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 Public School, Willow Rd, Springfield
 CHOOSH Care Contact: 0403202848
 Director: 0434 260 353 (Kylei)
 Email: choosh.care@outlook.com
 Website: wooshcare.com.au

INFORMATION BOOKLET

Welcome to CHOOSH Care

CHOOSH Care is a Before and After School and Vacation Care service located within the grounds of Chertsey Public School. CHOOSH Care is a not-for-profit organisation, managed by a Parent Committee, and is a branch of WOOSH Care Inc, located at Woodport Public School.

The Staff and Committee have prepared this booklet to provide parents and caregivers with information on all aspects of the Centre, including some of the Centre's policies. If you are unable to find what you are looking for, or if you require further information, please contact the CHOOSH Care Management, by email choosh.care@outlook.com or by phone on 0403202848.

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Philosophy

At CHOOSH Care we aim to provide quality care in an environment that is welcoming, safe and stimulating for children. We believe that every child is unique and learns and develops in their own way and aim to provide an environment which encourages children to explore, build relationships, solve problems, create and construct, in both group and individual play. Importance is placed on middle childhood and we aim to provide a program which is stimulating and challenging, whilst also allowing opportunities for decision making, leadership and independence.

Children are given a voice within the Centre and are encouraged to make choices and have control over their learning, contributing to the menu, program and routine to develop a sense of belonging. Our program encompasses both planned and spontaneous activities, with Educators supporting and extending on children's interests, while gathering knowledge about children's wellbeing and learning as a cycle of ongoing planning and evaluation.

We strongly value partnerships with families, children and the local community and believe that our community focus underpins the culture of our Centre. Families are encouraged to share their knowledge and expertise and contribute to the program to create a culture of acceptance where children feel happy, safe, secure and supported. Educators work closely with Chertsey Public School Teachers and Support Staff to provide best possible outcomes for the children in our care, while increasing opportunities for community participation through shared experiences and events.

Development of life skills and education about sustainable practice are supported by our Educators through growing and maintaining gardens, waste reduction and recycling. A culture of positive lifestyle choices is promoted through the availability of physical activities, healthy menu choices and both formal and informal discussions.

Educators respect and value the diversity of families and communities and believe that a child's culture and context are central to a child's sense of being and belonging. Program decisions encourage cultural competency and uphold all children's rights to have their cultures, identities, abilities and strengths acknowledged valued.

At CHOOSH Care we have embraced the My Time, Our Place Framework for School Age Care and use this tool to continuously guide and improve our practices, to provide high quality care for school age children.

ENROLMENT INFORMATION

Enrolment

At the time of enrolment you will be asked to complete forms with essential information (i.e. name, emergency contact numbers). Unless all enrolment forms are completed your enrolment may not be able to proceed. A checklist of all information required is included in the enrolment package. All information received will be kept strictly confidential, as per 'Maintenance of Records' Policy.

Please Note: New enrolment enquiries are unable to be taken during operating hours of 6:30am – 8:30am and 2:30pm – 5:00pm, as our educators are working directly with children during these hours, and the office may be unattended. Please contact our Office on 0403202848 or via email choosh.care@outlook.com to arrange a suitable time for any enrolment enquiries.

Additional Needs Enrolments

Please inform the CHOOSH Care Management if your child has any additional needs (e.g. physical impairment, ADHD). You will be required to complete an additional form (Enrolment Form B). If the Enrolment Form B is **NOT** completed upon enrolment and the child has any additional needs which require support, the child's enrolment may not be accepted. If the child has high support needs, an assessment must be done with KU Children's Services to determine whether the Centre can support the needs of your child and access additional support if necessary.

Hours of Operation

CHOOSH Care is open every day of the school term, school holidays, teacher's strike and pupil free days and is closed during public holidays and our annual Christmas close down. Families will be advised of Christmas closure dates, via email and parent information board, at least 4 week prior to closure.

