies and games. VC provides additional activities such as incursions, electronics and wheels days.

A program, daily timetable and menu are displayed on the whiteboard. In the parent area are our BSC/ASC and VC journals. In these we display photos, artworks and children’s comments. Please take the time to have a look through them, and feel free to give us feedback.
Donations
In order to keep our costs down, donations are gratefully accepted. If you would like to donate toy and play items, food items for cooking/breakfast/afternoon tea, craft items, scrap paper or anything else, please let us know.

Property
Please label all your children’s belongings and check the lost property cupboard, which is immediately below the sign in/out book in the parent area. Make sure your children always have a hat. Our centre takes no responsibility for any children’s belongings that are brought to our centre and get lost and/or broken. If your child damages property of our centre, you will be charged accordingly.

Spare Pants
Many young children have 'accidents' and need to change their underpants and clothes. We don't have many spare garments, especially shorts or trousers. Please provide young children with spare underpants and clothes in a plastic bag, just in case.

Sunscreen
Sunscreen is provided for children to apply regularly. If your children have particularly sensitive skin and cannot tolerate the sunscreen that we use, please provide some in your children's bags, and notify staff of this.

Medication or Special Circumstances
If any medication (e.g. cough syrup, antibiotic) is required to be administered when your children are at our centre, let the supervisor of the day know, then fill in details in the medication book. Where more than one dose is to be administered in a day, please write on a new line for each dose.
If the medication is ongoing (e.g. Ritalin, Ventolin), you are required to fill in an ongoing medication administering permission and record sheet at the beginning of each term and holiday period. Any medication should be provided in the original packaging and show the child's name, dosage and expiry date.
If there are any special circumstances (eg. your child requires an epipen or cannot participate in an activity) please notify staff of this.
If your child has asthma or life-threatening allergy, please provide an action plan (prepared by your doctor), a bum bag with the appropriate medication, and completed ongoing medication forms, as stated above.

Illness
Please do not send children who are unwell, as their illness might be contagious. If your children become unwell whilst at our centre, you will be contacted to come and collect them.

Confidentiality and Information Disclosure
Our centre respects the privacy of families. All information will be treated confidentially. Details will only be disclosed if legally required.
**Money Matters**

Statements show an estimate of the amount of fees owing, and may change over time, as we submit your attendances to DEEWR for CCB fee reduction at the end of each week. The amount due is always highlighted in yellow.

Statements are emailed (if requested) or placed inside your family file (please remember to check). In some cases (eg. casuals), they are sent through the TCS internal mail. If you would prefer to be emailed your statements, please let Lyn Albert, Rosalie or the supervisor of the day know and advise us if you change your contact details.

If you need any clarification or help in understanding your statements, please see or email Lyn Albert for clarification.

For BSC and ASC, statements are issued twice each term (at the beginning and middle, which means you make 2 payments per term). A receipt is sent to show that a payment has been received. A payment due date notice is displayed in the parent area and on statements.

For families who use casual bookings, your account must be fully settled by the end of term.

For VC, statements are issued once your booking has been submitted, and you are required to pay the full amount on, or before, the first day your children attend. December/January VC payments may be paid in two instalments. Please advise if you are paying this way.

If you make new bookings, change or cancel bookings after the statement has been sent, the computer adjusts your account accordingly and we will issue you with new statement if you ask for it, as you now owe more or less money than shown on your previous statements. Please pay attention to the account type (BSC, ASC, VC or total), and statement printed date to know the most recent one. If you do not ask for the new statement these changes will be on the next statement. These changes will be noted on the 2nd statement with the date and why the change was made.

Your children could be excluded from our centre if you are not up to date with payments.

To discuss any financial difficulties, or chat about payment plans and options, speak to Rosalie or Lyn Albert.

You can ask about your fees, or request a statement at any time.

To get a full list of fees, see the 'Parent Fees and Charges List' and centre-specific information pages.

Fees can be paid by cash, cheque, or direct deposit (we do not accept credit card).

For cash and cheques, place payments inside an envelope (with your child’s name, date and the amount of money enclosed), then place it inside the fees tin (next to the sign in/out book in the parent area) or hand directly to the supervisor of the day.

Cheques should be made out to: TCS OOSH Ltd.

For Direct Deposit, account details are: TCS OOSH Ltd
BSB: 082 330
Account No: 61523 6335

Please specify your child’s name in the transaction details and send a copy of deposit to us.

**Child Care Benefit (CCB) and Child Care Rebate (CCR)**

CCB is a means-tested childcare fee reduction system by Centrelink. You are required to apply, register your details, and supply us with Customer Reference Numbers (CRNs), even if you don’t get any CCB. Most families do get CCB, and pay only a few dollars or even nothing. The government pays us your CCB (which is then deducted from the full fee) and you are charged the gap. Until you sort out your CCB with Centrelink and notify us, we charge you the full fee. CCB only applies to the daily or casual fee. Other costs (eg. registration, failure to notify absence) are not covered.
Being registered with Centrelink also allows you to claim a childcare rebate (CCR) of up to 50% at tax time on your childcare fees. You can arrange with Centrelink for it to be paid directly to us, rather than to you, decreasing your fees more.

