



Thornleigh West OOSH

# FAMILY INFORMATION BOOKLET 2024



On the grounds of Thornleigh West Public School  
Giblett Avenue, Thornleigh NSW 2120

Phone: (02) 9980 7150

Email: [ooshdirect@twoosh.com.au](mailto:ooshdirect@twoosh.com.au)

Website: [www.twoosh.com.au](http://www.twoosh.com.au)

ABN: 15 315 187 891

## ABOUT US

TWOOSH is not for profit 200 place centre managed by a Volunteer OOSH parent committee on the grounds of Thornleigh West Public School. On a day-to-day basis, TWOOSH is managed by the Director (Nominated Supervisor) and when the Director is absent TWOOSH is under the supervision of an Authorised Supervisor (Responsible Person).

We offer accredited:

- Before and After School Care during school terms to TWPS children
- Pupil Free Day Care on Staff Development Days for TWPS children and children in the wider community
- Vacation Care for TWPS children and children in the wider community
- Care for school aged children from Kindergarten to Year 6 in a safe and caring environment conveniently based within the school grounds.

### Philosophy

TWOOSH provides quality care and education to school-aged children to meet the needs of families at Thornleigh West Public School and the wider community.

We have a child-focused approach, where each child is welcome, included, and nurtured. This allows us to accommodate the growing and changing needs of the children. We celebrate, value, and embrace the diversity of our children, families and TWOOSH community.

We recognise the importance of play and providing children with choices and challenges, and have a flexible, free-play approach which is supported by the 'My Time, Our Place' Framework. We have a strong focus on physical health and wellbeing within our routines, menus, and program. This is modelled and promoted by our team through interactive experiences, and physical activities, including "risky play".

Our natural and home-like environment facilitates a sense of comfort and safety, stimulating children's wellbeing and development. Through access to our diverse spaces, we endeavour to promote environmental responsibility and sustainability, by providing children with opportunities to respect and care for the land.

We value and celebrate the traditional custodians of the land, the Dharug peoples.

We foster connections between land, people and community enabling children to become engaged, confident, and responsible individuals; encouraging them to meaningfully contribute to their community.

TWOOSH recognises the importance of positive mental health and wellbeing. We aim to provide a safe and supportive space for children, families, and Educators by facilitating trusting and reciprocal relationships. Our Educators play an invaluable role in delivering our mission, values, and philosophy.

We strive to support and celebrate the personal growth, professional development, and positive wellbeing of all TWOOSH Educators.

TWOOSH is governed by the National Quality Framework which includes:

**National Legislative Framework:** The Education and Care Services National Law and National Regulations

**National Quality Standard (NQS)** consisting of seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

**National Quality Rating and Assessment:**

Process through which services are assessed against the National Quality Standard by Regulatory Authorities and provided with a rating from one of the five levels. We were assessed in 2023 as 'Exceeding'.

**Regulatory Authority, NSW- Department of Education and Communities:**

DEC have primary responsibility for the approval, monitoring, and quality assessment of services in their jurisdiction in accordance with the National Legislative Framework and in relation to the NQS.

**National body – Australian Children's Education & Care Quality Authority (ACECQA):**

ACECQA oversees the system and guide its implementation in a nationally consistent way.

**An Approved Learning Framework: My Time, Our Place (MTOPI):**

Our program is based on the MTOPI, and considers the developmental needs, interests, and experiences of each individual child.

# OOSH FEES

## Current session times and costs effective January 2024

<b>Before School Care</b>	7.00am to 8.30am	\$17.75 per session (permanent booking) \$19.95 per session (casual booking)
<b>After School Care</b>	3.00pm to 6. 15pm	\$29.20 per session (permanent booking) \$31.40 per session (casual booking)
<b>Pupil free days</b> excursions)	7.30am to 6.15pm	\$70 to \$98 per day (in centre, incursions,
<b>Vacation Care</b> excursions)	7.30am to 6. 15pm	\$70 to \$98 per day (in centre, incursions,

## Other fees

### **Search Fee for non-notification**

**\$10 per occasion**

It is very important that TWOOSH is notified by phone, Xplor, or email by 3pm if your child is going to be absent. If TWOOSH is not notified that a child is not attending, we need to find where the child is, which takes time and attention away from the other children within TWOOSH.