Before School Care:	6:30am – 8:30am
After School Care:	2:00pm – 6:00pm
Vacation Care:	6:30am – 6:00pm
Office Hours:	12:00- 3:00pm (Monday-Thursday)

Fees

All rates shown are per child	Full fee	Example with 85% CCS + 100hrs / fortnight	Casual fee	Example with 85% CCS + 100hrs / fortnight
Morning	\$19.50	\$3.75	\$21.50	\$4.88
Afternoon	\$26.50	\$5.10	\$29.50	\$5.68
Vacation care	\$53 centre \$63 excursion	\$10.20 centre \$12.13 excursion	\$57 centre \$67 excursion	\$10.97 centre \$12.90 excursion
Registration fee	\$60 per family per year			
Bond (see below)	\$50 per family per year			

Child Care Subsidy

The Child Care Subsidy (CCS) is available to eligible parents/guardians. To apply for CCS (*Income Tested*), visit www.humanservices.gov.au, and then follow Steps 1 to 5. Please also be aware that you will be required to have a 'myGov' Account.

Please Note: You must provide CHOOSH with your child/children's & primary carer's (*this is the registered carer for CCS*) date of birth & CRN numbers. In addition, you will need to advise us if you have any other children attending another approved Childcare service. Without this information the **full fee** will have to be charged.

Payment of fees

Fees are payable on a weekly basis and must be paid one week in advance. A Family Statement/ Invoice will be distributed on a weekly basis via email, in centre or posted, as per information provided upon enrolment. Should Family Statements not be issued, parents will be notified via the parent noticeboard and via email. Fees can be paid by cheque, direct deposit, direct debit or Eftpos at WOOSH Care Cottage, Erina. No cash fee payments will be accepted. Direct debit payments through NumeroPro can be organised at your request. Cheques can be placed directly into the *Fees Box*, which is located under the sign in table. Account details for payment by direct deposit or bank transfer are as follows;

Account Name: CHOOSH Care

Bank: Commonwealth Bank

BSB number: 062-668

Account number: 10303458

Registration Fees

An annual registration fee of \$60.00 per family is payable when you enrol your child. This fee assists with the cost of enrolment related administration and applies for all enrolments except for casual vacation care bookings, where a higher daily fee will be charged. Please mark your selection on the vacation care booking form.

Bond

As part of your first fee payment we require a 'bond' of \$50 for all permanent enrolments (\$50 per family). The bond is payable with your first fee payment for the year, but can be paid in instalments throughout the year. If you fall behind in fees your bond will be used toward paying the arrears. The bond will be refunded when you withdraw your children from care, or can be used towards paying your final fees. Fees for casual bookings must be paid up front, otherwise a bond will be charged.

Overdue Payments

Fee payments must be paid at all times one (1) week in advance of attendances. If you are behind in fees, your child/children's placement at CHOOSH Care may be in jeopardy. To avoid such incident, please keep all fee payments up-to-date. If you are experiencing any difficulties with fee payments, please ensure you communicate with the CHOOSH Care Management as soon as possible.

In the event your fees are in arrears more than 14 days, families will receive written notification requesting immediate payment. If payment or suitable arrangement is not made between CHOOSH Care and the family, your outstanding Account may be referred to a Collection Agency and any costs associated with same will be added to your Family Statement.

Casual Enrolments

Casual enrolments are required to pay any fees due on the day of attendance, otherwise a bond will be required. Casual enrolments are also required to pay the annual registration fee of \$60.00 per family. Full fees will be charged for the cancellation of any casual booking, unless a minimum 24 hours' notice is received.

Fee for Late Collection of Children

CHOOSH Care closes at 6:00pm. A late fee of \$10.00 applies for the first five minutes for any child collected after 6:00pm. A fee of \$5 per each additional five-minute-period applies, and will be added to your Family Statement. If you are going to be late please contact the Centre so that your child can be advised, and does not become distressed. In the case that parents are unable to be contacted, the Centre will first contact all emergency contacts to collect your child. In the case that an authorised person cannot be contacted, the child may be referred to Community Services as per '*Policy 1.18 – Non Collection of Child*'.

