WELCOME TO KIDS’ UNI
ABC
WELCOME TO KIDS’ UNI!

Welcome and thank you for enrolling your child with Kids’ Uni. We look forward to establishing an ongoing relationship with you, whether this is your first child enrolling, or if you have had other children enrolled with us in the past.

This handbook applies to Kids’ Uni North, Kids’ Uni South, South Coast Workers Child Care Centre, Kids’ Uni After School Care and Vacation Care (also known as Kids’ Uni OOSH). It has been prepared in order to outline the enrolment and other policies and procedures of Kids’ Uni. Please sign the Enrolment Form to acknowledge that you have read and understood our policies and procedures following confirmation of your enrolment.

OUR HISTORY

Kids’ Uni commenced when a parent co-operative began to operate child minding on campus in a disused hockey shed during the early 1970s. Stage 2 of Kids’ Uni was opened in March 1984 and is known as Kids’ Uni North. This stage saw the introduction of the “family grouping” concept operating within 2 rooms catering for children within the 0 – 5 years of age.

The first OOSH (outside school hours care) service for school children was held in the then Union Board Room and offered both After School and Vacation Care.

Stage 3 of Kids’ Uni was opened in June 1994 to accommodate this rapidly expanding program and a bus service was introduced to pick up children from nearby schools for After School Care. The next stage was the opening of Kids’ Uni South in February 1997. This was to cater for increasing demand for child care places. Research reflected the need for age grouping of children and this was introduced into both Kids’ Uni North and South during 1999. Key aspects of the “Reggio Emilia” approach to Early Childhood education were implemented into the centres in 2002.

In 2007 Wollongong UniCentre entered a management agreement with the Board of South Coast Workers Child Care Centre (Ellen St, Wollongong). In June 2008 UniCentre acquired SCWCCC with the view to provide high quality care and education for children in the CBD.
OUR BOARD OF DIRECTORS

The Board of UniCentre is elected annually by the members of the organisation, as provided for in the Articles of Association of the company. The Board determines policy and by-laws for the operation of the company and the conduct of its members. These policy decisions are binding on all employees and the membership of our Children's Services Committee / Parent Groups. The Board comprises of people who are committed to providing high quality children’s services. The Board of the Wollongong UniCentre meets on a quarterly basis.

OUR VISION

To be the leading provider of high quality service that supports children and families on campus as well as the broader Illawarra community.

OUR MISSION

To resource, implement and manage high quality and innovative programs that support children and families in the community.

OUR PHILOSOPHICAL FRAMEWORK

Each year educators, families and management review the philosophy of each service. The aim is to ensure the values we hold are current and relevant. The philosophy is then entwined with our commitment to excellence in the provision of childcare for children aged 6 weeks to 12 years.

The philosophy is a resource to be used by educators as well as families, in order to gain an understanding of our aims, values, direction and underlying principles. In addition, we anticipate our philosophy will have a positive impact on our educators, families and their child(ren). Our philosophy focuses on the following key areas: Children, Programming, Families, Social Issues, Community, Environment, Educators and Management. Please refer to the Director or an educator at the service if you would like to read the complete philosophy document.

OUR ORGANISATION

Our organisation has a strong commitment to high quality care and education for children. We are committed to the ongoing evaluation and continual improvement of the children's services. We respect the professionalism of educators and demonstrate the value they place upon educators by resourcing professional development, providing good working conditions, and encouraging staff to participate in managerial decision-making.

Kids’ Uni is an advocate for families and children on the campus and throughout the broader community. Our management will work with families, form partnerships, and collaborate in certain decision-making.

As part of our commitment to quality, UniCentre is certified to ISO 9001 (International Quality Management Accreditation System).
OUR SERVICES

Today Kids’ Uni operates three Long Day Care centres catering for children between the ages of 6 weeks to 5 years, with approximately 180 children in attendance on any one day for up to 51 weeks each year. OOSH (Out of School Hours Care) caters for up to 60 After School, and 75 Vacation Care children, per day.

Operating times are as follows:

- Kids’ Uni North and Kids’ Uni South: 7:30am – 6:00pm
- South Coast Workers Childcare Centre: 7:30am – 6:00pm
- Out of School Hours Care: 3:00pm – 6:00pm
- Vacation Care (during public school holidays): 8:00am – 6:00pm

All services offer Occasional Care for parents on a “first come – first served” basis. Please contact Admin Staff in the general office for such bookings.