### **Late Collection fee**

**\$15 for every 10 minutes or part thereof.**

This fee is charged in addition to the daily fees when a child is collected after 6.15pm and is based on the OOSH clock. This is to cover the cost of Educators staying with your child.

Educators are employed until 6.15pm only. If Parents/Guardians are late, Educators will phone the emergency contacts listed on Xplor. If no contact has been made from either a parent or an emergency contact listed, and the child is not collected by 7pm then the Nominated supervisor and Committee Convenor (approved provider) will be contacted, and further action will be taken (this may include contacting the Police).

Please phone TWOOSH if you think you may be late collecting your child.

## Payment of Fees

Fees for all bookings are paid weekly or fortnightly in arrears by direct debit (bank account or credit card) using Debit success. Fees will be charged for each session of care as they occur, this includes vacation care. It is a requirement that fees are to be paid for all days the child is booked into the TWOOSH, including when a child is absent due to illness, or on holidays. Information on how to do this is found on the Vacation care forms which are released 4 weeks before the end of term.

## Child Care Subsidy (CCS)

To receive this subsidy, families must apply via Centrelink/MyGov. All families will need to complete an assessment to be able to access this rebate. The rebate is based on family's activity hours (work, study, volunteering), and income. Once assessed and approved by the government, your CRN (Customer Reference Number) will link to our service. The CCS is a single, means-tested subsidy, and once assessed and approved, will be paid directly to service providers to be passed on to families as a reduction in fees. Families can get an estimate of what they may be entitled to by entering their details into the 'Payment and service finder'. Please provide your CRNs to OOSH so we can claim these rebates for you. You will need to log in to 'My Gov' to confirm that your child is attending our service to ensure your rebates feed through to us.

# ENROLMENT

## How to Enrol

It is essential that an expression of interest form is completed before each child is enrolled. This form is available online at [www.twoosh.com.au](http://www.twoosh.com.au), in the forms section of our website. Once submitted, TWOOSH will then issue an enrolment form to be completed, subject to their ability to meet each family's care needs. We suggest that families contact us after submitting these forms to discuss your needs further and ensure we have received all the necessary forms. Enrolment forms are required to be updated annually as well as when any changes in the family's circumstances occur.

**Shared custody:** For families who have children in shared care arrangements, both custodial Parents/Guardians will need to complete an enrolment form and set up separate accounts if both parents intend of making bookings while the children are in their care

**Court Orders:** if a non-custodial Parent/Guardian is to be prevented from collecting a child, a court order will need to be sighted by the Director and copy kept on file along with a photo of that person.

**Re-enrolling for the next year:** All children with existing bookings who wish to re-enrol for the following year will retain priority for previously booked days as long as a completed re-enrolment form is received by the due date set by the Director (this will enable TWOOSH to determine available places for the following year's kindergarten enrolments). Unless renewed in this manner, all bookings will cease at the end of the calendar year. Once all forms have been returned, each family will be issued with an offer for the new year. If any cancellations are made during or after this process in the current year, places may be cancelled for the following year if we have a waiting list for those days.

### **Government cessation of care (absences on first or last day/s of care):**

Due to government guidelines, families will not receive CCS for the days the child was expected, and full session fees will be payable when:

- a child is booked in to start at TWOOSH on a particular date and does not start on that day due to sickness or other reasons for absence (or consecutive days)
- notice has been given for end of enrolment at TWOOSH, and the child does not attend on their last or consecutive last days
- your child/children do not attend for a period of 14 weeks, their enrolment will cease.

## Priority of Access

The federal government has approved our service to provide up to 200 places for children. Our responsibility is to ensure that places are offered using best practice. As vacancies arise in TWOOSH we consider prioritising children as follows:

**Priority 1:** A child at risk of serious abuse or neglect.

**Priority 2:** A child of a sole Parent/Guardian who satisfies the activity test through paid employment.

**Priority 3:** Dual Parents/Guardians who both satisfy, the activity test through paid employment.

**Priority 4:** Any other child.

This reflects the Australian Government's intention to help families who are most in need and support the safety and wellbeing of children at risk.

