



2024

Kids Aktief

BSO Triaz, Amsterdam

The nicest, sportiest and most flexible after-school care

Van Heenvlietlaan 6, 1083CL Buitenveldert (Amsterdam), 020-5611240

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General information

BSO Triaz is a afterschool care location of Kids Aktief. This location is located in Buitenveldert in Amsterdam at Korfbal- and tennis club Triaz.

Kids Aktief offers a wide range of sports and activities. In addition, children from the BSO can go straight to the korfbal/tennis training at Triaz. Would you like more information about the pedagogical approach of Kids Aktief? View the document 'pedagogical work plan/ pedagogisch werkplan' on the website at the location. If you have any questions about this, please contact the location or head office.

The address details of Kids Aktief can be found below:

Kids Aktief head office

Cruquiusweg 98V

1019 AJ, Amsterdam

Tel: 020-5611240

Email: info@kidsaktief.nl

Website: www.kidsaktief.nl

Location BSO Triaz

Van Heenvlietlaan 6

1083 CL Buitenveldert (Amsterdam)

Tel: 06-41042360

Opening hours

The children are picked up from school from the location. On Mondays, Tuesdays, Wednesdays, Thursdays and Fridays Kids Aktief is open until 18:30.

During holidays and study days, Kids Aktief is open from 08:30 to 18:30. You can bring your child(ren) between 08:30-09:30 and pick them up between 16:30-18:30. If you are bringing/picking up your child(ren) at other times, please contact the location.

Schools

The following schools are affiliated with BSO Triaz, which means we can pick up your child(ren) at the school's location:

Buitenveldert:

- Merkelbachschool
- Kindercampus Zuidas
- Buitenveldertse Montessorischool

If your child(ren)'s school is not listed, please contact us to discuss the options.

Activities

Kids Aktief works with a monthly program in which various sports and activities are offered, taking into account the different seasons of the year. For example, Kids Aktief tries to go outside as much as possible, but in bad weather we offer an alternative indoor program. In the summer you can think of Frisbee, water games, and softball and in the winter you can think of a DJ workshop, theater, and active games.

Kids Aktief creates various activities in the living space (interior space): sporty corner (table tennis, mini-billiards, shuffleboard, etc.), creative corner (crafts, drawing, etc.), reading corner, games corner, and building/playing corner. During the free play moments, the children can choose what they want to do.

During the free play moments, the children can also go outside to play sports/play on our sports field. Kids Aktief has various sports materials/equipment available for the children to play with.

Day schedule

Kids Aktief tries to stick to a daily schedule that looks like this (deviations can occur):

- o Children are picked up from school on foot, by bicycle, by car, or by BSO bus and brought to the BSO location.
- o On location, the children change into Kids Aktief sportswear and the school supplies are stored in their own lice bag.
- o Children can play freely (outside and/or inside).
- o Group moment where the children eat and drink, among other things.
- o Sports/activities of the day.
- o Optional group moment during which the children eat and drink, among other things.
- o Children are picked up by parent(s)/guardian(s).

Parent(s)/guardian(s) receive the program prior to the month. The program shows which sports, activities & workshops take place in this month.

Parent(s)/guardian(s) have the option to pick up their children between 17:00 – 18:30. This can be done earlier in consultation.

Safety, facilities & service

- Kids Aktief works with safety protocols.
- Children are picked up from school on foot, by bicycle, by car or by BSO bus and brought to the BSO location. Depending on the school of your child, we use one of these means of transport.
- Your child can go straight to training (Korfbalvereniging Triaz).
- We offer a 43-, 46- and 52-week package. 52-week package for the entire school year of childcare, a 46-week package for school weeks (40) and 6 weeks that you can use for study and/or holidays and a 43-week package for school weeks (40) and 3 weeks that you can use for study and/or holidays. Do you only need childcare during the holidays or during a study day? For this we offer incidental care (see the heading 'Prices & Packages').
- We work with competent, sporting, and pedagogical supervisors, all of whom have a COC (Certificate of Conduct).
- Child-friendly and safety (four eyes principle) are paramount at Kids Aktief.
- Kids Aktief works with a limited capacity to guarantee quality. Registering in time is not a luxury. The registration form can be found on the Kids Aktief site.
- We have a responsible food policy.
- Children are provided with sportswear, only good footwear is recommended.
- Kids Aktief works with sports and activity modules.
- In winter and with bad weather, Kids Aktief has an alternative program.
- Kids Aktief uses the facilities of the sports association (clubhouse, changing room, sports fields, etc.).
- Kids Aktief is the sportiest, nicest and most flexible after-school care.
- Kids Aktief has partnerships with sports associations, activity organizations, and various training courses.



