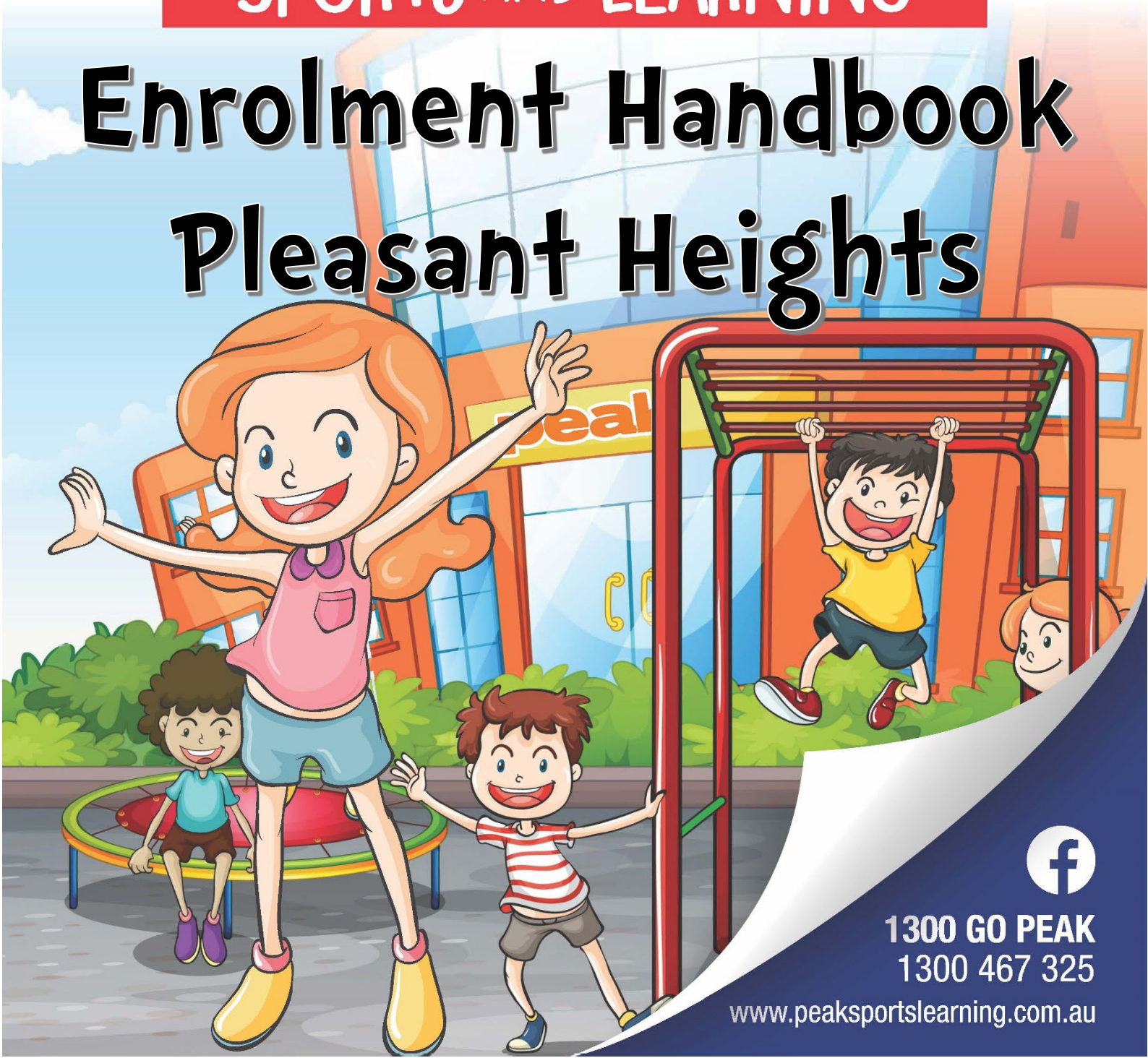
FITNESS • EDUCATION • FUN

PEAK

SPORTS AND LEARNING

Enrolment Handbook

Pleasant Heights



1300 GO PEAK
1300 467 325
www.peaksportslearning.com.au

Table of Contents

Enrolling with Peak Sports & Learning 3
Centre Philosophy 4
Schools serviced 4
Service Days & Hours 6
Fee Information - Bookings & Cancellations 7
Our Team 9
Contacting Us 9
Registering 10
Children with Medical Conditions and Medication 11
Making Bookings 12
Arrival & Departure at the centre 15
Our Program 16
Our Learning & Communication Tools 19
Child Care Subsidy 20
Statements and Account Payments 22
The National Quality Framework 23
Peak Pleasant Heights Rating & Assessment 24
Policy Information 25
Nutrition 25
Sun Protection 26
Electronic Devices 26
Excursions 27
Lost Property 27
Privacy Statement 27
Complaints & Grievances 27
Enrolment Terms & Conditions 28
Further Information 28
Contact Us 29
Where to find us? 29

Enrolling with Peak Sports & Learning Pleasant Heights

Peak Sports and Learning operates Monday to Friday 40 weeks of the year, (closing on public holidays) caring and educating primary school aged children.

We welcome all members of our community and work in partnership with families in the education and care of their children. This handbook is designed to assist you in understanding how our service operates and to appreciate our approach to the education and care we provide to your child.

Peak Sports and Learning operates from Pleasant Heights Public School. Peak Sports and Learning has access to the Green Room, COLA area and playground facilities, which is where the centre is based.

Peak Sports and Learning offers Before School Care and After School Care to primary school aged children enrolled in Kindergarten to Year 6. Vacation Care can be accessed from our surrounding centres.

Kindergarten students can attend in the calendar year they start school, and Year 6 students can attend up until the end of the calendar year that they complete Year 6.

Centre Philosophy

Our philosophy is based on the concepts of FITNESS, EDUCATION & FUN! The three ingredients to getting children actively involved in sports, literacy and numeracy and most of all having rewarding, fun experiences whilst in the process.

Peak Sports and Learning strives to provide the highest level of education and care for each individual child in a warm, nurturing and safe environment.

We strive to create a welcoming environment of collaboration, that enables building meaningful relationships, with each individual child, all families and members of the community. Our environment plays a critical role in fostering a sense of belonging and acceptance to ensure all children feel safe and secure in our care. We ensure that we foster an environment that is inclusive, shows respect and appreciation for cultural diversity and cares for the environment and building sustainable practices.

We endeavour to deliver a program that creates stimulating and enriching educational experiences, encourages fun and inclusive physical activity and caters to the interests and needs of groups and individual children. It is our goal that our program that meets the intellectual, moral, social, creative, emotional, and physical needs of each child. We provide a uniquely balanced educational program that fosters the development of children's learning in all aspects. Our program includes time for daily play, arts and crafts, structured and unstructured activities, recreation and sport, and indoor and outdoor activities. We value the foundation that a healthy childhood gives to a successful life.

We believe in order to deliver this program and foster such an environment, we have to have the right people. We strive to employ and develop the most exceptional Educators who have a genuine passion working with children and the professional knowledge and exemplary practice to deliver our quality care and program.

Schools serviced

Schools serviced:

- Pleasant Heights Public School (on site)

It is important to keep your child's school informed of your child/s pick up schedules and also their first day of attendance to help them get to the right collection point. Children meet for After School Care outside the music room also known as the 'green room'. Kindergarten children on site are collected from their classroom of an afternoon when in attendance.

We understand there can be nerves when starting. Families are welcome to pop into the centre any time between 3:30pm-6pm to check out the centre and introduce your child/children to the staff.

Children's Safety

NSW GOVERNMENT Office of the Children's Guardian

Our Statement of Commitment to Children's Safety

At Peak we strive to create a culture where our values and practices guide the attitudes and behaviour of all of our Peak staff. Children's health, safety and wellbeing is at the forefront of everything we do and what we are about. We champion Child Safe values and embed them into all aspects of our organisational governance.

At Peak Sports and Learning we commit to providing an environment that ensures the safety, health and wellbeing of children at all times and adopt strategies and act to prevent harm to children.

- We commit to ensuring the children feel safe, happy and empowered in our care
- We support and respect all children, as well as our staff
- We have a zero tolerance for child abuse and physical violence. All allegations and safety concerns will be treated very seriously and consistent with our policies and procedures.
- We commit to embedding the Child Safe Standards to help shape our organisational culture and everyday thinking and practice
- We commit to having robust human resource recruitment practices to reduce the risk of child abuse by new and existing staff and volunteers.
- We understand we have a legal and moral obligation to contact authorities when we are worried about a child's safety, which we follow rigorously.
- We are committed to preventing child abuse by identifying risks early and working with appropriate bodies to remove or reduce these risks.
- We are committed to regularly training and educating our staff and volunteers on child abuse risks.
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Children's rights are understood and respected and children are educated about their rights.