# BOOKINGS

**Permanent bookings** require a Parent/Guardian to pay the booked days of care regardless of whether the child attends or not, attending the same day each week on an ongoing basis. See below for cancellation procedures

**Casual bookings** can be made as needed, provided we have capacity. It is essential that you request the casual place via Xplor or email and we will reply as soon as practicable. Cancellation periods apply, please see below

**Pupil Free days & Vacation Care** bookings are taken up to 4 weeks prior. Bookings are made online. Changes or cancellations cannot be made, we are unable to offer refunds. Please refer to Vacation Care forms for more detailed information.

## Cancellation of Bookings – Casual & Permanent

Families wishing to cancel their child's place at TWOOSH are required to provide two (2) weeks' written notice to TWOOSH. This is required to allow us to make places available for other children and adjust staffing requirements. The same notification period applies once any family books their children in for casual days. When a family provides written notice to cancel a child completely from the service, if the child does not attend in those weeks the family will be liable for paying full fees as CCS cannot be applied for these absences.

## Absences from OOSH

Guardians are requested to notify TWOOSH as soon as possible if a child is not attending on a booked day for any reason. TWPS does not let us know of child absences. If your child is not attending in the afternoon, please call TWOOSH by 2.55pm or mark them absent via the Xplor Home APP, this avoids Educators looking for your child unnecessarily. A search fee of \$10 is charged every time we need to search for your child due to non-notification.

In line with the fees policy, fees are payable for family holidays, overnight school excursions, Teacher strike days, public holidays, and sick days if those days fall on a day that a child is booked into TWOOSH. Families are allowed up to 42 CCS paid absences a year without requiring a medical certificate, after this doctor certificates can be used to allow CCS payment on these absences.

## The First Day

The first day for any child can be a nervous and anxious time. It is critically important that you have completed an enrolment form and communicated to the Director which day you would like to start. It is also suggested that you arrange a time for your child to visit the service prior to their first day.

We will ensure your child has arrived at the service and introduce them into the program. Your child will be monitored to ensure they are comfortable, participating and having fun. On your arrival it is vital that you sign your child in or out of TWOOSH, on one of the tablets at the Parent table.

## Changes to permanent bookings

To change any days or sessions of care, families will need to put these changes in writing via email. All changes will be confirmed via email, in line with the 2-week cancellation policy or added to a waitlist if required.

## Food at OOSH – What we provide

A weekly rotating menu is displayed. We provide:

Breakfast 7.10am – 8.10am

Afternoon tea at 3pm

Fruit platter 4.30pm

Late snack at 5.30pm

Water always available

Our Breakfast menu consists of cereals, toast, oats, yoghurt, and pancakes on occasion. Our afternoon tea menu consists of fruit and vegetables, cheese, dips, breads, wraps, savoury crackers, cooked pasta and rice dishes, multicultural cooked foods, and other special treats such as sushi or scrolls and muffins. On occasion when cooking is done as an activity, cooked food may be served at late snack time at 5.30pm for children who are remaining after this time. If your child is extra hungry, please send along some extra food in their bag for them. We also cater for children who have special dietary needs, so please advise us if your child has any specific requirements so we can ensure there are other foods available for them.

## What to bring each day

- a wide brimmed hat

- sun safe clothing

- water bottle

- closed shoes

*Water will always be available for the children to fill up bottles*

During Pupil free & Vacation Care days, specific items may be required on certain days, please refer to the Vacation Care program and enrolment forms.

## OOSH PROGRAM

### Types of Activities

The program is flexible, allowing for children's specific needs, interests, and spontaneity. As Educators, we seek to facilitate children's learning through recreational & social play, provide a wide range of resources and activities for the children to choose from. A range of activities such as craft, cooking, sport, construction and imaginative toys and play, electronic equipment, music, dance, games and dress -ups are available for the children to be involved in. Educators are spread out across all used areas of OOSH to supervise all activities.

