



N·O·O·S·H

Normanhurst
Out of
School Hours
Care

**PARENT HANDBOOK
2018**

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NORMANHURST OUT OF SCHOOL HOURS (NOOSH) Parent Handbook 2017-2018

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www.normanhurstoshc.com.au DATE ENDORSED: 3.10.2017 REVIEW DUE: October 2018



Welcome

The staff and School Community of Normanhurst Out of School Hours Care (NOOSH) welcome all new families to our service. We hope that you and your child/children find the time with us an enjoyable experience.

General Information

The Centre is a non-profit organisation operated by a number of qualified staff and a volunteer Management Committee.

Located in the grounds of Normanhurst Public School, the service provides Before and After School Care for children who currently attend Normanhurst Public School. During Vacation Care we welcome children who attend other local schools also.

The aim of the before and after school care service is to provide a quality recreation program for children who require care at the beginning and end of the school day. It is our hope that we can work co-operatively with parents to ensure that the program meets the needs of both the children and their parents.

During the school holiday periods, Normanhurst OOSH provides a Vacation Care Program. The staff from Before and After School Care also operate the Vacation Care program, which is held at Normanhurst Public School in the OOSH building.

Normanhurst OOSH can accommodate 120 children during the morning and afternoon sessions. These places are made up of both casual and permanent bookings and limits are strictly enforced.

During Vacation Care the service can accommodate up to 120 children per daily session. However, as a preferred space requirement for the Vacation Care Program to effectively operate, we take a capacity of 60 children per day

Should you wish to know more about this program please do not hesitate to ask the staff or ring the Centre on: (02) 9489 0178 or contact us via email info@normanhurstoshc.com.au



Philosophy

Normanhurst OOSH values and respects children and believes that each child is an individual with unique and diverse needs and strengths. We aim to assist children to grow and learn and to develop positive self-esteem and independence.

We believe that children should be given equal opportunities to explore and play, regardless of age or gender. Play empowers children to make their own choices, discover their own solutions and to develop at their own pace, in their own way. We aim to reflect an inclusive approach that develops positive gender, racial, cultural, class and individual identities.

We believe that children have the right to feel safe in their environment and that by ensuring there are consistent limits and guidelines we assist children to develop secure, respectful and reciprocal relationships.

We believe that NOOSH should be a fun and supportive environment that promotes partnerships between home and the centre. We strive for open communication and good relations between parents, educators, children, management and the community. We invite and welcome families to be involved in programming, planning and issues that relate to them by working collaboratively with the educators.

Our service strives to be a quality, value for money care provider, which meets the requirements of the community and the standards, regulations and recommendations outlined by the National Quality Framework (NQF) for Quality Care.



Staff at NOOSH

The Centre is staffed by both permanent and casual staff.

The Director's role is responsible for the day to day running of the service. Duties include; programming and planning, administration and staffing responsibilities.

Our casual members of staff are very valuable to the service as they each bring a great deal of practical experience with children.

Certificates for training in First Aid, Child Protection, Asthma and Anaphylaxis are held by permanent staff and we aim for every casual staff member to be qualified to the fullest of their capacity.

We do this in a range of opportunities such as:

- ❖ Providing staff with ongoing opportunity for professional development.
- ❖ Providing staff with opportunities to be involved in the preparation of the services program.
- ❖ Placing value on our staff as individuals and their unique skills and abilities acknowledged and utilised.

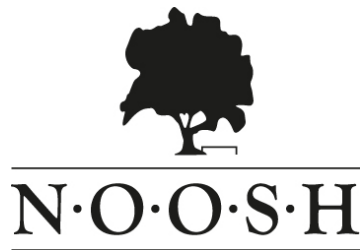
Normanhurst Before & After School Care Management Committee

A voluntary group of parents operates the Management Committee of Normanhurst OOSH. The Committee attends to matters of policy, fees, staffing and all matters relating to the running of the Centre.

This Committee meets each term and as required. Parents with any grievances, suggestions or queries are encouraged to present their matters at these meetings.

The staff are responsible for the day to day running of the Centre.

If you would like to join the NOOSH Management Committee or talk to one of the current members, please contact the Centre on (02) 9489 0178 or send an Email, Attention: Jasmine Stark: info@normanhurstoshc.com.au



Hours of Operation

The Centre is open from 7:00am to 8:45am and 2:55pm to 6:15pm on school days. Staff are in attendance at the Centre from approximately 6:45am until 9.00am during the morning sessions and between the hours of 2:30pm until 6.15pm in the afternoon. Before the school day finishes, staff spend time preparing afternoon tea craft, games, activities and ensuring that the centre is clean and safe.