NATIONAL QUALITY FRAMEWORK (NQF)

As of January 2012 the implementation of the National Quality Framework for Early Childhood Education and Care was introduced. The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care through the introduction of the new Education and Care Services National Law and Education and Care Services National Regulations, the National Quality Standards for Early Childhood Education and Care and School Age Care and the National Quality Rating and Assessment process.

The central focus of the National Quality Framework is on the outcomes for children. This is why all education and care services must provide a program that is based on the “Early Years Learning Framework” for long day care services and “My Time, Our Place: Framework for School Age Care in Australia” for OOSH/Vacation Care. These frameworks consider the developmental needs, interests and experiences of each child and they take into account the individual differences of each child.

OUR POLICIES

Kids’ Uni has many policies and procedures which assist and guide the overall operation of the services.

Policies that you may find particularly useful to view could include:

- Allergy Aware Egg and Nut
- Child Protection
- Children Who Are Ill
- Education, Curriculum and Learning
- Food, Nutrition and Beverage
- Health, Hygiene and Safe Food, Infectious Diseases.
A hard copy can be obtained from the Service Director. Alternatively, all Kids’ Uni policies and procedures are available to be viewed online at www.unicentre.uow.edu.au/kidsuni

LONG DAY CARE - EARLY CHILDHOOD

A typical day in a Long Day Care service may include water-sand play and block play, music and movement, language, art and craft, science and dramatic play. Experiences and environments are set up to foster each child’s social, emotional, physical, intellectual and language development.

Our Early Childhood services are licensed by the Department of Education and Communities and incorporate best practices as outlined in the National Quality Framework.

OUTSIDE SCHOOL HOURS CARE (OOSH)

Our Outside School Hours Care programs provide care and recreation for children attending primary school. The two programs include After School Care and Vacation Care. We offer a range of supervised, age appropriate experiences in these programs that encourage children to interact with friends. Some of these activities include games, craft, sport, drama, dance, painting, cooking, reading, music and excursions.

Our Outside School Hours Care service (After School program) offers supervised transport (using OOSH owned mini-buses) for children, from approved schools within the local geographical area. These mini-buses are also used to transport children for excursions conducted during the Vacation Care program.

“Active After School” is a government funded project in which our service participates. This means that a variety of physical activities are provided for the children’s enjoyment and exercise. Activities such as circus skills, judo, gymnastics and hip hop dancing are just some of the experiences provided under this project.

CHILDREN

All children are active contributors to their play and learning. They are continually growing, developing relationships and understanding their world. We see each child as unique. The contribution children make to the daily life of the service is integral to staff providing them with enriching experiences.

We aim to:

• Provide an environment where children’s rights are respected.
• Recognise that each child is competent and capable.
• Encourage children to see themselves as valued, powerful constructors to their community.
• Adopt elements of the Reggio Emilia approach, Scientific Brain Research and the Early Years Learning Framework, where a homelike, calm and nurturing environment is valued.
• Embrace inclusive practices for all children.
• Foster reciprocal relationships with children, parents, educators, management, and the community.
• Provide guidance for positive behaviour using strategies that build children’s confidence and self-esteem.

FAMILIES

Parents and families are an important part of the Service and Kids’ Uni. We welcome families and encourage them to be involved and work with educators in providing the best program for their child. As families influence children’s learning, the experiences and perspectives they offer the service and staff are invaluable.

We aim to:
• Recognise and respect parent’s knowledge of their children and use that knowledge to foster positive relationships with children.
• Encourage collaboration in every area of the centre and respect the family’s rights to participate at their desired level.
• Share and exchange resources, information and experiences in formats appropriate to each family.

COMMUNITY

By providing children with experiences that reflect diversity, children are supported in adopting values and attitudes that enable them to be effective members of the community. Our services view their role within the wider community as one of advocacy for children. By promoting relationships we can enrich the lives of children who access our services.

We aim to:
• Stay committed to learn more about our community.
• Share our campus resources.
• Foster a common purpose to support the well being and learning of children together with our community.
• Maintain a current knowledge of the broader community in order to support children and families.
• Network within the community to establish links and access resources, which support the development of our program and the relationships with families, children, and educators.
• Work collaboratively with the schools in our community to assist in the successful school transition for children and families from our Early Childhood environment.