### Extra-Curricular Activities

TWOOSH works in conjunction with children, families and community organisations to enable children at OOSH to attend extracurricular activities in the school grounds and on Oakleigh Oval. If your child is required to attend extra activities during OOSH time, please complete a permission form available from the TWOOSH website. Educators will remind, encourage, and escort children to these activities however, TWOOSH will not be responsible for your child during your child's absence from the Centre.

### Excursions

For all excursions out of TWOOSH and the school grounds, an authorisation form is to be completed by a Guardian. Guardians will be notified in advance about the destination, cost and transport involved. Educator/child ratios will increase while on any excursion and will be judged based on the risk assessment results of each excursion.

# ROUTINES

## BEFORE SCHOOL CARE ROUTINE

<b>7.00 am</b>	Service Opens	Inside quiet activities available for children. We are very mindful that different children have different needs in the morning, some jumping out of bed raring to go and others still not quite awake when school starts. We encourage children to choose their own activities and pace.
<b>7.10am – 8.10am</b>	Breakfast Available	Children can have breakfast as they arrive at OOSH, and we encourage them to select and prepare their own choices of food. OOSH encourages healthy eating.
<b>7.10am – 8.20am</b>	Quiet Activities	Activities that are on offer all the time include craft, construction play, board games, dress ups, kitchen corner, barbies, and dolls house, and reading. On occasions we offer TV, Wii, and iPads, children are given 10-minute time slots each. Mornings are also a great time to finish off any homework as they tend to be a little less busy than in the afternoons.
<b>8am</b> <i>(earlier in Summer)</i>	Outdoor Play	Children may either continue inside activities or, weather permitting and contingent upon the interest of children, join in outside play on the basketball court e.g. hockey, cricket, basketball, tennis, etc.
<b>8.20am</b>	Pack-up time	All children are encouraged to assist with leaving the room clean and tidy, ready for the children in the afternoon
<b>8.30am</b>	Group Meeting	Children meet as a group, check the UV rating for the day, and discuss planned topics, interests, etc until the school bell rings
<b>8.30am – 8.40am</b>	Roll Call	Children are marked off the roll and walk out to the playground where school supervision has commenced before morning classes
<b>8.40am – 9am</b>	Extended Stay	Kindergarten children, other new children and any specific children Educators feel would benefit from staying at TWOOSH for a little longer may leave closer to 9am. Until kindergarten children are ready to walk to the playground with the other children, they will be walked to the kindergarten area by OOSH Educators

## AFTER SCHOOL CARE ROUTINE

<b>3.00pm</b>	Service Opens	Children hang their bags up, wash hands, and head to allocated year groups. When the UV rating is 3 or higher after 3pm, sunscreen is given.
<b>3.00pm – 3.30pm</b>	Roll call and afternoon tea	Children meet Educators at roll call group to have their name marked off and be signed in. Children have water and afternoon tea prepared by the Educators. A menu is available on the website & on display in centre, it changes twice yearly. Missing children are followed up promptly by calling guardians. Please remember that the school does not let us know if children are away, so you must notify us by 3pm if your child will be absent. There is a search fee of \$10 per instance if OOSH is not notified.
<b>3.00pm – 6.00pm</b>	Extra Activities	If requested children may attend other activities in the school grounds or on Oakleigh Oval throughout the afternoon. Children will be reminded by Educators.
<b>3.30pm – 3.45pm</b>	OOSH outdoor play	Weather permitting, children and Educators stay outside to get out some of the day's energy with some physical activities and fresh air before the indoor activities commence. Some OOSH children like sitting on the veranda to complete homework at this time before programmed activities start.
<b>3.45pm – 5.00pm</b>	Free choice activities  Split programs commence	A range of activities are organised and set up throughout the inside and outside environments surrounding-OOSH. We recognise that children have been in a structured environment for 6 hours at school and that they need to unwind and relax, however if you feel the need for your child to start their homework at OOSH, please encourage your child to take their homework books inside and work on this in a quiet area. Children are required to pack up what they are playing with before leaving with guardians.
	Indoor play	Inside activities include craft, homework, book corner, dramatic play corner, construction corner, board games, and cooking a couple times a week.
	Outdoor play	Children can engage in outdoor play on the oval, basketball court, sandpit, veranda, and on occasions the adventure playground. A range of sporting, creative, construction and imaginative play equipment is available and set up for the children. Educators also arrange organised games and sporting activities.
<b>4.30pm</b>	Fruit time & Roll call	At this time, children will be selected to help serve fruit to their peers. This is usually served in the garden/front of building area and all children are reminded to go and eat some fruit. Children meet in roll call groups to ensure all children who have not been signed out of TWOOSH by this time are accounted for.
<b>5.00pm</b>	Pack-up time	All areas inside and out are packed up and all equipment returned to appropriate storage place. This is the responsibility of the children, and the Educators will help direct them appropriately during this time.
<b>5.15pm</b>	Late games	Children have a choice to participate in group games or read a book and draw quietly inside the main OOSH room.
<b>5.30 pm</b>	Late snack	Late snack is served to children who are remaining at OOSH after this time only.

