

BIZ-E-KIDZ
- OUTSIDE SCHOOL HOURS CARE -
(Established 1977)

A service provided at
NORTH MELBOURNE PRIMARY SCHOOL
210 Errol St
North Melbourne 3051

Offering:

- Before school care -
- After school care -
- Vacation Care -
- Pupil Free Day Care -



Parent's Handbook

Program phone: 9329 5529 or 0400 838 448

Email: ohsc@netspace.net.au

bizekidz@northmelbourneps.vic.edu.au

CONTENTS

1. BACKGROUND	4
2. BIZ-E-KIDZ PHILOSOPHY AND GOALS	5
3. THE SERVICE AND PROGRAM	6
3.1 What can you expect from the Biz – E - Kidz?	6
3.2 What does the Biz – E - Kidz expect from you?	7
3.3 What does the Biz – E - Kidz expect of children attending?	8
3.4 What is expected by the School?	8
4. PROGRAMS: HOURS OF CARE, PLACES & FEES	9
4.1 BEFORE SCHOOL CARE	9
4.2 AFTER SCHOOL CARE	9
4.3 HOLIDAY PROGRAM	9
4.4 CURRICULUM DAYS (Pupil-free days)	9
5. ENROLLING YOUR CHILD	10
5.1 Applying for Enrolment	10
5.2 Priority of Access Guidelines	101
5.3 Permanent Bookings	11
5.4 Casual Bookings	11
5.5 Holiday Program Bookings	11
5.6 Cancellations	11
6. PROTECTIVE CARE	12
6.1 Signing In and Out	12
6.2 Follow Up of Absences	12
6.3 Who can collect your child/ren?	12
6.4 Insurance	12
6.5 Late pick-ups	12
7. PAYMENTS	13
7.1 Fees	13
7.2 Payment of Accounts	13
7.3 Account enquiries	13
7.4 Late fees	133
7.5 Outstanding Fees	14
7.6 Child Care Benefit (CCB)	14
7.7 Jobs, Education and Training Childcare Fee Assistance (JETCFA)	14

8. STAFF	14
8.1 Staff ratios.....	14
8.2 Confidentiality of information	144
9. EMERGENCY AND MEDICAL INFORMATION	15
9.1 Sickness.....	15
9.2 Accidents.....	15
9.3 Administration of Medicine	165
9.4 Allergies / Asthma / Diabetes / Chronic Conditions.....	16
9.5 Sunsmart.....	16
9.6 Emergency Evacuation.....	176
10. THE MANAGEMENT STRUCTURE.....	17
10.1 School Council	17
10.2 Management Committee	17
10.3 Policy and Procedures Manual	17
11. ISSUES/SUGGESTIONS/GRIEVANCES.....	18
11.1 Suggestion Box	18
11.2 Discuss Issues Early.....	18
11.3 Taking Issues Further	18
12. NATIONAL QUALITY FRAMEWORK AND LEGAL REQUIREMENTS	198

1. BACKGROUND

Biz- E- Kidz, the Out of School Hours Care at Errol Street North Melbourne Primary School, is based in a dedicated room near the corners of Murphy Street and Flemington Road and can be accessed via Murphy Street. Both the Before School Care and Holiday programs are held in this building. The After school care program is held in 2 locations. 1) Biz – E – Kidz Juniors (grades p – 2) is also held in the Biz – E – Kidz Building and surrounding play areas 2) Biz – E – Kids Seniors is held on the south side of the school in the ‘Flex’ and surrounding play areas. In addition to this, at the beginning of the year the service also runs a ‘Prep Transition Program’ the aim of which is to assist the preps students in transitioning safely to OSHC. The Program also has access to the gymnasium, and other spaces to play games, and provide other additional options, particularly on wet or hot days. Structured and unstructured activities are available for the children using the Program. Children have access to the outside playground in areas visible to the main Program building, other areas in the schoolyard, art/craft activities, a quiet area and lots of indoor games and sporting equipment.

