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# Kidz Mob Mapleton Family Handbook

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**2024**

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**Approved Provider: C.L MELAND & C.S RENOUF**

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## **Acknowledgement of Country**

We at Kidz Mob would like to acknowledge the Gubbi Gubbi people who are the traditional custodians of this land on which we work, play, learn and grow. We would also like to pay our respect to Elders past, present and emerging for they hold the hopes, dreams, traditions and cultures of Aboriginal Australia. Our vision for reconciliation is to create an environment that embraces unity between Aboriginal and Torres Strait Islander peoples, and other Australians, and a culture that fosters equality, equity and historical acceptance of our shared history.

## **Mission Statement**

Kidz Mob is a family and community orientated business that is aiming to improve the quality of Outside Schools Hours Care on the Sunshine Coast. We are dedicated to creating a community of services that are inclusive, environmentally conscious and fosters the growth of the next generation. We aim to cater for individual children's needs and interests, in line with the My Time Our Place Framework and National Quality Framework. We acknowledge the role that the Traditional Custodians of our land play in our communities and are committed to incorporating their cultural beliefs and practices.

## **Our Why**

Kidz Mob was created from a shared passion to improve the quality of Outside School Hours Care on the Sunshine Coast. Our founders, and partners, Charlotte Meland and Charlie Renouf, have extensive experience and knowledge of the industry. The pair believe that with their forward-thinking ideas, knowledge and passion for the industry, they have the ability to create a community of services that will foster lifelong skills, attributes, and growth in children. Schools on the Sunshine Coast need the

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incorporation of Kidz Mob within their school community to provide that additional support for families and be a counterpart in fostering the next generation's growth. Families that become a part of the Kidz Mob community will find safety, comfort, a sense of belonging, trust and mutual respect, and watch their children flourish in our play-based environment.

## **Hours of Operation**

<b>Before School Care</b>	<b>6:30am to 9:00 am</b>
<b>After School Care</b>	<b>3:00pm to 6:00pm</b>
<b>Vacation Care</b>	<b>6:30am to 6:00pm</b>

## **Location**

We are located on the Mapleton State School grounds, based in A Block. The school's street address is 24 Flaxton Drive, Mapleton QLD 4560.

The service mobile is 0466 240 032.

## **Before School Care**

We open at 6:30am for Before School Care. The areas we utilize in this session are our A Block room, the undercover handball courts, and the playgrounds if children are interested. We provide breakfast throughout the morning session (refer to “Menu” section for further information). Our children have the opportunity to participate in a range of activities, including arts and crafts, reading, board games, construction, and dancing. Children in Years 2-6 leave for school at 8:30am, the Preps and Year 1s remain until 8:40am and are walked up to their classroom by Educators.

## **After School Care**

At After School Care the Preps are collected from their classrooms by an Educator at 2:45pm. At 2:50pm the Year 1s are collected from their classrooms by an Educator. When the school bell rings at 2:50pm children from Years 2-6 walk over to the A Block

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building to be signed in, put down their bags and head over to the H Block toilets to wash hands, and then to the undercover area for afternoon tea. Once all the children are finished eating we will have a group discussion about the program for the afternoon, and split off into areas. If children are going outside they will apply sunscreen and put on a hat. The spaces we utilize are the A Block building, L Block Hall, Junior and Senior Playgrounds, and Ovals. Throughout the afternoon children can choose to move between the spaces. Between 4:45pm and 5pm we pack up the areas we are utilising and return to the room. After 5pm we remain in the room and the children can play with technology, or do quiet activities until we close at 6pm.

## **Vacation Care**

Four weeks prior to the commencement of holidays, the Vacation Care Program will be released via email, website, Facebook and Instagram. The program will contain themed days that have a plethora of activities, incursions and excursions within them. We strongly recommend that parents keep a copy of the Vacation Care program to allow them to prepare their children for the Vacation Care days. Our ratio for in-service care is 1:15 children and reduces to 1:7 or lower on excursions.

Please note that on our Vacation Care program it says each day children are able to bring in technology. The use of technology at Kidz Mob is subject to our Policies/Rules as follows:

- Technology – children cannot have internet connected to their device, they are not allowed to take photos/videos, and are unable to text/call from their device. The games they use on their device must be appropriate for all ages that attend Kidz Mob (no violence, inappropriate language, etc.)

