



# Family Handbook

(Effective January 2023)



**Welcome** | Our Family Handbook explains important information you will need to be aware of whilst your child is enrolled at our Service.

We strongly recommend that you read the provided information and ask questions to confirm your understanding of how our Service operates. As part of your enrolment checklist you will be required to sign to confirm you have read and understood this document.

We have an open-door policy. You and your family are welcome to visit our Service at any time.

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## 1 OUR SERVICE

Hornsby Heights Outside of School Hours Care (HHOOSH) is a Not-For-Profit Community Organisation that is managed by a volunteer parent committee. HHOOSH provides care for primary school age children through the services of Before School Care, After School Care, Vacation Care and Pupil Free Day Care. HHOOSH operates for a minimum of 49 weeks per year, Monday to Friday. We are closed on Public Holidays and for approximately two weeks over the Christmas/New Year period. Notice will be given when these days occur.

## 2 OUR PHILOSOPHY

We are a place where everyone can feel a sense of belonging and be respected as individuals.

Our children are cared for in a welcoming, stimulating, caring and safe environment that is sensitive to cultural diversity and inclusive of all families.

We value and accept each child's unique interests, strengths, needs, personalities and abilities. We strive to connect with each child and nurture their individuality to flourish.

We aim to support children to grow and learn and to develop positive self-esteem, a sense of responsibility, confidence and independence.

We believe all children should be given equal opportunity and choice to explore and play, regardless of age, gender, cultural background or ability.

We believe that consistent limits and guidelines assist children to develop secure, respectful and reciprocal relationships. We support children to develop positive peer relationships that foster their sense of well-being at the service.

We encourage: kindness, honesty, respect, tolerance, equality and appreciation for others.

We are guided by the Framework for School Age Care (My Time, Our Place), in developing an educational program that facilitates the achievement of positive learning outcomes for all children

We promote healthy eating and an active lifestyle by offering a nutritionally balanced menu and facilitating a balance of active, quiet, indoor and outdoor activities.

We guide our children to be responsible custodians of the environment and to connect with nature.

We strive for open communication and good relations between Parents, Educators, Children, Management and the Community. We support our families and contribute to our Community.

We welcome families to be involved in programming, planning and issues that relate to them.

We offer our staff professional development and regular training to ensure we can provide the highest quality care.

As a service, we invite feedback, self-reflect, and strive for continuous improvement and innovation.



### 3 HOURS OF OPERATION

Before School Care	7:00am – 9:00am
After School Care	3:10pm – 6:30pm
Vacation Care	7:30am – 6:30pm
Pupil Free Day	7:30am – 6:30pm



### 4 CONTACT INFORMATION

Address:	20 Somerville Road, Hornsby Heights, NSW, 2077
Phone:	02 9476 6901
Mobile:	0499 333 352
Service Email:	<a href="mailto:hhoosh@bigpond.com">hhoosh@bigpond.com</a>
Coordinator's Email:	<a href="mailto:coordinator@hhoosh.org.au">coordinator@hhoosh.org.au</a>
Accounts Email:	<a href="mailto:hhooshaccounts@bigpond.com">hhooshaccounts@bigpond.com</a>

## 5 REGULATORY AUTHORITIES

Our Service complies with the National Quality Framework (NQF) which includes: the National Quality Standard (NQS), and the Education and Care Services National Law and the Education and Care Services National Regulations.

Our Service is regulated by the NSW Department of Education, Early Childhood Education and Care Directorate. Matters of compliance with regards to Child Care Subsidy (CCS) are regulated by the Department of Education Skills and Employment (DESE). Please note that as a family recipient of CCS your primary point of contact will be Centrelink, usually via MyGov, rather than DESE.

### **ACECQA**

Australian Children's Education and Care Quality Association

### **ECECD**

NSW Department of Early Childhood Education and Care  
Directorate  
(Regulatory Authority))

### **DESE**

Department of Education Skills and Employment  
(Family Assistance Laws)

To contact our Regulatory Authority, please refer to the contact details below:

### **Regulatory Body**

Early Childhood Education Directorate  
Information and enquiries team  
1800 619 113 (toll free)  
Fax: 02 8633 1810  
[ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

#### Postal address:

Early Childhood Education Directorate  
NSW Department of Education  
Locked Bag 5107  
PARRAMATTA NSW 2124

## 6 MANAGEMENT COMMITTEE

The Service is governed by a voluntary committee of parents/carers. The Management Committee meet approximately twice per term. All parents/carers are welcome to join the committee and/or attend these meetings to raise any concerns or offer suggestions as to how we can improve the Service. An Annual General Meeting is held each year around September to elect office bearers and general committee members for the following year. Newcomers are always welcome!