Biz-E-Kidz provides before school care, afterschool care, Pupil free day care (curriculum day) and holiday program (vacation care.)

Although Biz-E-Kidz is run within the school grounds and uses the school buildings, the program is self-funded and derives no money from the school budget allocation. Thus the Program relies totally on the fees received by the users of the Program, together with any available grants, for the on-going administration, purchase of equipment, food and materials and payment of staff. Budgets and fees are based on user-pays. The program operates as a not-for-profit organisation, budgeting on any profit being spent on improvements in the future years.

The Errol Street Primary School Outside School Hours Care program was established in 1977. Within the school community it has been referred to as Biz-E-Kidz since May 2004.



2. **BIZ-E-KIDZ PHILOSOPHY AND GOALS**

The Service has been established to work in partnership with the children, families, staff and management of North Melbourne Primary School to provide quality care that is safe, supportive, inclusive and engaging.

GROWTH – RESPECT – OPPORTUNITIES - WELLBEING

Our values, beliefs and goals:

- Provide a safe, supportive, inclusive and engaging environment and service which supports children’s development, and wellbeing. With the capacity to grow along with the changing needs of families in this dynamic community, achieved through;
 - Creating an atmosphere where children, families, educators and visitors (are/feel) welcome.
 - Promoting positive lifestyle choices, such as healthy eating, exercise, sustainability and inclusion.
 - Communication, professionalism and teamwork.

- Encourage children’s’ agency to learn and develop through opportunities and in a play environment, to achieve;
 - A strong sense of identity and independence, through developing positive relationships amongst peers, across year levels and with educators.
 - Confident and involved learners, who make positive decisions and work collaboratively taking responsibility for their own learning and actions.
 - Effective communicators across a wide range of contexts, supporting the growth of leadership skills.
 - Explore, problem solve and contribute to all aspects of the service, through sharing interests and trying new experiences.

- Model friendly, respectful and inclusive behaviour in all interactions between children, educators, families, the school and wider community. This is achieved through;
 - Regular, open communication with families, in both informal and formal settings, is vital for maintaining the trust and confidence of families.

3. THE SERVICE AND PROGRAM

3.1 What can you expect from Biz – E - Kidz

Educators and other Staff

Biz-E-Kidz engages educators that are responsible and foster positive experiences with the children. Attending to children is given priority over all other activities by the educators rostered at each session. The level of attention given varies per child according to the age and needs of that child. The aim is to be interactive, supportive and allow independence.

There is a clear procedure for supervision of all play areas, shared evenly between all educators, so that all children are supervised at all times. Children are encouraged to participate in activities and their level of participation is respected. To cater for the diversity of interests and needs of all children, they are free to move between activities, experiences and areas within the Biz – E – Kidz play areas. These areas and boundaries are closely supervised by Biz – E – Kidz Educators, and continually reiterated to children.

Educators particularly provide encouragement when a child is taking on a new experience and aim for the child to reach a sense of satisfaction in the activity. Educators encourage children to take personal responsibility by allowing them to make their own decisions. They guide a child's social skills, such as co-operation, joining a group and friendly behaviour, when this is required.

Encouragement and recognition of positive behaviour in all children is given freely to children by educators. Appropriate standards of behaviour are expected and maintained. Behaviour expectations are clearly communicated to children in a variety of ways.

Strategies are consistent across all educators. Educators interact with children without bias or prejudice and avoid making comparisons between children. Behaviour management strategies are consistent with those operating within the school.

The Educator Roster is on display in the staff area of the Biz-E-Kidz building for you to view.

Activities and experiences

Both structured and unstructured activities and experiences are available each day. Planning of activities is completed on a weekly basis by the Coordinators and educators with input from other educators, children and families. Feedback from parents and carers is also appreciated. Feel free to pass on information about your child's likes and dislikes and preferences you may have for the style of activity your child is involved in. Feedback can be made through via the suggestions box, Issue / Suggestion / Grievance Forms, in person or via email.

