

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 -



Family Handbook

Program phone: 9329 5529 or 0400 838 448
Email: bizekidz@northmelbourneps.vic.edu.au

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1. BACKGROUND

Biz- E- Kidz, the Out of School Hours Care at Errol Street North Melbourne Primary School, operates from a dedicated room near the corner of Murphy Street and Flemington Road and can be accessed via Murphy Street, at Gate 8 of the school. Both the Before School Care and Holiday programs are held in this building. Usually, The after school care program is held in 2 locations. Biz – E – Kidz Juniors (grades p – 2) is held in the Biz – E – Kidz Building and surrounding play areas. Biz – E – Kidz Seniors is held on the south side of the school in the ‘Flex’ building and surrounding play areas. In addition to this, at the beginning of the year the service also runs a ‘Prep Transition Program’, which exists to assist the preps students in transitioning safely to OSHC. Due to COVID-19, all programs are currently held in the Biz-E-Kidz building only. The service also has access to the gymnasium and other spaces to play games and provide other play options, particularly on wet, stormy or hot days. A wide range of structured and unstructured activities are available for children every day. Children have access to the outside playground, other areas in the schoolyard, art/craft activities, cooking activities, a quiet area and lots of indoor games and sporting equipment.

Biz-E-Kidz provides before school care, after school 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 service is self-funded and derives no money from the school budget allocation. Thus the service relies totally on the fees received from 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 service operates as a not-for-profit organisation, budgeting on any profit being spent on improvements in 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.

In February 2021, Biz-E-Kidz underwent a routine assessment and rating under the National Quality Framework and achieved an overall rating of ‘Exceeding’, with the outstanding result of ‘Exceeding’ in all

seven Quality Areas. Biz-E-Kidz is excited to be currently working towards applying for the ‘Excellent’ Rating, a prestigious achievement which is only open to services which achieve ‘Exceeding’ in all seven Quality Areas.

Any constructive feedback from families regarding our service is greatly appreciated as we work towards our Excellent application.

2. BIZ-E-KIDZ PHILOSOPHY

At Biz – E – Kidz we see our commitments, values and beliefs as embedded in the concepts of wellbeing, empowerment and belonging



Wellbeing is supported by:

- Prioritising safety, health, hygiene and happiness
- Our commitment to providing a child- safe environment and zero tolerance of child abuse
- Providing a professional, flexible and dependable service to children and families
- Building dependable and safe relationships with children and families
- Practicing mindful, attentive and observant supervision of children
- Accountability and duty of care
- Positive role modelling healthy of lifestyle choices and providing trustworthy information and resources
- Supporting children to achieve the best outcomes through collaboration, inclusion and the learning framework *'My Time, Our Place'*

Empowerment is supported by:

- Providing fun and engaging opportunities for learning and development
- Encouraging children's agency and expression
- Challenging bias, Positive role modelling and advocating for inclusion
- Nurturing, Supporting and Respecting children's individual identities

Belonging is supported by:

- Ensuring an equitable, inclusive, respectful, reliable and welcoming care environment
- Fostering connections built on trust, communication and respect with each other and our community
- Encouraging and role modelling responsibility and cultural awareness

"Once a Biz – E – Kid, Always a Biz – E – Kid!"

3. THE SERVICE AND PROGRAM

3.1 What you can expect from Biz-E-Kidz

Educators, other Staff and Volunteers

Biz-E-Kidz engages Educators who 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 facilitate independence and exploration.



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 are 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. They guide a child's social skills in areas such as cooperation, 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, particularly when a child's behavior doesn't match these expectations.

Strategies for addressing behavior and conflicts are generally consistent across all Educators. Educators interact with children without bias or prejudice and do not make comparisons between children. Behaviour guidance strategies are consistent with those operating within the school. The Educator Roster is on display at the sign-in desk area of the Biz-E-Kidz building for you to view.

Commitment to Child Safety

All children who attend Biz-E-Kidz have the right to feel and be safe. We teach children about what they can do if they feel unsafe in a variety of situations in casual conversations, when addressing behaviour and incidents, and at certain meeting times. We listen to and act on any concerns children or their families raise with us. Staff encourage children to express their views and make their own decisions. Suggestions and feedback about the service are regularly sought from children and families in a variety of ways including: during daily meetings; via suggestion boxes (decorated by children) anonymously if desired; through surveys conducted by staff and other children, and via group brainstorms, particularly at the start of Holiday Programs. Depending on the situation in which they are given, suggestions and feedback are incorporated into the daily session or raised for discussion and implementation in weekly program planning or leadership meetings. Please refer to the Biz-E-Kidz Child Safe policy and the Code of Conduct for more information about the Service's approach regarding child safety.