During school holidays the centre runs a Vacation Care Program and is open between 7:00am and 6:00pm.

Messages can be left on the Centre phone number of (02) 9489 0178 Mobile: 0437 712 178 or Email info@normanhurstoshc.com.au outside these hours.



Daily Program

We aim to provide daily routines that meet the needs of individual children and to implement an open-ended program based on children's continuing interests. A typical day at NOOSH is as follows:

MORNING SESSION

7:00am Centre Opens, breakfast is served and free play begins.

7:30am Morning art/craft activity is made available

8:10am Morning craft is packed away and clean up begins

8:15am Breakfast finishes

8:25am Morning game is played

8:40am Children walk to the school playground (supervision is taken over by teachers)
Centre Closes.

AFTERNOON SESSION

3:00pm Children walk to the NOOSH meeting area in the Upper Primary quad, under the Covered Outdoor Learning Area and names are marked off the roll during roll call and daily announcements are made. Children are escorted to the NOOSH building.

3:15pm Children wash hands and have the opportunity to go to the toilet, and line up for afternoon tea.

3:30pm Afternoon tea is served.

3:45pm Children can do homework, participate in free play or structured activities outside, craft activities begin inside and free play outside and some organised games indoors.

5:15pm Pack up, children can participate in a group activity, group games or quiet activities such as board games, reading, and drawing.

6:15pm Centre closes



Escorting Children to School in the Morning

Kindergarten Children

- ❖ Kindergarten are escorted to the Lower Primary Quad and hand-over is made to the Teacher on duty, notifying them of the NOOSH children's arrival. Kindergarten children will be assisted for the first two terms and on a case by case basis to their classroom to deposit their bags.

Years 1 to Year 6 Children

- ❖ Year 1 to Year 2 children take themselves to the Lower Primary Quad guided by NOOSH staff members and notifying a teacher on duty of their arrival.
- ❖ Year 3 to Year 6 children take themselves to the Upper Primary Quad (COLA) guided by a NOOSH staff member and notified to the Teacher on duty of their arrival. All Year 1 to Year 6 children will make their own way to their classrooms to deposit their bags.

Collection of Children in the Afternoon

Kindergarten and any new child to NOOSH

- ❖ Kindergarten and new children will be met at the end of the school day in the Lower Primary Quad. A staff member will walk the children via the designated pathways to meet the other students in the Upper Primary Quad (COLA) to have their names marked on the roll.

Years 1 to Year 6 Children

- ❖ Years 1 to Year 6 Children will be met by a staff member in the Upper Primary Quad (COLA) and will have their names marked on the roll.
- ❖ All children will then be escorted to the NOOSH centre.



Breakfast and Afternoon Tea

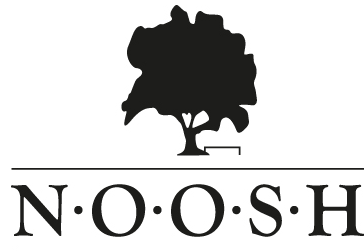
Breakfast is available for children attending Before School Care and is served each morning from 7:00am until 8:15am. A varied healthy afternoon tea is provided for all children attending NOOSH. Breakfast and afternoon tea caters for all dietary and religious and cultural requirements.

We provide a varied nutritious breakfast and afternoon tea daily. The weekly menu is displayed at the centre. We cater for children with special dietary needs and requirements.

The centre is a “Nut Free Zone”, as such all foods prepared at the centre do not contain nuts. Parents are strongly urged to avoid packing any foods or beverages that may contain nut products. E.g; Peanut butter, Nutella spreads, almond milk, etc.

External Activities at NOOSH

External activities such as music tuition, dance, debating teams, sports and language classes are provided at the school. Children who are enrolled into any external activities at the school will be escorted by NOOSH educators to their activity and signed in to the External Activity Facilitator. They will also be signed back out of the External Activity unless written consent is given by the parent/guardian. Along with this procedure, Parents/guardians must also complete the External Activities Consent Form at the centre before the child attends their first external activity session.



Medication

We administer medication on the following terms:

- ❖ You have completed a “Permission to Administer Medication Form” including details of time and dosage.
- ❖ The medication is in its original container and is prescribed for that child.
- ❖ Non-prescription medication will only be given if accompanied by a Doctor’s Certificate stating the dosage and the time to be administered.
- ❖ **All Asthma medication** is to be accompanied by an Asthma plan, Asthma Reliever medication and spacer as required. An appropriate form is available and should be completed by a doctor
- ❖ **All Epipens** are to be accompanied with an Anaphylaxis care plan supplied by a doctor.