Concerns about child safety raised by children and their parents and carers are acted on.

The best interests of children and their protection from harm is paramount.

I feel safe when I'm here. I know they take my safety seriously.

We have a zero tolerance for child abuse.

The Child Safe Standards

Service Days & Hours

Before School Care

Operating Hours/Days

6:30am- 9:00am
Monday – Friday, NSW Public School Days

Inclusions

Breakfast provided each morning.
Children enjoy a healthy and nutritious breakfast to start the day.

- Cereals: Weetbix, Oats, Corn Flakes, Sultana Bran, Cheerios
- Toast: Vegemite, cheese, honey, jam, cream cheese on wholemeal bread.
- Seasonal Fruit: Watermelon, rockmelon, apples, oranges, pears etc
- Beverages: Water & milk

After School Care

Operating Hours/Days

3:00pm- 6:00pm
Monday – Friday, NSW Public School Days

Inclusions

Afternoon Tea provided each afternoon.
Children enjoy platter style afternoon tea including fruit, sandwiches and biscuits.

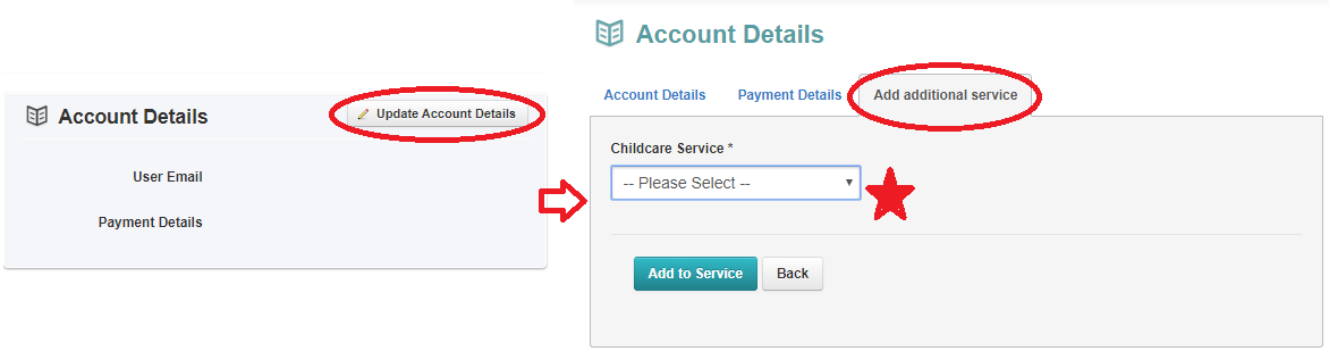
- Fresh food Platter: Watermelon, rockmelon, apples, oranges, pears, kiwi fruit, cucumber, carrot etc
- Sandwich Platter: Vegemite, cheese, honey, jam, and cold-meats served on wholemeal bread.
- Biscuits: Saos, scotch fingers, arrowroots.

Vacation Care

Vacation Care can be accessed from our surrounding centres at:

- Nareena Hills https://www.peaksportslearning.com.au/nareena-hills
- TIGS https://www.peaksportslearning.com.au/tigs

Please see relevant centre page and handbook for more details. Families can add the additional service via the “Account” section in Fullybooked.



Fee Information - Bookings & Cancellations

Before School Care		
Session Fee: $28 per child, per session		
Type of Booking	**Time Frame**	**Booking Fee**
Early Booking	More than 24 hours notice	Session Fee
Late Booking	Less than 24 hours notice	Session Fee + $5

Online Bookings: Bookings can be made up to **the session commencement**.

Cancellations: Cancellations that occur with less than 24 hours' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending.

After School Care		
Session Fee: $38.60 per child, per session		
Type of Booking	**Time Frame**	**Booking Fee**
Early Booking	More than 24 hours notice	Session Fee
Late Booking	Less than 24 hours notice	Session Fee + $5
Emergency	No booking made prior to session commencing	Session Fee + $10

Online Bookings: Bookings can be made up to **10am on the day of care** where places are available. Contact our office for last minute bookings up to 2pm on the day of care.

Cancellations: Cancellations that occur with less than 24 hours' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending.

Failure to notify (Search fee): Where a search procedure such a phone calls etc has been initiated due to a failure to notify of an absence, will incur an additional fee of $10.

Vacation Care @ TIGS		
Session Fee: $75 per child, per session*		
Type of Booking	**Time Frame**	**Booking Fee**
Early Booking	More than 7 days notice	Session Fee
Week of Booking	Less than 7 days notice	Session Fee + $5
Late Booking	Less than 24 hours notice	Session Fee + $10
Emergency	No booking made prior to session commencing	Session Fee + $15

Vacation Care Online Bookings: Bookings can be made up to **the session commencement** where places are available.

Vacation Cancellations: Cancellations that occur with less than 7 days' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending.

*Additional Charges: Excursion and In-service Activities can attract additional fees as specified on the relevant Vacation Care program. These are added to your statement along with the daily charge.

Other Fees:

Late Pick Up Fees: After service closing time a $20.00 charge will be issued plus an additional $1 per minute. Late fees are applied at the end of the week when attendance rolls are finalised by the office.

Absences:

Absences related to Illness

Where a child is absent due to illness and a medical certificate is provided to the service within 7 days of the absence, the absence will be amended to no charge. The medical certificate must be emailed to head office via admin@peaksportslearning.com.au.

In the event that no medical certificate is provided, the usual absence charge will apply.

Allowable Absences

Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year. Where a family reaches their allowable absence limit, they may be able to get additional absences if they meet the criteria as set out by Centrelink, Services Australia. Families may be required to provide supporting documents to the service.

Where the allowable absence limit is reached, Child Care Subsidy may not be paid towards a charged absence and full fees will apply.

Absences on the first or last day of an enrolment period

Child Care Subsidy is not payable for absences submitted before a child has started at the service, or after a child's final day of actual attendance at a service.

Enrolment periods as defined by the Family Assistance Law will cease where a child hasn't attended child care for 14 weeks in a row. Where an enrolment ceases and the last session/s are absences Centrelink, Services Australia will recoup any associated Child Care Subsidy and full fees will be payable.

Our Team

Here, our Educators create a nurturing environment which is safe and encourages confidence whilst teaching children how to care and respect one another and the environment. Peak Sports and Learning's team is made up of current School teachers, University students studying Education and other staff who are currently studying in the childcare sector. Responsible Persons at Peak Sports and Learning team are fully qualified in First Aid, Asthma, Anaphylaxis and Child Protection. You are encouraged to speak to the Responsible Person prior to enrolment of your child(ren).

Position	Name	Qualification
Directors/Owners	John Good	Bachelor of Primary Education
	Grant Neill	Bachelor of Education (PDHPE)
	Ashleigh Neill	Bachelor of Education (Primary). Major in PDHPE & Aboriginal Education
Nominated Supervisor	Josie Tomlinson	Bachelor of Education
Educational Leader	Petra Holmes	Diploma in School Aged Education & Care
Service Support Manager	Josie Tomlinson	Bachelor of Education
Responsible Person	Nathalia Taylor	Cert IV in Student Support Education