Prices & Packages

| 52 week package | 46 week package | 43 week package | Incidental package |
|---|--|--|---|
| 52 weeks of care (year-round childcare) | 46 weeks of care (only school weeks & 6 holiday weeks) | 43 weeks of care (only school weeks & 3 holiday weeks) | Incidental care (holidays & incidental care only) |
| €9,73 per hour | €10,28 per hour | €10,59 per hour | €10,90 per hour |

We offer various packages from which you can choose. A 52-week package, which covers all school weeks and holidays, a 46-week package for all school weeks and 6 vacation weeks/study days (flexible to use), a 43-week package for all school weeks and 3 vacation weeks/study days (flexible to use) and an incidental package for care during the holidays and any additional care.

You may be entitled to a childcare allowance, which is an allowance for parents towards the costs of childcare. You can calculate, apply for, or change childcare allowance via the tax authorities website. However, this depends on income, living situation and the number of children who go to childcare.

| 52 week package | | | |
|-----------------|-------------|-----------------|----------------|
| Day(s) | Hourly rate | Hours per month | Rate per month |
| 1 day | €9,73 | 25 | €243,25 |
| 2 days | €9,73 | 50 | €486,50 |
| 3 days | €9,73 | 75 | €729,75 |
| 4 days | €9,73 | 100 | €973,- |
| 5 days | €9,73 | 125 | €1216,25 |

| Allowance long afternoon | Hourly rate | Extra hours per month | Extra rate per month |
|--------------------------|-------------|-----------------------|----------------------|
| 1 day | €9,73 | 6,5 | €63,25 |
| 2 days | €9,73 | 13 | €126,50 |

With the 52 weeks package you are fully equipped. You are entitled to regular childcare (school weeks), study days and holidays.

The package consists of a school year (365 days) where you will be invoiced monthly over an average of 12 months.

| 46 week package | | | |
|------------------------|--------------------|------------------------|-----------------------|
| Day(s) | Hourly rate | Hours per month | Rate per month |
| 1 day | €10,28 | 20 | €205,60 |
| 2 days | €10,28 | 40 | €411,20 |
| 3 days | €10,28 | 60 | €616,80 |
| 4 days | €10,28 | 80 | €822,40 |
| 5 days | €10,28 | 100 | €1028,- |

| Allowance long afternoon | Hourly rate | Extra hours per month | Extra rate per month |
|---------------------------------|--------------------|------------------------------|-----------------------------|
| 1 day | €10,28 | 6,5 | €66,82 |
| 2 days | €10,28 | 13 | €133,64 |

With the 46 week package you opt for childcare during the (40 weeks) school weeks. Within the package you have a limited budget for study days or holidays, these are the remaining 6 weeks.

The package consists of a school year (365 days) where you will be invoiced monthly over an average of 12 months.

| 43 week package | | | |
|------------------------|--------------------|------------------------|-----------------------|
| Day(s) | Hourly rate | Hours per month | Rate per month |
| 1 day | €10,59 | 17,5 | €185,33 |
| 2 days | €10,59 | 35 | €370,65 |
| 3 days | €10,59 | 52,5 | €555,98 |
| 4 days | €10,59 | 70 | €741,30 |
| 5 days | €10,59 | 87,5 | €926,63 |

| Allowance long afternoon | Hourly rate | Extra hours per month | Extra rate per month |
|---------------------------------|--------------------|------------------------------|-----------------------------|
| 1 day | €10,59 | 6,5 | €68,84 |
| 2 days | €10,59 | 13 | €137,68 |

With the 43 week package you opt for childcare during the (40 weeks) school weeks. Within the package you have a limited budget for study days or holidays, these are the remaining 3 weeks.

The package consists of a school year (365 days) where you will be invoiced monthly over an average of 12 months.

| Incidental care |
|---|
| <u>Entitled to:</u> <ul style="list-style-type: none"> - 12 study/holiday days or 24 regular daycare afternoons on an annual basis. - Average: 1 day of study/holiday or 2 regular day care afternoons per month. |
| <u>Use:</u> It concerns a flexible agreement where you can use days/hours earlier or save days/hours and use them later. |
| <u>Contract duration:</u> 12 months |
| <u>Hours:</u> 10 hour per month (120 hours on an annual basis) |
| <u>Rate:</u> €109,- per month |

Konnect

Kids Aktief uses the Konnect parent portal. You can go to the online parent portal (www.kidsaktief.nl) via the Kids Aktief website, and you can also download the app (search for: 'ouderapp van Konnect').

You can perform various functions in the parent portal, namely:

- Sign out your child(ren) before 11:00 the same day (otherwise by telephone).
- Convert a canceled day to an exchange day (you have two working days for this).
- Register for holiday/study day(s).
- Retrieving invoices and annual statements.