The Daily Program Activities are on display each day and the weekly program plan is available to view on the family information board.

During each Holiday Program and on some Curriculum Days an excursion is offered. On these days you will be informed of the time the bus will be leaving to ensure you have your child to the Program in plenty of time. We will also provide you with approximate return times. We require an 'Excursion Permission Form' be filled in for each excursion and a risk management for each excursion is available on request.

Food: Snacks and dietary requirements

The Program provides the children with nourishing food including - bread and cereals, fresh fruit and vegetables, dried fruit, biscuits, cheese, dips etc. Water is also provided. If your child is attending for a full day (holiday program or curriculum day) they will need to bring a lunch.

Due to severe allergies, Biz – E – Kidz is a **nut free zone**. **Please do not send nuts or nut products in children’s lunches or snacks.** To cater for allergies and cultural requirements, the Biz – E – Kidz snack and cooking menu is vegetarian and dairy free options are available.

If you wish to provide a cake or other food for a special occasion, for example a birthday, please check with the coordinator or assistant coordinators beforehand. Any food bought into the service must be nut free and a list of ingredients provided.

If your child is allergic to any foods or has other special dietary requirements, it is important that you include this information on the Enrolment Forms. An allergy chart is kept up-to-date in the food preparation areas for reference of all staff.



Communication

We are aware of the amount of paper that parents are required to read. Therefore any relevant communications relating to the running of the Biz-E-Kidz program will be placed in the School newsletter, which is distributed every 2nd Wednesday. Information is also provided via the ‘Compass’ and the Information for Families board and sign in / out area located near the entrance of Biz – E - Kidz. Parents and Carers are encouraged to register their email address with the program for enhanced communication options.

3.2 What does the Service expect from you?

The service can only deliver high quality care to the children when educators know the children and their needs. To assist us, we ask you to:

- Fill in an enrolment form before the commencement of care
- Provide us with up to date information regarding your child/ren throughout the year - i.e. Health requirements, medications, family situations, likes/dislikes
- Pay fees within 2 weeks of receiving your account
- Keep all emergency contact names and numbers up to date
- **Advise the Coordinator of any non attendance or cancellations to booked care**
- Take notice of any policies relevant to the Program

We also welcome your participation on the Management Committee or by providing feedback at any time on what we are doing well and what you would like to see improved. A Quality Improvement Plan is in place and your input assists us to better meet the needs of you and your children.

3.3 What does the Service expect of children attending?

The Program aims to provide an environment that is safe and fun for all children attending. Children are encouraged to take responsibility for their actions and their effect on others. To provide an environment all children are comfortable with we expect that certain 'set' rules are observed. These include:

- no violence including play fighting and weapon play
- no name calling or 'put downs'
- no swearing
- no leaving the school grounds without an adult or adult permission
- an expectation that all disputes be taken to a educator to be heard if the problem cannot be settled
- to share all that the Program has to offer
- to be fair and for educators, children and parents to respect one another and to treat others as you wish to be treated

The Coordinator or Assistant Coordinator will inform parents of any difficulties regarding behaviour. There may be occasions where action has to be taken to maintain acceptable standards and to modify behaviour - these include talking to the child, asking the child to reflect on their behaviour, exclusion from certain activities etc. It is important that parents inform educators of any circumstances that may be impacting upon their child or of any concerns they may have about their child's experience at the service.

The Service reserves the right to exclude a child, either temporarily or permanently, from the Program where the child:

- behaves in such a way as to constitute a danger to themselves, other children or staff, and/or
- consistently and deliberately fails to do as an educator reasonably requests them, and/or
- deliberately damages the service's equipment or facilities.

Consideration of exclusion would only be after discussion with the parents. The School Council in conjunction with the Management Committee shall make the final decision regarding exclusion from the Program.