Our practices and policies will support social justice. Our inclusive philosophy will identify each child as a unique individual. We will provide an environment which is reflective of all children’s special talents and needs.
EDUCATORS

Our educators are diverse in their skills, backgrounds, experiences and knowledge. Each educator is committed to establishing relationships of trust and meaning with children and their families, in order to provide the most responsive and appropriate program for every child. All playrooms have at least two Early Childhood qualified educators.

All Educators are:

- Trained in First Aid, Anaphylaxis, Asthma and Child Protection. Early Childhood teachers (holding University degrees) oversee the programs developed by educators.
- Committed to being informed about current research and best practice by participating in relevant in-service courses each year.
- Expected to be involved in key areas of the Philosophy.

We aim to:

- Be a co-researcher and co-constructor in the learning process with children.
- Strive toward excellence and commonly-shared professional standards and practices.
- Maintain a high level of open communication and a harmonious work environment.
- Empower and encourage families to act in partnership to create family centred practice.
- Maintain high professional standards through research, networking, training and development.
- Work towards implementing an information technology based program to further strengthen our communications with families.

PROGRAMMING

Our programming is designed to be responsive to every child, their family and their individual needs. We provide opportunities for children to learn, interact and explore as an individual and as part of a group. All service programs reflect current research and practice and provide educators with opportunities to extend children’s learning through thoughtful presentation of activities and experiences.

We aim to:

- Embrace the Early Years Learning Framework, reflecting on belonging, being and becoming.
- Encourage our children to construct knowledge through exploration and relationships.
- Assist our children to direct their own learning through choices within their environment.
- Provide resources and experiences to enhance the development of the whole child.
  A wide range of resources and materials are used to foster self-expression, learning and communication.
- Encourage the children to participate in the use of Smart Boards and iPads in playrooms.

Our program will reflect a “whole of community” approach to children’s development. Our documentation will be designed to help parents share in the child’s day and for children to revisit and reflect upon their experience.
ENVIRONMENT

The physical environment is a major contributor to a child’s experience at the service. We endeavour to ensure that our environment conveys a strong message of welcome to our children, families and the community. The range of experiences offered, along with the set up of the environment, promotes and provides evidence of children’s learning. Attention to beauty and aesthetics within the service promotes diversity, relationships and caring, and shows we value children and their environment.

TRAINING AND SUPPORT

A regional Training and Support Unit provides assistance to our educators (as well as other services) with the development of programs and environments that promote access and participation for children with additional needs, aged from 6 weeks to 12 years. Children with additional needs may include children with a disability, children from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander children, Australian South Sea Islander children and children with challenging behaviours.

The unit currently receives funding from the Department of Human Services, the Department of Education and Communities and the NSW Department of Education and Training. Such funding is subject to variation based on changes to government policies and/or budgets.

We also access support from other para-professional organisations such as Porter Street Development Centre, Community Health Nurses and Dietitians, the Anaphylaxis Support Group, Sids and Kids’, KidSafe, and Westmead Children’s Hospital as well as other organisations.

INCLUSION

Kids’ Uni is committed to working with educators to assist with the implementation of appropriate support initiatives to enable children with additional needs to access children’s services.

Inclusion is a holistic approach, requiring educators to make provisions that allow each child, including a child with a disability, to participate in the program in ways that are engaging, interesting and constructive. Inclusion means always thinking about each child and all the children in a group, as well as initiatives that will match and extend their abilities, strengths and interests.

PROGRAMMING AND DAILY ROUTINE – EARLY CHILDHOOD

Kids’ Uni believes children learn through exploration, play and discovery. We also believe that children are resourceful and capable learners. At our services children learn alongside their peers, in a safe and well-planned environment. Educators take time to plan and implement developmentally appropriate experiences for children, that promote learning and understanding, as well as challenge and support the development of skills.

Our educators provide a balance of experiences that create a natural rhythm to the day comprising indoor/outdoor, quiet, energetic and group activities. Please raise any questions you may have regarding the program with the Director, or educators.
Whilst at the service, your child will be assigned a primary educator who will develop an individual program to specifically meet your child’s emerging strengths and interests, as well as address areas that may need support. Educators will actively seek your input and feedback concerning this important aspect of your child’s experience whilst in our care.