Arrivals and Departures at the Centre

When children are dropped off in the morning and picked up in the afternoon you must sign them in and/or out using iCheck-In, located on the Samsung Tablet placed on the sign in table. **A list of people authorised to collect your child/children is to be provided at the time of enrolment. This list will be strictly adhered to by staff.** To add or remove an authorised person, CHOOSH Care **must** be notified in writing e.g. letter, email, text message.

Parents must advise CHOOSH Care Management if an unauthorised person is to pick up their child on any occasion. This person will be asked to provide identification before being authorised to collect any child from the Centre.

In the morning children are signed out by an educator when it is time for them to go to school. Each afternoon the children attending CHOOSH walk down to the cottage from their classroom and are marked as attending by an educator as they arrive.

Please note: CHOOSH Care educators do not pick children up from their classroom unless prior arrangement has been made for certain circumstances.

Absences/Non Attendance

All absences, sick days and holidays (excluding public holidays) must be paid for unless one week (7 days) written notice is received.

If your child is absent on a booked day, you can swap this day for another within the same week (Monday – Friday) without any additional charge, pending availability on the requested day. If you would like to swap a day please contact CHOOSH Care Management on or before the absent day.

Please note: It is extremely important that you contact CHOOSH Care *directly* via phone or email if your child will not be attending on days that they are booked for. When this is not done, educators spend a great deal of time trying to find out where the missing child is. Notification via email **MUST** be made a minimum of 24 hours prior to non-attendance, as emails may not be monitored on a regular basis. If the phone is unattended, please leave a message on the answering machine, which is regularly monitored.

Public Holidays

In order to cover Permanent Educators wages, families will be charged for attendances that fall on a public holiday. Families will have the option to swap their child's attendance to another day in that week (Monday-Friday).

Cancellations

When withdrawing your child from CHOOSH Care you must give a minimum of one week (7 days) notice in writing. Cancellation forms are available at the Centre and on our Website. Failure to give notice will result in fees being charged regardless of attendance. If a bond is held, this will be returned to families, or will be used to finalise outstanding fees.

Change of Information

It is essential that parent contact details are correct and up-to-date so that staff can contact you in case of an emergency. Please advise CHOOSH Care Management immediately if there is a change of address, phone number, work contact or any other important information. Changes to enrolment details can be made by completing the 'Change of Information' form and placing it in the 'Fees Box'. Alternatively you can notify us of any changes by email: choosh.care@outlook.com.

The 'Change of Information' form can also be used to make changes to booked days or to request additional days. Please use this form rather than advising educators of any changes, as they are busy looking after the children and may not remember to pass information on.

Court Orders

If parents are separated and Court Orders have been issued regarding access, a copy of such documents must be given to CHOOSH Care Management. The Service cannot enforce

custody issues without a copy of the relevant Court Order being provided. Please discuss any custody issues with CHOOSH Care Management prior to enrolment.

Kindergarten children

Children starting Kindergarten during 2019 are eligible to attend Vacation Care at CHOOSH Care during the January school holidays, although priority of access will be given to those children who already attend school (per *Policy 1.11 - Priority of Access*).

Parents are required to notify Chertsey Public School and the child/children's teacher of what days they will be attending CHOOSH Care. Kindergarten children will be escorted to their classes each morning and collected from their classes each afternoon for the first few weeks of the school year until they become confident with the routine.

Immunisation

Parents must advise the Centre of their child's Immunisation status upon enrolment. As of 1st January 2019, children who have not received the necessary immunisations will not be permitted to attend CHOOSH Care unless an AIR Immunisation Medical Exemption form is provided and certified by a GP.

Child's Cultural Background

On the enrolment form you will notice a question regarding your child's cultural background, religion and language spoken at home. This information allows us to provide support and respect to cultural needs and beliefs.

Code of Conduct for Children

When enrolling at CHOOSH Care, each child will receive a '*Code of Conduct*'. This Code of Conduct contains guidelines for appropriate behaviour and has been designed to limit bullying, disrespect and other undesirable behaviour. These rules have been written by the staff and children at CHOOSH Care to ensure the safety and well-being of everyone involved.

Parents must read the Code of Conduct with their child, and ensure that they understand the rules. The Code of Conduct must be signed by the parents and the child and returned with your enrolment form. If you have any questions, please see the CHOOSH Care Management.