Contacting Us

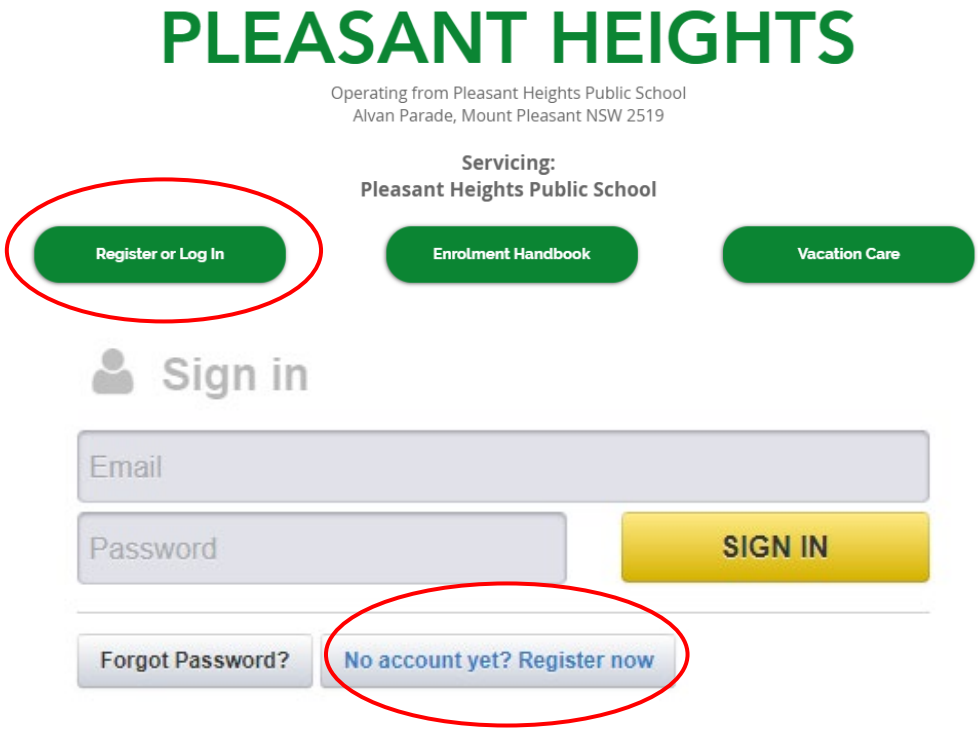
Head Office (Administration):
Our office is available for all booking requests, absences notifications, account questions and general feedback and questions. As our centre Educators are not present during the day time at the centre, we take all the booking information so Educators have a confirmed roll upon arrival for their shift. We separate our administration process so our Educators sole focus is on the Education and Care of your children. If you have any questions and are not sure who to contact at any time, please feel free to contact the office.

Office Hours: Monday - Friday 8:00am- 5:30pm
Address: 22 Veronica Street, Warilla NSW 2528
Contact: 1300 GO PEAK (1300 467 325) or email: admin@peaksportslearning.com.au

If you need to speak to one of our Educators directly during BSC/ASC service times, please call 1300 467 325.

Registering

Registration is completed online from our website www.peaksportslearning.com.au/pleasantheights



To register an enrolment and account for your child(ren) please click the "No account yet? Register now" option.

The following information will be required to complete the process and receive all benefits:

- Centrelink CRNs for yourself and you child(ren) enrolling
- Credit card or bank account details for direct debit
- At minimum, one emergency contact in the case that you are unable to be contacted in an emergency
- Authorised nominees for pick up and drop off authorisation at the centre
- Any health information that relates to any diagnosed allergy, anaphylaxis, dietary requirements
- If your child has ASTHMA, ANAPHYLAXIS or DIABETES their Action Plan must be provided prior to commencement.
- If your child has additional needs, you will be required to complete our Additional Support Information Form prior to commencement.

Recommended browser: Google Chrome or Safari.

Note: For first time registrations please remember to verify your email address by checking your email inbox after registering for the first time!

Our administration team will be in contact with you within 24 hours of enrolling, or alternatively you can call us on 1300 467 325 to finalise your registration once complete.

Children with Medical Conditions and Medication

Anaphylaxis, Asthma, Diabetes and other health conditions

If your child is diagnosed with Anaphylaxis, Asthma or Diabetes a Medical Management Plan must be provided PRIOR to commencement. Medical Management Plans must be dated within 12 months and need to be updated annually from the child's Medical Practioner. The Responsible Person will complete a Risk Minimisation Plan in consultation with the Parent/Carer.

Children with Additional Needs

Every child has the right to feel a sense of belonging, to feel a part of something special and the opportunity to strive to their full potential. At Peak Sports & Learning, educators and management work collaboratively with families of children who have additional needs. Peak will collect appropriate information about children in the format of an Additional Support Information form prior to commencement.

Families are encouraged to seek advice and support from educators in order to arrange assistance including children with additional needs into the program. As part of the Inclusion and Professional Support Program (IPSP), the Inclusion Support Subsidy (ISS) plays a key role in supporting eligible child care services to include children with ongoing high support needs in quality care.

Medications

At Peak Sports and Learning we will facilitate effective care and health management of children who are taking medications for health problems, prevention and management of acute episodes, illness or medical emergency. We will do this by the safe administration of medication and compliance with the regulations.

- Peak Sports and Learning only administers prescribed medication to children. Medication must in in its original container, bearing the original label with the name of the child to whom the medication is relevant to and bearing the original label and instructions and before the expiry or use by date.
- Non-prescribed medication e.g. cough medicine etc will not be given unless a written consent from the child's doctor is provided.
- The medication must be clearly labelled with the child's name and details of administration.
- The staff member who administers the medication will log it on a Medication Record.
- There will be no unsupervised self-administration of any medicine.
- All staff members are to be informed of any allergies from food or substances.
- The staff may refuse to administer medication on the authorised supervisor's advice if in her/ his professional opinion, doubt exists about necessary for and/ or suitability of the medication.
- All medicine will be kept in a lockable, safe place. Accessible by staff members only.

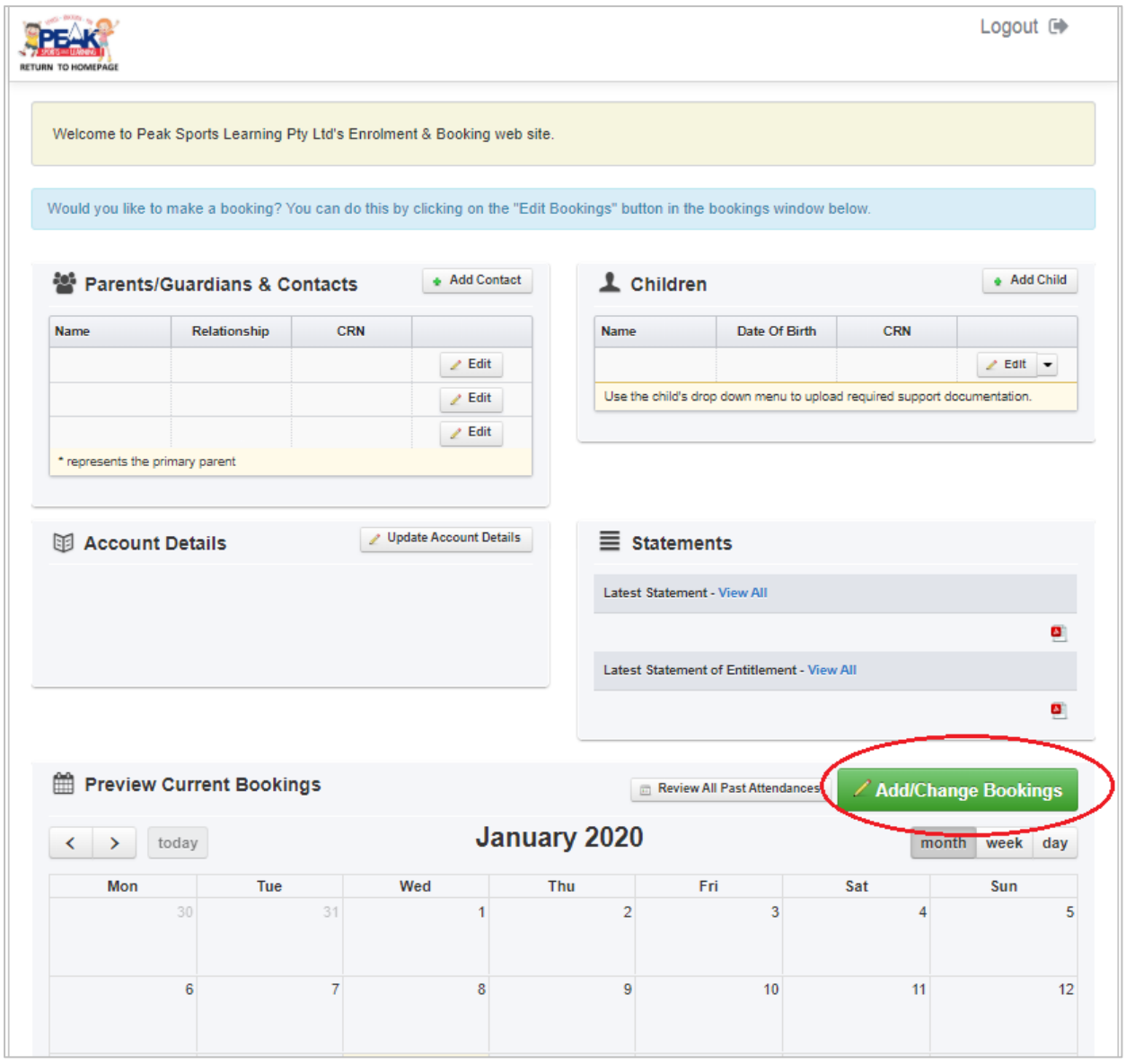
Please ensure you bring your child's puffer or epi pen to the centre where required.