## **Parents Night Out**

Parents Night Out is an event that runs roughly once a month. The Kidz Mob centre (A Block) will be open from 6-9pm on a Friday. This event gives parents the opportunity to

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go out to dinner, or enjoy a night to themselves! The children can come along, watch movies, eat movie snacks, have dinner and dessert, all while comfy in their PJs! Parents Night Out will be advertised via email, our website, Facebook, and Instagram.

## Duty of Care

Employers and employees are required to maintain a duty of care whereby the service and staff ensure that no one is exposed to risk of injury/harm and that the service and staff will do everything reasonably possible to avoid injury/harm.

## Team

**Co-Coordiators:** Charlotte Meland and Charlie Renouf

Educators are rostered to assist our Co-Coordiators to comply with ratios as specified by current regulations. Kidz Mob complies with the National Regulations in ensuring the correct numbers of qualified staff are on duty as well as a qualified First Aid Officer. Staff profiles are available on the Kidz Mob Web site.

**Staff Training:** All staff are trained in First Aid, CPR, Anaphylaxis, Asthma, Mandatory Reporting/Child Protection, Fire Safety, PANOSH, and participate in a variety of other training opportunities.

## Enrolments

- Enrolment forms are mandatory.
- One Enrolment form per child.
- Updated information will be requested throughout the year to remind you to keep us informed of changes.

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- However, updates/changes should be advised within 2 weeks of the change being made. eg., Parent/Guardian contact numbers and emergency numbers, change of address, etc.
  - The Xplor enrolment link can be found on our website.
  - All information obtained will be kept in the strictest confidence and used only for the purposes for which it is obtained.

## **Childcare Subsidy**

The Child Care Subsidy (CCS) is a payment made to families to assist with the costs of childcare. Eligible families using childcare provided by approved childcare services may receive CCS. CCS is paid directly to providers and is passed on as a fee reduction.

When enrolling with Kidz Mob you will be asked to supply your Customer Reference Number (CRN) and your child/children's Customer Reference Number (CRN). These numbers will be different for all parties involved. We provide these numbers and dates of birth to Centrelink and they then inform us of your Child Care Subsidy. (Please note that having a CRN does not automatically mean that you are registered to receive CCS, so you may still need to apply online through myGov). It should be noted that once all details are confirmed, CCS eligibility may only be backdated 28 days as determined by CCMS/Centrelink.

### **Eligibility**

Families' eligibility is dependent on the following criteria:

Parents must care for their child at least two nights per fortnight or have 14% of shared care, be liable for childcare fees at an approved child care service, and meet residency requirements. Children must meet immunisation requirements, not be attending secondary school (unless an exemption applies), and be 13 or under (except in certain circumstances).

### **CCS Percentage**

How much CCS a family can receive is determined by Services Australia, and a family's CCS percentage is based on their family income estimate. Your CCS percentage is the



amount that the Government will subsidise. The following table was downloaded on 10 March 2023 and details the CCS Family income thresholds for 2022-23.

Family income	CCS percentage
Up to \$72,466	85 %
More than \$72,466 to below \$177,466	Decreasing to 50% Subsidy gradually decreases by 1% for each \$3000 of family income.
\$177,466 to below \$256,756	50%
\$256,756 to below \$346,756	Decreasing to 20% Subsidy gradually decreases by 1% for each \$3000 of family income.
\$346,756 to below \$356,756	20%
\$356,756 or more	0%

Please note, families with more than one child aged 5 or under in care will get a higher subsidy for their second child and younger children. They'll get an extra 30% on top of their income tested rate for eligible children, up to a maximum of 95%.

### CCS Subsidised Hours

How many subsidised hours families will receive per fortnight is based on their activity level. The higher the level of activity, the more hours of subsidised care you will receive. Please note that Services Australia looks at both parents' activity level. They use the parent with the lower activity level to determine a family's hours of subsidised care.

The following table determines the four activity level brackets that determine the subsidized hours, and is correct as at 10 March 2023.

Hours of activity each fortnight	Hours of subsidised care, per child, each fortnight
Less than 8 hours	0 hours if you earn above \$72,466 24 hours if you earn \$72,466 or below
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

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Your Child Care Subsidy entitlements could change throughout your child's enrolment based on family income, work activity or immunisation records change.