Medical Conditions

- ❖ We cater for all individual children’s medical conditions including any medical diagnosis, allergy, anaphylaxis and intolerance.
- ❖ In the event that you have notified us that your child has any medical condition or intolerance, we require a current medical plan along with a Risk Minimisation Plan before Enrolment can be approved.



Bookings, Fees & Charges

The NOOSH Management Committee is responsible for setting the fees for the program. On an annual basis the Committee will review the fees charged in the Before School, After School and Vacation Care Services. Any proposed changes will be identified in Newsletters and at general meetings of the Committee. Fees will be set on an annual basis.

Current fees and charges are as follows:

Membership Fees - \$30.00 Per Family Per Annum and pro-rated for families who join during Term 3 and Term 4.

A membership fee is charged per family whether the child is to be a permanent or casual. The Centre cannot be used until this payment is made.

Attendance Fees Per Child:

Permanent:

Before School Care: \$10.00

After School Care: \$19.00

Permanent booking must be paid for whether or not the child attends. There is a small discount (relative to the casual booking rate) for booking your child/children on a permanent basis. To cancel a permanent booking, two week's written notification must be given to the Centre Director.

Casual:

Before School Care: \$13.00

After School Care: \$22.00

If a child is to attend on occasional basis then a casual booking may be made by either written application or by phoning the Centre. Casual bookings may be cancelled provided **24 hours notice is given**. If appropriate notice is not given, payment is still required.

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

**Vacation Care:**

IN-CENTRE ACTIVITIES: from \$48.00

*Excursion/incursion days will attract higher charges depending on costs of activities undertaken.

Vacation Care cancellations must be made one full week prior to the booked day in order to avoid charges. The only exception to this is if a child is absent for medical reasons – if you provide us with a medical certificate you will not be charged.

Transfers:

Same process as “Casual” bookings. Bookings must be made by midday the day prior the earliest booking of that week. For example, if a Monday is to be transferred, this booking will need to be made by midday on the Friday beforehand.

Strike Days:

During any term, there is a possibility of Industrial action by the Teacher’s Federation and Pupil Free Days. There will be no charge for permanent bookings that choose not to use the Centre on these days. The Centre will only operate if there are sufficient staff and numbers.

Pupil Free:

The centre is open on Pupil Free Days and is incorporated into our Vacation Care program.

Absenteeism:

If your child will not be present at a pre-booked session, you must let the Coordinator know prior to roll call being conducted (8:25am for before school care and 3:00pm for after school care). This is to avoid unnecessary confusion and concern. Sending an email is the ideal method of communicating this.

All permanent bookings will be charged whether or not the child attends the session. An attendance roll is called at the beginning of each session to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call.

Non Notification Fee:

If children are not attending the service for whatever reason on a day they are booked, the centre must be notified. The Centre number is 02 9489 0178 Or 0437 712 178. Failure to notify of non-attendance may result in the charging of a non-notification fee of \$10.



Payment of Fees

Normanhurst OOSH is a cashless service. As payment for fees, the centre accepts payments via Ezi-Debit (Direct Debit).

Parent Statements

Parent statements are emailed fortnightly to families. Please ensure that you give the centre your current working email address, to which a detailed statement of usage and account will be sent once a fortnight. Attendance fees must be paid within 7 days after the date of the emailed statement.

Vacation Care fees must be paid for in advance (at the time of booking) and will only be accepted if term fees are up to date, the vacation care enrolment form is signed and submitted and when the Centre receives the payment receipt.

Paying by Ezi Debit (Direct Debit):

This method of payment is for parents to pay automatically, electronically. This occurs on issue of the Centre's account/statement whereby the amount outstanding is direct debited. Please contact Becklyn P/L on (02) 9878 2651 if you would like more information regarding Ezi-debit payments.

Paying By Cash / Cheque or Bank Transfers:

Cash and Cheques will not be accepted at the centre for banking. You must inform the Director by writing if you are unable to pay by the Ezi Debit method.



Non-Payment Of Fees:

Overdue family accounts will be handled in the following manner:

If payment is overdue by 3 weeks from the date of the emailed statement, the family will be contacted by the Centre's financial administrator, Becklyn P/L to advise payment is necessary.

