

PARENT  
HANDBOOK  
2019



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## Welcome to the Five Dock Leisure Centres' Bayside Kids Holiday Program

### Information

We are pleased to welcome you to the Five Dock Leisure Centres' (FDLC) Bayside Kids Holiday Program and we hope that your time with us will be a memorable experience. Our service provides a fully supervised program packed full with gymnastics, stadium sports, games, movies, activities, arts, craft lessons and sport specific clinics for children aged 5 years and above during school holiday periods. In maintaining our standards it is necessary to have clear guidelines and policies to ensure all children are safe and that all the activities run smoothly.

The Parent Handbook contains information for families on how the program operates and the expectations for parents and guardians who use the service.

Please read this handbook carefully and keep it for future reference. If you have any questions or comments please do not hesitate to contact the Five Dock Leisure Centre (FDLC) on 02 9911 6300.

### About the FDLC Bayside Kids Holiday Program

The FDLC Bayside Kids Holiday Program is for children aged 5 years and above. The daily program operates between 8.30am and 5.30pm. Qualified gymnastics coaches facilitate the program for children to participate and gain skills in new sports where they can socialise and make friends, in a fun, safe and active environment. Activities are carried out in the FDLC including the stadium, gymnastics hall, group fitness room and in the Creche. Occasionally the grounds are used within the FDLC outdoor area.

### Aim

Through the delivery of the program the FDLC aims to:

- Provide a healthy lifestyle program that promotes healthy living to improve the overall health and wellbeing of children
- Offer affordable activities for children in the local area
- Offer families a consistently high standard of sport and recreational activities that are age appropriate, safe and enjoyable
- Provide an opportunity for children to master skills as well as learn new activities
- Offer a secure and safe environment for all children attending the program.

### Our Philosophy

The City of Canada Bay and the FDLC Bayside Kids Holiday Program is committed to the care and wellbeing to children's growth, learning and developments. We believe that we enable this by providing a safe, fun and stimulating environment, which encourages children rights to explore their capabilities and interests, express their ideas, knowledge and creativity and have their views considered in decisions that will inevitably affect them. Our team of staff is made up of a diverse group of professionals with expertise and knowledge about their work with children and families in health club facility. This collective knowledge and wisdom enriches the quality of Service we provide to our community. We believe that a strong team is based on principles of confidentiality, trust, and respect for ourselves and others.

Council is committed to the ongoing professional development of our staff, and by doing so supports them to reflect on their profession and on the ethical conduct of their Services and work with children, families, other professionals and community members.

### Enrolment procedures

## Where can you find our program and booking forms?

### Online:

You can obtain a copy of the upcoming program and enrolment forms by visiting our webpage: [www.fdlc.com.au](http://www.fdlc.com.au) and following the tab 'for kids' / holiday activities. Bookings open for each holiday program one month prior. <http://www.fdlc.com.au/for-kids/holiday-activities>

### Hard copies:

Are available by dropping into the FDLC or by emailing [info@fdlc.com.au](mailto:info@fdlc.com.au) and kindly asking for a Bayside Kids flyer.

### Email List:

You can be placed on our email list by emailing FDLC on [info@fdlc.com.au](mailto:info@fdlc.com.au)

## How can I enrol?

**Online:** This is our preferred booking method and **can** guarantee your child's spot in the program.

**In person at the FDLC:** where you can speak to one of our customer service staff at Queens Rd, Five Dock and complete a hard copy booking form.

FDLC accepts payment by cash, cheque, EFTPOS and credit card (except Diners and American express). Booking and payments will not be accepted on the day of the activity unless prior arrangements have been made.

## A few tips for parents to remember when booking:

- Places are limited and sometimes fill quickly. Book early to maximise your chances of getting a place.
- No phone bookings are accepted.
- Payment is required at time of booking.
- Ensure you complete all required details and information on the enrolment forms and the permission and indemnity has been signed and dated.

## Additional Needs

All children are welcome to participate in our programs and we aim to provide a service which recognises and responds positively to the needs of children and their families, irrespective of the abilities or disabilities of the child, parents or family. However, if your child needs additional support we ask that you contact the Program Coordinator prior to booking to ensure your child's needs are met.

## Confirmation of Bookings

All bookings will be confirmed by email or mail, which will include a payment receipt and confirmation of activity. Please check that all booking dates and activities are correct. Please contact the FDLC if there are any errors in your booking or if you have not received a receipt within 7 days on 9911 6300.

## Cancelations, refunds and absences

No refunds or credits are available unless a medical certificate is provided within 7 days of the activity.

FDLC reserves the right to cancel activities for our sport specific clinics due to weather or low enrolments. Every effort will be made to give reasonable notice to those enrolled when an activity has been cancelled and fees will be refunded in full or transferred to another activity in the program.