3.4 What is expected by the School

As detailed earlier, the Service is run separately to the School although it utilises school facilities. The Service is operated by School Council and has certain obligations to the School Council. The main requirement is to ensure the financial viability of the programs independent of any School budget involvement. To do this the Program must:

- structure fees and budgets on a user pays system to ensure financial independence
- access as many grants as we are eligible for
- work in with the Finance Committee to monitor the budget and ensure open and accountable financial reporting
- ensure users of the Service are aware of their financial obligations



4. PROGRAMS: HOURS OF CARE, PLACES & FEES

4.1 BEFORE SCHOOL CARE

7.30 a.m. - 8.45 a.m. \$8.00 per session

A program designed to cater for busy parents working, studying or busy with other matters. A quiet relaxing time - children may participate in light games or activities. A healthy breakfast is provided until 8:30am. 60 places are available.

4.2 AFTER SCHOOL CARE

3.30 p.m. - 6.00 p.m. \$17.00 per session

(SHARP - otherwise late fees imposed)

The program offers children a choice of structured activities (art/craft, imaginative play, sports & games) as well as the opportunity to get a head start on their home-work, hang out with friends or enjoy general unstructured play. A healthy afternoon tea is provided and cooking often forms a popular activity. 195 places are available.

4.3 HOLIDAY PROGRAM

8.00am - 6.00pm \$60 per session

(SHARP - otherwise late fees imposed)

Please note the slightly later starting time! Each day is comprised of various structured activities including art/craft, drama, theme days, cooking, sports and exciting excursions! It's up to the child to choose what interests them. Bookings are secured by payment of a deposit in advance. 90 places are available

Morning and afternoon snacks are provided. Children are required to bring their own lunch.

4.4 CURRICULUM DAYS (Pupil-free days)

7.30am - 6.00pm \$60 per session

(SHARP - otherwise late fees imposed)

The School programs a number of curriculum days throughout the year. Care is provided on these days. Bookings are essential. 90 places are available.

Morning and afternoon teas are provided. Children are required to bring their own lunch.

Some Important Information about CCS

The Child Care Subsidy (CCS) is available for families. It is your responsibility to contact the Centrelink (13 61 50) to apply for CCS and ensure you provide Biz – E – Kidz with a copy of your most recent entitlement letter. On the enrolment form notify Biz – E – Kidz of your's and your child's Customer Reference Number (CRN) and Dates of birth to ensure you are charged at the subsidised rate

Centrelink / DHS ph. 13 61 50 Multilingual ph. 13 12 02

<http://www.humanservices.gov.au/families>

5. ENROLLING YOUR CHILD

5.1 Applying for Enrolment

An application for a place at Biz-E-Kidz must be accompanied by a completed enrolment form. Please ensure all areas of the form are completed otherwise your application may be delayed.

Permanent places for the year (before school care and after school care) and holiday program places are allocated based on Priority of Access guidelines. The holiday program is made available to children enrolled in the school first, followed by children from other schools. For all programs, families apply for a place and are informed by the service if they are successful. If further places are available, casual bookings are then open.

The Enrolment Form contains all required details to ensure staff of the program can provide appropriate and individual care to your child and that the administrative side of the program runs as smoothly as is possible. Please see educators, email or leave a message on the answering service if you need to collect a form or alter any of the provided details.

Part of the form refers to Parent AND Emergency Contact Telephone Numbers. It is essential that this remains up-to-date should unforeseen circumstances occur and service staff need to contact you or, failing that, one of the Emergency Contacts.

5.2 Priority of Access Guidelines

As noted above, permanent places and holiday program places are allocated based on Priority of Access Guidelines outlined by the Commonwealth Government. A summary of the Priority of Access Guidelines is as follows:

Priorities

First Priority: a child at risk of serious abuse or neglect

Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'

Third Priority: any other child.

Priorities within each category of priority

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income entitles them to 100% CCB
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents

Refer to: <https://www.education.gov.au/priority-filling-child-care-places>

5.3 Permanent Bookings

As noted above, request for a place is by completion of an Enrolment Form. Permanent places are for a calendar year. A new allocation of places occurs for the beginning of each school year with places being allocated strictly according to the Commonwealth Priority of Access Guidelines outlined above.