Open communication between parents and our educators is essential. We will liaise closely with you about all aspects of your child’s development and daily experiences. Your child’s educator will create a portfolio comprising examples of your child’s learning through artwork, observations, photographs and experiences.

For information about how your child’s day went you can view the daily Diary located near sign in and out sheets, view electronic photo frames or computers in playroom and locker areas, or speak with educators. Each room also has a separate Parent Communication Book where you and educators can jot down any interesting tidbits about your child. Children’s completed artwork will also be found in files located in locker areas or in the playroom.

**TRANSITION TO SCHOOL PROGRAM**

Kids’ Uni has in place a “Transition to School Program” to support all preschoolers who are starting school the following year. Children who have a positive start to school are likely to participate fully in learning and therefore experience academic and social success.

Early childhood experiences are vital for children's brain development. This type of program continues children’s development and learning, building resilience at this key life cycle transition point for school and life generally. Children who participate in the “Transition to School Program” become capable, confident, curious learners.

**Our program aims to:**

- Focus on children's strengths, abilities and achievements.
- Have a sensitive acceptance of individual differences in children and a commitment to support the uniqueness of each child.
- Assist children in the use of information and communication technologies to access information, investigate ideas and represent their thinking
- Extend the understanding of children in relation to information technology through use of computers, iPads and Smart Boards. This is achieved by providing experiences and program initiatives that are developmentally appropriate and complement other curriculum strategies.

**Some approaches included in the program:**

- Lunch box days
- Links with some local schools
- Kindergarten children invited back for afternoon tea to share their experiences about “Big School”
- Group times
• Learning to speak in front of other children
• Learning book conventions
• Learning basic numeracy and literacy
• Developing social skills such as making friends, coping with cliques, coping with rules, learning about consequences of actions or behaviour
• Learning independent skills of self dressing, toileting, looking after belongings
• Development of large and fine muscle development (eg: balls skills, running, jumping, balancing, pencil grip, cutting, threading, etc).

Transitioning to school can be a complicated and complex process for families and for that reason we are available to answer any questions you may have.

PROGRAMMING AND DAILY ROUTINE – OOSH

We make every effort to keep a relaxed home environment in OOSH and allow for ample amounts of unstructured activities and free play for those children not interested in participating in planned activities. Parents are invited to participate in our program by providing educators with any feedback or ideas. Children are also invited to provide feedback on the program as their opinion is valued.

Our program is planned two weeks in advance and is displayed on the notice board for both children and parents to read.

The program covers the following interest areas:

• Indoor and Outdoor Games
• Festivals
• Art and Craft
• Science and Nature
• Cooking
• Homework and Homework Help
• Excursions and Service Visitors
• Independent Tutoring – such as piano / maths (dependent upon parent interest)

OOSH has access to a television, video, and DVD player in which only G and PG movies will be viewed. These may be used to highlight a particular activity or interest in the program, and are not incorporated as a daily activity within the service. Written parent permission is sought at time of enrolment. Computers may be accessed by children on a limited basis. Children also have access to a Smart Board which allows for learning and interests to be extended.
MEALS

Within our facilities where meals are served, we are committed to provide children with at least 50% of their daily-recommended dietary intake of nutrients in the form of safe and appetising food as set out in the Dietary Guidelines for Australians.

We promote nutritious food and drink, as well as culturally appropriate and healthy eating habits. The menu is reviewed and developed in consultation with an experienced dietitian, and displayed for your reference. Our cooks are qualified in menu planning as well as safe food handling practices.

Educators recommend and promote nutritional meals, and snacks in our OOSH service where children bring their own lunch. In addition, our educators may share with you up-to-date information on nutrition from recognised health authorities. Children are provided with water and apples at the end of meals in order to support good dental hygiene practices. Water is accessible by children at all times. We encourage families to contribute to our menu and food experiences and would love for you to chat with our cooks.

SPECIAL DIETS

It is vitally important that the Service Director as well as the Service Administration staff is informed if your child is following a special diet. Such information must be kept current by parents so that we can advise the cooks of any and all changes that need to be made to the menus. Families can also assist the service in its efforts to ensure that food and drink is culturally appropriate.

We support breast feeding at our services and are also happy to accommodate bottle-feeding of babies. Parents are asked to send pre-prepared bottles of formula each day a baby attends. We do not provide bottles to babies whilst they are preparing to sleep in cots. This follows our policy on good dental hygiene.

