



PARENT HANDBOOK 2026

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NORMANHURST OUT OF SCHOOL HOURS (NOOSH) Parent Handbook 2025-2026

2-12 Normanhurst Road. Normanhurst, NSW, 2076

M: 0437 712 178 E: normanhurstoshc@outlook.com
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DATE ENDORSED: 11^{/08/26} NEXT REVIEW DUE: October, 2026
3rd REVIEW DATE: August, 2026



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 children find the time with us an enjoyable experience.

General Information

The Normanhurst OOSH service is a non-profit organisation operated by a Parent-run volunteer Management Committee of parents and community members. The Service hires a range of qualified and unqualified staff members to effectively care for the children and ensure a positive environment for all.

Located in the grounds of Normanhurst Public School, the Service provides Before and After School 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 or carers.

During the school holiday periods, Normanhurst OOSH provides a Vacation Care Program. The educators 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 70 children per day.

Should you wish to know more about this program please do not hesitate to ask the staff or ring the Service on: 0437 712 178 or contact us via email:

normanhurstoshc@outlook.com



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 a safe and inclusive approach that develops positive gender, racial, cultural, class and individual identities.

We believe that children have the right to feel safe and confident 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 Service. 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.



Educators at NOOSH

The Service is staffed by both permanent and casual educators.

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

Normanhurst Before & After School Care Management Committee

A voluntary group of parents & community members operate the Management Committee of Normanhurst OOSH. The Committee attends to matters of policy, fees, staffing and all matters relating to the running of the Service.

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 educators are responsible for the day to day running of the Service.

If you would like to join the NOOSH Management Committee or talk to one of the current members, please contact the Centre on: 0437 712 178 or send an Email, Attention: Catherine Field at: noosh_president@outlook.com



Hours of Operation

The Service is open from 7:00am to 8:45am and 2:55pm to 6:15pm on school days. Educators are in attendance 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, educators spend time preparing afternoon tea craft, games, activities and ensuring that the Service is clean and safe.

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

Messages can be left on the Service Mobile Phone:

0437 712 178 or Email: normanhurstshc@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

8:10am 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

2.55pm Bell rings for finish of school

3.00pm Children walk and arrive to the NOOSH meeting area(s) in the Upper Primary quad and names are marked off the roll during roll call and daily announcements are made. Children are escorted to the NOOSH area.

3:05pm Children wash hands and have the opportunity to go to the toilet, and prepare for the afternoon.

3:05pm Afternoon tea is served.

3:45pm Children are offered the opportunity to participate in free play or structured activities inside or outside, craft & other creative activities begin.

4.30pm Children can be involved in group activities, groups games or sporting activities

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 educators 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 educator 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. Educators 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 an educator in the Upper Primary Quad (COLA) and will have their names marked on the roll.
- ❖ All children will then be escorted to the NOOSH Service.



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 Service and on our website. We cater for children with special dietary needs and requirements.

The Service is a “Nut Free Zone”, as such all foods prepared at the Service 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, baked goods containing nuts, etc.

External Activities at NOOSH

External activities such as music tuition, dance, debating teams, coding clubs, 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 Service 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/packaging and is prescribed for that child. Clearly stating the child’s name, dosage time and amount, expiry date of medication and how to be administered
- ❖ Non-prescription medication will only be given if accompanied by a Doctor’s letter stating the child’s name, dosage and the time to be administered.
- ❖ **All Asthma medication** is to be accompanied by an up-to-date 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 up-to-date Anaphylaxis care plan supplied by a doctor.

*** Please refer to Education & Care Services National Regulations for Administration of Medication.**

<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653#ch.4-pt.4.2-div.4>

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 Service cannot be used until this payment is made.

Attendance Fees Per Child:

Permanent:

Before School Care: \$17.61

After School Care: \$32.71

All 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 Service Director.

Casual:

Before School Care: \$21.61

After School Care: \$36.22

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 Service. 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 \$70.11

*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 Service on these days. The Service will only operate if there are sufficient staff and numbers.

Pupil Free:

The Service 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 (8:30am for Before School Care and by 2.30pm 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 carried out 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 Service must be notified. The Service mobile number is: 0437 712 178. Failure to notify of non- attendance will 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 Service accepts payments via Ezi-Debit (Direct Debit).

Parent Statements

Parent statements are emailed fortnightly to families. Please ensure that you give the Service 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 will be invoiced as per booking and payable within the vacation care period. Bookings will only be accepted if term fees are up to date, the vacation care enrolment permission forms must be signed online. Further consent of the terms and conditions can be signed and returned to the Service prior to commencement of each Vacation Care session.

Paying by Ezi Debit (Direct Debit):

This method of payment is for parents to pay automatically, electronically. This occurs on issue of the Service'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 Service 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 Service'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 Service, 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 Service Director. All matters relating to financial difficulty will be kept strictly confidential.

Late Pick Up Fees:

The Service 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 Service 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 educators have no option but to place the child under the supervision of a carer organisation and/or make contact with the police.

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 Service may be suspended or cancelled.



Emergency Procedures

The Service has Emergency Evacuation procedures in place and these are displayed at all of the Exit doors for all to see. A routine emergency evacuation and Lockdown drill will be carried out at least once a term.

First Aid Policy

The Service has a First Aid Policy that is available for parents and educators to view.

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

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

Sun Protection Policy

The Normanhurst OOSH educators enforce a “No Hat, Play in the Shade” Policy. The children are encouraged to check the UV rating each session and they help the educators record this for all to see. The Service educators 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 & spare clothing available to children should any accidents happen. Educators will complete a uniform register with the specific items borrowed. We request that you wash and return the borrowed uniforms/clothing as quickly as possible.



Conditions of Enrolment

The NOOSH Management Committee and educators aim to provide a high 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 0437 712 178
5. Children must be signed in for morning sessions and out at the end of the day when they are collected from the Service, according to Child Care Subsidy 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 Service must be notified. The Service number is 0437 712 178. A non-notification fee will be charged if the Service 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 Service 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 Service 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 service 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 Service being reviewed.



Expectations of Families

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

Arrivals and Departures:

A parent or their authorised representative is responsible for signing the child into care and out of care for each booked session. This will note the time that the child has arrived and /or has been collected. Educators are responsible for conducting a roll call each afternoon.

NB. Our educators 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 Service if their child will be absent from the Service 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 Service voicemail message bank by calling 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 workplace 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 into the portal 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 Service or a member of the NOOSH Management Committee or alternatively, suggestions can be placed in the 'Suggestion Box' located in the Parent Information Area.

Emails can be addressed to the Director at: noosh_director@outlook.com

NOOSH President: noosh_president@outlook.com



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. Priority of Access Guidelines (as previously known) were abolished by the Australian government in 2019.

The most notable changes were the introduction of the “Activity Test” and termination of the “Priority of Access Guideline”. Under the new legislation, the Child Care Subsidy Handbook now states: “There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.

However, as vacancies in a service arise, providers are asked to consider prioritising children who are:

- at risk of abuse, harm or neglect
- a child of a sole parent who satisfies
- parents who both satisfy, the activity test through paid employment

Our responsibility is to ensure that places are offered as best meets the highest needs of the family and their current circumstances.



Parent/Family Financial Support

The Service 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 Service 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.

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

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

National Standards for Out of School Hours Care

We aim to meet all the criteria related to the National Quality Framework (NQF).

The NQF introduced a new quality standard in 2012 to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.

The NQF includes:

- National Law and National Regulations
- National Quality Standard
- assessment and quality rating process
- national learning frameworks

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. For further information, please visit:

www.acecqa.gov.au

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