The Coordinator will confirm your place as soon as possible after you lodge your application. Permanent bookings can only be made for Before and after school care. Please speak to the Coordinator should you wish to know what days and times are available.

Once a placement is confirmed you will be charged unless you cancel your permanent place. Permanent bookings are billed fortnightly.

If you wish to suspend a permanent booking, for two weeks or more; you should provide this request to the Coordinator in writing or via email

To ensure the safety of the children and smooth administration of the program

- Children can only attend if a booking has been made and confirmed
- An up-to-date and complete enrolment form must be completed for each child *before they attend the program*

5.4 Casual Bookings

It is essential that families seeking casual care talk to the Coordinator or Assistant Coordinator to ensure there is a place available. Casual vacancies can be limited. Requests for places can be made by telephoning, emailing or visiting the Coordinator or Assistant Coordinator. Confirmation of a place can ONLY occur via direct correspondence with the Coordinator or Assistant Coordinator.

5.5 Holiday Program Bookings

Each Holiday Program is advertised in the School Newsletter, via 'Compass', the email list and in the Biz – E – Kidz building approximately 5 weeks prior to the commencement of the holidays. Bookings are open to the school community and after closing available to the community at large. Holiday program bookings are confirmed by mail. A non refundable deposit and all outstanding Before and After care fees are due no later than the Friday one week prior to the end of term to confirm the places booked. **Any changes / non-attendance after this time will incur a \$30 per child / per day fee.**

5.6 Cancellations

Please notify us when your child will not be attending. Cancellations must be notified on the Biz-E-Kidz telephone line
- 9329 5529 / 0400 838 448-

Please do not ring the School office as they are not responsible for the administration of the program.

It is critically important that Biz – E – Kidz be informed of any absences. A child booked into after school care is recognised as under the care of Biz-E-Kidz and any no-shows are followed up immediately. We will assume that your child is missing unless we are informed. Staff then have to spend valuable time searching for children who are “no – shows”, diverting valuable resources away from the program and the children attending.

If your child is absent, you are still required to pay for your place so as to secure your permanent booking. Child care benefits apply for up to 42 absences per year. Refund will be provided however when a doctor's certificate is provided. For more information refer to Department of Human Services website <https://www.humanservices.gov.au/customer/subjects/payments-families> or <https://www.mychild.gov.au/> or Centrelink on ph. 13 61 50 multilingual ph. 13 12 02.

6. PROTECTIVE CARE

6.1 Signing In and Out

Children attending Before school care and/or the holiday program must be accompanied by a parent/carer and signed in. Children departing after care and/or the holiday program must be signed out and accompanied by a parent/carer or authorized nominee registered on the enrolment form.

6.2 Follow Up of Absences

A child booked into after school care is recognised as under the care of Biz-E-Kidz and any no-shows are followed up immediately. We will assume that your child is missing unless we are informed.

6.3 Who can collect your child/ren?

Only those persons authorised on the enrolment form can collect your child. Alternatively you can provide "one-off" signed permission by advising the Coordinator in writing of alternative arrangements. Please advise the Service by phone if differing arrangements to normal are going to apply (i.e. a family friend is picking up the child) - even though the person is authorised on your enrolment form. Sometimes the children forget about alternative arrangements, so if educators know it makes for an easier time. Please note, children are not allowed to sign themselves out or to be signed out by minors.

If there are custody or guardianship issues **it is essential that the Program is informed of access arrangements that may apply and particularly of any restrictions**. This information must be included on the enrolment form together with any Court orders that may be relevant. It is also essential that the Program be advised of any changes throughout the year.

6.4 Insurance

The school public liability insurance policy covers all children who attend the school during out of school hours care. Please note that your child is not covered by insurance if he/she is not a student at North Melbourne Primary School.



6.5 Late pick-ups

We all know that unexpected occasions arise whereby parents/carers may be late in picking up a child. If possible please ring us so we can inform your child/ren so they don't worry. Please note that a late fee will apply (refer below).