5.30 pm – 6.15 pm	Quiet activities and home time	Quiet activities such as board games, Educator-led group games, reading, or DVD's will be the options at this time. Parents/Guardians are required to sign their children out and let an Educator know when they are taking their child. Please ring and advise Educators if you suspect that you may be late picking up your child, this helps us know what's happening and prevents your child from worrying that you have forgotten
6.15 pm	Centre closes	There is a late fee if you are late picking up your child so it may be advisable for you to organise a friend to pick up your child if you are delayed.

## **POLICIES AND PROCEDURES**

TWOOSH Policy & Procedures comply with the recommended guidelines from the National Quality Framework and are freely available to all Parents/Guardians of children using the service to view and have input into. Our policies are updated and amended every 12-18 months or as specific needs arise. A copy of the policy and procedures are available in the OOSH room and on the website, feedback is valued.

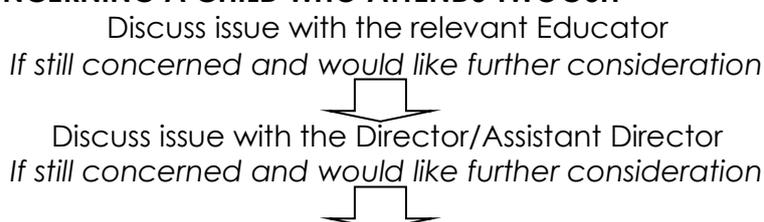
### **Raising Issues of Concern**

We believe that families have an important role within TWOOSH, and we value their feedback and input. We aim to ensure that families feel free to communicate any concerns they have in relation to TWOOSH, Educators, Management, programs, or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. We seek to continually improve our service and family feedback is critical in helping us to do so.

We support a family's rights to raise issues of concern. We will help to clarify their concern with reference to relevant policies and procedures and resolve them as appropriate.

- An issue of concern may include any issue a family would like clarified, is concerned about, or would like us to consider.
- Children should direct their concerns directly to Educators who will deal with the issue immediately or inform the Director/Responsible Person.
- Guardians will be provided with clear written guidelines in the family handbook detailing the appropriate procedure used to raise issues of concern. This procedure is listed below.
- Conversations will remain confidential and will only involve other persons as is necessary and as negotiated.
- Any guardian who wishes to have a formal meeting is requested to make an appointment with the Director/Assistant Director. The Director/Assistant Director will attempt to resolve the issue at this level.
- TWOOSH policies may need to be reviewed as a result of issues of concern being raised.
- As per the Parent and Visitor Code of Conduct, no Parent/Guardian is permitted to address issues with other children. These issues must be directed to Educators or the Director. A breach of this code of conduct may result in exclusion from the service.
- If a Parent/Guardian's behaviour is seen as unacceptable either towards children or Educators, they will be asked to read, sign, and return the Parent and Visitor Code of Conduct. Failure to do so will result in exclusion of the family from OOSH until this is complete.