Making Bookings

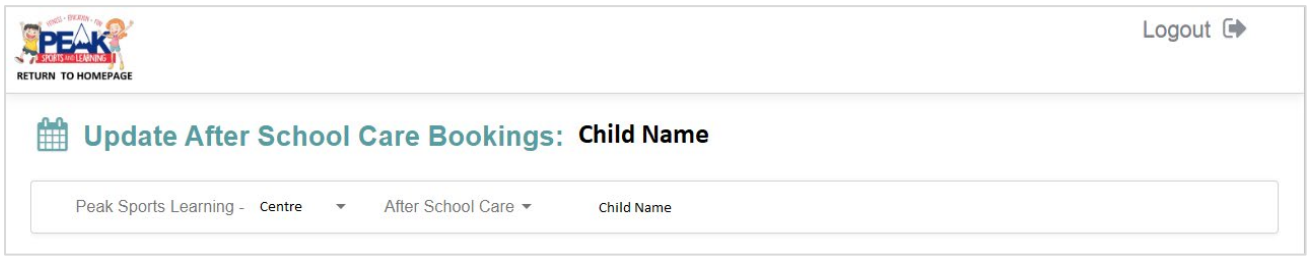
Log in link: https://peak.fullybookedccms.com.au/family/login

Once registration is completed and finalised a booking calendar will appear at the bottom of your family account. Select the green option **Add/Change Booking.** This will only be available for bookings made 24 hours in advance. If the session is within 24 hours, contact our office.

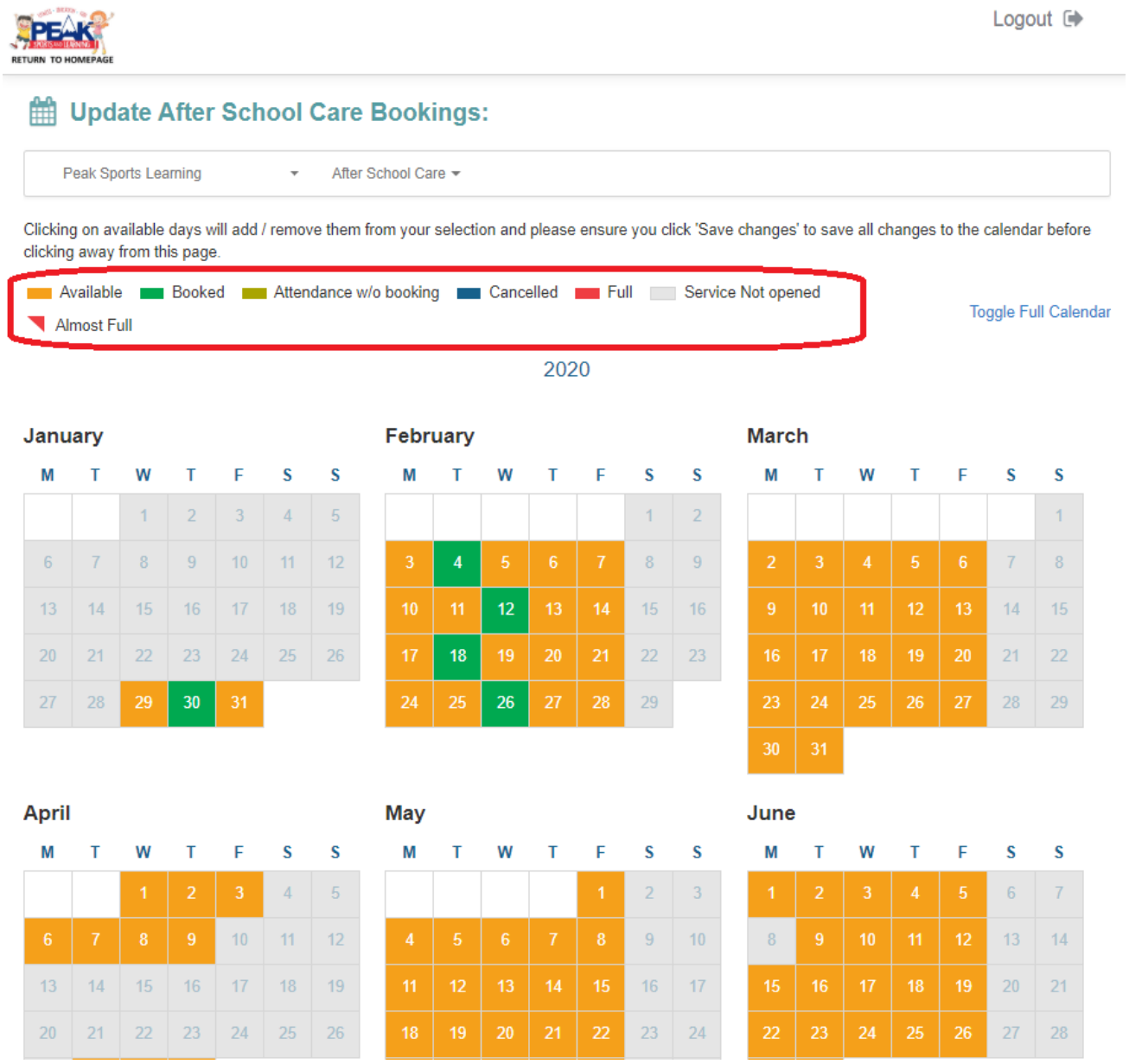
STEP 1: Click on the Add/Change Bookings Option



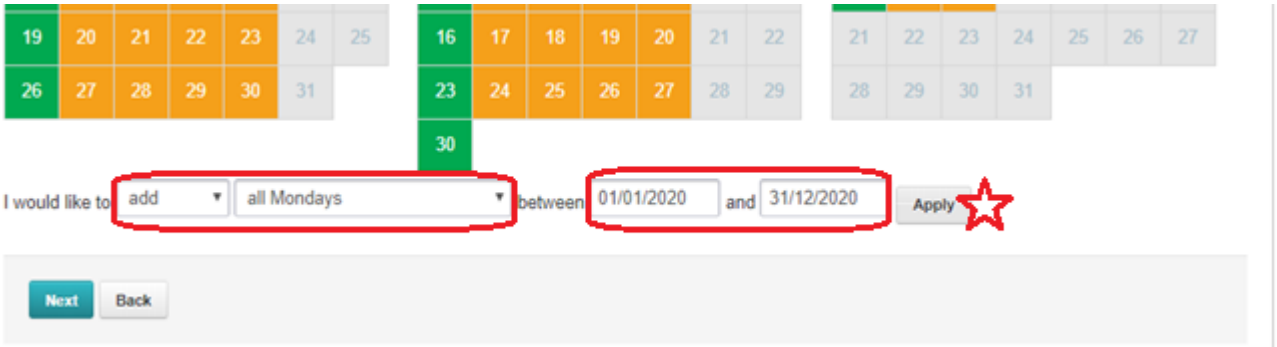
STEP 2: Select the **Care Type** (Before School Care, After School Care , Vacation Care) then **Child Name** (For more than one child, you will need to repeat this process)



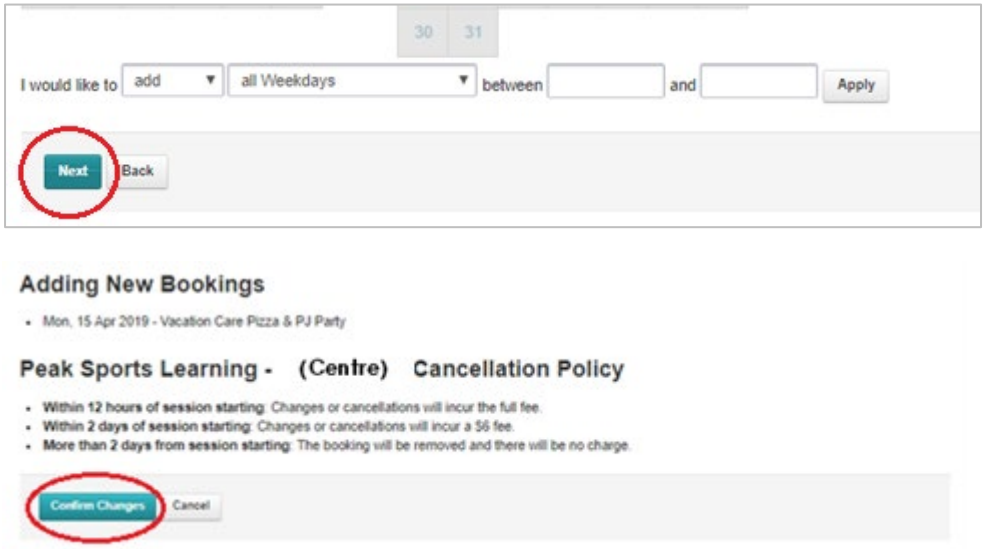
STEP 3: Click on available days to add and remove using the colour code reference at the top as a guide or for bulk bookings see Step 3A.