Priority of Access

In the case that there is a waiting list for places at CHOOSH Care, enrolments are determined according to the *Priority of Access Guidelines* set out by the Department of Family & Community Services.

Priority 1: Children at risk of serious abuse or neglect.

Priority 2: Children of a single parent who satisfies, or of parents who both satisfy the work/training/study test of the Family Assistance Act (the eligible hours for CCB on the child's Income Assessment Notice will tell you this).

Priority 3: Any other child.

Within these priorities, the following children will be given priority (not in any particular order):

- Children enrolled at Chertsey Public School (as per DEC Lease Agreement);
- Children in Aboriginal & Torres Strait Islander families;
- Children in families which include a disabled person;
- Children in families whose CCB percentage is 100%;
- Children in families with a non-English speaking background;
- Children in socially isolated families;
- Children of single parents.

The above information is gathered upon enrolment. Should a parent not identify that they meet the priority of access guidelines upon enrolment, they may be required to provide proof in order to retain their child's place. Where the Service has no vacant places and is providing care for a child who is 3rd Priority, the Service may require that the child leave the Service in order to provide a place for a higher priority child. In such a situation, the parent will be given at least 14 days' notice of the need to vacate the place.

Where the number of children needing a place exceeds the number of places available, CHOOSH Care will further prioritise as follows:

Priority a: Siblings of children already enrolled.

Priority b: Any other child.

IMPORTANT POLICIES AND PROCEDURES

The operation of CHOOSH Care is based upon its policies and procedures. Policy development and review is conducted on a regular basis to ensure effective management of the service. A copy of the centres Policy and Procedure Manual is available next to the sign in desk, and is also available on USB (stored inside the policy manual). We encourage families to access this manual freely, and consult CHOOSH Care Management with any questions regarding policies.

Please find below some important policy information;

Accidents and Incidents

At least one Educator holding their Apply First Aid Certificate will be on site at all times of operation, and first aid supplies are available at all times. In the event of an accident or incident, CHOOSH Care educators will administer first aid as appropriate and notify parents. In the event of a serious accident or incident CHOOSH Care Management and/or CHOOSH Care educators will seek medical attention and/or call for an Ambulance and then notify parents. Any accidents or incidents which require medical attention will be reported to the Regulatory Authority by the Approved Provider (Management Committee) as per National Quality Standards, and to our insurer. A copy of all incident/accident reports will be provided to the child's parent or guardian to be viewed and signed as soon as practicable.

Illness

If your child becomes ill (i.e. vomiting, diarrhoea, temperature above 37.5°, etc) the parent/guardian will be contacted to come and collect their child. If the parent is unable to collect the child, authorised persons will be contacted.

Infectious Disease Exclusions

CHOOSH Care follows the current infectious disease exclusions recommended by '*Staying Healthy, 5th Edition, 2013*'. These guidelines are included in the Centre's '*Infectious Disease Exclusion*' policy, and are also displayed below the sign in desk. If your child is diagnosed with an infectious disease it is your responsibility to inform CHOOSH Care Management immediately.

Medication

If a child requires prescribed medication, an *Administration of Medication Form* must be completed and given to CHOOSH Care Management (Note: Over-the-counter medication will not be given unless documentation is provided by the child's doctor). Due consideration will be given to each request for medication. All medication will be administered to children by a CHOOSH Care Educator holding a current Apply First Aid Certificate and witnessed by another CHOOSH Care educator. A record of medication given to children will be kept as per

Education and Care National Regulations. A copy of the services *Administration of Medication* policy will be provided to all parents whose children require medication to be administered. All medication must be provided in original packaging, with the child's correct name and dosage on the label.

Medical Needs, Asthma & Anaphylaxis

Families must identify on their child's enrolment form, if the child has any medical needs e.g. Diabetes, Epilepsy etc., or allergies/ intolerances e.g. Asthma, Anaphylaxis.