Activities and experiences

Both structured and unstructured activities and experiences are available each day. Activities and theme for each session are planned on a weekly basis by the educational leader and a team of Educators based on input from other Educators, children and families. Feedback from families is greatly appreciated and valued. Please feel free to pass on information about your child's current interests and preferences you may have for the style of activity your child is involved in. Feedback can be made via the suggestions box at the sign-out desk, in conversation with staff, or via a phone call, text message or email.

The Daily Program Plan is written on the whiteboard each day and is on display at the Prep and seniors program.

During some Holiday Programs 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 your child arrives at Biz-E-Kidz 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 always available. If your child is attending for a full day (holiday program or curriculum day) they will need to bring 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 to share must have no nuts or nut products 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 poster is kept up-to-date in the food preparation areas for reference of all staff.

Communication

We are aware of the amount of correspondence that parents are required to read. Therefore any relevant communications relating to the running of the Biz-E-Kidz program will be posted on COMPASS and in the School newsletter which is distributed every second Wednesday. Information is also provided on the Information for Families board and sign in / out area located near the entrance of Biz-E-Kidz.

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 application online **before** your child needs to come to Biz-E-Kidz
- Provide us with up to date information regarding your child/ren throughout the year – eg. health requirements, medications, family situations
- Pay fees within 2 weeks of receiving a statement
- Keep all authorised person and emergency contact names and numbers up to date
- **Advise the Biz – E – Kidz staff of any non-attendance or cancellations to booked care**

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 really helps us to better meet the needs of you and your children, and all families of Biz-E-Kidz.

3.3 What does the Service expect of children attending?

Biz-E-Kidz 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 other people around them. 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 or play areas without an adult or adult permission
- an expectation that disputes be taken to an Educator to be heard if the problem cannot be settled by the children themselves
- to share all that Biz-E-Kidz has to offer
- to not exclude anyone without fair reason
- For Educators, children and families to respect one another and to treat others how you'd like to be treated

The Coordinator or an Assistant Coordinator will inform families of any difficulties regarding their child/ren's behaviour. There may be occasions where action has to be taken to maintain acceptable standards and to guide behaviour - these include talking to the child, asking the child to reflect on their behaviour, exclusion from certain activities, etc. It is very important that families 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 Educators reasonably requests them, and/or
- deliberately damages the service's equipment or facilities.

Consideration of exclusion would only be after discussion with the school and the child's family.

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, Biz-E-Kidz is run separately to the School although it utilises school facilities. Biz-E-Kidz 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 Service (Biz-E-Kidz) 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

7.15 a.m. - 8.45 a.m. \$10.00 per session per child (without CCS)

A program designed to cater for families who are 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. 75 places are available.

4.2 AFTER SCHOOL CARE

3.30 p.m. - 6.00 p.m. \$19.00 per session per child (without CCS)

(late fees apply for late collection of children)

The program offers children a choice of structured activities (art/craft, imaginative play, cooking, sports & games) as well as the opportunity to get a head start on their homework, hang out with friends or enjoy general unstructured play. A healthy afternoon tea (snack) is provided.

195 places are available.

4.3 HOLIDAY PROGRAM

8.00am - 6.00pm \$65 per session per child (without CCS)

(late fees apply for late collection of children)

Please note the later starting time! Each day consists of various structured activities including art/craft, drama, theme days, cooking, sports and exciting incursions and excursions! Each day has a theme and children are welcome to dress for the occasion. Bookings are secured by payment of a deposit in advance.

105 places are available

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

4.4 CURRICULUM DAYS (Pupil-free days)

7.15am - 6.00pm \$65 per session per child (without CCS)

(late fees apply for late collection of children)

The School schedules a number of curriculum days throughout the year. Care is provided on these days. Bookings are essential. 105 places are available.

Morning and afternoon tea (snack) are provided. Children are required to bring their own lunch.