## Staffing Ratios

Adequate staff will be organised for each day of the program. FDLC tries to adhere to the following ratios for activities:

- 1 staff member for every 10 children
- At all times there will be a minimum of 2 staff members present. In an emergency or if a staff member becomes sick a replacement will be obtained where possible before the staff member leaves the centre
- FDLC will have a staff member on duty with current First Aid training at all times.

## Day of attendance

### Sign in – Sign out

All children who attend the Bayside Kids program must be booked in:

- Children must be dropped off and signed in on arrival and signed out on departure each day. FDLC holds no responsibility for children who are not signed in. If children are not attending an activity for whatever reason, please notify the FDLC on Ph: 9911 6300.
- Prior to the commencement of the activities it is the responsibility of the parent/guardian to let the Coordinator and staff know if their child has any conditions, allergies, or disabilities that may affect their participation.
- If your child does suffer from any conditions and has a medical plan then this must be presented to the program organiser on the day. There are relevant forms for the parent/guardian to complete. These can also be found on the website. All medication is to be left at the front customer service desk and collected at the end of the day.
- All information provided is CONFIDENTIAL and used for correspondence relating to FDLC programs.
- The safety of your child is of utmost importance to us. Consequently we will not permit your child to be taken from our care by anybody else without your permission. If you require someone else to collect your child we must be notified in writing. A phone call will only suffice in an emergency, and then only by authority of the FDLC Supervisor. If staff have not received this instruction we will not release your child. Parents/guardians are required to complete a [Pick Up Authorisation Form](#) should anyone other than themselves be collecting their child. This form can be found on the website.
- **FOR THE SAFETY OF CHILDREN ALL CHILDREN MUST BE LEFT WITH A STAFF MEMBER ON ARRIVAL**
- **PLEASE ENSURE A STAFF MEMBER IS AWARE THAT YOUR CHILD IS LEAVING THE SERVICE AND SIGN THEM OUT AT THE END OF THE DAY.**
- **Separation:** We understand that children find it difficult to separate from their parents in a new environment. Our staff will try our very best to welcome these children into the group activities and make this process as smooth as possible. If however it appears that your child is not settling well into the program after all inclusion strategies have been exhausted, then parents will be called to come to the Centre to assist.

## What to bring

Please ensure your child has the following:

- Comfortable clothing suitable for sporting activities.
- Plenty of drinking water. Children will have the opportunity to fill their bottles up throughout the day.
- A hat and sunscreen in case the group uses the outdoor fields next to the centre. Sunscreen will be available and re-applied throughout the day if necessary.
- Closed in sports footwear (i.e. joggers). **Thongs and sandals are NOT suitable.**
- Enough food to keep energy levels up throughout the day. FDLC does not provide meals unless stated otherwise. (Morning tea, lunch and afternoon tea) There is a cafe on site that sells hot food and snacks. Parents can pre-order lunches in the morning when signing in.
- Please label all of your child/children's possessions clearly.
- Please do not bring valuable items to the activities (i.e. large amount of money, mobile phones, computer games or special toys.) The program does not accept responsibility for loss of these items.  
PLEASE NOTE: If your child does require the use of a mobile phone please ensure they gain permission from a coach prior to using the phone.

**Please note that all activities are NUT, EGG AND SEAFOOD FREE ZONES. Many children who enrol are allergic to nuts and nut products. Please do not bring any nut products including peanut butter or Nutella to the activities.**

Any food clearly containing nuts will be dispersed of immediately. If any items are found to contain 'possible' traces of nuts than these children may be seated on a separate table to ensure the health and safety of Anaphylaxis children is not compromised.

## Responsibilities of Children

Children must be aware of the following:

- Children are to stay with the group at all times
- Children are to ask for permission to go to the toilet from a coach and **MUST** always go with a buddy from the program. There will be allocated times for toilet breaks throughout the day that will be supervised by staff.
- Children are to treat each other and staff with respect
- Children are to obey by the rules indicated at the beginning of the activity by the coaches
- FDLC takes no responsibility if a participant's personal items are lost or stolen.

**When a child displays inappropriate behaviour staff will implement the following procedure:**

- Positive reinforcement and encouragement
- A discussion with the child about the rules and alternative behaviour
- Time out if necessary
- For serious incidents, or for continued misbehaviour the child will be given a warning and the incident documented and discussed with the parent at the end of the day
- For dangerous incidents, or for third warnings the child will be removed from the program and the parent/guardian will be contacted to head into the centre to discuss with the Manager of the FDLC.

