

2023 Family Handbook



WELCOME TO ROOSH:

ROOSH is a Ministry of Ryde Baptist Church. ROOSH works alongside Northcross Christian School, united in the endeavour to provide quality education within a caring, supportive Christian context. ROOSH provides the highest quality Before School Care (BSC), After School Care (ASC), and Vacation Care (VC) Programs in a Christian environment.

Our program is designed to develop social, confident, healthy, and happy engaged citizens.

This covers two important values:

- The provision of a friendly, caring, and safe environment that will enhance each child's self-esteem and foster their growth and development, facilitated by a committed Christian team.
- A balanced program of activities that are varied and stimulating in nature that provide opportunities for children to explore and develop new skills.

At ROOSH we:

- Provide a safe environment, which promotes emotional, social, spiritual, and physical growth.
- Provide quality care that is accessible by all school-aged children and families.
- Employ Christian team members.
- Incorporate a wide variety of activities that are developmentally appropriate and cater for the wellbeing of school-aged children.
- Prepare a healthy breakfast and a filling and nutritious afternoon tea.
- Provide a simple and easy to use booking and payment system for families.

A Typical Session at ROOSH:

Just like adults, children need to be able to unwind at the end of a long, hard day. At ROOSH, children can have opportunities to participate in a wide variety of play-based activities. There are always opportunities to play and connect with friends, whilst being cared for by our friendly team.

Children are free to make use of our comprehensive range of free play activities like toys, arts and craft, dress-ups, board games, and quiet space for reading or homework (if required).

National Quality Framework:

ROOSH is an accredited service that is guided by the National Quality Framework and manages its program in accordance with the laws and regulations of New South Wales.

BOOKINGS, ENROLMENT AND FEES

How to Enrol and Book:

ROOSH's enrolment process has been designed with busy working families in mind and can be completed via our website – www.roosh2.fullybookedccms.com.au.

Unlike other programs that require families to be committed to rigid permanent bookings, ROOSH families have the freedom and flexibility to customise bookings according to needs.

Please check our website for the most up to date schedule of Fees and Charges – www.roosh.com.au/fees.

How to Pay:

Payment is required to be made via Direct Debit. Families can choose between Bank Account Debit (no additional charge) or Credit Card (surcharges apply).

Accounts are billed fortnightly in arrears. Families are required to pay the difference between the fee charged and the amount due after CCS has been applied.

Child Care Subsidy (CCS):

The Child Care Subsidy (CCS) is the main way the Government assists families with their childcare fees. It is a single, means-tested subsidy, generally paid directly to service providers.

Please visit www.servicesaustralia.gov.au for more information.

Families registered with Centrelink must link their child with ROOSH via their MyGov account to receive CCS payments.



Additional Child Care Subsidy (ACCS):

The Additional Child Care Subsidy provides additional childcare fee assistance for children at risk of serious abuse or neglect, for families experiencing temporary financial hardship, for grandparents who have custody of their grandchild, and for those who meet some study and transition to work criteria.

Families who are eligible for CCS may be able to receive additional financial assistance if approved for Additional Child Care Subsidy (ACCS).

Applications for ACCS must be made by families directly with Centrelink via myGov, except in the case when children are at risk of serious abuse or neglect when ROOSH can apply on the child's behalf.



Privacy:

The online enrolment form is used by ROOSH to collect personal information for the purpose of service enrolment and statistical recording. ROOSH is required to disclose information to the Department of Education and other government agencies.

ROOSH adheres to the Privacy Act (1988) and will ensure personal information is not divulged to another person or organisation unless:

- It is necessary for the care or education of a child it is to manage medical treatment of a child.
- A parent expressly authorised in writing for this to occur.
- It is prescribed by the *Education and Care Services National Regulations Law (2010)* (regulation 181 (a-e)).
- It is required by law or in accordance with the Privacy Act (1988).

Families can amend personal information online.

ROOSH only uses your contact details to inform you of relevant session information relating to your child/ren.

Late Collection:

ROOSH is licensed to operate from until 6pm. If a child is collected after the program's closing time of 6pm, families will be charged an \$8 per minute fee to discourage late collection and pay our team members who work overtime.

Families must contact the ROOSH Phone prior to 6pm to inform ROOSH that they will be arriving late. Families who fail to contact the ROOSH Phone prior to 6pm will be charged an \$18 Failure to Notify Fee in addition to the late collection fee of \$8 per minute.

Cancellations and Failure to Notify – Absence:

Families must cancel their child's booking on FullyBooked prior to 2pm if they will be absent from ASC. Cancellations for Vacation Care must be made by 8:30am the day of the session to offer a place to a child on the waitlist – Vacation Care cancellations must be made on FullyBooked or via the ROOSH Phone.

