



Normanhurst Out of School Hours Care (NOOSH)

PARENT HANDBOOK 2020

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www.normanhurstoshc.com.au DATE ENDORSED: 22.09.19 REVIEW DUE: September 2020



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 and positive 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 as well as Vacation Care for children who currently attend Normanhurst Public School.

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 OSHC 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 OSHC building.

Normanhurst OSHC 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 65 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:

normanhurstoshc@outlook.com



Philosophy

Normanhurst OSHC places a high value on respect for all children and we believe that each child is an individual with unique and diverse needs and strengths.

We aim to assist children to grow, learn and to develop positive self-esteem, autonomy 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 the home and the centre. We strive for positive open communication and good relationships 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, safe and caring environment 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, who range from those qualified in child care/education and those studying similar qualifications, as well as staff whom have a great passion for working with children.

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 and talents to share with the 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 OSHC. 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 in regards to programming, planning and supervision, care and safety of the children.

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: normanhurstoshc@outlook.com



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: normanhurstoshc@outlook.com 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
- 8:00am Outdoor active play and games
- 8:15am Breakfast is being packed away
- 8:25am Morning games and pack away of activities
- 8:45am Children walk to the school playground (supervision is taken over by teachers)
- 9:00am Centre Closes.

AFTERNOON SESSION

- 3:00pm Children walk to the NOOSH meeting area in the Upper Primary quad, under the Covered Outdoor Learning Area (COLA) and children's names are marked off the roll. 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. Afternoon Tea is provided
- 3:30pm Children can do homework, participate in free play or structured activities outside, creative and expressive art 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 term and on a case by case basis to their classroom to deposit their bags and ensure they are settled.

Years 1 to Year 6 Children

- ❖ Year 1 to Year 2 children take themselves to the Lower Primary Quad guided by NOOSH staff members.
- ❖ 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 new children

- ❖ Kindergarten and new children will be met at the end of the school day in the Lower Primary Quad. The children will have their names marked on the roll at this time. 1-2 staff members will walk the children via the designated pathways to meet the other students to the NOOSH centre.

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 or the designated areas of play.



Breakfast and Afternoon Tea

Breakfast is available for children attending Before School Care and is served each morning from 7:00am until approx. 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, nut bars 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 the medication, the time to be taken and the dosage.
- ❖ The medication is in its original container and is prescribed for that child.
- ❖ Non-prescription medication will only be given if accompanied by an authorisation completed by the parent, with doctors’ instructions as required.
- ❖ **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.
- **PLEASE NOTE:** Parents/guardians are required to also inform the staff at NOOSH whether the medication also needs to be dropped off or collected at the school office.

Medical Conditions

- ❖ We cater for all individual children’s medical conditions including a 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 & Communication 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 bookings 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: \$12.50

After School Care: \$21.00

If a child is to attend on an 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 \$50

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

Vacation Care cancellations must be made prior to the date indicated on the program in order to avoid any 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. Medical certificates must be submitted within the same week as the absence noted.

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:

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 reported absent and if 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 will result in the charging of a non-notification fee of \$10.

In order to avoid the “Non Notification Fee” you must notify a staff member know prior to the session roll calls being conducted:

8:30am for Before School Care and by **2.55pm** for After School Care

This is to avoid unnecessary confusion and concern. Sending a text message or an email is the ideal method of communicating this.



Payment of Fees

Normanhurst OSHC 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 6:15pm. 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.



Evacuation Drills

The centre has an evacuation drill procedure, which is displayed near the entry and exit doors of the centre. A routine fire drill will be carried out at least once a term. We aim to see that all children and educators at some point can be aware of the fire drill procedure.

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/injuries or incidences and will be asked to sign an Incident, Injury, Trauma & Illness Record 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. If staff are 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 OSHC staff encourage 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 OSHC has emergency school uniforms available to 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. Enrolment Complete

The Before and After School Care Enrolment Form and Enrolment Agreement must be completed prior to acceptance of any child into the program.

2. Booked sessions

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 up-to-date

Statement Accounts in arrears will incur overdue fees.

4. Casual Care

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. Child Attendance

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 Subsidy requirements. **Children not signed out will be recorded as ABSENT.**

6. Absent Children

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 in time.

7. Authorised Nominees

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. Late Fees

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. Unwell children

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. Medication

No medication will be administered to children unless the following steps have been followed:

- a. Medication form is completed stating the 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 , dosage marked on it and doctor's instructions.
- 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. Medical Conditions

- a. Any required medication (as above)
- b. Medical Plans completed and signed by a GP
- c. Risk Minimisation & Communication Plan
- d. Submitted to the centre prior any bookings made

If the above is not submitted to the centre at the time of enrolment, we cannot guarantee an approved position and this will jeopardise your child's place. Therefore, any child on the Waitlist can have priority over your preferred bookings until these documents are all received.

If these plans or medication expire once your child is booked, staff will notify you to submit the most current plans and medication to the centre as soon as possible. We reserve the right to refuse children who have out of date plans and/or medication at the service.

12. Children's Behaviour

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. Strategies and goals will be set for the child to be adequately cared for at the centre. If the strategies and goals don't appear to work with the child and/or family, the centre reserves the right to suspend the care. This is not time-based but monitored according to the individual child and the centre's needs and expectation

12. Agreement to conditions

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. This is provided for electronically at the centre. Staff are responsible for conducting a roll call each morning and afternoon and ensuring each child is present or marked as away accordingly.

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, Concerns 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. Alternatively, suggestions can be placed in the 'Suggestion Box' located in the Parent Information Area.



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

Our responsibility is to ensure that places are offered as best meets the highest needs of the family. 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 or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **Priority 3:** any other child

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016 or who or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families.

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.**

All other priorities will be at the discretion of the Centre Director, the NOOSH Committee and the permanent centre staff.



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 which is subtracted from the Centre Fees. This is in effect to each family eligible through the Child Care Subsidy Scheme (CCS).

In order to receive this subsidy, you MUST provide the centre with your Customer Reference Number (CRN), which can be obtained from the Family Assistance Office (FAO) and be registered with your updated status through mygov.

Families should refer to the links below to check on their eligibility, how to apply and other conditions.

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

<https://www.education.gov.au/child-care-subsidy-0>

<https://www.mychild.gov.au/news/child-care-subsidy-online-assessment>



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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