## Typical Daily Schedule for a DAY CAMP

Typical daily schedule for an 8.30am-5.30pm (guide only)

<b>8.30am-9.30am</b>	<b>Sign in and proceed to the stadium for introduction games</b>
<b>9.30am-9.45am:</b>	<b>Group allocation</b>
<b>9.45am-11.00am:</b>	<b>Sports circuit in Sports Hall (children separated into age groups)</b>
<b>11.00am-11.30am:</b>	<b>Toilet break and morning tea upstairs</b>
<b>11.30am-1.00pm:</b>	<b>Gymnastics</b>
<b>1.00pm-1.45pm:</b>	<b>Lunch</b>
<b>1.45pm-3:30pm:</b>	<b>Gymnastics and outdoor activities (weather permitted)</b>
<b>3.30-5:30pm:</b>	<b>Free time in the activities room with a movie (G or PG rated) and board games</b>

## Policies and Procedures

A series of policies and procedures for the program have been developed. The policies and procedures are reviewed on a regular basis to ensure that they are kept up to date with community expectations. A copy of the Policies and Procedures booklet is available by contacting the FDLC on 02 9911 6300.

Examples of the policies include:

- Enrolment
- Allergies
- Medication
- Child Protection
- Wet Weather Policy

### Child Protection

The FDLC is committed to providing safe environments where children are safe, nurtured and respected. Children and Young people under the age of 18 years should be safe, protected and free from the risk of harm or abuse of any type. The City of Canada Bays practices and procedures are to ensure that the duty of care, and legislative requirements outlined in the Child Protection Act is effective and assist management and Staff in the protection of children and young people.

It is understood by Management and Staff, children and families that there is a shared responsibility between the Service and all stakeholders that the Child Protection Policy and Procedures are accepted as a high priority. The Service encourages practices that ensure the wellbeing of children and staff while at the services. These include:

- Rostering 2 staff members on premises at all times
- Ensuring staff are never left alone with children or without ready access to or within visibility of other staff members

All staff at the FDLC in the course of their professional duty deliver child related employment are considered to be Mandatory Reporters. This also includes external facilitators used for our CLINICS.

### Accidents at the program

In the case of a minor accident, staff with current first aid will assess the injury and administer appropriate first aid. In the event of a serious accident, the emergency contact will be phoned and the child will be taken to the Hospital by ambulance if necessary.

A staff member will accompany the child to the hospital, and remain there until the parent or familiar adult arrives.

All accidents are recorded on an accident forms. The staff that witnesses the event records details of how the accident happened, the injuries incurred and treatment provided. The parent is required to sign the accident form after the staff member has discussed the incident with them.



## Complaints Management

Our Services aim to ensure that a good working relationship is maintained, free from unresolved conflict between families and staff. We encourage feedback as it keeps us accountable and is an important approach to learn and improve our Service to meet our families and children's needs.

There is a formal procedure for the settling of concerns that may arise for families.

The procedure for parent/ guardians to find resolution of any concern is as follows:  
In the first instance all concerns should be addressed to a staff member on site, who will also inform the Children's Programs Team Leader. The program staff member will attempt to resolve the issue with the Parent/Guardian.

- If a parent/guardian feels that their concerns have not been reasonably addressed or that an unsatisfactory situation persists, they will be referred to the Children's Programs Team Leader.
- If the matter is still not resolved to the parent/guardians satisfaction they will be referred to the Manager of the FDLC.
- Any complaints made in writing will receive a written response within a reasonable timeframe.

## Feedback from Families

The FDLC welcomes family feedback, ideas and or concerns. Parent/guardian feedback and suggestions assist us in providing our families and community with a Service that strives for excellence in meeting their needs.

A feedback form that can be found on our website and emailed to [info@fdlc.com.au](mailto:info@fdlc.com.au)

## Frequently asked questions

### How can I book?

Online is our preferred method however we also accept bookings in person. See page 4 for further details.

### What if I am having troubles booking online?

Please contact the FDLC customer service team to inform them of your troubles. A booking form can then be sent to you to complete.

### How do I know if there are any places left for my child?

If you book into the program early there generally is no problem in getting a place in the activity. Programs online reflect spaces are still available and if they have disappeared means they are possibly full. However, if you are unsure please contact FDLC.

### What if my child is sick or he/she can't make the activity?

Please notify FDLC as soon as possible. In the case of an illness, a medical certificate will ensure a credit note or full refund can be issued. A medical certificate is to be provided within 7 days of the activity.

## Contact Details

Phone: 02 9911 6300

Web: [www.fdlc.com.au](http://www.fdlc.com.au)

In person: CNR Queens Rd and William St

Five Dock, NSW, 2046

Email: [info@fdlc.com.au](mailto:info@fdlc.com.au)