If your child has not been collected by 6.30pm and in the absence of being able to contact you or an emergency contact/s, the Coordinator will contact the Department of Human Services and/or the Police. In this situation the child/ren may be taken into emergency State care. Child/ren are not permitted to sign themselves out of the Program and leave unaccompanied.

7. PAYMENTS

7.1 Fees

The Program relies on cash flow for its continued operation. Invoices for use of the program are issued via email fortnightly and must be paid within 2 weeks. It is essential to the running of the Program that prompt payment is received.

All Permanent Bookings are billed even in the event of non-attendance. If you have a permanent booking you will be charged for the place and CCB applies for up to 42 absences per financial year. The only

exception is in the case of your child's non attendance due to illness. If this occurs, notification must be accompanied by a Doctor's Certificate.



7.2 Payment of Accounts

All payments can be made at the school office either by:

- Cash - In a school Payment Envelope with a current invoice
- Cheque - Must be made payable to Errol St North Melbourne Primary School
- EFTPOS – The school office is open from 8.30am to 4.00pm.
- Credit Card – Either in person or can be done manually by providing the office the Credit Card numbers and the Expiry Date and signature on a school envelope or similar
- BPay – **Contact the school for your unique customer number and email the school details of your payment.**

For safety reasons, payment is not accepted at Biz – E Kidz.

7.3 Account Enquiries

Please address any account enquiries to the coordinator on 9329 5529, 0400 838 448 or ohsc@netspace.net.au or bizekidz@northmelbourneps.vic.edu.au

7.4 Late fees

There is a Fee of \$1.00 per minute for all Late Pickups. That is, \$1.00 per minute after 6pm.

The program is self-funded. These fees cover expenses of the staff required to stay. Once 6 p.m. arrives any children not signed off will be highlighted in the sign-out book and the fine imposed.

7.5 Outstanding Fees

Billing occurs on a fortnightly basis and your account is either emailed or sent to your home address. As the continued running of the program is reliant on the fees paid by the users of the service, payment is required within the fortnight following receipt of the account. If difficulties are experienced in paying please inform the Coordinator or the School's Business Manager (via the school office) so alternative arrangements can be made.

If after 14 days of issuing an account, payment has not been received - a reminder letter will be sent, with a copy of the account. If payment is not made within 14 days, or if alternative arrangements have not been agreed with the School's Business Manager, a permanent place is no longer available and care may not be used until payment arrangements have been made.

7.6 Child Care Subsidy (CCS)

Childcare fee subsidies are available for families. It is your responsibility to contact the Centrelink (ph. 13 61 50 or Multilingual 13 12 02) and supply Biz – E – Kidz with the parent's and the Child's Customer Reference Numbers (CRN) and dates of birth as soon as possible to ensure you are charged at the subsidised rate. Not supplying or supplying incorrect information can delay your subsidy, so we recommend you give us a copy of your most recent assessment letter from Centrelink. Once you are enrolled, you will be required to log into your Centrelink account through the MyGov app or website to confirm the booking.

8. EDUCATORS AND STAFF

8.1 Staff ratios

The Program employs a Coordinator and Assistant Coordinators, who are both qualified staff, and enough Program Educators (all with a current working with children check and with a minimum of a / working toward a certificate III in children's services or equivalent) to ensure correct staff to students ratios exist at all times. There will be a minimum of 1 staff member to 15 children in-house, 1 staff member to 8 children on excursions and 1 staff member to 5 children on swimming excursions. At least one staff member in attendance is trained in senior first aid level 2, asthma and Anaphylaxis management.

8.2 Confidentiality of information

All information collected on Biz-E-Kidz children and their families is used on a strictly 'need to know' or legal requirement basis. All personal details are respected as confidential and are kept in a locked area accessed only by the Coordinator and Assistant Coordinators.

It is your right to access the information held on your child at any time.