To arrange CCB and/or CCR, contact Centrelink Family Assistance Office (FAO) on 13 61 50. The FAO also has a website: www.familyassist.gov.au. Ask for a Customer Reference Number (CRN) for yourself and for each of your children attending our centre. Double check all your details are correct with them (eg. Dates of Birth and CRNs). Ask what your CCB% will be, which is based on your income. Please bring in a photocopy of the form that the FAO sends you with all the details.

**Bookings and Cancellations**

For new bookings, please leave a message on the OOSH mobile, or with the supervisor of the day who will write it onto a booking and cancellation sheet. If you leave a message, you can safely assume that we will take your child, but if your child does not know they are coming to ASC, please call the school office to send a message to your child.

If your children will not be attending on a booked day, it is vital that you contact our centre. Educators are required to search for any children who do not turn up, as we need to ensure they are safe.

If notice of changes or cancellations is given by 6:30pm Friday of the preceding week (meaning, they are made before the week that the booking is in), you will not be charged the full fee, but a changed/cancelled booking fee instead.

If you receive a high CCB, it may be cheaper for you to treat the day as an A/A.

If cancellations are made in the same week as the booking, you are charged an A/A (see the ‘Allowable Absences (A/A)’ section for more details).

If you call and leave a message with a cancellation on the mobile, after we have closed on the preceding Friday, this will not count as adequate notice, as staff do not receive the message before the next Monday.

If you change your days (eg. from every second Monday, to every second Tuesday) you will be charged the changed/cancelled booking fee.

If you swap days in a week as a once off, the original booked day is treated as an A/A (or cancellation if adequate notice is given) and the new days are charged as casual bookings.

If your children are absent from school, or sent home sick from school, you need to contact us directly ASAP to let us know about it. The school staff do not know the children who are booked into our centre, and do not pass on information to us (so don't make the mistake of assuming). However, if you ask the school staff to let us know, they will pass on the message.

If your children are not going to attend due to school-related activities (eg. Wakakirri or Presentation Night), you are obliged to notify us to cancel. Please ring the OOSH room or leave a message on the OOSH mobile.

**Please do not make short-notice (on-the-day) changes or cancellations via email.**

A penalty applies each time you fail to notify us of your children's absences, before we go to mark the rolls.

**Allowable Absences (A/A's)**

When a change or cancellation is made in the same week as the booking (ie. notice is not given by 6:30pm Friday of the preceding week), you will be charged Allowable Absences (A/As). An A/A means you are charged the full fee, still getting your CCB and must sign for them in the sign in/out book.
Note: you are only entitled to a limited number of A/As per year, after which you will be charged the full fee and get no CCB. Parents are obliged to pay, even if they have a medical certificate.
BEFORE SCHOOL/AFTER SCHOOL (BSC/ASC) SPECIFIC INFORMATION

We charge regular and casual bookings. See the ‘2014 Parent Fees and Charges List’ page for definitions of these terms and further notes. For regular and short term bookings, you must fill in and return the appropriate booking form to ensure that your children are able to attend our centre on the days you require care.

BSC Hours: open from 6:30am to 8:15am, then children are taken down to the playground.

BSC Full Fees: regular bookings are $12 per child per morning. Casual bookings are $14 per child per morning.

ASC Hours: open from 3pm to 6:30pm. Children are met in the playground. Children in Kindergarten are collected by educators from their rooms (in terms 1). We also collect new children from their classroom on their first day at ASC. Please pick up your children before our closing time. Late penalties apply.

ASC Full Fees: regular bookings are $17 per afternoon per child. Casual bookings are $21 per afternoon per child.

Homework: at ASC we encourage the completion of homework, where possible. However we do not force children to do it and cannot spare educators to work individually with children. Please write your children's names on the list near the sign in/out book in the parent area, if you wish them to do homework at ASC. It is your responsibility as the parent to sign for any homework that is completed (not educators), and chat with your children regarding your expectations about homework, and resulting discipline of not doing it at ASC.

Extra-Curricular Activities: please notify us of the days and times of any extra-curricular activities (eg. choir, music, chess) that your children are involved in, when they are also booked into ASC, so we can account for their whereabouts and save them afternoon tea. On these days, children must come to us first to have their names marked off the roll before they go, and then return to our room after the extra-curricular activity is finished (we do not personally drop them off or collect them). Could you also help by writing their name and time of activity on the list near the door.

Food: at BSC we provide breakfast, and at ASC we provide afternoon tea. For children with special dietary needs and allergies, please provide a list of the foods they can and cannot eat. We will try to accommodate this, but if we can't, you may be obliged to provide their own food.
**VACATION CARE (VC) SPECIFIC INFORMATION**

Our VC is a 'Family and Community Services' funded service.

**VC Hours:** open from 7am to 6:30pm. Please pick up your child before closing time. Late penalties do apply. Our centre also offers half days: either 7am to 1pm, or 1pm to 6:30pm.