Kids Aktief vacationcamps

Kids Aktief organizes fun, cozy, and sporty holiday camps during all school holidays. How about a multi-day urban hockey, football, mixed action, surf/beach, horseback riding or turbo swimming camp? Choose one of the holiday camps and discover the possibilities.

Our holiday camps are accessible to all children between 4 and 12 years old, children who do not use our BSO are also very welcome!

The sports camps take place from Monday to Wednesday from 09.00 – 16.00.

The swim camp lasts 5 days and takes place from Monday to Friday in the morning. On the last day of the swimming camp there will be an official swim-off moment where some children will swim for the A, B or C diploma.

If you have any questions about the holiday camps, please don't hesitate to call or email us.

Team Kids Aktief Vakantiekampen

020-5611240

sportkampen@kidsaktief.nl

Complaints procedure



Introduction

Kids Aktief has drawn up an internal complaints procedure in the context of the Childcare Act. This regulation describes the procedure for handling and registering complaints from parents. Parents/guardians should preferably first discuss a complaint with the person directly involved. If this does not lead to a satisfactory solution, a formal complaint can be submitted. Depending on the complaint, it can be submitted to the complaints officer/location manager. (Which officer this is depends on the size and Kids Aktief itself; a complaints officer is not required by law.) Complaints officer can be reached by email: info@kidsaktief.nl. A formal complaint is made in writing.

If internal complaint handling does not lead to a satisfactory solution, parents are open to information, advice, and mediation at Klachtloket Kinderopvang, located in Den Haag.

www.klachtenloket-kinderopvang.nl or notify the dispute to the Disputes Committee www.degeschillencommissie.nl.

In some cases it is important to submit the complaint directly to the Disputes Committee. The regulations of the Disputes Committee can be found here ([link to download](#))

1. Definitions

| | |
|---------------------|---|
| Organization: | Kids Aktief |
| Employee: | The employee, working at Kids Aktief |
| Complaints Officer: | The employee who receives the complaints, who monitors the procedure and who handles complaints on behalf of the director, hereinafter referred to as complaints officer. |
| Location manager: | The person in charge of the location where the child is placed. |
| Parent: | A natural person who uses, wishes to use or has made use of the services of the childcare organization for the care of his or her children. |
| Complainant: | The parent who files a complaint. |
| Complaint: | Written expression of displeasure. |

| | |
|--------------------------------|--|
| Klachtenloket Kinderopvang: | Institute for information, mediation, advice and mediation. |
| Disputes Committee: | Disputes Committee for Childcare and Playgroups, for binding dispute settlement. |
| Written: | In writing is also understood to mean 'electronically', unless the law opposes this. |

Preliminary process complaint

If a parent has a complaint, Kids Aktief assumes that it will be discussed with the person concerned as soon as possible. In principle, the point of contact is therefore the employee in the group. If this does not lead to a solution, the complaint can be discussed with the location manager. If this does not lead to a satisfactory solution, a complaint can be submitted.

Submit a complaint

1. A complaint must be submitted in writing (possibly with the Kids Aktief complaint form). The complaint must be submitted within a reasonable period of time after the complaint has arisen, whereby 2 months is considered reasonable. The complaint is accompanied by the date, name and address of the complainant, possibly the name of the employee to whom the complaint relates, the location and the group, plus a description of the complaint.
2. If the complaint concerns a suspicion of child abuse, the reporting code for domestic violence and child abuse will come into effect. This complaints procedure is thus closed.

Complaint handling

1. The complaints officer is responsible for the substantive handling and registration of the complaint.
2. The complaints officer will confirm receipt of the complaint to the parent in writing.
3. The complaints officer will keep the complainant informed of the progress of the handling of the complaint.
4. Depending on the nature and content of the complaint, an investigation will be initiated.
5. If the complaint concerns the conduct of an employee, this employee will be given the opportunity to respond verbally or in writing.
6. The complaints officer monitors the procedure and term of handling. The complaint will be handled as soon as possible, unless there are circumstances that impede this. In that case, the complaints officer will inform the complainant accordingly as soon as possible. The complaint will in any case be handled within a period of 6 weeks.
7. The complainant will receive a written and reasoned opinion about the complaint, including concrete terms within which any measures will be taken.

External complaint handling

1. If internal complaint handling does not lead to a satisfactory solution or outcome, the parent has the option of turning to the Childcare Complaints Desk or the Disputes Committee.
2. The parent can turn directly to the Disputes Committee if the parent cannot reasonably be expected to submit a complaint to the holder under the given circumstances.
3. Even if the complaint has not been resolved within six weeks, the complaint can be submitted to the Disputes Committee.
4. The complaint must be submitted to the Disputes Committee within 12 months of submitting the complaint to Kids Aktief.