## **Fees and Charges– Permanent Bookings**

Permanent bookings are essential to guarantee a place for your child. If more than 48 hours notice is given for a cancellation, no fees/penalties apply.

- Before School Care Fee: \$19.50 per child
- After School Care Fee<sup>2</sup>: \$25.50 per child
- Extended Hours Care Fee: \$27 per child
- Vacation Care Fee: \$55 per child
- Student Free Day Fee: \$55 per child
- Excursion/Incursion Fees: Dependent on activity, \$26 maximum
- Enrolment Fee: \$25 per child
- Late Collection Fee: \$15 per 15 minutes
- Casual Booking Surcharge: 15% of session fee (e.g., Casual After School Care is \$29.33)
- Non-cancellation fee: \$10 per session

### **Cancellations:**

Cancellation of bookings must be made at least 48 hours prior to the session starting. Less than 48 hours notice of a cancellation incurs session fees.

- If a cancellation for a session is not made a \$10 per child per session 'non cancellation surcharge' is applied to your account.

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- Cancellations must be made via email [admin@kidzmob.com.au](mailto:admin@kidzmob.com.au) or phone 0466 240 032.
  - CCS allow 42 allowable absent days per financial year.

Bookings must be made via email [admin@kidzmob.com.au](mailto:admin@kidzmob.com.au) or via the Xplor Home App.

A late fee of \$15.00 will be applied if pick up is between 6.00 pm-6.15 pm with an additional \$15.00 for every 15-minute increment. For example, pickup at 6.18 pm will incur a charge of \$30.

Fee payment negotiation must only occur between the parent and the Co- Coordinators. Please be advised you will be asked to submit your request in writing.

Kidz Mob does not accept cash.

## **Fees and Charges– Casual Bookings**

- **Kidz Mob cannot guarantee a place for casual bookings** as we are required to adhere to industry staff/child ratios. Completed Enrolment forms, and a signed Complying with Written Arrangement (CWA) need to be completed before making a booking.
- Please utilize the Xplor Home App to make a casual booking. If you are unsure how to do so, please contact us and we will email you a Parent Pack.
- If your child/children need to be informed that they are to come to Kidz Mob, the **School Administration must be advised separately (Ph 5456 3333)**. We are unable to inform your child/children of changes to arrangements.

## **Booking Procedure**

- An **enrolment form for each child must be received** by Kidz Mob and a CWA signed before bookings will be accepted.
- To guarantee a place for your child, **permanent bookings are essential**.

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- If your booking is a casual booking, a Kidz Mob staff member will confirm the booking request through Xplor and you will receive a notification if it was accepted or declined.
  - Children arriving without a booking will be re-directed to the school administration office.

## **Arrivals and Departures of Children**

- For the safety and protection of children, and in adhering to our Duty of Care guidelines, we have strict procedures regarding the arrival and departure of children.
- A parent/guardian **must use the Xplor Hub** (unless otherwise directed) to sign each child in or out.
  - A Kidz Mob Educator will sign each child out of Before School Care and sign each child in for After School Care only.
  - Each person with authority to collect your child must use their own log in details to do so via the Xplor Hub.
- The Service's responsibility for the child begins when they are signed into the premises and ends when the child is signed out of the premises.

Children's attendance records must be accurate for sign in and sign out times, and children will be marked absent as per our cancellation policy for CCS purposes.

## **Invoices and Payment Terms & Conditions**

- Statements/invoices are issued weekly on a Monday morning via the nominated email for the Primary Caregiver.
- Payment in full is required within 14 days from the date of issue of invoice.
- At the discretion of Kidz Mob management you may be required to pay your account in advance.

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- Cash is not accepted, however Direct Debit can be arranged, or you can deposit directly into our bank account (details appear on the bottom of your statement). Please put your child's full name as reference so that we may allocate the funds to your account.
  - If you are unable to pay your account within 14 days, please contact the Coordinator's via [admin@kidzmob.com.au](mailto:admin@kidzmob.com.au) to make alternate arrangements.
  - All amounts in arrears over 14 days must be paid before the end of the term to be able to attend Vacation Care and or resume use of the service at the beginning of the next term as outlined in our handbook.
  - Please note that in the event that no payment has been made your bookings will be suspended. We would prefer not to disrupt your child/children in this way, so please contact management regarding payment or alternative care will need to be made. Please see our policy for non-payment for more information.