A copy of a Medical Management Plan completed by the child's Doctor must be provided prior to enrolment and updated annually for certain medical needs e.g. Asthma, Anaphylaxis and Diabetes. The Service will develop and maintain individual risk management plan for all children with medical needs, in consultation with families. In the event of Anaphylaxis, an Epi Pen **MUST** be provided on each day of the child's attendance. The Service also carries a spare Epi Pen in case of an emergency. Families of children with medical needs will be provided with a copy of the *Management of Medical Needs Policy* upon enrolment.

Children who require asthma puffers will be required to provide their own puffer which is to be kept with them. The Service also maintains a fully stocked asthma kit in case of emergency.

Administration of Liquid Paracetamol

If authorisation has been provided upon enrolment, an age appropriate dosage of liquid paracetamol may be administered when a child is suffering from pain such as headache, toothache or earache. Administration of Paracetamol is recorded in the *Paracetamol Administration Register* and parents will be notified prior to administration via phone, they will also be required to sign the Paracetamol Administration form when they arrive to collect their child. Parents will be contacted if the child's symptoms persist.

Child Protection

Please be aware that all CHOOSH Care Educators are mandatory reporters for Family & Community Services (formerly DOCS). A mandatory reporter is someone who is required by law to make a report to Family & Community Services if they have concerns about the safety, welfare or well-being of a child. There are penalties for staff failing to make a report.

Under the *Children and Young Persons (Care and Protection Act) 1998*, our staff are authorised to exchange information relating to a child's safety, welfare or wellbeing, with other prescribed bodies, including the child's school. Where appropriate, this will be done in consultation with families.

Sun Safe Policy

CHOOSH Care is a Cancer Council recognised 'Sun Smart' OOSH Centre. As a Sun Smart centre, we ensure that our centre policy reflects current recommendations from the Cancer Council, and that educators teach children and families about the importance of sun protection.

Under this Sun Protection policy, we ensure the following;

- Daily UV Rating assessments are conducted and this determines when children must wear their sun protection clothing and where activities are scheduled. Children are reminded that when the UV rating is below '3', children can remove their hats. UV ratings and times are displayed on the 'daily board'.
- An SPF30+ broad spectrum, water-resistant sunscreen will be provided for all children and staff to apply every 2 – 3 hours.
- All children are required to wear a broad-brimmed hat, a bucket style hat, or a legionnaire style hat and appropriate sun safe clothing, including shirts with sleeves. If children's clothing is not sun-safe, they will be provided with a CHOOSH Care shirt, to be worn over/ instead of their shirt.
- CHOOSH Care has hats and sun safe t-shirts available for children who have forgotten their hat or are not wearing a sun safe shirt (A cost of \$2 per day will apply for use of CHOOSH Care hat/ shirts).

Should families not wish for their child to wear sunscreen while at the service, this information must be provided in writing.

Other Skin Applications

Please find a list below of other skin applications CHOOSH Care use:

- Woolworths liquid hand wash
- Woolworths fragrance free baby wipes
- Woolworths 50+ sunscreen lotion
- Sorbolene moisturiser
- OFF! Skintastic Non-Greasy Softly Scented Family Insect Repellent
- Stingose Spray
- Dettol Healthy Touch Instant Hand Sanitiser

Parents/guardians must advise CHOOSH Care Management if your child/children are not permitted to use of any of the above skin applications, and provide appropriate alternatives. MSDS are kept on site and maintained for each of these skin applications.

'No Nut' Policy

For the safety of all children enrolled at the Centre, CHOOSH Care aims to be a 'Nut Free' Centre. Please do not send any nuts or food products containing nuts to CHOOSH Care.

PROGRAMMING AND PLANNING

Program and Activities

Programming at CHOOSH Care is child based, with experiences planned based on children's interests, abilities and preferences. Children are given an opportunity to provide input to the program, and regular observations are made of individual children and group activities, in order to enrich the centre's program.

The current weekly program is displayed above the parent sign in desk. Previous week's programs are collated into the 'Our Week at CHOOSH' journal, along with photographs and evaluations of the day. We encourage all parents to read this book, as it gives insight into their child's time at CHOOSH Care. As part of the *National Quality Framework*, simple observations may be made of each child throughout their time at CHOOSH. These observations enable staff to program based on individual children's abilities, and provides us with information about each child.