Whenever we require information from families we clearly outline the purpose of the information and will only use the information for the purpose outlined unless we have your consent to make use of it for a further defined purpose.

When sharing information we keep details of the family or child private unless it is absolutely necessary to disclose these details to solve the issue.

9. EMERGENCY AND MEDICAL INFORMATION

9.1 Sickness

Whenever a child shows any symptoms of sickness or has an accident the person is attended to immediately by one of the educator qualified in first aid. A second person qualified in first aid then checks the steps taken. One of these two people must be the Coordinator or Assistant Coordinator.

Parents are informed of any illness that requires the child to be collected, immediately after administration of first aid. Emergency contacts will be rung if we are unable to contact you.

As soon as first aid has been administered and parents informed (if necessary) an accident/injury report form is completed. Reports are completed for all illnesses/accidents both minor and serious. Reports are signed by educators who attended to the child and by the parent/guardian.

The Disease Exclusions List is used when assessing if a child should attend the program or not. For more information visit <https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion/school-exclusion-table>

9.2 Accidents

Parents will be notified immediately if there is an accident that requires medical attention. Emergency contacts will be rung if we are unable to contact you. In the absence of parents / emergency contacts - if the child requires emergency care - the Coordinator will determine the appropriate action including the calling of an ambulance. Providing medication in such circumstances will only be made with the written consent of a qualified medical practitioner.

As soon as first aid has been administered and parents informed (if necessary) an accident/injury report form is completed. Reports are completed for all illnesses/accidents both minor and serious. Reports are signed by educators who attended to the child and by the parent/guardian when collecting the child.

9.3 Administration of Medicine

Written authorisation from a child's parent/guardian must be received before medication is administered. Information provided must include:

- What the medication is
- Why it is needed
- Time to be administered
- Dosage required
- The period of time over which the medication is to be administered
- The method by which the medication needs to be administered

Medications must be in their original container, within date and if prescription medicine be prescribed for the child

Only the Coordinator and Assistant Coordinator administer medicines. Where a child self-administers medicine a written authorisation form is still required to be completed by a parent/guardian and signed by staff after checking the child's self-administration.

Each time medicine is administered it is recorded, including details of:

- The medication used
- The date
- The time
- The dosage
- The person who administered it
- The witness to its administration
- The method by which the medication needs to be administered

Advice can be provided by letter or by the parent completing a 'Consent for Medication' Form. The 'Consent for Medication' Form is available at Biz-E-Kidz and at the school office.

9.4 Allergies / Asthma / Diabetes / Chronic Conditions

Where a child has a condition that may require on-going medication and/or observation from staff, parents must advise of this on the enrolment form. In addition parents must brief staff of on-going care and treatments.

If your child is asthmatic, at risk of anaphylaxis or has another chronic condition, it is essential that families provide a medical management plan to Biz – E – Kidz along with any medications. Children are not permitted to attend without their medication or management plans. In the case of a child at risk of anaphylaxis, Biz – E – Kidz will consult with the family to produce a risk management plan tailored to the individual child.

9.5 Sunsmart

The Program operates in line with the School's Sunsmart policy. All children must bring a suitable hat (broad brimmed or legionnaire style) to the Program from September to May, and must wear their hat outside. If your child/ren does not have a hat they will be required to stay indoors. Children are encouraged to wear sunscreen, which is available at the service.

9.6 Emergency Evacuation

The Biz-E-Kidz program follows two clear, simple emergency procedures that are in line with the school emergency procedures.

One is for evacuation and is used in the case of building fire, outdoors fire, bomb scare etc. The other is for internment and is used in the case of harassment, siege, flood etc.

Both emergency procedures are practiced at least once a term during before school care, once a term during after school care, once a year during curriculum days and once during each holiday care program.

10. THE MANAGEMENT STRUCTURE

10.1 School Council

Biz-E-Kidz is operated by the Errol Street North Melbourne Primary School Council who makes decisions on the goals and direction of the program.