### **DAY TO DAY ISSUES CONCERNING A CHILD WHO ATTENDS TWOOSH**



Submit in writing to the Management Committee  
*If still concerned and would like further consideration*



Discuss issue with appropriate unbiased third party, e.g. School Principal

### **ISSUES THAT DIRECTLY INVOLVE BOTH TWOOSH AND THE SCHOOL COMMUNITY**

- Discuss issue with the Director/Responsible Person AND discuss issue with School Principal, relevant teachers or the P&C representative as appropriate.
- Director /Assistant Director will liaise with principal to coordinate OOSH/School approach and seek to resolve the issue.

### **Medical Policies**

#### ***Dealing with Medical Conditions Including Asthma and Allergies***

- Parents/Guardians will be asked to inform the service of any medical conditions the child may have at the time of enrolment and update the service as necessary during the period that the child is enrolled. This information will be recorded by the Parent/Guardian on the child's enrolment form.
- Upon notification of a child's medical condition the service will provide the Parent/Guardian with a copy of this policy in accordance with Education and Care services National regulation 91
- Specific or long term medical conditions will require the completion of a Medical management plan, Asthma action plan, or Anaphylaxis action plan completed by the child's doctor and Parent/Guardian.
- It is a requirement of the service to meet its regulatory obligations that a TWOOSH child's individual medical management plan be developed in consultation with the Parents/Guardians.
- Children who have been diagnosed with additional needs/disabilities are welcome at OOSH, however families must supply professional reports and reports of diagnosis to assist us in caring for children appropriately. Enrolment will be subject to this information being supplied so TWOOSH can apply to KU for inclusion support and funding to assist the child, educators, and TWOOSH. In some cases, without receiving funding, TWOOSH may not be able to cater for the high support needs. Each case will be looked at individually.
- The Director will meet with the Parents/Guardians and relevant health professionals (if required) as soon as possible prior to the child's attendance to determine content of that plan to assist in a smooth and safe transition of the child into the service.
- The Child's individual medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition (this is in accordance with Education and Care Services National Regulation 90).
- At the beginning of each year plans will be reviewed to ensure they remain current and relevant. Any family needing an updated plan or new medication for that year will be contacted via email or phone to arrange this.
- Where a child has an allergy the Parents/Guardians may be asked to supply a letter from their doctor depending on severity. Letter should explain the effects if the child is exposed to what they are allergic to and to explain ways Educators can help the child if they do become exposed.
- TWOOSH will gain written parental permission to display photos of children who have anaphylaxis on the main freezer in the room. For families who disallow their child's photo to be displayed will be made aware that they are increasing the risk of exposure to allergens.
- The Food allergens/medical conditions list will have any new children added to it when they begin enrolment with the service, or once identifying that they have allergies. Lists are developed annually, and updated when changes are necessary. It is the Parent/Guardian's responsibility to notify us of any changes.
- Where a child has a life threatening food allergy and the service provides food, families in the service will be advised not to supply that allergen via email, and by putting up signs in centre. Parents/Guardians of children with an allergy may be asked to supply a particular diet if required ( eg soy milk, gluten free bread).

- Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy may be seated separately during meal times and all children will wash their hands before and after eating.
- Where medication for treatment of long-term conditions such as asthma, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.
- Parents/Guardians are required to supply the child's asthma inhaler, spacer, or EpiPen to TWOOSH /TWPS. When a child requires medication for the management of their medical condition the child will be excluded if their medication is not in centre.

### **Prescription Medication**

Medication can only be dispensed if written instructions from a doctor are supplied, and TWOOSH medication forms are duly signed. Medication needs to be specifically for the nominated child, supplied in the original container and marked with correct name, dosage, and valid use by dates. All equipment required to administer the medication needs to be supplied by Parents/Guardians. When a child requires medication for the management of their medical condition the child will be excluded if their medication is not in centre.

### **Medical Emergencies**

In an emergency, Educators will seek medical attention from an ambulance or doctor as deemed necessary. All efforts will be taken to contact a Parent, Guardian or contact person if this occurs.

### **Infectious diseases**

It is the policy of TWOOSH that any child suffering from an infectious illness should be excluded from TWOOSH until such time as the child is well again, that time being stipulated by the Department of Health Guidelines. Department of Health Guidelines requiring non-immunised children to stay at home during epidemics will also apply.