ALLERGIES AND MEDICAL CONDITIONS

Please be aware that our services are an egg and nut aware environment. This means while we can not completely control whether or not these products are within the service, we actively aim to minimise the incidence of egg and nut products.

Please advise our educators immediately (in writing) if your child has any allergies (e.g. particular foods, drinks, materials or Band-Aids, etc.) or medical conditions. It is very important that this information is always up to date. Therefore the Service Director and Service Administrator must be notified in writing of any changes or additions to allergies. A medical certificate is required for allergies and an Action Plan signed by a doctor must also be attached. Asthma and anaphylaxis actions plans are to also be provided by a doctor. Our team will work with you to develop plans to ensure your child’s safety and well-being.
CLOTHING AND FOOTWEAR

Please ensure that your child wears old casual clothes when attending the service: a top with sleeves and knee-length shorts or skirts for summer and long pants and a jumper/coat for winter. We consider that singlet tops, dresses with straps and short skirts do not provide adequate sun protection. Old clothes are preferable as children may become involved in messy activities and some staining may occur. We recommend packing a change of clothes in case of any unforeseen event or a change in the weather.

We generally advise:

Babies 6 weeks to 2 yrs 3 complete changes of clothes per day
Children aged 2 – 5 yrs A complete change of clothes
Children aged 5 – 12 yrs A hat, plus warm jacket for winter

A security blanket or “cuddly”, can be brought along if required for younger children. We provide hats for 0 – 5 year olds for use during outdoor play. Please ensure that your child has covered-in shoes.

Thongs or clogs are inappropriate to wear at the service as they are considered very dangerous when children climb, run and play outside. Please label all clothing and footwear with your child’s name.

SUNSCREEN

We supply sunscreen, which is rated SPF 30+ broad spectrum and water resistant. Please apply sunscreen to your child each morning. Educators will reapply sunscreen in the afternoon before the children go outdoors. If your child has a known allergy to sunscreen, please advise of allergy in writing to the Service Director and the Service Administrator. The parent will also be required to discuss appropriate alternative sun protection strategies with the Director.

SIGNING IN (ARRIVAL) AND SIGNING OUT (DEPARTURE)

Children must be signed in and out by an authorised person on arrival and departure each day as Kids’ Uni required by our licensing body to have a record of the children in our care at any time. This record is also vital in the case of an emergency.

When a child arrives at OOSH (after school) staff will note and initial the time of arrival. The authorised person collecting the child must sign them out.

COLLECTION OF YOUR CHILD

We are committed to ensuring your child’s safety whilst in our care and our educators will only let children leave with people who are authorised on your child’s enrolment form to do so. Your child must be collected prior to the closing time. No child will be released into the care of any person(s) not known to educators. If the educators do not recognise the person who comes to collect the child, the educators will ask for current photographic identification, and compare this with the
child’s enrolment form before allowing the child to leave. No child will be released into the care of a person under the age of eighteen (18) years.

Parents/carers must provide prior notice of any variation in the persons collecting the child. Our educators will not release children to the care of unauthorised persons (for example where there may be court orders concerning custody/residency and access). Please advise the Service Director immediately of any Court Orders, or changes to such. (Copies of written orders are required at the service). Refer to the Family Law and Access Policy for further information.

If a child is not collected after closing time, the following will apply:

- An initial charge of $30 per child will be debited to the family account, together with a Penalty Fee at the rate of $1.00 per minute, per child, for the first 10 minutes.
- This Penalty Fee rate will increase to $3.00 per minute per child, after the first 10 minutes.

If children remain uncollected 30 minutes after closing time and educators have attempted contact with parents by phone, followed by the other emergency contacts on the Enrolment Form, educators are directed to:

- Record details in the diary.
- Contact the Department of Education and Communities and Police.

**EMERGENCY / ACCIDENT PROCEDURES**

In the event that a child requires urgent hospital treatment, the Director may arrange for the child to be taken by ambulance to the hospital. If this occurs, the Director will make all reasonable efforts to contact the parent as soon as possible. An educator will accompany the child in the ambulance, if the parent(s) or emergency contact persons are unavailable. Our educators will remain at the hospital until such time as a parent / emergency contact person arrives.