A sub-committee of School Council (the Biz-E-Kidz Management Committee) made up of parents, school council representative(s) and school staff representative(s) manages the program on behalf of the School Council, reporting on progress at each School Council meeting.

10.2 Management Committee

The management committee handles the operations of the service to ensure the program is efficiently and effectively meeting its goals and makes recommendations for School Council consideration and decision.

Management provides resources and support to assist educators to understand, comply with and respond to job requirements.

The Biz-E-Kidz management committee is specifically responsible for:

- Meeting all legal requirements of the program
- Developing policies for the program
- Reviewing procedures to ensure they continually meet policies, legal requirements and families needs
- Planning and managing the finances of the program
- Employing and managing staff
- Maintaining all necessary records
- Reporting back to the School Council

The Management Committee meets on a monthly basis. Any parent/carer is welcome to attend meetings of the Committee (you don't need to be a member of school council). If interested - just ask the Coordinator, Assistant Coordinator, a member of the Committee or look for the dates in the School Newsletter or on the school calendar.

10.3 Policy and Procedures Manual

For more information on anything in this handbook or any other Biz –E Kidz operational matters, please refer to the Policy and Procedure Manual. A copy of the Biz-E-Kidz Policy and Procedures Manual is kept on display in the Biz-E-Kidz building for reference by parents and staff.

11. ISSUES/SUGGESTIONS/GRIEVANCES

11.1 Suggestion Box

The Program has been designed to service the needs of the families and children who attend. So if you have any feedback please let us know - what you like about the service, what you would like introduced or improved and which activities your child enjoyed or didn't enjoy.

A suggestion box has been provided to make it easy for you to provide this feedback. It is on display in the parent information area of the Biz-E-Kidz building along with forms and pencils for your feedback. Children are also encouraged to use this suggestion box.

The Coordinator or a member of the Management Committee will get back to you in regard to your suggestion if you provide your details for this purpose. You may prefer to provide feedback anonymously. Either way your feedback is taken into account toward the Program's Quality improvement plan.

11.2 Discuss Issues Early

We encourage you to raise any issues of any type at early stages of concern.

Any family that has a concern or complaint relating to any aspect of the Program is encouraged to discuss their concerns with the Coordinator. Please ask for an appropriate time as the Coordinator is not always able to handle the issue when children are present.

If the issue cannot be resolved by the Coordinator, or you feel the Coordinator is not the appropriate person to handle the issue, please make a time to meet with one of the members of the Management Committee.

An incident report is completed by the Coordinator or committee member for every issue raised, no matter whether small or major. This ensures we have records to recognize patterns over time and allows us to handle all matters professionally.

If not resolved immediately, an appropriate person will get back to you on what procedures have been put into place to handle the issue. You may be asked to provide feedback on some of the Program's policies and procedures to assist in improving procedures in relation to the matter raised.

11.3 Taking Issues Further

Where issues still remain unresolved, parents can take the matter to a member of the Management Committee, if they have not already done so, or to School Council. Please raise issues for School Council in writing so that they can be handled in their entirety. Complaints can also be made to Department of Education and Training on 1300 307 415

12. THE NATIONAL QUALITY FRAMEWORK (NQF)

From 2005 to 2012, Biz – E- Kidz was quality accredited under the National Childcare Accreditation Council’s (NCAC) Quality assurance system. In 2010 Biz – E – Kidz became a Licensed Childcare Service provider under the 2009 Child care Regulations.

Biz – E – Kidz has successfully transitioned to the new *National Quality Framework*, a quality assurance and regulatory system that has succeed both the NCAC’s Quality Assurance and The current regulations, with a more integrated and national system administered by the Australian Children’s Education and Care Quality Authority (ACECQA). Part of this process has lead to the development of the *Services’ Quality Improvement Plan*, a copy of which is available on the sign out desk. In 2015, Biz – E – Kidz underwent its first assessment under the NQF achieving an overall ‘Exceeding Requirements’ status. Biz – E – Kidz is already working towards its next assessment which is due to occur soon