If the educator feels that a child is:

- a) Contagious.
  - b) Cannot cope with being at TWOOSH due to illness;
  - c) Would benefit from going home,
- the Parent or Guardian will be contacted and expected to collect their child immediately.

### **Sun Safe Policy**

We are a registered Cancer Council 'Sun Safe Centre'  
Our general TWOOSH policy is; no hat – no play.

The children check the UV rating each morning to determine the type of protection they need for the day. This may mean sunscreen does not need to be applied on days with a low UV rating. We encourage the use of the Cancer Council APP to check the rating and protection requirements. SPF 30+ sunscreen is readily available for children and educators at TWOOSH. They are responsible for applying it themselves. Parents/Guardians are welcome to provide their own sunscreen for their child if they would like to (a roll-on face sunscreen is easy to apply for all ages and stores readily in your child's bag or at the service).

On excursions Parents/Guardians are requested to apply 50+ sunscreen to their children before they arrive. They are reminded to send their child in sun protective play clothes and a broad brimmed hat.

### **No Smoking Policy**

TWOOSH is situated in Department of Education grounds which are all smoke/vape free zones.

### **Personal Belongings**

Personal belongings are only allowed at TWOOSH on a must have for school basis. All other toys and games are NOT ALLOWED at TWOOSH, this includes any communication device. If in doubt, please contact us.

### **Emergency Procedures**

The service will provide an environment that provides for the safety and wellbeing of the children, Educators, Parents/Guardians, and volunteers at all times. All children and Educators will be aware of, and practised in, emergency and evacuation procedures. Each term and during Vacation care we participate in multiple Emergency lock-down and evacuation drills to ensure all children and Educators know the process and have a chance to practice these at least once per term.

Our meeting point for Evacuation Drills is at Oakleigh Oval in case you're ever looking for your child at this time. For 1 whistle blow we move inside to lock down, and for 2 whistles we evacuate to Oakleigh. In the event that there is a fire out the front of the school, we will evacuate to the school hall.

**BUSHFIRES:** You may be asked to collect your child early from school/OOSH if there is a threat of excessive smoke or bushfire in the area.

### **Behaviour**

We aim to provide a safe and caring environment which encourages cooperation and positive interactions between children, Educators, Parents/Guardians, and Management. Rules will be clearly established based on safety, respect for others, respect for property, cleanliness, and honesty. TWOOSH aims to lead and encourage children to be responsible for their own behaviour.

To facilitate this, positive behaviour will be encouraged, and self-discipline will be developed through positive role modeling and redirection. We will aim to work closely with Thornleigh West Public school, and ensure rules and consequences are consistent with that of the school's Child Welfare Policy.

To aid us in this process and with reference to school rules, TWOOSH rules have been drawn up by the children and Educators and approved by the Management Committee. The support given by Parents/Guardians in this process is integral to its success and ensures that your children will have a happy association with the service.

### **OOSH Rules**

1. Stay in bounds
2. Be kind to others and use kind words
3. Keep hands and feet to yourself
4. Be safe and keep others safe
5. If you have a problem, see an Educator
6. Take care of equipment and the environment
7. Tidy up after yourself and keep OOSH and the school grounds clean
8. Follow instructions and directions given by educators at all time
9. Follow Sunsafe procedures including wearing appropriate hats
10. Bring your best manners with you and be respectful
11. Sticks and stones stay on the ground
12. Shoes must be worn at all times unless permission is given to remove them
13. Make sure an educator member knows where you are at all times
14. Follow all Thornleigh West Public School rules
15. TWOOSH has a zero tolerance for bullying

### **Parent Involvement**

TWOOSH and its Educators report to the Volunteer Management Committee. The Committee is made up of members representing the Parents/Guardians of OOSH and elections are held annually. Generally, committee positions don't require large amounts of work. Our committee is about parent input into decisions that affect care of your children. Meetings are generally twice per school term unless otherwise required. All Parents/Guardians are encouraged to become active members of the Management Committee and attend the Annual General Meeting (AGM). For further information regarding the committee president and contact details please see the Director. Please remember that without parental support TWOOSH cannot operate.