Details of our committee members are displayed at the Service for your reference.



## 7 MEET OUR TEAM

**BRONWYN**  
Coordinator  
Nominated Supervisor



**CARRIE**  
Assistant Coordinator  
PIDTDC



**HANNAH**  
Educational Leader  
PIDTDC



**LILY**  
WHS/Medical/First Aid Officer  
PIDTDC



**CHARMION**  
PIDTDC



**FELIX**  
PIDTDC  
Sports Club Leader



**MARIA**  
Educator  
Jnr Cooking Club Leader



**SAMARA**  
Educator  
Snr Cooking Club Leader



**ELLIE**  
Educator  
Sustainability Club Leader



**LAUREN**  
Educator  
Drama Llama Club Leader



**RACHEL**  
Educator  
DIY Club Leader



**MACKENZIE**  
Educator



**JOEL**  
Educator



**EMILY**  
Educator



**BEN**  
Educator



**LYNNE**  
Business Manager



## 8 ABOUT OUR EDUCATORS

Our Co-ordinator Bronwyn Little, has completed her Diploma in Children's Services (OOSH) and is studying to obtain her Advanced Diploma of Community Sector Management. Bronwyn has been working in Out of School Hours Care for over 10 years. Bronwyn holds a current first aid certificate, asthma and anaphylaxis and child protection certifications.

Our Assistant Coordinator helps with the day to day running of the Service. Carrie holds a current first aid certificate, asthma and anaphylaxis and child protection certifications as well as a Diploma in Children Services (OOSH).

Our team of Casual Educators are selected based on their qualifications and experience. Most of our Casual Educators are university students studying teaching or child related roles. All of our Educators have completed their Working with Children Check, National Criminal Check and are encouraged to attend further professional development training.

Our Educator team have a wide variety of skills and interests, which enables us to offer a program with diverse activities and experiences. We continually evaluate how well our curriculum meets the education needs of our children and reflect on ways to improve children's learning and development.

## 9 PERSON IN DAY TO DAY CHARGE (PIDTDC)

The responsibility for the operation of our Service sits with the Approved Provider (Management Committee Chairperson) and the Nominated Supervisor (Bronwyn). The primary contact for the Management Committee is the Chairperson. When an executive member of the Management Committee (Person with management or Control) or the Nominated Supervisor are not on site, the day to day operation is overseen by a staff member designated to be the Person in Day to Day Charge (PIDTDC).

A Person In Day To Day Charge is one who the Approved Provider and Nominated Supervisor sees fit to be left in charge of the day-to-day operations of the Service. A Person in Day to Day Charge however, does not have any statutory responsibilities under the National Law and Regulations in the absence of the Nominated Supervisor.

The following Staff Members have the required qualifications and may be designated as the PIDTDC from time to time: Carrie, Hannah, Lily, Charmion and Felix.



## 10 STAFF TO CHILD RATIOS

We adhere to the staff/child ratios set out by the National Standards for Outside School Hours Care services. We enrol a maximum of fifteen children per one Educator. Our Service adheres to the regulation requiring adequate supervision, which may require additional staff in certain circumstances depending on the determined level of risk. The following provides a guide as to how the service will allocate staff:

- a minimum of two staff members present at all times;
- for excursions – of eight children per one Educator;
- for water (swimming or beach) excursions – five children per one Educator;

Volunteers and students are not left unsupervised with children.



## 11 CHILD PROTECTION

All HHOOSH staff undergo Child Protection Training and are “mandatory reporters” i.e. persons required by law to ensure a report is made to the Department of Communities and Justice if they have current concerns about the safety, welfare or well-being of a child. Please read our Child Protection Policy, available at the Service, for further information.

## 12 EDUCATIONAL PROGRAM

Our Educational Program is carefully planned and is guided by the My Time, Our Place – Framework for School Age Care in Australia.

My Time, Our Place (MTOP) is part of the Australian Government's National Quality Framework which is about ensuring children receive a high standard of education and care.

The framework helps care services to develop opportunities for school aged children to participate in leisure and play-based activities that respond to their needs, interests and choices.

### Elements of MTOP

The framework describes the principles, practice and outcomes essential to support and enhance children's development.