Some Important Information about CCS

The Child Care Subsidy (CCS) is available to families. It is your responsibility to contact **Centrelink** (13 61 50) to apply for CCS and ensure you provide Biz – E – Kidz with the **PARENT CLAIMING CCS's** Customer reference number (CRN).

On the enrolment form, write your and your child's correct Customer Reference Number (CRN) and dates of birth to ensure you are charged at the subsidised rate.

Centrelink / Services Australia call: 13 61 50, Multilingual call: 13 12 02

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

5. ENROLLING YOUR CHILD

5.1 Applying for Enrolment

An application for a place at Biz-E-Kidz must be made by completing an application online https://www.smartcentral.net/v2/service_profile/show/353 or with an 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 application online form and the paper copy form contain all required details to ensure Biz-E-Kidz meets legal requirements, staff 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 require any assistance

Part of the form refers to Parent AND Authorised Nominee contact phone numbers.

It is essential that this remains up to date should unforeseen circumstances occur and staff need to contact you or, failing that, one of the Emergency Contacts (Authorised Nominees).

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 is also 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% CCS
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents

5.3 Permanent Bookings

As noted above, a request for a place is by completion of an online application or 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 booking is confirmed you will be charged unless you cancel your permanent place.

Permanent booking fees 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 communicated via 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 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 Subsidy 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.education.gov.au/child-care-package-information-resources-families> or
<https://www.childcarefinder.gov.au/> or Services Australia 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 family member and signed in. Children departing after school care and/or the Holiday Program must be signed out and accompanied by a parent/carer or authorised nominee as indicated in the child’s enrolment form. Biz – E – Kidz uses iPads to manage attendance rolls. Please see the Coordinator on duty if you require any assistance.

PLEASE NOTE: Due to COVID-19 families are currently restricted from entering the premises. Please see the Coordinator who will sign out for you.



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. Statements 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 CCS 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 of Biz-E-Kidz fees are made via direct debit through SmartCentral and Childcare Easy Pay. You will receive a prompt to set up direct debit as part of the enrolment process. Please get in touch if you believe you haven't received this yet.

Direct debits occur fortnightly on a Friday.

7.3 Account Enquiries

Please address any account enquiries to the Coordinator on 9329 5529, 0400 838 448 or bizekidz@northmelbourneps.vic.edu.au (email preferred).

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, with a grace period until 6:10pm.

The program is self-funded. These fees cover expenses of the staff required to stay later. Please call or text us if you will be late.