### **Communication**

Communication with Parents/Guardians will be maintained in a variety of ways, e.g. greeting and farewelling, personal conversations, notes at the sign in table, notice boards, parent handbooks, newsletters, email, kindergarten orientation, and committee meetings. All children have individual needs and interests. Feel free to approach educators at any time to discuss these, as knowing and understanding your family helps us with your child's developing capabilities. It also allows us to clarify any questions you may have about your child.

For a more involved discussion or if you have any issues or concerns, please organise an appointment with the Director. If an issue arises which the Director is unable to address, the matter will be referred to the Management Committee.

## **INFORMATION & SUPPORT FOR FAMILIES**

### **Support Services**

#### **KU Inclusion Support**

KU provides programs and services which include and support all children, in particular KU embraces and supports vulnerable families and those with children with additional needs, in accessing and participating in quality early childhood education and care.

#### **Relationships Australia**

1300 364 277

[www.relationships.org.au](http://www.relationships.org.au)

[www.nsw.relationships.com.au](http://www.nsw.relationships.com.au)

Relationships Australia is an independent, not-for-profit organisation, dedicated to enhancing relationships within families and their communities in order to foster personal and social wellbeing. They are committed to building support for families who are in greatest need, facing complex issues and have limited access to resources and services. Their work directly enables people to make positive choices with regard to their relationships and life situations, to strengthen relationships within their families and communities, and to manage conflict and change. They work with individual family members, couples and family groups. These services draw on expertise in counselling, mediation and dispute resolution, relationship education, and information and referral.

#### **PPP Parenting Program**

[www.triplep-parenting.net.au](http://www.triplep-parenting.net.au)

When it comes to raising kids and teenagers, everyone has an opinion. So how do you know what's best and what works? The Triple P – Positive Parenting Program® takes the guesswork out of parenting. Triple P gives parents simple tips to help manage the big and small problems of family life. Problems like toddler tantrums or teenage rebellion. Self-esteem issues. Bedtime battles. Disobedience. Aggression. Triple P can help you deal with them all – and more!

## **TWOOSH INFORMATION**

**Director / Nominated Supervisor:** Courtney King

**Assistant Director /Educational Leader:** Rebecca Mazzaferro

**Assistant Director:** Thomas Drummond

**Responsible People on Duty:** Courtney, Rebecca, Thomas, and other permanent staff

**Complaints/Queries:** Can be made to the Director, or Assistant Director via email [ooshdirect@twoosh.com.au](mailto:ooshdirect@twoosh.com.au), in person at TWOOSH, or by calling 9980 7150. If this cannot be solved at Centre level, the Committee can be contacted at [twooshcommittee@outlook.com](mailto:twooshcommittee@outlook.com)

#### **Contact Details of Regulatory Authority:**

NSW Early Childhood Education and Care Directorate, Department of Education and Communities

Website: [www.det.nsw.edu.au](http://www.det.nsw.edu.au)

Email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

Phone: 1800 619 113

## Approvals and Rating

**Provider Approval number:** PR-00007982  
**Service Approval number:** SE-00013768  
**TWOOSH Service Rating:** 'Exceeding the National Quality Framework' in 6 out of 7 areas

## Important Contact Numbers

### Thornleigh West Public School

Address: Giblett Ave, Thornleigh NSW 2120  
Phone: (02) 9484 4242 | Fax: (02) 9481 9471  
Email: [thornleigw-p.school@det.nsw.edu.au](mailto:thornleigw-p.school@det.nsw.edu.au)  
Web: [www.thornleigw-p.schools.nsw.edu.au](http://www.thornleigw-p.schools.nsw.edu.au)

### Thornleigh West OOSH

Phone: (02) 9980 7150  
Email: [ooshdirect@twoosh.com.au](mailto:ooshdirect@twoosh.com.au)  
Web: [www.twoosh.com.au](http://www.twoosh.com.au)

**Police, Ambulance and Fire:** 000

**ACECQA:** 1300 422 327

**Centrelink:** [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Family Assistance Office:** 136150

**Lifeline:** 131114

**NSW Poisons Information Centre:** 13112

On behalf of the management and Educators of TWOOSH we hope that parents and their children enjoy their time with us.