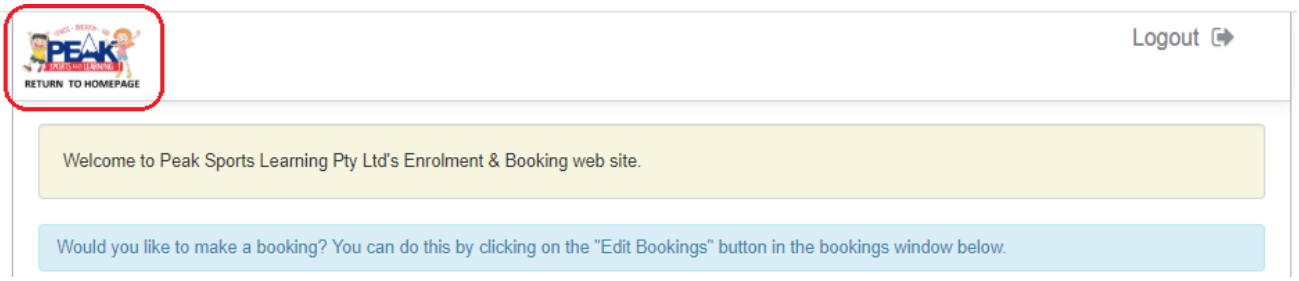
STEP 3A: BULK BOOKINGS At the bottom of the bookings calendar you can make bulk requests. Fill out the information fields and select apply. Between the dates selected, the system will only book dates that the service is available for the particular care type you are booking e.g. After School Care.



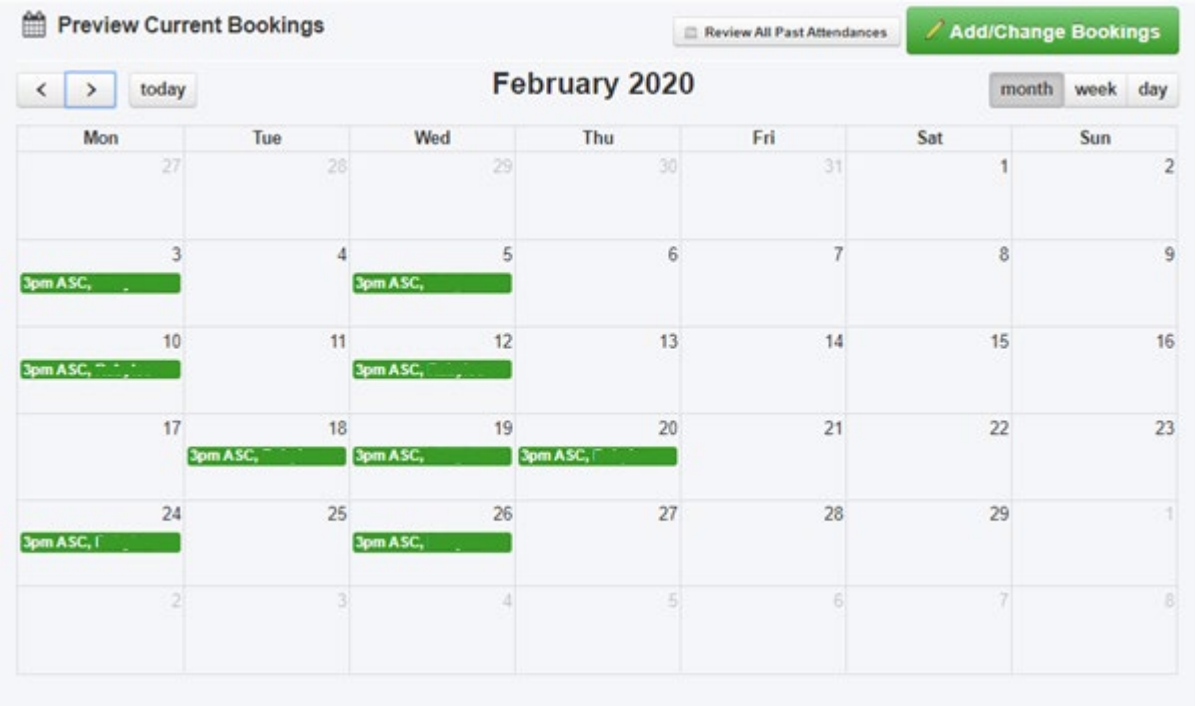
STEP 4: Ensure you click **Next** and then **Confirm Changes** to finalise bookings.



TIP: To return to home page at any time, click the logo in the top left-hand corner.



TIP: If you need to check your bookings, the calendar will show all confirmed bookings once all steps above have been followed.



Arrival & Departure at the centre

Authorised Persons

Only a person authorised in writing or nominated on the FullyBooked enrolment form are able to collect or drop off an enrolled child. An authorised person must be at least 16 years old, able to produce photo identification.

Any person/s unfamiliar to staff, will be asked to produce photo identification before the child can leave the premises. If a staff member is not comfortable with identification provided, the staff will contact the parent/guardian for verbal permission to release the child. If the parents cannot be contacted, the centre supervisor will notify the emergency contacts as listed in your enrolment form.

Before School Care

Arrival

Children are dropped at the centre by parents/carers. Parents/Carers must sign their child into the care of Peak Sports and Learning. Peak Sports and Learning will then care for the child until drop off time at the child's school.

Departure

Peak Sports and learning will drop each child at his/her school. The staff member will ensure each child enters the school ground into the care of that school and their staff.

After School Care

Arrival

Children will go to the meeting point or bus lines and the Peak staff will collect them from there. A roll will be marked by the attending staff member before leaving the school. If a child has not made their way to the meeting point Parents/Carers will be notified immediately. We ask all parents to notify the office by phone or email if their child is going to be absent.

Departure

Parents/Carers must notify staff when they arrive to collect their child. The parent/guardian on collection of their child must sign out their child on the attendance roll. When collecting children parents are encouraged to stay and discuss their child's afternoon.

Our Program

How do children learn at Peak Sports and Learning?

Aim

Children are known as constructivists, which mean they learn by doing. They construct their knowledge through events, individual actions and exploration to discover their properties. Children are curious, active explorers who respond to the environment according to their understanding of it.

Having qualified primary teachers and educators on the staff at Peak Sports and Learning we believe that we have a deep understanding of how children learn. Having this understanding will allow us to better develop their social, emotional, physical, thinking skills. Peak Sports and Learning's staff are up to date on current educational philosophies and continually engage in professional development. This allows your child to be taught in an environment that that provides the best possible opportunities for your child.

Programming

Giving children the opportunity to learn in an environment that is targeted at enhancing their skills is what Peak Sports and Learning aim to do. Peak Sports and Learning follow Sports and Teaching programs that are practical, enjoyable and relevant to their physical and educational level. Peak Sports and Learning will always provide positive feedback to students enabling them to gain a deep understanding of a theory or fundamental skill.

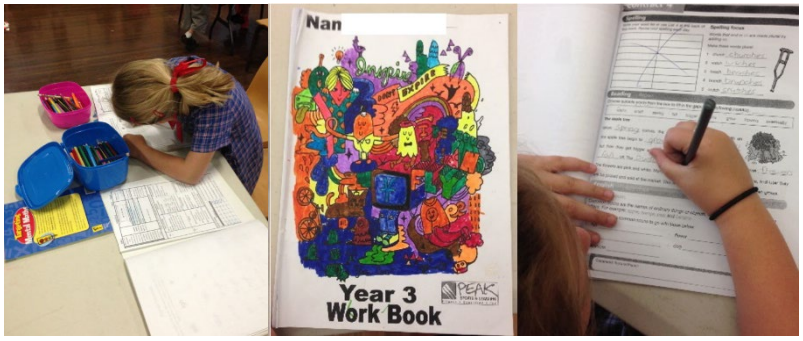
You are encouraged to talk to the staff at Peak Sports and Learning in regards to any special programming needs for your child.

Educational Programming (Literacy and Numeracy)

Peak Sports and Learning's tuition program has strong ties with current Department of Education & Communities curriculum's and syllabus outcomes. This allows your child to practice and gain feedback from qualified primary teachers and educators on current outcomes that they will be studying at school.