If a minor accident occurs and your child is given First Aid at the service, our educators will discuss the incident with you on your return to collect your child and ask you to sign a completed Incident, Injury, Trauma and Illness Record, which will contain all relevant details. All educators hold First Aid qualifications.

**HEALTH AND MEDICAL EXCLUSIONS**

To ensure the health and safety of all children, families and educators, we request that your child does not attend the service when suffering from an infectious disease or any condition that affects reasonable participation in the service’s program. Parents will still be required to pay fees during this absence.

Each service has a current list of infections and conditions requiring exclusion, sourced from the National Health and Medical Research Council which must be adhered to. A Certificate must be obtained from a Medical Practitioner and presented to the Director, when your child is returning to the service.
IMMUNISATION

In accordance with the Public Health (amendment) Act 1991, families **MUST** provide documentation regarding the immunisation status of each child at enrolment and then **updated regularly** whilst the child attends Kids’ Uni. The Kids’ Uni Director will inform families of any outbreak of a specified infectious disease, including a vaccine-preventable disease that has affected, or is likely to affect, children or educators.

Parents are to immediately inform the service of an infectious condition which has been discovered in their family. This is important in order to minimise the risk of the spread of any medical condition.

Kids’ Uni is required to notify the NSW Department of Health upon identifying any case of a vaccine-preventable disease at the service. Consequently, the Department may require you to withdraw your child from the service for a period of time if your child is not currently immunised.

All normal fees remain payable during this period away from the service.

MEDICATION PROCEDURES

If your child requires medication whilst at the centre, the parent needs to complete an Administration of Authorised Medication Record Part 1. (Forms can be downloaded from the Kids’ Uni Website or hard copies can be obtained from educators)

To ensure their safety it is expected the following requirements are adhered to:

- The medication and completed form are to be handed to an educator who will verify your child’s name, dosage, and the time for administering the medication. The educator will also check that the Administration of Authorised Medication Record Part 1 is complete.
- No medication will be administered to a child unless the medication is prescribed by a Doctor and is presented to the service in the container in which it was dispensed. Educators will not administer unlabelled medication.
- All medication must be in its original container showing the medication name, expiry date as well as the recommended dosage instructions. Following the administration of the medication, educators will complete and Administration of Authorised Medication Record Part 2.

Parents of children with asthma / allergies must complete a Medical Conditions Risk Minimisation Plan for their child. This will ensure child care educators follow appropriate procedures with administration of relevant medication.

WORK HEALTH AND SAFETY

Kids’ Uni has a Work Health and Safety Policy which covers children, families, visitors and educators of each service. Parents and visitors must be aware of and abide by the Emergency Evacuation Procedures that are displayed throughout the service premises. If you see any potential hazards (such as a spill) in the service, please advise the Director or educators immediately.
Parents are also encouraged to help their children sanitise their hands upon arrival at the service in line with our Health, Hygiene and Safe Food Policy designed.

**INSURANCE**

Each service has a Public Liability Insurance Policy that covers the cost of damages awarded in respect of personal injury and property damage for which Kids’ Uni or its personnel are found to be legally liable. The policy does not respond automatically in the event of an accident. There must be a finding of negligence by a court, or a decision by the insurer to settle the claim out of court.

“Group Ambulance Cover” covers children enrolled in our services. This policy covers the costs incurred by the service in transporting a child by ambulance. However this policy requires the parent to claim the cost of the ambulance transport through their private health fund or health care card in the first instance. The Group Ambulance Cover will only apply in the instance that parents do not have private health insurance or a health care card. We advise parents that an application must be made by you, directly to an independent insurance company, if you wish to have Personal Accident insurance cover for your child.

**FEES**

Parents are required to keep their fees paid two weeks in advance at all times. This is held in trust and reimbursed by way of a contribution towards two weeks fees when your child leaves the service (e.g. if leaving the service during the year, attending school).

If your account becomes overdue by two weeks or more and a debt is accrued on your account, your child/children’s position at the service will be deemed vacant. We will then forward this for debt collection by either a Debt Recovery Agency or Solicitor. You will be liable for the original debt and any cost that may be incurred by this process.