## **Communication with Parents**

- We value and encourage communication and participation by parent/guardians as we believe it enhances the service we provide.
- Families are welcome to contribute to our service in any way you feel you are able; we encourage open communication.
- Donations of materials/resources are always gratefully received. If you wish to be more actively involved, you are welcome to speak with a Coordinator.
- Parents at any time can ask the Coordinator for any information about the service including a general description of activities provided, the service philosophy, and the goals about how the children's knowledge and skills are to be developed.
- Parents are expected to communicate appropriately with all staff while dropping off and collecting their children (or other children as permitted).
- Communication shall include, but not be limited to, appropriate language, calm tone, respect, and consideration of others.
- We encourage families to join our Facebook Page and follow our Instagram account (kidzmob), as this is a wonderful way to keep up to date.

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# Sustainability

At Kidz Mob we are conscious of being sustainable and our team acknowledges their role in being positive role models for the children. As part of our Sustainability Action Plan, our service has developed and implemented sustainable practices related to the Kidz Mob program and routines, including (but not limited to):

## Environmental Sustainability

- We email out our statements (reducing paper waste)
- Sign in and out is electronic (reducing paper waste)
- We email and/or text out our correspondence to families (reducing paper waste)
- We have a Facebook Page for communication
- We refer families to our website (which has our current newsletters, vacation care program, booking forms and enrolment forms)
- We use natural light within the centre where relevant
- Programming crafts which use recycled items and promote sustainable practice.
- Purchasing second hand resources
- Using compostable rubbish bags
- Maintaining bins, including paper waste, organic, rubbish and glass and cans.

## Social/Cultural Sustainability

- Letting children enjoy being children
- Enabling children to influence their world
- Helping children learn ways of living
- Providing a safe, healthy, and nurturing learning/play environment
- Exploring Indigenous ways of knowing and being
- Making Kidz Mob a welcoming place for Indigenous people and people of all cultures
- Growing connections with the local Indigenous communities
- Maintaining and actively utilising our Reconciliation Plan within our program
- Exploring and celebrating the benefits of diversity
- Maintaining an environment which is respectful and inclusive of diversity

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- Helping children develop skills for living in diverse communities
  - Connecting children with their communities
  - Sharing partnerships with families
  - Growing relationships that enhance sustainability
  - Maintaining a budget

### **Economic Sustainability**

- Sourcing goods and services through local producers and providers
- Buying energy efficient, well-made appliances
- Purchasing second-hand resources and equipment
- Maintaining a food and resources and equipment budget
- Growing and buying seasonal produce
- Choosing local, fair trade, free range, organic and recycled products
- Holding conversations with children about where common products come from
- Borrowing, sharing, and exchanging resources with other services

## **Excursions**

- Excursions are included as a valuable part of our Vacation Care Program. Excursions provide enjoyment, stimulation, challenging and new experiences, and are a meeting point between the service and the wider community. Generally, there will be one to two excursions per week during Vacation Care.
- Written permission is required for each separate excursion, maximum safety precautions will be maintained, seat-belted buses are used, and each excursion will be independently risk assessed and our Educator to Child ratio will be developed from an outcome of the risks involved in the excursion. Each excursion will have a complete Risk Management Plan developed and provided to all staff and available to families.

## **Curriculum**

- Our curriculum changes according to the children's interests.

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- Our weekly curriculum is a collection of programmed activities and spontaneous opportunities, decided through the collaboration of Educators, children and parents/guardians. It is displayed in the entrance area, online via Xplor Playground for all families to view, and observations are completed each session that are available to families.
  - Our program develops weekly based on the children's interests and imaginations. You will have the opportunity to see the daily, weekly and term evolution of our program. Our goal is to embrace the concepts of my time our place, being, becoming and belonging, and incorporating the themes of Gardener's multiple intelligences into our learning curriculum.

## **Food and Nutrition**

- Kidz Mob encourages and promotes the health and wellbeing of children through a healthy and nutritious diet by providing positive learning experiences during meal/snack times. Good nutritional foods and habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition.
- Afternoon Tea is provided during After School Care at no extra cost.
- Morning and Afternoon Tea is provided during Vacation Care at no extra cost. However, we encourage children to bring extra lunch in case they would prefer their own food for morning and afternoon tea.
- We provide breakfast at Before School Care and Vacation Care at no extra cost. Please see the Breakfast Menu for further information.