If there is no response and / or payment, bookings will be reviewed by the NOOSH Management Committee. If a family continues to ignore payment requests and does not communicate with the Centre, legal action for debt recovery may commence and the NOOSH Management Committee will put actions in place such as:

- ❖ Establishing a payment plan with the family; or
- ❖ Suspension of bookings until fees in arrears are paid; or
- ❖ Cancellation of bookings.

Any family experiencing financial difficulty should advise the NOOSH Management Committee directly or via the Centre Director. All matters relating to financial difficulty will be kept strictly confidential.

Late Pick Up Fees:

The Centre closes for Before & After School Care at 6:15pm. A late fee of \$1.00 per minute after 6:15pm will be charged for children who are collected late i.e. after closing time of 6:15 pm. Parents should advise the Centre when they will be late to collect their child. For Vacation Care, we close at 6.00pm, and the same "Late Fee" will be applied.

If a child is not collected by 7:00pm and no contact can be made with the parents or emergency contacts then the staff have no option but to place the child under the supervision of a carer organisation.

If a parent continues to collect their child after 6:15pm, the Director will need to discuss alternative options with them, and suitable arrangements made or the child's place at the Centre may be suspended or cancelled.



Fire Policy

The Centre has a fire drill procedure, which is displayed on the door for all to see. A routine fire drill will be carried out at least once a term.

First Aid Policy

The Centre has a First Aid Policy that is available for parents and staff to view.

Parents will be informed of any accidents and injuries and will be asked to sign an Accident/Incident Report Form, which will be prepared by an educator. This form will be shown to the parent or carer and parents will be required to sign this form.

Parents/Carers will be contacted if staff believe a child needs further medical treatment. Should staff be unable to contact parents/carers, it will be at the discretion of the staff whether an ambulance is called to take the child to hospital.

Sun Protection Policy

The Normanhurst OOSH staff strictly enforce a “No Hat, Play in the Shade” Policy. The Centre staff **WILL** insist on all children being appropriately protected against the sun, especially during the summer months. Parents should inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. If a child forgets their hat, they will be instructed to wear sunscreen and remain in the shade. Children will apply sun cream as they leave for school in the mornings and before outdoor play in the afternoons. If your child has sensitive skin, please supply an appropriate sun protection cream.

Emergency Uniforms

Normanhurst OOSH has emergency school uniforms available to all children should any accidents happen. Staff will complete a uniform register with the specific items borrowed. We request that you wash and return the borrowed uniforms as quickly as possible.



Conditions of Enrolment

The NOOSH Management Committee and staff aim to provide a quality, caring and safe Before School, After School, and Vacation Care Program for your children.

The Committee seeks your cooperation by complying with the conditions set out below. Your signature on the Enrolment Form indicates your acceptance of these conditions:

1. The Before and After School Care Enrolment Form and Enrolment Agreement must be completed prior to acceptance of any child into the program.
2. All children who attend Before and After School Care must be booked in. Parents/guardians will be phoned and asked to collect their child/children if this is not so.
3. Accounts in arrears will incur overdue fees.
4. Casual use of the service is dependent on whether there are spaces available on the days required. Please contact the Centre on (02) 9489 0178
5. Children must be signed in for morning sessions and out at the end of the day when they are collected from the centre, according to Child Care Benefit requirements. **Children not signed out will be recorded as ABSENT.**
6. If children are not attending the service for whatever reason on a day they are booked, the Centre must be notified. The Centre number is (02) 9489 0178. A non-notification fee will be charged if the centre is not contacted.
7. Only those persons nominated on the Enrolment Form will be able to collect children. Written permission, or in an emergency verbal permission by telephone, is required if someone else is to collect the child/ren. If someone is prohibited from visiting the centre or collecting your child **THIS INFORMATION MUST BE INCLUDED ON THE ENROLMENT FORM**. A copy of any relevant court orders must be provided.
8. A late fee of \$1.00 per minute after 6:15pm **will** be charged for children who are collected late i.e. after closing time of 6:15 pm. Please inform the Centre on 02 94890178 if you think you may be late so that your child/children can be informed.



9. The program is not able to provide for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Please ensure all contact numbers are current.
10. No medication will be administered to children unless the following steps have been followed:
 - a. Medication form is completed stating time of dose, exact dose and the name of the medication to be administered.
 - b. The medication needs to be in the original bottle with the child's name and dosage marked on it
 - c. Medication is not to be left in the children's bags for them to self-administer. (Asthma puffers excepted)
 - d. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included on the Enrolment Form. All changes to Enrolment Information must be provided to staff at the Centre and to the Director of Before School, After School/Vacation Care.
11. If a child's behaviour is such that it endangers the safety of themselves, other children or staff, your child's attendance will be reviewed in consultation with the Director and staff.
12. Non-compliance of any of the above conditions will result in the attendance of the child/children at the centre being reviewed.