Families who fail to notify the program of their child/ren's absence will be charged an additional \$18 Failure to Notify Fee. This fee does not apply for Before School Care Sessions, they are simply charged the regular attendance fee.

Medical Conditions:

It is a condition of enrolment that children with a risk of Anaphylaxis, Allergic reaction, Asthma, and/or any other medical condition are required to provide ROOSH with a full coloured Action Plan that has been signed by a doctor within the last 12 months. Families must also provide the program with any medication listed on the Action Plan (e.g. EpiPen, Claratyne, Ventolin etc.). Any changes to a child's medication, diagnosis or allergy must be up to date in FullyBooked. In addition, any suspected diagnosis or allergy must be recorded in FullyBooked.

As a safe-guard, ROOSH carries an additional EpiPen and Ventolin, however this is only utilised in the event of an emergency.



ADDITIONAL INFORMATION ABOUT ROOSH

Our Team:

Our team members are integral to our program. We employ committed Christians who want to see your children become all they can be in Christ and who thoroughly enjoy working with children.

ROOSH is committed to provide ongoing training and development opportunities for all our team members. This allows us to continue to provide the highest quality School Aged Care services. Many of our team members have tertiary qualifications or are working towards them.

Kindergarten Children Joining ROOSH:

Starting school for the first time can be hard for children and families. ROOSH endeavours to create a smooth transition for Kindergarten children. To assist with this transition, Kindergarten children are escorted to and from their classrooms by a team member during Term 1, 2 and 3. They are provided a space and time away from the older children in afternoons as they learn to interact and socialise with other children at school.

On Your Child's First Day:

Please ensure you have completed the online enrolment form fully including the \$50 enrolment fee and have provided ROOSH with any additional needs, like medical information, medication, or court orders.

If arriving for BSC, please seek out the on-duty Supervisor/Responsible Person - they will show you and your child where things are located, introduce you to the team, and answer any questions you may have.

When arriving after school, the Supervisor/Responsible Person will make sure your child arrives safely from school and will help them to settle in.

Dropping Off and Collecting Your Child:

It is important families follow the sign in/out procedures when using ROOSH.

When arriving at the program in the morning or departing the program in the afternoon, families must ensure their child/ren are signed in/out by an authorised individual. A team member may ask for you to identify yourself and/or

provide relevant photo identification if an unfamiliar person is picking up. When departing for school after BSC or arriving at ASC, children will be signed in/out by a member of the ROOSH team.

Families must provide the details of any alternative person who will drop off or collect their child/ren and may be required to provide photo identification. If any changes to usual pick-up procedures occur, please contact the ROOSH Phone.

Food:

ROOSH provides a variety of foods that are tasty and nutritious. We provide a substantial breakfast and a variety of afternoon tea choices alongside a seasonal selection of fruit and vegetables. (See example menu to the right.)

We understand a child's priority is to have their tummy filled. Our menus cater for all dietary/cultural requirements and are constantly updated in response to the suggestions from children and families.



Weekly Menu (week 5)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Toasted Sandwiches				
Optional: Baked beans, lean ham, light cheese, tomato, tinned spaghetti, spinach				

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea
Corn thins and toppings	Flatbread, dips and popcorn	Corn on the cob	Cheese tomato rolls w/ herbs	Hawaiian Curry Rice Salad

*This menu is subject to change without notice due to availability of some items and other unexpected shortages of stock.

Vacation Care:

ROOSH operates Vacation Care during Northcross Christian School's school holiday periods.

Northcross Christian School children and children from other schools can attend ROOSH during Vacation Care.

At Vacation Care, children need to bring all meals (morning tea, lunch, and afternoon tea) and a water bottle. Children need to have eaten breakfast before they come to Vacation Care - ROOSH does not provide breakfast during Vacation Care.

Families are reminded that ROOSH operates as a nut-free program and are encouraged not to pack foods that need to be heated or cooked.

Children also need to bring a hat, wear sun-safe clothing and running shoes or enclosed sports shoes. Valuables should be left at home.

Contacting Us:

- **ROOSH Phone (0448 462 707)** is the contact number for the ROOSH Supervisor/Responsible Person during session times (Monday-Friday 7:00am-9:15am and 2:15pm-6pm). This is the number you can contact for late pick-ups, late bookings, alternative pick-up arrangements or matters and questions relating to the current session.
- **ROOSH Manager (0438 769 719)** is the contact number for the Manager in the office which you can contact for invoicing queries, bookings, and other administration queries (Monday-Friday 8:30am-5pm).
- All emails should be addressed to ROOSH@rydebaptist.com.au.