You are encouraged to talk to Peak Sports and Learning's teachers in regards your child's current academic levels. In response the Teachers at Peak Sports and Learning can better cater a program to suit your child's needs. Results such as NAPLAN tests and yearly reports are suitable records to help us cater for your child if you wish to provide them.

Your child is encouraged to bring homework or projects to Peak Sports and Learning. If homework is brought to the centre, children will complete their homework under the guidance of qualified primary teachers and educators.



Sports Programming

Using the game sense approach Peak Sports and Learning has developed a program that focus on fundamental skill development through minor games. The focus of this approach is not just skill development; however the focus is on developing a child's understanding of the game. It has been proven that as a child's understanding of a game improves that child's enjoyment is increased, as too is their overall skill level. Minor games covering various sports will be used in a non-competitive environment.

Some examples of sports that are included in the program are:

Sports Programmed during term			
Oz tag	Hockey	T-Ball	Athletics
Cricket	Tennis	Soccer	Basketball
Other Sports			
Touch Football	Netball	Ultimate Frisbee	Dance
Volleyball	Yoga	Gymnastics	Golf
Bocce	Hip Hop	Dodgeball	Cheerleading

What if my child does not like sport?

There are several reasons why some children do not like sports, including:

- Fear of failure
- Lack of understanding
- Peer pressure
- Over competitive environment
- Self-conscious
- Undeveloped skills
- Limited sport choices

Peak Sports and Learning, recognises these reasons and has developed programs that break down these barriers and are inclusive for all. Programs will cater for elite sports children, whilst also catering for children will little or no sporting background. Children will be encouraged to participate in all forms of sport and physical activity where applicable. If your child is having difficulty with or is really not enjoying an activity alternate arrangements can be made to better suit their needs.

Before & After School Care Program

During our Before School Care program children are involved in various activities that help prepare them for the school day ahead such as sports, craft and cooking.

Our After School Care service is highly sought after and loved by both parents and kids! We implement a daily program with a sports and learning focus that enriches children's learning and helps them to achieve their highest! Our program is developed in accordance with the National Quality Framework, the My Time our Place Learning Outcomes and Quality Areas and the NSW Department of Education and Training Curriculum and Syllabus. With qualified and training school teachers on staff, our team can support the educational needs of children, including language and literacy, mathematics, PDHPE and creative arts.

Homework Rotations

Home Reading Rotations

Sustainability (Worm Farm & Veggie/Herb garden)

Tooth Defenders (BSC)

Sun Safety

Sports Rotations

PEAK'S VEGGIE GARDEN

WIGGLY WORM FARM

REDUCE REUSE RECYCLE

Our Learning & Communication Tools

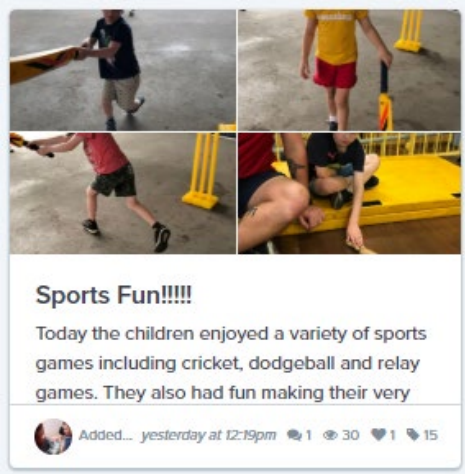
Keep up to date with what your child has been up to at Peak with our Learning platform Storypark! Designed with the convenience of an App to help us record and share your child's milestones and activities at Peak. The Family App can be downloaded from the App store for Apple users or GooglePlay for Android users. Families will receive via email an invitation to get started which will have a temporary password to register and sign in. If you see our staff snapping photos at the centre, make sure you're all set up to not miss the latest stories!

If you do not receive your invitation, kindly contact our office and we can resend!

Click on the links below or find these links also from
https://www.storypark.com/au/families/

GET IT ON Google Play

Download on the App Store



Opt-out of all marketing email? Please join our mailing list!

Upon registering with Peak, you will be asked if you would like to 'Opt-out of all marketing email'. We ask that you please don't but if you do, we will re-check this with you on enrolment.

As our email platform, MailChimp is classed as a marketing platform we have to follow anti spam regulations. We do not intend on sending any sales information, spam etc but only important centre information such as temporary location changes, Vacation Care Programs, Health Alerts, Newsletters etc.

If you change your mind in the future, you are able to opt out at any time using the unsubscribe feature at the bottom of any MailChimp email.

follow us on facebook

Child Care Subsidy

Child Care Subsidy

From 2 July 2018, the Government introduced the new Child Care Subsidy (CCS). Peak Sports and Learning is an approved child care service to pass on Child Care Subsidy reductions provided by the Government. Parents may apply for CCS via Centrelink and complete their assessment in their online MyGov account.

The amount of Child Care Subsidy you can get depends on your circumstances. Factors considered are:

- Your family's income
- The hourly cap based on primary school aged care
- The hours of activity you and your partner do

More information can be found at https://www.humanservices.gov.au

It is the parent/carer's responsibility to apply for these subsidies and to ensure they have a current assessment notice. Failure to comply with the Family Assistance office will result in full fees being charged. Please note for CCS to apply parents must supply us with each child's CRN number and a parent's CRN number, this must be filled out on the enrolment forms. Families must then confirm Peak Sports & Learnings details in their myGov for approval for the subsidies to be paid through the service.

Immunisation

Child Care subsidies may not be available to you if your child is not up to date with immunisation requirements.

Ceased Enrolment & 14 week rule

Your enrolment details will end if your child:

- stops attending the child care service
- has not attended child care for 14 weeks in a row.

For example, this can happen if you only use vacation care during some school holidays.

If your enrolment ends, Centrelink will send you a letter and will ceasing paying subsidies until a new care arrangement is re-established.

We can easily re-establish the care arrangement when you are ready to make new bookings. This will automate a new Enrolment notice which you will then be able to review and confirm online through your myGov to ensure continuity of Child Care Subsidy.

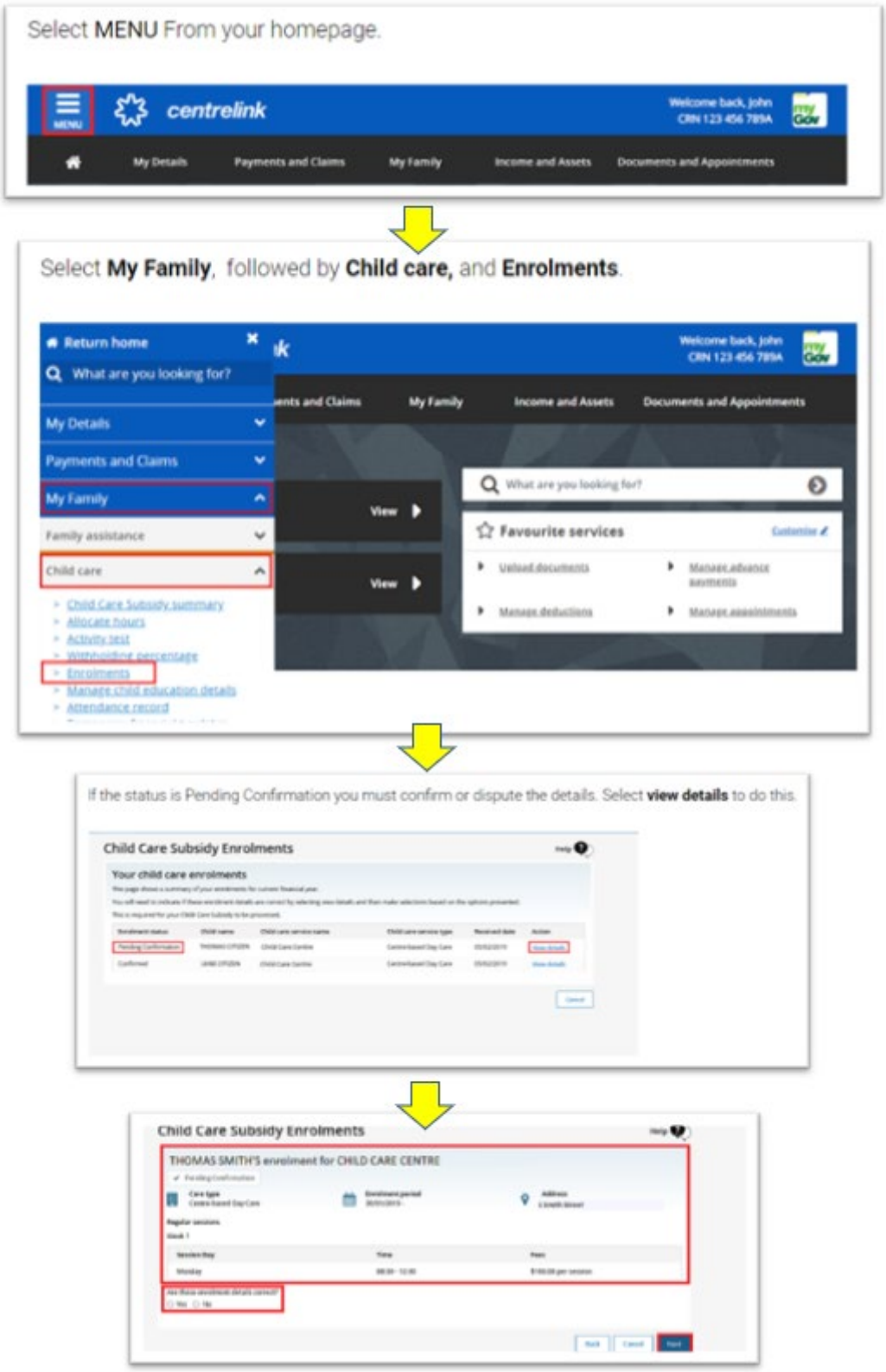
Child Care Subsidy and Eligible Hours (Vacation Care)