Upon enrolment each family is invited to join our closed Facebook Group. This group is used as a tool for the CHOOSH educators to provide an insight into our time at CHOOSH with the families of the children who attend.

All the photos and observations that are posted on the page are for the viewing of current CHOOSH families only. Due to confidentiality, the posts are not to be shared onto other pages or with other families who are not enrolled in CHOOSH.

Some of the regular activities include:

- Indoors: Home corner, cooking, clay, play dough, painting, drawing, craft activities, TV, DVDs and Playstation
- Outdoors: Free play on equipment, sand play, hockey, tennis, trucks, gardening, and organised games on the oval
- Electronic games such as DVD's, Playstation and Wii may available for limited time periods in the late afternoon. DVD's and games will be rated G or PG and will be selected according to children's age and interests at staff discretion if you have any concerns or would like to view the games / DVD's available, please see CHOOSH Care Management.

Food and Nutrition

The menu is planned based upon dietary recommendations from Nutrition Australia, the NSW Department of Health, and requests from the children. A wide variety of food is provided, including food from other cultures, and the inclusion of treat foods on occasion e.g. party foods. The weekly menu is displayed above the parent sign in desk.

Meal times at CHOOSH are a pleasant experience for children, with tablecloths and children-sized utensils so that the children can practice table manners and develop independence. All the children wash their hands before meal times and are seated whilst eating. Children are encouraged to socialise with their friends during meal times and, where possible, educators will sit with children and eat the same food as the children to set a good example.

Breakfast is served from 7:00am until 8:00am before school. The breakfast menu includes a variety of cereals, crumpets, baked beans, spaghetti, toast with spreads, flavoured milk and milo. On occasion children will be treated with pancakes etc. Water is available at all times.

Afternoon tea is progressive and is served between 3:00pm – 4:00pm, with a wide variety of food including fresh fruit platters, sandwiches, pasta, dips and crackers, celery and carrot sticks. Water is available at all times.

Whole fruit is available throughout the afternoon for children to access at their leisure.

Where possible, children with allergies (e.g. gluten intolerance) will be provided with the same foods as other children. It is advisable that parents also provide alternative foods for their child as we cannot guarantee that the foods we have available will be suitable for your child's individual needs.

Computer /Internet Usage

Opportunities are available at CHOOSH Care for Computer / Internet usage by the children, for a limited time daily. Internet usage is closely monitored, and children are given a list of sites which they are permitted to access. Priority for internet use is given to children who are completing homework. There are rules as per our Policy and displayed that children are required to abide by.

Promoting Positive Behaviour

At CHOOSH Care we aim to promote positive behaviour by rewarding the children with praise, special privileges, stickers, stamps, star charts, etc. Individual reward charts are developed for children where required. Rewards are given when children play fairly, abide by the rules, show respect for each other and educators, co-operate, etc.

Dealing with Inappropriate behaviour

Our qualified and experienced educators have procedures in place for behaviour management.

Incidents of inappropriate behaviour at CHOOSH will be dealt with immediately by talking with the child about their behaviour (i.e. reminding them of the rules), loss of privileges, or talking with the child's parents.

Educators aim to work with children and families to prevent incidents of inappropriate behaviour and put into place methods to assist children with this; including seeking input and support from families, through strategies such as star charts, behaviour management plans, and discussion of individual behaviour management strategies during staff meetings.

Where inappropriate behaviour occurs repeatedly or there is an incident of concern the child will be issued with a Yellow Slip, which will be given to the child's parent/ guardian to sign and return. This is a formal warning that the child's behaviour is not acceptable. In the case of more serious incidents (e.g. injuring/endangering themselves, other children or CHOOSH Care educators), CHOOSH Care Management and/or the Management Committee have the right to suspend the child immediately.

If three Yellow Slips are received, a meeting will be arranged between a CHOOSH Care Representative (i.e. the Director, the Nominated Supervisor, and / or a Committee Member) and the child's parent/guardian to discuss further action (i.e. expulsion from CHOOSH Care).

