



Parent Information

KIDS REDISCOVERING

LIFE SKILLS ESTD 2016

Dear Parents, Guardians, Carers and Friends:

Thank you for enrolling in a CLUB HOUSE BOOT CAMP Holiday program. We look forward to your child joining us for some awesome fun activities and meeting new friends – but first you need to be aware of our standard policies and Parent Information. The information below will provide all the details you need to ensure your child has an enjoyable time at the program.

If you have any other questions, please feel free to contact us:

General & Enrolment queries:- admin@clubhousebootcamp.com.au

Accounts queries:- alison@clubhousebootcamp.com.au

INDEPENDENCE | SOCIAL CONNECTION | RESILIENCE

AGE REQUIREMENTS FOR CLASSES:

Must be at least 5 years old and attending school with an ambition to develop independence.

BOOKINGS: *'On the day is A-OK'*

New, go to <https://clubhousebc.kidsxap.com.au/enrolmentform>

CCS MUST be up to date. Check via your MyGov or Centrelink app BEFORE you start.

FAQ: <https://www.education.gov.au/new-child-care-package-frequently-asked-questions#Enrolling-Children>

Have ALL of your info ready to avoid delay with an incomplete enrolment.

You will need: CRN numbers, yours and your children's, Bank details, Dr's name & contact No, 2 nominated person's name and number (must be within 30min of service) and supporting documents or information regarding additional needs if relevant.

Returning, go to your Kidsxap portal or Kidsxap Guardian app. Email us if you need a link to reset your password. You will need to reconfirm your child's enrolment via your Centrelink app.

PAYMENT: *'No pay, No play'*

Payment is required prior to attendance.

Go to your MyGov or Centrelink App to check your Childcare status. **You will need to 'Confirm Enrolments' for each child prior to attending.** This will trigger your rebates.

Your out-of-pocket expenses are the difference between your total child care fees and your Child Care Subsidy (CCS) entitlement.

Child Care Subsidy will be paid to you. However, the timing has proved to be inconsistent and as this is out of our hands please be prepared to pay in full and receive a credit when your CCS comes through. When this happens can depend on the timing of your booking and any 'system errors & lags' that have

been occurring with the new CCS system. Mostly the subsidies are paid prior to attendance but in a few cases there has been one or two week delay.

RATES:

There are no additional costs for incursions or activities.

Full Day \$97 *Early Bird \$80

Siblings \$70 Siblings *Early

Bird \$70 Half day \$50

*Early Bird rate ends 3 weeks prior to the commencement of each program.

SIGN-IN/SIGN-OUT POLICY:

Drop off is NO earlier than the commencement time for the program at 8am. Children can arrive any time after 8am and can come and go as you require.

A Parent/Guardian or other authorised adult must sign each child in on arrival, and out again when they leave. The new CCS system requires a record of hours of care per child. This is recorded via our sign in app.

The only people that your child will be released to are those nominated on your Enrolment. Additional authorised adults can be added directly through your Kidsxap portal. If you have made changes on the day of care please provide details in writing with the nominated person's name and contact number either by Please text 0418 653 658 or 0414 861 442, email to admin@clubhousebootcamp.com.au, or in person on the day.

If the situation arises where no one on your list can pick up your child, we will contact you for authorisation over the phone of an alternative adult. We will require our staff to sight photo identification provided by the alternative adult, on arrival at the venue to collect your child.

LATE PICK-UP: *'Late fee charged immediately after closing time'*

If your child is collected after our closing time a late fee of \$30 will be charged to your account for every 15min block.

ILLNESS and ABSENCES: *'If they're unwell stay home!'*

If your child is ill or suspected to be coming down with something, please KEEP THEM HOME.

We will call you to collect them if our staff suspects they are not up to participating due to significant lethargy or suspect ANY contagious virus or disease. Your child will be made comfortable away from other children to avoid potentially spreading any germs until you arrive.

This includes situations where your child:

- Has vomited or had diarrhoea in the last 24 hours
- Is displaying a rash or other symptoms that may be contagious
- Has a fever or high temperature
- **Is visibly ill or lethargic**
- Is generally feeling unwell and is unlikely to be able to participate in the program activities

Absent payments:

We know it can be disappointing, and we will always try to accommodate a class transfer where possible. However, if we do not have space on alternate days within that holiday period you will still be charged for the absent day.

48hrs cancellation notice is required to avoid being charged your booked rate.

If you know your child will be absent from the program on any given day, please notify us as soon as you can. Please text 0414 861 442 at your earliest convenience and leave a message stating your child's full name so we can notify staff.

MEDICATION

If your child requires any medication during their stay with us please see the Supervisor for a Medication Permission form. This is to be completed and signed by you on the day and all medication is to be clearly labelled with your child's name and dose. A downloadable Medication form is available on our website to complete prior to arriving.

LUNCH / SNACKS:

Please ensure your child brings ample food for the day. **NUT FREE** lunch and snacks, and a refillable water bottle. Your child will not be permitted to eat any snacks or sandwiches that contain nuts.

If your child has any special food allergies/restrictions, please make sure to note them in the space provided on the registration form. We are happy to do our best to accommodate any concerns or medical needs your child may have.

PLEASE PLEASE PLEASE pack extra snacks than what is required for a typical school day. Our days are not typical! Your child will be ready for (non-sugary) refueling by 3 – 3:30 when we have afternoon tea. There is still have plenty of play left in the day! Additional apples are perfect for our slinky machine which the kids have access to.

SUNSCREEN:

If you do not want your child to use regular sunscreen provided by us, please send an alternative with them.

