

Monaro Family Support Service Inc.

ABN 45 839 846 991

Family Support for Growth and Change

**KASH**

**Koori After School Homework Club**

**PARENT & STUDENT  
INFORMATION**



## KASH



Monaro Family Support Services Koori After School Homework Program (KASH) was established in 2006 in response to a suggestion by local Koori families. The program has been an ongoing partnership between Monaro Family Support Service and the Cooma Public School and is funded by Family & Community Services, Community Services

The program, which provides additional tutorial support, is conducted each Tuesday after school in school term and provides students with homework, literacy, numeracy skills, cultural information, craft, singing, dancing and exercise.

A healthy afternoon tea is provided and at least once a year in school holidays an excursion is offered.

The aims of **KASH** are to:

- ◆ Assist K–6 students with homework and other literacy and numeracy tasks
- ◆ Improve confidence of children and families & strengthen relationships
- ◆ Strengthen and support the connection between families, schools and communities
- ◆ Engage parents in their children's educational outcomes,
- ◆ Identify issues for future funding.

# KASH



**We want KASH to be a positive and safe place for all children so if your child would like to attend a couple of things to remember:**

**KASH is a homework club so there will be expectations around this and around behaviour that will need to be discussed and agreed between us all.**

**We all have some obligations to each other around this.....**

**Student & Parent /Carer RIGHTS**

**Students & Parents or Carers of KASH and the Monaro Family Support Service have the **right** to:**

- ◆ be treated with respect and courtesy, in a manner that is free from discrimination
- ◆ have your needs assessed
- ◆ be informed and part of the decisions made about your service
- ◆ receive high quality, reliable and timely services
- ◆ have the right to make a complaint
- ◆ have someone represent you (an advocate)
- ◆ a safe and secure environment
- ◆ professional and confidential service
- ◆ to view your file or other records kept about you
- ◆ consent or refuse to share any personal information with MFSS or a third party & have your privacy and confidentiality respected (within legal limits)
- ◆ make a complaint about any aspect of services and expect the complaint to be investigated fairly, in a timely manner and without prejudicing your access to future service (see over page)

Some examples of how we work to ensure that students and families needs and rights are met include our advertising any positions encouraging those from ATSI backgrounds to apply; asking for and welcoming your input into your child's particular strengths, needs and interests; welcoming your ideas, involvement or suggestions into culturally appropriate activities and by ensuring that any staff or volunteers working with your child have working with children checks, and relevant training, qualifications and cultural competence and awareness.

# KASH

## **Your Responsibilities:**

We ask in return that you and your children:

- ◆ treat with respect and courtesy, in a manner that is free from discrimination, all staff, volunteers & other people accessing MFSS Inc.- for example don't abuse, harm or threaten other families, students, volunteers or staff
- ◆ inform staff of any concern or needs
- ◆ tell us if there is anything you don't understand
- ◆ maintain confidentiality regarding information about other clients or participants in groups or programs conducted by MFSS Inc.

If interested we will provide you with more details.

## **Pick up and parent access to KASH & school premises:**

Whilst parents are very welcome to attend special events when invited by MFSS, (such as end of year celebrations), generally the KASH classroom is a parent free zone. This is for several reasons:

- Your children's safety is our priority
- Anyone entering the KASH classroom is required to hold a current working with children check;
- The time we have with your children is very structured and focused on their learning needs and interruptions impact on this
- School premises, out of school hours, have particular restrictions of access like principal permission and signing visitors in and out which takes our time from your children



**CHILDREN AT WORK**  
Concentrating Learning Focusing

## CONFIDENTIALITY

In order for us to provide you with the best possible support, it is important for us to know specific personal information about you. In keeping with our service's (available at your request), and the Australian Government's Privacy Policy and Law (Commonwealth Privacy Act), **we recognise and are obliged to ensure that all information we hold in relation to you, is treated with sensitivity and confidentiality.**

All MFSS staff and volunteers are required to formally sign an agreement committing to handle all aspects of your access to our service with respect and care and within the law.

**We will only release personal information about you if you provide consent**, unless we are compelled by law such as a serious and imminent threat to life, health, safety or welfare, danger of abuse of a child/young person or pursuant to some types of court order.

Under the Freedom of Information Act 1982, **you have the right to request access to your record** held by MFSS Inc. Please feel free to discuss this with any worker or the service manager at any time.

For further information please contact 64 523450.

If you are not satisfied with the way in which MFSS Inc. handles your information or deals with your privacy concerns, you may make a formal complaint to the Office of the Privacy Commissioner on 1300 363 992 or via <http://www.oaic.gov.au/about-us/contact-us>



## **MAKING COMPLAINTS**

MFSS is committed to providing quality support and services and we encourage and welcome feedback from you about how we may improve. From time to time we may seek such feedback through surveys or phone calls.

If you have a complaint or are unhappy with any aspect of our service we encourage you to speak directly with a worker or, alternatively, ask to speak to the manager on 64523450.

### **In person, by telephone or in writing.**

Feel free to request a copy of our service's Complaint Policy.

If any issue has not been resolved satisfactorily, you can contact the NSW Ombudsman on 1800 451 524 or via <https://www.ombo.nsw.gov.au/contact-us>

**Again feel free to also share with staff, or the service manager any concerns, or COMPLIMENTS at any time 64 523 450.**



## Our vision...

- Safe children
- Strong families
- Stronger communities

## Our values and principles...

1. We work with parents and carers to ensure the wellbeing of children and the safety of all family members.
2. We respect the capacity of every individual for growth and change.
3. We promote human rights and access to justice through our work.
4. Our work is based on respectful and collaborative relationships through integrity and accountability.
5. We work with a whole-of-community approach which is flexible and responsive.





## **KASH**

**WHAT:** Weekly tutorial with homework, literacy, numeracy skills, cultural information, craft, singing, dancing and exercise. A healthy afternoon tea is provided and at least once a year in school holidays an excursion is offered.

**WHERE:** Cooma Public School

**WHEN:** Every Tuesday during school terms after school for 2 hours

**HOW:** With qualified, trained staff and at times volunteers

### **MORE INFORMATION?**

**Contact 02 64 52 3450**

**154- 156 Sharp Street**

**COOMA NSW 2630**

**Email: [cooma@monarofss.ngo.org.au](mailto:cooma@monarofss.ngo.org.au)**

## Families use the Family Support Service for many reasons...

- + to improve family relationships
- + to enhance confidence in parenting and encourage positive behaviour in children
- + to overcome isolation and lack of support
- + to ensure the well being and safety of children
- + to decrease violence in the home
- + to talk through separation and divorce issues
- + to seek information about community services, resources and activities
- + to improve home management
- + to talk to someone if life is getting too hard