ADDITIONAL ACTIVITIES PROVIDED BY CHOOSH CARE

Throughout the year, CHOOSH Care may offer a number of extra-curricular activities, including Soccer 5's, Children's Bootcamp, Dance Lessons, Homework Help or other activities that are organised throughout the year at a small cost.

Information about these extra activities will be available at CHOOSH Care, and will also be advertised in the Chertsey Public School Newsletter.

VACATION CARE

CHOOSH Care operates a Vacation Care service which offers a wide range of centre-based activities, special guests and excursions. We are open every day of the school holidays except for Public Holidays and two weeks over the Christmas holidays. The Centre's hours during Vacation Care are 6:30 am to 6:00 pm.

The program, which will be available approximately three weeks before end of term, will outline costs and any other relevant information such as excursion details, arrival and departure times.

The Child Care Subsidy (CCS) is available to eligible parents/guardians. To apply for CCS (*Income Tested*), visit www.humanservices.gov.au, and then follow Steps 1 to 5. Please also be aware that you will be required to have a 'myGov' Account.

Vacation Care – Cancellation Policy

Please notify CHOOSH Care of any cancellations as soon as possible. **There are NO refunds once a booking is made**, although it may be possible to swap places for another day within the same week, as long as there is a vacancy on the desired day.

Electronic Equipment and belongings: Children are permitted to bring their hand-held games during CHOOSH Vacation Care, but specific times will be allocated for playing their games so that they spend some time participating in other activities. **CHOOSH Care is not responsible for any breakages or lost property.**

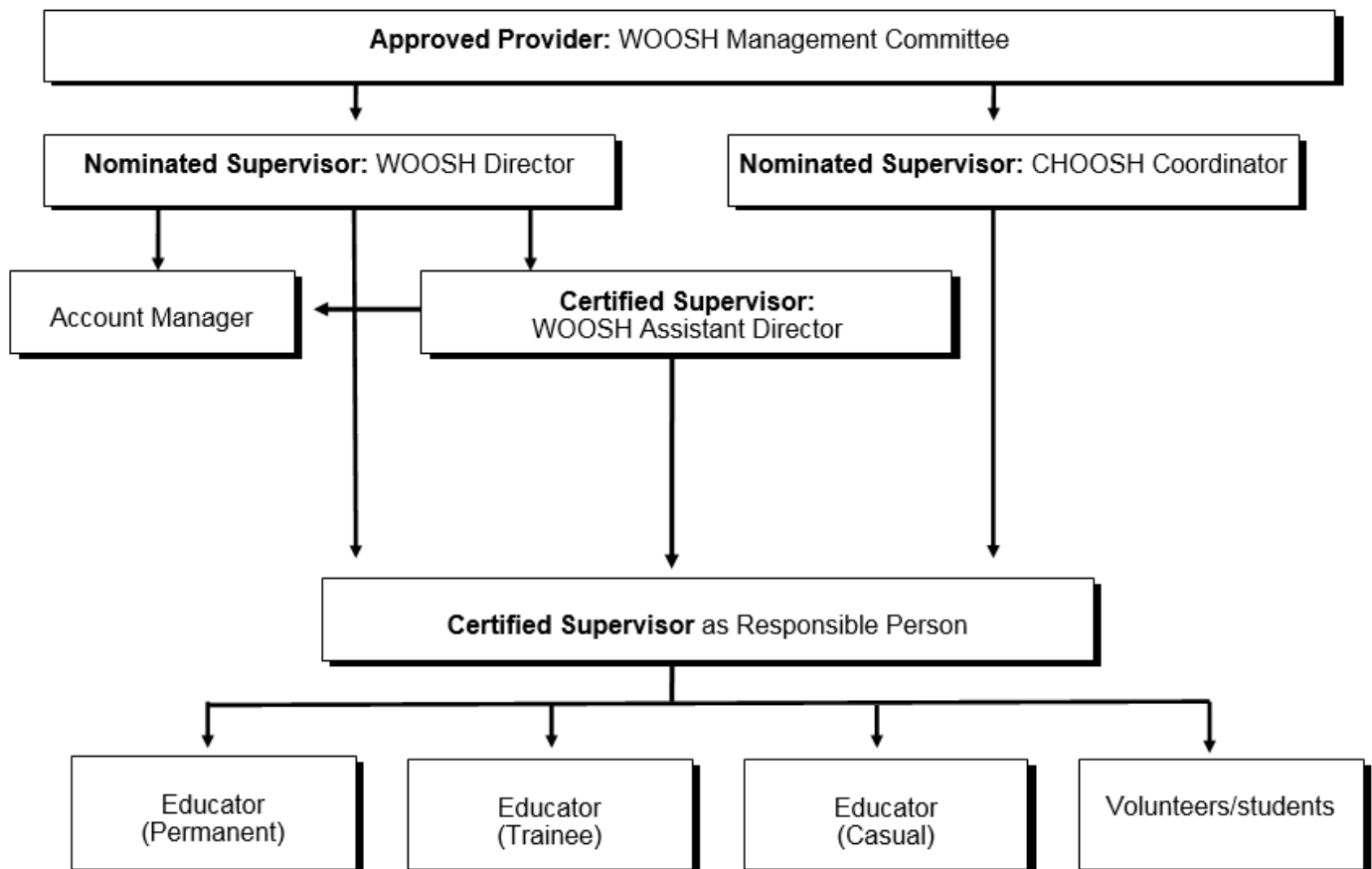
For more information please contact CHOOSH Care on 0403 202848 or via email: choosh.care@outlook.com.