Please ensure that when using our Vacation Care service hours that you are conscious of your eligible hours per fortnight. Check with our office if you are unsure.

Example, Samuel's Child Care Subsidy is approved for 100 hours per fortnight. Each day of Vacation Care uses 11 hours of Samuel's subsidy regardless of actual hours in attendance. In the January school holidays Samuel came to Peak Monday to Friday during the fortnight (110 hours). Therefore 10 hours of fees did not have Child Care Subsidy applied as all eligible hours were exhausted.

Confirming Peak Sports & Learning

Families need to confirm their enrolment notice via their myGov account in order for subsidies to be applied. This Enrolment Notice is a Complying Written Arrangement (CWA) which is an agreement between you and us as your provider to give care in return for fees. You can do this using your Centrelink online account through myGov. Select **Family** from the menu, followed by **Child care** then **Enrolments**.



Statements and Account Payments

Viewing your statement - Mondays

Families receive an email notification from FullyBooked each Monday that their statement is available to view for the past week of attendances.

Statements will display attendances and fees and/or confirm any payments received.

Direct Debit - Wednesdays

Direct Debit is scheduled from your nominated bank account or credit card each Wednesday. Please contact our office prior to the direct debit date if there are any issues with funds being available. Clearance time can depend on bank. Payment takes up to 48 hours to clear to our account.

Direct debit transactions are referenced on your bank statement as “Peak Childcare”.

Ezidebit Fees

Direct debits incur transaction fees which are payable by families

Bank Account	*Per transaction*	$0.75
Visa/Mastercard	*Per transaction*	1.87% surcharge
Amex	*Per transaction*	4.4% surcharge
Dishonour Fee	*Per failed transaction*	$14.80

Non-Payment of Fees

If an account is more than 1 month overdue, a late fee of $20 will be charged to the account.
If payment due dates are repeatedly not met, Peak Sports & Learning can request the family move to Direct Debit in order to provide a continuation of service. Where payment plan commitments are not met, Peak may suspend services until the account is paid up to date.

The National Quality Framework

The NQF includes:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
- A National Quality Standard (NQS)
- An assessment and ratings system
- A regulatory authority in each state and territory which has responsibility for the approval, monitoring and quality assessment of services
- A national body responsible for providing oversight of the new system and ensuring consistency of approach – the Australian Children's Education and Care Quality Authority (ACECQA).

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent national authority that assists governments in administering the National Quality Framework (NQF) for children's education and care.

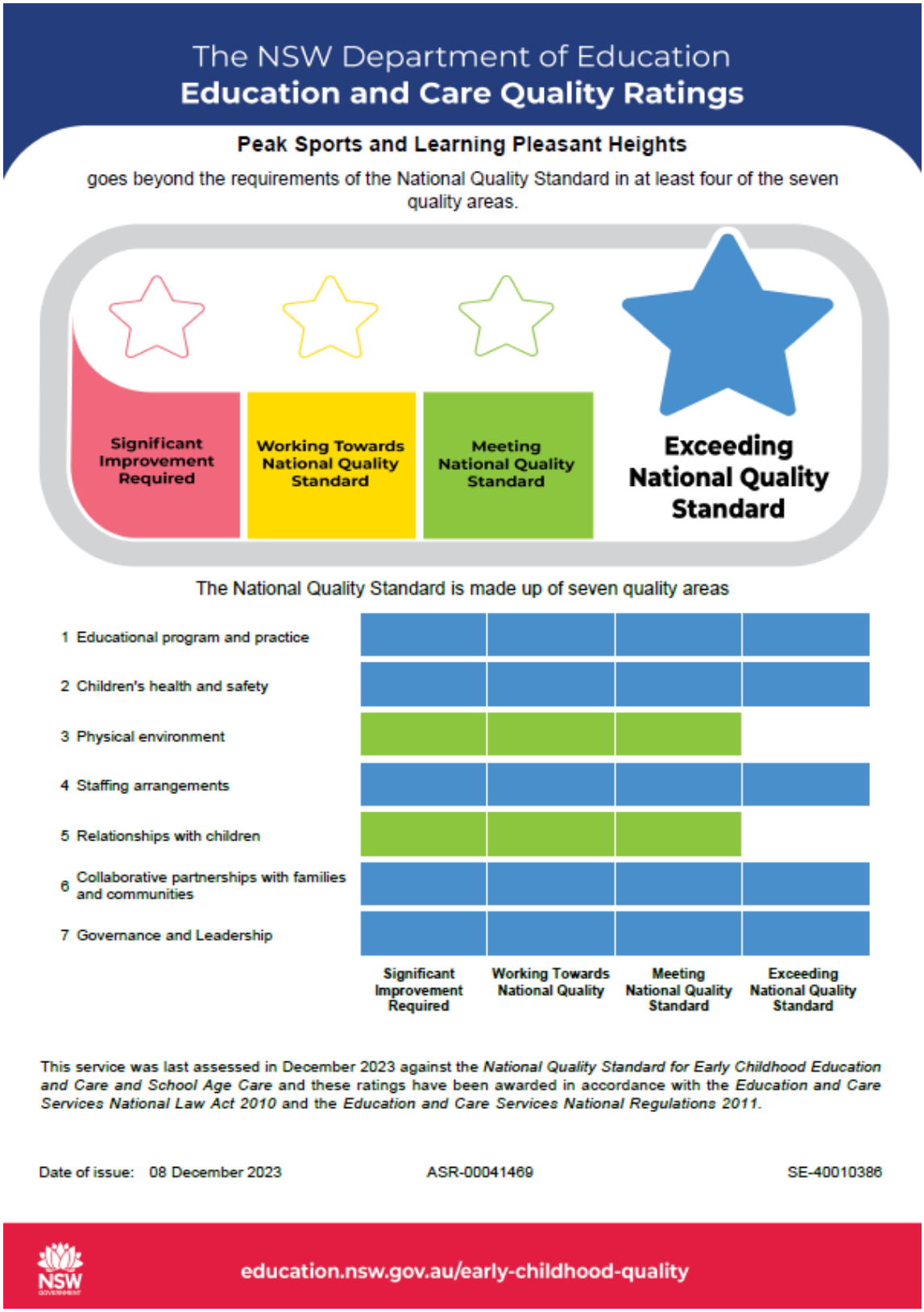
Key to the National Quality Framework is continuous quality improvement. Authorised Officers from the Regulatory Authority, for NSW it is the Department of Education, are responsible for assessing and rating education and care services against the National Quality Standards that come under the 7 Quality Areas below:

For more information regarding the NQF visit www.acecqa.gov.au

Peak Pleasant Heights Rating & Assessment

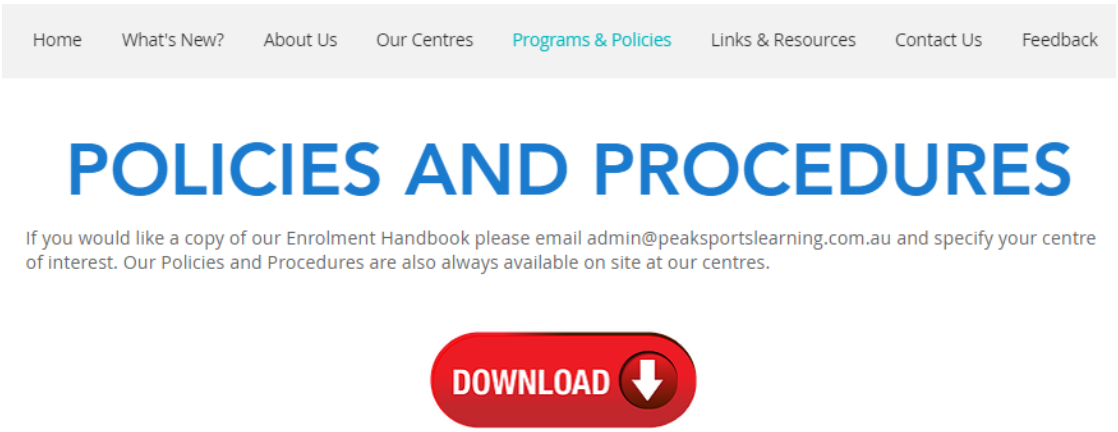
The National Quality Standards include seven Quality Areas; we were assessed in December 2023 and our rating was awarded as Exceeding National Quality Standards.