The following methods can be used for fee payment (cash will not be accepted):

- EFTPOS Online
- Salary
- Money Order
- Cheque
- Direct Deposit
10 STEPS TO USING ONLINE PAYMENT SYSTEM

1. Go to: uc.unicentre.uow.edu.au/kidsuni/online/

2. Enter your “direct deposit reference number” into the “reference number”.

3. Enter the amount that you wish to pay into the “amount to pay” field. This can be entered in as whole dollars, or as dollars and a cents amount. (e.g. 250 or 250.26)

4. Hit the “submit” button to start processing the transaction.

5. You will be forwarded to an external secure website where you will be asked to select whether you wish to pay by Bankcard, MasterCard or Visa. Note: we do not accept AMEX or Diners Card.

6. After clicking on the icon for your credit card type, enter in the card number, expiry date and security code as shown on the screen.

7. Click the “pay” button in the right hand corner.

8. Wait for the transaction to process. DO NOT close down your browser at any stage or your transaction may not be processed correctly.

9. Wait for a receipt to display on the page.

10. Once this has occurred, you can print and close your web browser.

Fees are due and payable for all days that your child is enrolled, regardless of attendance. Each parent is responsible for ensuring that procedures as determined by the Department of Human Services for applying and/or carrying the Child Care Benefit/Rebate are followed.

LATE PAYMENT

We ask that you discuss any outstanding fees that are due and payable with our Senior Administration Officer. Payment plans can be organised with approval from the Senior Administration Officer / Children’s Services Manager. In times of extreme hardship some assistance may be available.

OOSH BUS

If your child uses the OOSH Bus service for After School Care, it is ESSENTIAL that the service is informed PRIOR TO 2:30pm on the day if the child will not be getting on the bus. Failure to notify will result in an $8.00 Bus Absence Charge. If an expected child is not on the bus it will be treated as an emergency by educators.

NOTICE OF WITHDRAWAL AND CHANGE OF DAYS

Two weeks written notice is required if you intend to withdraw your child or reduce their days of attendance. Full fees will be charged for all booked days if you fail to provide timely notice of withdrawal. Please see the Director / Administration Officer for an appropriate form. Child Care Benefit is only payable up to the last day of physical attendance at the service.
HOLIDAY HOLDING FEE
This policy is designed to reduce the costs of childcare whilst parents/guardians are on annual leave. Please report to the Kids’ Uni Website (policies and procedures) for more information.

EXPLANATION OF ABSENCES
The Department of Human Services require the service to keep a record of all absences. It is essential that you specify the reason for the absence(s) to our Administration staff. It is compulsory that all parents list the reason for their child’s absence (i.e. sick, parents RDO, birthday party etc). This is to be advised on your child’s next day. Full fees will be charged when all allowable absences have been exceeded.

PUBLICITY AND PROMOTIONS
As a matter of procedure, Kids’ Uni will seek the parent’s consent at time of enrolment for our educators, students, volunteers working at or visiting the service, journalists or other media representatives to take photographs, videos, films or audio tapes of your child during operating hours for publication, broadcast or research.

The parent’s permission will also be sought to allow our educators to take photographs of their child for internal purposes (for example, to document your child’s development and curriculum implementation).

CONFIDENTIALITY OF RECORDS
Information collected on your child and family remains confidential. Enrolment forms and accompanying documentation are kept in a secure, locked location.

EXCURSIONS
Children learn from experience therefore excursions are seen as a valuable component our program. Appropriate planning is undertaken to ensure the success of an excursion. We focus on planning to maximise the learning potential of the experience, whilst ensuring the safety of all those involved. We will request your written consent for your child to attend an excursion.

CHILD PROTECTION POLICY
Our service fundamentally believes that all children have the right to a life that is free from harm. Our service aims to provide an environment that is free from any type of abuse and foster a child’s growth and development as per the individual requirements of each child.

The Children and Young Persons (Care and Protection) Act 1998 states that all people who hold a management position or who are paid workers delivering children’s services, are legally obliged to report any child who is at risk of significant harm, based on any reasonable grounds.
Our service aims to provide regular training to all educators (along with any volunteers, students etc) on child protection issues to ensure that, in the sad event a child has suffered abuse, the service can act quickly in the best interests of the child. Kids’ Uni supports each child’s right to live and learn in a safe and secure environment.

A child is at risk of significant harm when the circumstances that are causing concern are present to a significant state. This means the concern is sufficient to warrant a response by a statutory authority, such as the NSW Police Force or Department of Education and Communities, regardless of a family’s consent.