ADDITIONAL INFORMATION

Management Structure

CHOOSH Care is managed by a Parent Management Committee, who are responsible for day to day management of the Centre, including policy development, employment and support of staff, legal and financial administration.

The WOOSH/CHOOSH Care Management Committee meet on a regular basis after hours at WOOSH Care (Woodport Public School, Erina) and/or CHOOSH Care (Chertsey School, Springfield). All parents are welcome to attend Committee Meetings, which are advertised on the Parent Noticeboard under, 'Committee News'.



Compliments or Complaints

If you have any comments or concerns about our service, please speak with CHOOSH Care Management. Alternatively, compliments/ complaints can be submitted in writing or via email. A compliments/ complaints form is available at the sign in desk. The WOOSH/CHOOSH Committee will formally acknowledge all written comments received. As per our Licence Agreement with Chertsey Public School, any written complaints will also be provided to the Chertsey School Principal.

If you feel that your complaint has not been handled appropriately, please contact the NSW Regulatory Authority on 1800 619113 or ececd@det.nsw.edu.au

Volunteers and Junior Assistants

Our centre provides opportunities for children in Year 6+ to take on additional responsibility at the centre in the form of a 'Junior Assistant'. These assistants assist educators with daily tasks including preparation and serving of afternoon tea, set up and pack away of activities and other tasks. These assistants are not included in our staff: child ratios, nor do they assist with supervision.

Centre Visitors

From time to time we have visitors to CHOOSH Care (i.e. students studying child care, KU Children's Services). These visitors are required to 'sign in' and 'sign out' in the CHOOSH Care Visitor's Book.

Fundraising

CHOOSH Care is a non-profit organisation and operates solely through fees. Items such as new equipment and building extensions are paid for through fundraising. Fundraisers are run throughout the year and opportunities for families to become involved will be advertised throughout the year.

Our Staff

CHOOSH Care has a small but dedicated group of staff working to provide the high standard of care that CHOOSH Care is known for. Below are the details of our permanent staff members, who may work between both WOOSH and CHOOSH Care.

CHOOSH Care also has a number of casual staff members working on occasions throughout the week. A staff board is located in the office room, and all staff members can be recognised by our red staff uniform and name tags.

Key Staff Members



Ms Kylei
Director (CHOOSH)
(Diploma in Children's
Services/ Cert IV
OOSH)



Milka Roach
Director (WOOSH)
(Associate Diploma in
Child Care Studies)



Ms Bec
Child Care Professional
(Certificate IV in OOSH)



Ms Jen
Educational Leader
(Associate Diploma in
Child Care Studies)



Ms Verity
Office Manager
(Diploma in
Secretarial Services)