## **Homework**

At the parent/guardian's request, adequate time and resources are available for children to complete their homework if they wish. Supervision is always provided; however, homework assistance is not always possible depending on staff availability.



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## **Sun / Clothing Policy**

- We support the SunSmart Program and plan our activities around the SunSmart, UV rating information we receive daily.
- We maintain a NO HAT, NO PLAY policy.
- Recommended hats are broad brimmed hats, bucket hats or legionnaire hats.
- Shirts must have collars and sleeves as per our Sun safe policy.
- Enclosed shoes must be worn at all times when outside the room, unless otherwise stated within our shoeless policy.
- Children will also apply sunscreen for added protection.
- A Rashie Shirt or T-Shirt must be worn for swimming or water activities.

## **Behaviour Support and Management**

Kidz Mob recognizes the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying the Kidz Mob Behaviour Guidance Approach, which is in alignment with Mapleton State School Behaviour Policy.

Kidz Mob Behaviour Guidance Approach is displayed in the room, and is regularly emailed out to families as a reminder.

**The following behaviour guidance approach has been created by Kidz Mob Management.**

**The aim of this behaviour guidance approach is to ensure each child is supported to regulate their own behaviour, respond appropriately to the behaviour of others, and communicate effectively to resolve conflicts. Through this, we aim to foster an environment that is safe, respectful, caring and inviting for all children and families.**

**Educators are trained to respond to various developmental stages of the differing ages of the children who attend the service and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the service.**

**Our commitment to your child/ren is that our team of Educators and Management will:**

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- Model appropriate behaviour, including using positive language, gestures, facial expressions, and tone of voice.
  - Monitor children's play, pre-empting potential conflicts or challenging situations and support children to consider alternative behaviour.
  - Constantly and consistently use positive guidance strategies when reinforcing the service behaviour expectations.
  - Support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions.
  - Acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.
  - Educators will follow the service behaviour management strategies and techniques.

**Kidz Mob's expectations of children who attend the service:**

- We keep our hands/feet to ourselves and are mindful of others when moving around the space.
- We use our words when faced with a problem or are upset.
- We use kind appropriate language when interacting with other children, educators, parents, and members of the community.
- We are thoughtful of others feelings and how our words could impact them.
- We maintain our own personal space and respect others personal space.
- We withhold from using inappropriate gestures or noises that could upset others.
- We use equipment, resources, and facilities safely, respectfully, and collaboratively.
- We take care of ourselves and each other being mindful of safety.
- We take care while using equipment, resources, and facilities.
- We take responsibility to return everything safely back to the way we found it.
- We share equipment and resources, making sure we are working together, being kind and thoughtful.
- We listen and follow the instructions of Educators.

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- We follow the rules of Kidz Mob, as they are in place to protect us from harm.
  - We stay within the boundaries of the space we are in, not going out of bounds.
  - We only leave the service if it is with a parent/guardian or someone who has been approved to pick us up.

**Our Behaviour Guidance Approach is in five steps, if the step was not effective in preventing the continuation of the undesired behaviour, the Educator will progress to the next step.**

1. Remind the child about appropriate behaviour at Kidz Mob or redirect child (this will depend on the behaviour and the situation). Educators will focus the redirection around the child's specific interests and needs.
2. Use prompting questions to promote a constructive conversation with the children about their behaviour and making better choices.
3. Verbally warn the child that the behaviour is not appropriate for Kidz Mob and offer two choices of alternate activities.
4. Send the child to a quiet space, and they will have the opportunity to select one of the following activities to complete for an agreed upon amount of time (e.g., 10-15min):
  - Read a book from the reading corner or from their bag
  - Complete a word search
  - Complete a colouring in
  - Complete a dot to dot
  - Utilise resources from the sensory box, including playdough, slime, kinetic sand.
5. If the above four steps have not effectively managed the situation and the child is continuing to present with the inappropriate behaviour, the Educator will contact the parent/guardian to collect the child from the service.

However, at Educators and managements discretion, depending on the severity of the situation and the behaviour that has presented, a parent/guardian may be contacted immediately for collection of the child prior to the five-step approach being implemented.