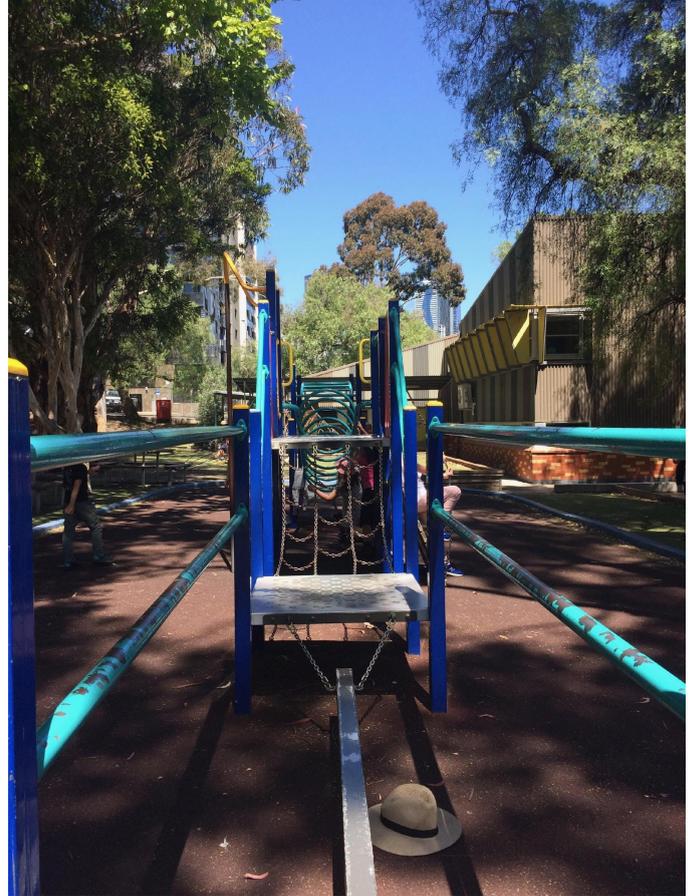
7.5 Outstanding Fees

Billing occurs on a fortnightly basis and your statement is emailed to the email address provided. 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 you experience difficulties 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 email will be sent. If payment is not made within another 14 days, or if alternative arrangements have not been agreed to 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 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 or working towards a minimum of a certificate III in children's services or equivalent) to ensure correct staff to students ratios exist at all times. There is a minimum of 1 staff member to 15 children in-centre, 1 staff member to 8 children on excursions and 1 staff member to 5 children on swimming and water 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/ren 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 child is attended to immediately by one of the Educators 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 called if we are unable to contact you.

As soon as first aid has been administered and parents informed (if necessary) an Accident, Injury, Trauma and Illness Report form is completed. Reports are completed for all illnesses, minor or 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 whether to call 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, Trauma and Illness Report form is completed. Reports are completed for all 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, Assistant Coordinators or Acting Assistant Coordinators 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 'Authority to Administer Medication' form is available at Biz-E-Kidz and at the school office.

9.4 Allergies / Asthma / Diabetes / Medical Conditions

Where a child has a condition that may require ongoing 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 has asthma, allergies, is at risk of anaphylaxis or has another medical condition such as diabetes or epilepsy, 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 medical action plan. In the case of a child at risk of anaphylaxis or other chronic condition, Biz – E – Kidz will consult with the family to produce an Individual Care Plan tailored to the individual child's care needs at Biz-E-Kidz.

9.5 Sunsmart

The Service operates in line with the School's Sunsmart policy. All children must bring a suitable hat (broad brimmed or legionnaire style) to Biz-E-Kidz 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 or will be given sunscreen if they'd like to play outside.

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, etc. The other is for internment and is used in the case of harassment, extreme weather, 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 the 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 family's 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 Policies and Procedures Manual is kept on display in the Biz-E-Kidz building for reference by families and staff.

11. ISSUES/SUGGESTIONS/GRIEVANCES

11.1 Giving feedback

The Program has been designed to service the needs of the families and children who attend. If you have any feedback please let us know - what you like about the service and what you would like introduced or improved. You may provide feedback in whatever format you like, although written is preferred.

A Feedback Box is on the sign-out desk to make it easy for you to provide this feedback. Children also use this suggestion box. Additionally, families are encouraged to send feedback anytime via email to bizekidz@northmelbourneps.vic.edu

The Coordinator, an Assistant 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 towards Program Planning and towards the Biz-E-Kidz Quality improvement plan.

11.2 Discuss Issues Early

We encourage you to raise any issues of any type at the early stages of concern, so that we can discuss and help solve them before they might evolve to become bigger issues.

Any family who has a concern or complaint relating to any aspect of the Service is encouraged to discuss their concerns with the Coordinator or an Assistant Coordinator. Please ask for an appropriate time as we are not always able to have the conversation 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. The names and contact details of the members of the Management Committee are available on the 'Information for Families' board, or you may request these details from Biz-E-Kidz.

An email to bizekidz@northmelbourneps.vic.edu.au detailing the complaint, feedback or suggestion is completed by the Educator, Coordinator or committee member for every issue raised verbally, 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 regarding what has been done to address the issue. You may be asked to provide feedback on some of the Service's policies and procedures to assist in improving procedures in relation to the matter raised.

11.3 Taking Issues Further

Where a party feels that issues still remain unresolved after the above processes, families 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 7005 1801.

12. THE NATIONAL QUALITY FRAMEWORK (NQF) AND QUALITY & ASSESSMENT RATING

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 Childcare 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 led to the development of the Service's *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 rating of 'Exceeding', which is the highest achievement level in this stage of assessment. In February 2021, Biz-E-Kidz underwent the routine assessment and rating again and achieved an overall rating of 'Exceeding', with the outstanding result of 'Exceeding' in all seven Quality Areas, a significant improvement on our previous Quality and Assessment Rating. Biz-E-Kidz is currently working towards applying for the 'Excellent' Rating which is only open to services which achieve 'Exceeding' in all seven Quality Areas. Any constructive feedback from families regarding our service is greatly appreciated as we work towards our Excellent application.