Expectations of Families

If you have any concerns regarding any aspect of the service, please discuss them with the Centre Director. Alternatively, these can be discussed with a member of the NOOSH Management Committee.

Arrivals and Departures:

A parent or their representative is responsible for completing the Attendance Record noting the time that the child has arrived/been collected and signing the sheet. Staff are responsible for conducting a roll call each afternoon.

NB. Our staff have been advised that only people authorised in writing to collect your child are to do so. Please ensure that you have provided written authorisation to any person who is to collect your child. Only in an emergency will we accept authorisation by phone.

Absences:

It is essential that parents ring the centre if their child will be absent from the centre on a day they are booked. It is not sufficient to advise the school that your child will be absent. Outside business hours, messages can be left on the Centre answering machine by calling (02) 9489 0178 or on the mobile: 0437 712 178.

Changes to Contact Details:

It is essential that we are kept informed of any changes to your contact details e.g. changes in the work place and phone numbers, changes of address, changes to those people who you will allow to collect your child from care. This can be easily changed online by going in to the webserver and clicking the parents tab. If you have any queries about how to change this information online please see a staff member.

Complaints and Compliments

Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, first talk to either the Director at the Centre or a member of the NOOSH Management Committee or alternatively, suggestions can be placed in the 'Suggestion Box' located on the parent table.



Financial Management

A Service Administrator (Becklyn Pty Ltd.) is employed to handle all financial administrative matters. The Administrators can be contacted on (02) 9878 2651. Details about Becklyn P/L are available at www.becklyn.com.au

Priority of Access

The Federal Government has approved our service to provide 120 places for children per day in Before and After School Care sessions.

Our responsibility is to ensure that places are offered using the priority of access guidelines as set down by the Federal Government. Therefore our service will take children into care on the following basis:

Priority 1

A child at risk of serious abuse or neglect

Priority 2

A child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act

Priority 3

Any other child.

Within each of these priorities the following children are to be given priority:

1. Children in Aboriginal or Torres Strait Islander families.
 2. Children in families that includes a person with a disability.
 3. Children in families on lower incomes.
 4. Children in families with a non-English speaking background.
 5. Children in socially isolated families and children of single parents.
- Should the service become full, a parent using care who is Priority 3 may be requested to vacate the place for a child in Priority 1 or 2. Fourteen (14) days notice will be given.



Funding and Government Rebates on Fees

The Centre is funded by the Commonwealth Department of Family and Community Services through the Family Assistance Office (FAO) of Centrelink. The funding comes as a fee discount directly to each family eligible through the Child Care Benefit Scheme (CCB). Alternatively you can pay full child care fees during the year and at the end of the financial year you may make a claim for Child Care Benefit as a lump sum.

You may also be eligible for the Child Care Tax Rebate (CCTR), which covers 50 per cent of out-of-pocket child care expenses for approved child care, with a rebate of up to \$7,500 (indexed) per child per year, for eligible families. Out-of-pocket expenses are the total fees you had to pay for child care expenses; less the amount of Child Care Benefit you received. This is paid quarterly or as an annual lump sum payment.

In order to receive these discounts and rebates you MUST provide the centre with your Customer Reference Number (CRN), which can be obtained from the Family Assistance Office (FAO).

Please follow the links to ascertain if families are eligible for CCB, CCTR and JET (Jobs, Education and Training) rebates.

<http://www.mychild.gov.au/pages/CCFactSheets.aspx>

<http://guides.dss.gov.au/family-assistance-guide/1/2/7>

<http://www.humanservices.gov.au/>



National Standards for Out of School Hours Care

We aim to meet all the criteria related to the National Quality Framework (NQF). The NQF was established in 2012 and applies to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services in Australia; consisting of key requirements that will be phased in between 2012 and 2020, including staff qualifications, educator-to-child ratios and other key staffing arrangements.

National Quality Framework (NQF):

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- ❖ a national legislative framework
- ❖ a National Quality Standard
- ❖ a national quality rating and assessment process
- ❖ a new national body called the Australian Children's Education and Care Quality Authority.

National Quality Standard:

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

National Quality Rating and Assessment Process:

Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care. Assessments for existing services will commence from mid-2012. The National Quality Framework replaces the National Childcare Accreditation Council. For further information, please visit: www.acecqa.gov.au

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