What is significant is not minor or trivial and may reasonably be expected to produce substantial and adverse impacts on the child’s safety, welfare or well-being. The significance can be a result of a single act or omission or an accumulation of acts and omissions.

**PARENT AND COMMUNITY GROUPS**

Our parents, family members and community representatives are important partners in our drive to deliver quality outcomes for children and families in our services. The Children's Services Parent Club will encourage parent and community participation and collaboration with each of the services. Kids’ Uni values the contributions of families to its services.

**Following are some of the ways in which parents can be involved within our service:**

- Sharing skills/interests/experiences/resources that you would like to contribute to the service's program, for example, computing, building, cooking, gardening, sewing, handy person skills, visual arts, drama, language or musical skills etc.
- Becoming a member of the service's Parent Club.
- Assistance with excursions, or at service events such as children's Christmas parties.
- Contributing materials such as scrap paper, left over wool or ribbon, cardboard boxes, old wrapping paper, material, old craft supplies, etc.
- Participating in fundraising activities.
- Contributing to the development of programs for your child through ideas and suggestions.
- Parental feedback on policies that are periodically reviewed.
- Recipes
**PARENT FEEDBACK**

Feedback may take the form of compliments, suggestions, enquiries, concerns or complaints. Kids' Uni is committed to the fair and effective resolution of all customer concerns and complaints in a timely manner.

We will make all reasonable attempts to resolve your concerns at the service in an informal manner, through discussions with the Director and educators. If we are unable to satisfactorily resolve your concern or complaint, please contact the Children's Services Manager. We encourage feedback via the internet if that is more convenient: [www.unicentre.uow.edu.au/kidsuni](http://www.unicentre.uow.edu.au/kidsuni) then click on Feedback. There is also an annual online Parent Survey which provides a further opportunity to give us additional feedback.

Kids' Uni also has in place a grievance process. For details, please refer to the Parental Interaction and Involvement in the Service Policy. A full copy of this policy is available from the Director or it can be accessed from the Kids' Uni web site. Should parents feel they have not had their concerns addressed by educators or the service Director, then they may contact the Children's Services Manager.

If a resolution has still not been reached then you can contact the Directorate with the Department of Education and Communities. This person is responsible for monitoring the regulations. Contact Phone number is 4224 9103.

**PARKING ARRANGEMENTS**

There are a number of designated parking spots outside each service for parents. These are designed for quick drop off and pick up periods no longer than 15 minutes. Parking for parents on the main campus of UOW also requires special parking stickers or permits in order to use these spots. These stickers are available from the Kids' Uni administration office.

If there be a lack of parking spots outside the Kids' Uni Services then parents can park briefly in the Uni Hall car park located on the western side of the service. To use this as overflow parking still requires that a Kids' Uni parking permit be displayed on the front window of the car.

**SECURITY**

All our childcare services have a security system at the entrance door. Parents of each long day care centre will be given a pin code for accessing the security system. OOSH parents are required to press the intercom button in order to be admitted.

It is very important that parents only ever let themselves into a service when accessing the security system. Please do not allow others to enter or exit with you when you arrive or depart the service. The children's safety is paramount to us so we would really appreciate your help with this matter.
HANDY CONTACTS

Kids’ Uni North 4221 8033
Kids’ Uni South 4221 8038
South Coast Workers Childcare Centre 4226 4733
Kids’ Uni After School Care/Vacation Care 4283 6580 0415 325 532
Kids’ Uni General Office 4221 8035
Department of Human Services 13 61 50
www.humanservices.gov.au

FAO Multilingual Telephone Service 13 12 02
Child Care Access Hotline 1800 670 305
Immunisation Register 1800 653 809
Immunisation Information 1800 671 811
Taxation Office 13 28 61

QUERIES & QUESTIONS

If you have any queries or questions regarding your child or the centre please speak with the Director (Nominated Supervisor) in the first instance. If the person is away then seek out a Certified Supervisor, staff member. You will find this information located in the foyer hallway.

Kids’ Uni, Wollongong UniCentre
Building 10, University of Wollongong

Central Kids’ Uni Office 02 4221 8035
Email kids_uni@uow.edu.au
Website unicentre.uow.edu.au/kidsuni

ABN 28915 832 337