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## Accident and Illness

- Kidz Mob proactively strives to avoid injuries occurring at the Service.
- To minimize the impact of injuries and illnesses we respond appropriately and as quickly as possible to all incidents.
- All injuries are recorded, and parents/guardians notified.
- General medication cannot be administered (e.g., ibuprofen, paracetamol).
- Prescription Medicine can be administered with written consent from the Parent/Guardian and must have the original Pharmacy label on the container. Please ensure that your child's name appears on this label.

## Medication

- In the interest of the health and wellbeing of all children, the service will only permit medications to be given to a child if a Medical Practitioner prescribes the medicine, and it is directed in writing by the Medical Practitioner to be administered during operational hours.
- If your child must receive medication while at Kidz Mob a Parent/Guardian must fill in a Medication Form, prior to the medication being administered.
- It is our policy that we will not be able to administer any medication if this is the first time your child is receiving the prescription medication, unless it is an emergency administration of Ventolin or an EpiPen.
- Children with Anaphylaxis must provide an EpiPen to Kidz Mob that stays in the centre.

## Our Email Address

- Kidz Mob e-mail address is [admin@kidzmob.com.au](mailto:admin@kidzmob.com.au)
- We maintain our e-mail in line with our sustainability goals. We email out our Accounts weekly. Vacation Care programs are available online.

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## **If You Have a Concern**

- You will have the opportunity to meet with the Coordinator, by appointment, to discuss any concerns in relation to your child.
- Queries or concerns regarding Kidz Mob Policy and procedure must be submitted in writing to the Coordinator. Please discuss all issues initially with the Coordinator; your concern will be dealt with quickly and sensitively.
- Contact details of the Approved Provider Kidz Mob and other relevant government departments have been included in this handbook, and are available at the service on the Parent Desk Wall. If you aren't satisfied with the solution proposed by the Coordinator, we encourage families to contact the Approved Provider and/or Regulatory Authority to escalate your concern.
- Please refer to our policy on Complaints and Grievances for further details.

## **Emergencies– Fire**

Kidz Mob Evacuation Plans are displayed at all exits in the licensed spaces.

In an emergency situation, the educator who first discovers the emergency will sound the alarm bell.

The Nominated Supervisor, or in her/his absence the Responsible Person will take charge of the situation and/or delegate others to:

- Telephone the relevant emergency number
- Check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises
- Collect daily roster to account for all employees
- Collect iPad (child attendance roll)
- Collect Evacuation Container – that contains equipment and child medications.
- Close all doors and windows (only if able) to help to contain the fire (if relevant)
- Once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.

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Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

## **Emergencies– Lockdown**

In the event of harassment or unauthorized persons refusing to leave the premises the Nominated Supervisor, or in their absence, Responsible Person will initiate the following drill:

- The Educator or child (if appropriate) being harassed, or the closest observer of the child or other Educator being harassed, will advise that “Yellow ribbon day is cancelled”
- The Nominated Supervisor or other person, who receives the signal, will calmly and quietly inform other Educators of the need to remove the children to safety. If the threat is inside, children will be escorted outside by Educators. If the threat is outside, then children will be escorted inside by Educators
- An Educator will telephone the relevant emergency number
- The Nominated Supervisor/Responsible Person, will immediately obtain the relevant information (e.g., physical descriptions, car registration etc.) These details will be documented and forwarded to the Approved Provider and School Principal
- An Educator will witness and provide back-up for the Nominated Supervisor/Responsible Person, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others.

In the event of an internal threat (intruder, bomb and/or behaviour issue) where children are to be escorted to an outside area, once the prearranged signal has been acknowledged:

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- An Educator will telephone the relevant emergency number
  - An Educator will check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises
  - An Educator will collect the iPad and Centre mobile phone which contains parent contact numbers
  - An Educator will close and lock all doors and windows (only if appropriate and able to do so).

Once at the designated assembly area, an Educator will check the roll to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected.

In the event of an external threat (intruder, fire, bomb, gas leak) where children are to be escorted inside, once the prearranged signal has been acknowledged, the following drill will be initiated:

- An Educator will telephone the relevant emergency number
- Educators will calmly and quietly move the children to safety inside the room or one of the lock down rooms, checking the toilets, storage rooms and near-by buildings
- All doors and windows will be shut and locked (if safe to do so)
- An Educator will check the roll and roster to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected.