If you do not want any sunscreen applied at all, you will need to provide a written note requesting we do not apply any sunscreen.

CLASS RULES:

Children will be reminded of our CLUB HOUSE BOOT CAMP expectations on commencement of the program. We refer to these as YOUR JOB (child), OUR JOB (child & Instructor) & MY JOB (Instructor). These signs are displayed at the venue. See bottom of this handbook.

1. Respect – yourself, other people and their creations.
2. Be Kind – Simple!
3. Take care of property.
4. Keep our hands and feet to ourselves.
5. Listen to the instructors and each other.
6. Pack up when you're finished.
7. Have fun!

CHILD CONDUCT POLICY:

We aim to support children to become more aware and responsible for their actions. We coach them with self-management skills when required. We do not discipline. Our communication and collaboration with parents is priority.

Although we reserve the right to release, without refund of fees, any child whose behaviour becomes unmanageable, our educators will counsel children encouraging calm communication and conflict resolution prior to contacting parents. The children will be reminded that CHBC is a shared social environment where we all need to feel safe. If a child is not responding to the educators following TWO verbal warnings, the responsible adult listed on their attendance sheet will be contacted to speak with them. If the behaviour does not improve or deteriorates after communicating with parents, the child will need to be collected immediately.

Intentional harm of any other person or person's property while a program is in session will NOT be tolerated; this will result in the child's IMMEDIATE termination from the program without refund of fees.

ADDITIONAL NEEDS:

Please ensure that any medical, learning and/or behavioural concerns are discussed with us prior to attending the program to allow for adequate planning. If an additional educator would help support your child, we can arrange this provided we have 4 weeks notice.

IMAGE RELEASE PERMISSION:

Please note your photo release preference on the Declaration and Consent page of your registration. If you DO NOT want your child photographed please bring it to the attention of the Educator at the reception table on arrival.

WHAT TO BRING: *"It's Mum's fault!"*

A Backpack check list is emailed prior to the program. This list is for your child/ren. Please encourage them to gather what they need and check it off as they pack their own bag. This includes packing their own lunch and snacks. We appreciate you are busy but this is their opportunity to flex their independent muscles. A downloadable copy of the check list can also be found on our website.

A CHANGE OF CLOTHES – we can get messy and/or wet!

Encourage adding extra naked food eg, fruit.

When your child comes to us at 3:30pm complaining 'I'm hungry because Mum didn't pack enough food for me!' we will reply "Why is it Mum's fault if you packed your own bag"

We consider this as an opportunity to highlight the need to be responsible for ourselves and for what goes in their lunchbox and bag. "After all, Mum can't see how busy you are here, so how can she know how hungry you get!"

ITEMS BROUGHT FROM HOME

Please encourage your child to leave all personal toys, devices and other items at home.

Children often arrange to bring toys in to play with new like-minded friends, like card games or Beyblade's.

This is perfectly fine, but the children must understand that bringing items from home can, and often does, result in the item being lost, misplaced, damaged or worse – assumed stolen!

CLUB HOUSE BOOT CAMP is not responsible for any personal possessions that are lost, damaged, misplaced, or stolen.

INSTRUCTORS & TEAM LEADERS

Our Educators are all individuals who have a great interest and ability in teaching our programs to students in an exciting way. Each Educator is trained by us in the delivery of our programs, classroom management, and the activities.

Our Educators and Supervisors are fully qualified or working towards qualifications in either Child Care or

Teaching. In addition, all instructors over the age of 18 have undergone a current Working With Children Check (note it is not possible to conduct a Working With Children check on individuals under 18), Police Checks and Mandatory Child Safe Reporting.

ACTIVITIES *'I'm Bored!'* Only Boring People Get Bored!

A common adjustment children need to make, is autonomous free time without devices or instructor lead entertainment.

Our activities can often involve getting messy, dirty or wet during our outside play. Please ensure your child is in suitable clothing for messy play and includes a change.

Our Free Choice policy states that children are free to choose which activity they would like to participate in on the day. These may be different to those they choose while looking at the program at home and that's OK.

Group Activities:

When we have a visiting guest or incursion these have been chosen to enrich the experience of every child in some way. Our program for the day is discussed with the children as a group in the morning around 9:15am, so there are no surprises. Every child is encouraged to participate in the group activities. If a child specifically wants to sit out and watch they can. They will be asked to be RESPECTFULL, sit quietly and observe. They are welcome to rejoin the group at any time once they have a better understanding and are comfortable with the activity; or they can continue observing.

FEEDBACK:

Our program is written by the children for the children. Their feedback is important to us. Over the course of the holidays they will be given a little card asking for the feedback on any of the day's activities. Some may be simply circling one of three faces reflecting emotions.

If they give you any feedback that you think would assist us in future programming, we would be grateful if you would email this.

COMPLAINTS: *'Happy = tell your friends, Unhappy = tell us'*

We strive to deliver the best program possible. Any feedback is valuable and greatly appreciated.



My Job: (adults)

Help kids

Support kids to be nice

Help people learn different things

Be organised

Have Fun!

So bring your Smile!



Your Job: (kids)

Try new things

Help each other  Ask first

Join in with the others

Keep our hands and feet to ourselves

Help each other concentrate

Be Kind

Tidy up

Have fun!

So bring your Smile!



Our Job: (kids and adults)

Follow the rules

Be a team

Learn

Help pack up

Keep each other safe

Listen

Do our best

Tune in

Use mistakes to help us learn

So recharge your batteries!