An integral part of the assessment and rating process is the services Quality Improvement Plan. Please speak to the Responsible Person if you would like to look at this.



Policy Information

The latest copy of our Policies is always available for download from our website online or a hard copy is available at the centre https://www.peaksportslearning.com.au/programs-policies



Nutrition

Peak Sports and Learning aims to help children and families develop an awareness of the importance of good nutrition, modelling good attitudes and facilitating healthy eating habits.

Peak Sports and Learning will provide your child with healthy food choices each day. Drinking water will be available to the children at all times.

Allergies and Intolerances

All allergies and intolerances are considered by staff when preparing food. We will endeavour to cater for your child's dietary requirements, please ensure you have completed appropriate documentation regarding any allergies or intolerances. Severe intolerances must have a Health care Plan.

Nut Aware Centre

We recognize that food allergies can cause serious, life threatening conditions for some children. To keep all our children safe, Peak aims to eliminate those foods that have been determined to cause allergic reactions in children. We cannot guarantee a completely nut free environment since other activities and programs occur on the school premises. We will, however, maintain a nut aware environment during operating hours. We would appreciate you considering this when packing your children's snacks for the day- this includes Nutella Spread.

Sun Protection

Peak Sports and Learning encourages and promotes the need to protect children's skin and educate them about sun smart behaviour, thus reducing of skin damage from exposure to the sun. Peak Sports and Learning strictly enforces a no hat no play rule during summer months and asks all parents to send their child with appropriate clothing and hat.

Procedures

Sun safety will be conducted at our service throughout the whole year. Staff will ensure that all children attending our service are protected from the harmful effects of the sun at all times.

The Coordinator will:

- Ensure all children and staff wear hats that protect the face, neck and ears, and SPF 30+ broad-spectrum, water-resistant sunscreen when involved in outdoor activities.
- Parents will be asked to provide a Sun Smart hat for their child and encourage them to wear it.
- Parents will be asked to provide appropriate Sun Smart clothing when the service participates in outdoor/water related activities.
- Ensure all staff to act as positive role models for children in all aspects of Sun Safety behaviour.
- Seek ongoing support from parents and the school community for the Sun Smart policy and its implementation, through newsletters, parent meetings etc.
- Ensure all students without adequate sun protection use shaded or covered areas during outside play times
- Ensure that, wherever practicable, outdoor activities take place before 10 am or after 3 pm
- Ensure that adequate shade is provided during outdoor events including excursions
- Ensure that SPF30+ broad-spectrum, water-resistant sunscreen is readily available

Electronic Devices

Peak Sports and Learning aims to promote inclusivity by limiting any use of electronic devices whilst in care, unless such speciality days such as "Game On" Day in Vacation Care where they are permitted to be used.

Peak Sports and Learning does not accept liability to any devices damaged or lost at the services therefore, on days such as game on day, Peak encourages children to not bring their own devices, but rather to participate in electronic and non-electronic games that are provided at the centre.

During Before or After School Care, exceptions may be made where children's homework is only accessible electronically, and all services have a computer or tablet that may be used on these occasions.

Excursions

Places are limited for some excursions. All excursions are compulsory if your child is booked in for that day. Your child must be at the centre by the designated time on the booking sheet.

The children will be asked to wear a fluro wristband to identify them on excursion with the Peak contact details on them. We also advise that each child bring their own bag on excursion days.

Lost Property

We encourage families to label everything and work alongside us to instil, in your child, the importance of respecting and caring for their belongings and those of others. Labelling all of your child's belongings will help us in this process and may act as insurance when belongings have been placed in lost property. Participants are responsible for their own belongings. We also discourage that children bring valuable and personal property to Peak so that it doesn't get lost or damaged. The centre will not be held responsible for the loss of property. At the end of the holiday period all lost property is donated to charity.

Privacy Statement

Peak Sports & Learning collect health and personal related information for the purpose of registering your child. We are committed to protecting confidentiality; all information is stored securely. If you choose not to provide this information, we may not be able to finalise your enrolment. If you have any questions or queries or wish to access to further information, please contact Administration.

Complaints & Grievances

If you have a complaint or grievance speak to the Responsible Person on site. If you do not wish to talk to the Responsible Person, please contact the office to speak with the Nominated Supervisor/Director Ph. 1300 467 325. If you wish to remain anonymous you can fill in a suggestions sheet and place it in the suggestions box at the centre. Alternatively, you can email any concerns to head office admin@peaksportslearning.com.au. We will always try our best to address whatever questions or concerns you may have.

Early Childhood Education Directorate NSW Department of Education

The Department's Early Childhood Education Directorate can follow up complaints about services. If our service has not adequately resolved your concerns, you can contact the Directorate's Information and Enquiries Team the details listed below.

Address:
Locked Bag 5107
PARRAMATTA NSW 2124

Website:
www.dec.nsw.gov.au/ecec
Email:
ececd@det.nsw.edu.au
Phone:
1800 619 113 (toll free)
Fax:
(02) 8633 1810

Enrolment Terms & Conditions

- I understand that by enrolling my child in this service, I have read and agree to abide by Peak Sports and Learning's Policies and Procedures, found on the Peak Sports and Learning website; https://www.peaksportslearning.com.au/programs-policies
- I agree to pay for all of the days my child is enrolled in and those that are not cancelled within the relevant time frame.
- I authorise the service to transport my child via bus and/or car (if needed) to and from the centres, under the compliance of the appropriate legislations, regulations and Transport Operations.
- I acknowledge that in the event that I fail to pay the Childcare fees on time, Peak Sports and Learning may be at liberty to terminate forthwith the provision of childcare facilities and/or services for my child. I understand that if my fees are not paid, Peak Sports and Learning may request that I go on a payment plan which will include Direct Debit.
- I acknowledge that Peak Sports & Learning is required to disclose information to the Department of Education and other government agencies. I understand that the service adheres to the Privacy Act 1988 and will ensure that information in my child/ren's enrolment record is not divulged to another person unless necessary for the care or education of my child/ren, to manage medical treatment of my child/ren, where expressly authorised by the parent, prescribed in the Childrens' Services Regulations 2009, if required by law or in accordance with the Privacy Act 1988.
- I understand that if my child has health related issues, I will provide the service with all the necessary action plans and all mandatory medical documents.
- I consent to all Peak Employment Services employees having access to my child's personal details for the purpose of outside school hours care at Peak Sports and Learning.
- Vacation Care: On Vacation Care days I give consent for any Authorised Contacts signing my child in to sign the relevant consent form required for planned excursions or incursion days. I understand that all permission note details will be available on Peak's Website with the Vacation Care program.
- Under the recommendations of the Cancer Council, I give my consent to educators at the centre to apply SPF30+ sunscreen to my child.
- I declare that the information in this enrolment form is true and correct and acknowledge that I am to inform the service immediately in the event that there is any changes to this information.
- Peak Sports & Learning reserves the right to change the terms and conditions at any time.

Further Information

Peak Sports and Learning reserves the right to make changes to the program without notice, including cancellations of programs due to insufficient numbers or weather conditions. Program leaders reserve the right to cancel a participants enrolment should their behaviour deemed unacceptable or is placing other children or staff at risk.

Contact Us

Administration

Contact our Administration team regarding enquiries with statements, payments, general enquiries and Centrelink.

Phone: 1300 GO PEAK (1300 476 325)
Email: admin@peaksportslearning.com.au

Suggestion

If you wish to remain anonymous complete a suggestion sheet for our suggestions box. Otherwise please speak to the Responsible Person on duty.

Query/Question

Please speak to the Responsible Person on duty or our Administration team.

Where to find us?

Our centre is located in the green room, within the grounds of Pleasant Heights Public School.