Educators will encourage children to sit quietly.

## **Priority Access**

- The Australian Government Priority of Access Guidelines set out the following three levels of priority when filling vacant places.
  - Priority 1 – a child at risk of serious abuse or neglect

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- Priority 2 – 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
  - Priority 3 – any other child.
  - Within these main categories, priority should also be given to the following children:
    - Children in Aboriginal and Torres Strait Islander families
    - Children in families which include a disabled person
    - Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support.
    - Children in families with a non-English speaking background.
    - Children in socially isolated families
    - Children of single parents
  - When a service has no vacant places and is providing childcare for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the childcare service in order for the service to provide a place for a higher priority child, but only if:
    - The person who is liable to pay childcare fees in respect of the child was notified when the child first occupied the childcare place that the service followed this policy, and
    - The service gives that person at least 14 days' notice of the requirement for the child to leave the child care service.



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## Confidentiality

All details regarding enrolment and issues concerning your child are kept on your child's Xplor Profile that is confidential to the service, and can only be accessed by Kidz Mob Educators and Management. You may have access to your child's records on request. Any details (such as unlisted phone numbers) will be noted and adhered to. Access to these records is restricted to Educators and Kidz Mob Management who have signed privacy and confidentiality agreements. It is your responsibility to keep us informed of changes to your enrolment.

## Participation and Communication

- Our centre encourages communication with and participation by you, the parent/guardian as communication enhances the service we provide you and your child. We welcome you to attend the service and we encourage you to meet with Educators regularly to discuss how the service can better meet the needs of your child.
- Please note, that parent/guardian/carers are strictly prohibited from approaching other children at the service regarding behaviour concerns or grievances. Concerns need to be brought to a Kidz Mob management member who will address the situation accordingly.
- Information from the centre will be communicated to you through visual notices, letters, Facebook and emails.
- Our centre is part of the local Mapleton community and we seek to act as a responsible neighbour and community member, both in the interests of our community, and to enhance each child's experience as a member of the community. We make an effort to invite local community members to share with our centre in order to educate your children on a sense of community.

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# Participation of Volunteers and Students

Childcare students and volunteers may visit the centre from time to time and may be required to complete tasks pertaining to the course they are undertaking. This may include observations of the service operations and program. If individual child observations are required, parents will be informed, and written permission sought prior to the observation. In addition, no volunteer will be left in charge of a group of children. All students and volunteers working at Kidz Mob are required to operate within our philosophy and policies and must provide a current Working with children check as required by the Commission for Children and Young People Act 2014.

Our service actively supports Education students from the University of the Sunshine Coast to complete their wider field hours. This involves these students completing a specified period of time working with school age children outside of a classroom setting. These students are always supervised by our Educators, complete an induction and orientation, and must hold a Blue Card.

## Immunisation History Statements

- You can get a copy of your child's Immunisation History Statement:
  - Online at Centrelink's website
  - By requesting a Statement to be sent in the mail (only available for children under seven years)
  - At your local Medicare office
  - By calling 1800 653 809
  - Please note that Immunisation History Statements are only available online or at your local Medicare office if your child is under 14 years of age.

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# Child Protection

The service regards as of utmost importance, its role in the protection of children in its care. This includes the service's moral and legal duties to care for children associated with the service while not in the care of their parents or other primary carers.

The Service applies the following principles:

- The service recognises the complexity and sensitivity surrounding the issue of suspicion of child abuse, and the decision-making process of whether or not to report it.
- While treating the interests of the child is paramount, the service must respect the reputation of all involved in suspected cases of child abuse.
- The service recognises that relying on any information that is false, exaggerated or unjust can in itself lead to a serious breach of the law.
- As Educators, Kidz Mob staff are mandatory reporters of suspected child abuse.

## Contact Details

Kidz Mob Mapleton Service

- Telephone 0466 240 032
- Email [admin@kidzmob.com.au](mailto:admin@kidzmob.com.au)

Office for Early Childhood Education and Care

- Telephone: 1800 637 711

Family Assistance Office

- Telephone: 13 61 50

Translating and Interpreting Services (TIS)

- Telephone: 12 14 50