**VC Full Fees:** a full day is $40 per day per child. A half day is $21 per day per child. Special Days (eg. Incursions/Excursions/Pizza) cost extra (see the program from the VC parent mail). All bookings are classified as regular- no casual bookings like BSC and ASC. You must fill in and return a 'booking' form to ensure that your child is able to attend the centre on the days you require care. Bookings may be changed or cancelled, without being charged the changed/cancelled booking fee, BEFORE the first day of VC.

**Acceptance:** we accept children from the age of 5 up to and including 12 years of age. We accept children in the month of January who are about to start Kindergarten. Priority is given to Toongabbie Christian School children. We do accept children from other schools. We accept children with additional needs, subject to safety and budgetary limitations.

**Special Days/Permission Sheet:** at VC we offer special days like incursions, some excursions and a Pizza day. Please fill in the relevant sections of the permission sheet to do with these days, which is on the same page as the booking form. Additional fees and charges apply- see a copy of the program for them.

**Wheels:** every VC holidays, we program one or more wheels days. Wheels are days where children can ride their bikes, scooters, skateboards & in-line skates. They must have helmets and wear closed shoes. Children may only ride their own bikes/skates/etc. Please check that bikes are in good working condition and that helmets fit well. Wheels will be ridden at set activity times (when appropriate) or during meal breaks.

**Electronics:** please do not allow your children to bring electronics to our centre (unless specified on the program). This includes DS’s and iPods. Our centre and educators take no responsibility for any children's belongings that are brought to our centre and get lost and/or broken. Our centre has a CD player and a PS2 for the children to play.

**What to Pack:** please pack food (see below), a sunsafe hat, a jumper or jacket, change of clothes (especially undies) and umbrella or raincoat in case of wet weather. Please label all your children's belongings. Please also send your child in covered in shoes.

**Food:** please pack a healthy and nutritious morning tea, lunch and drinks. Please note we have children with allergies and anaphylaxis to particular foods at our centre (nuts, eggs and kiwi fruit). We are an allergy-aware centre. Please do not provide your children with any food with nuts (e.g. peanut butter, Nutella, nut bars) egg or kiwi fruit. Processed foods with minor traces of nuts are acceptable (no whole/crushed nuts). Processed foods with egg in them are acceptable (e.g. cakes and biscuits), but no boiled eggs or egg sandwiches. Eggs may be used in cooking activities. We provide afternoon tea, which is often made during our cooking activities. You are required to donate a piece of fruit per family every day. We supply lunch and afternoon tea on Pizza day. Children are expected to bring Morning tea.

**Group Divisions:** to offer variety and peer support, we sometimes program activities that involve an age or gender split. As much as possible, juniors will be years K-3, and seniors years 4-7. However the division is flexible depending on age distribution of the day.
Parent Fees and Charges List
as at October 3rd, 2014

Definitions and Notes:
- If you register with Centrelink and obtain a CRN, you could receive CCB on regular and casual bookings (if you are eligible), and/or claim CCR of up to 50%.
- Regular Bookings are for bookings for regular days (e.g. every second Monday), or you submit short term bookings of 2 weeks or more.
- Casual Bookings are for one-off or isolated days, or you submit short term bookings of less than 2 weeks.
- Short Stay fee is when a child is sent from the office (due to unforeseen circumstances) without a booking and is picked up by 3.45pm.
- Registration Fee: for new families that start from term 4 registration will carry over into the following year (so you don’t pay 2 registration fees).
- Changed/Cancelled Booking fee is charged when notice is given by 6:30pm Friday of the preceding week. It helps cover some of the time and money spent processing it e.g. changing the rolls, issuing new statements, and altering staff rosters. Note: if your change or cancellation is made in the week of the booking, you will be charged Allowable Absences (A/As) for those days instead, meaning you will be charged the full fee but still get your CCB.
This fee will also be charged when booked days are changed for a long term e.g. Changing Tuesdays to Monday, Friday.
- New Short Term Booking fee is charged to families that book in blocks due to changing work rosters. It is charged each time a family submits a new short term booking form throughout the year.
- Late Pickup fee is charged if children are not picked up by closing time. Staff are paid in 15 min blocks, so even if it is 5 mins the 2 staff have to be paid for an extra 15 mins.
- Late Payment fee is charged if fees are not paid by the due date. It helps cover the time and money spent chasing you up.

Before School Care (BSC):
- Breakfast is included
  Regular Bookings $12 per child per morning
  Casual Bookings $14 per child per morning

After School Care (ASC):
- Afternoon tea is included
  Regular Bookings $17 per child per afternoon
  Casual Bookings $21 per child per afternoon
  Short Stay $10 per child per afternoon (up to 3.45pm)

Vacation Care (VC):
- Afternoon tea is included
  Regular Bookings $40 per child per day
  Half Day Bookings $21 per child per day (Half day is: 7am-1pm or 1-6.30pm)

Other Costs:
- Registration Fee $30 1st child / max. $50 family (paid once per year)
- Special Days e.g. Incursions, Excursions, Pizza Day Extra (see VC program)

Additional Fees:
- Changed/Cancelled Booking $5 per family each time (instead of full fee charges)
- New Short Term Booking $5 per family for each new booking form
- Late Pick Up $20 per family per 15 min block (or part thereof)
- Late Payment $10 per family per month