#### Principles

- Secure, respectful and reciprocal relationships
- Partnerships
- High expectations and equity
- Respect for diversity
- Ongoing learning and reflective practice

#### Practice

- Holistic approaches
- Collaboration with children
- Learning through play
- Intentionality
- Environments
- Cultural competence
- Continuity and transitions
- Evaluation for wellbeing and learning



#### Learning Outcomes

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

Our program is rich in variety. Children may choose to participate in structured activities or enjoy supervised free play. We offer a variety of: sport, craft, cooking, drama, learning, quiet activities and free choice. We actively seek feedback from children and families and program responsively.

Most importantly we have lots of fun and enjoy spending time with each other. Our program is displayed at the Service for your reference.

We offer a variety of “clubs” to explore and expand on topical areas that interest the children. Children may choose whether to participate in a club that interests them or not. Our current clubs are: Cooking, Sport, Sustainability, Cultural, Drama Llama, We capture the great memories and encourage parents to look through our club journals and daily book to catch up on what the kids have been doing.

### 13 SUSTAINABILITY



Our Service is passionate about sustainability and embedding sustainable practice into our daily operations. We aim to provide children with the skills and knowledge required to become environmentally responsible.

We engage children in discussions about sustainable practice, reducing energy use and conserving water. We also have an active Sustainability Club that children are encouraged to participate in. We support our staff to learn more about sustainability through training and the provision of resources. We encourage families to share reusable resources.

### 14 SERVICE TIMETABLE



#### Before School Care

7:00am	Service opens
7:00– 8:20am	Breakfast / Activities – craft, cards, games, handball, drawing, sport etc.
8:20 – 8:30am	Clean up
8:30 – 8:40am	Discussion time and Roll Call
8:40am	Children dismissed to school
8:40 – 9:00am	Staff complete clean up and prepare for afternoon
8:50am	Kindergarten children are walked to classrooms (Term 1 only)

#### After School Care

1:30 -3:00pm	Preparation of afternoon tea
2:30- 3:00pm	Preparation of afternoon activities
3:00pm	Collection of Kindergarten children (Term 1 only)
3:00 – 3:10pm	Staff discussion time
3:10pm	School bell
3:10 – 3:40pm	Children arrive, roll call and afternoon tea
3:40 – 3:50pm	DRop Everything And Meet (DREAM Time) Discussions about the day's events, wider community, activities, Birthdays etc.
3:50 – 4:50pm	Programmed activities
4:50 – 5:00pm	Pack up, inside discussions

5:00 – 5:10pm	Late snack
5:10 – 6:00pm	Free play- games, handball, homework
6:00 – 6:10pm	Pack up
6:10 – 6:30pm	Inside play
6:30pm	Service Closes

## 15 INCLUSION

HHOOSH is an all-inclusive Service. We are committed to implementing high quality, inclusive practices and ensuring daily programs respond to the individual abilities and needs of each child. We aim to work closely with parents/carers, School Principal, class teachers, Inclusion Support Unit staff, and other professionals to achieve this, particularly for children with additional, or high support needs. This statement is explanatory only and not to be considered policy. Please see our Inclusion and Behaviour Guidance policies for more information.

## 16 POLICY AND PROCEDURE

Our staff and families must adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management Committee do so on account of serious and/or extenuating circumstances.

Section 43.2 of this handbook lists our current policies. Families may access a copy of our Service policies and key procedures at the Sign in desk (under iPads).

We regularly review our policies and procedures. During our review, we ask for educator and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your feedback helps us to improve our policies and procedures and ultimately, our Service.

## 17 ORIENTATION

Families enrolling their child for the first time will be given an enrolment pack and notified of where policies are available to be read prior to the child's first day at the Service. Our friendly staff will be on hand to answer any questions you may have as you settle into our Service.

For children commencing HHOOSH at the beginning of a year, we encourage parents to send their children along to some days of our January Vacation Care. This is a relaxed, fun time and children can familiarize themselves with the new environment and meet other children who also attend HHOOSH.

For enrolment throughout the year, we recommend parents bring their children down to visit the Service and meet our Staff. At this time, we can show the family around and show the child where they need to meet in the afternoons. Please contact the Coordinator to arrange a suitable time.

Our kindergarten starters usually come and visit us at HHOOSH as part of the school orientation tour with their buddies. We love meeting them.



## 18 ENROLMENT INFORMATION

Subject to the availability of care, children may be enrolled at any time throughout the year.

To enroll in our Service, parents are required to complete all enrolment documentation, pay a \$150 bond and an Annual Registration fee of \$30. Every section of the Enrolment form must be completed and all requested documentation provided, to ensure we can process your enrolment. New families may be required to attend an enrolment session to return their completed enrolment documentation. Families will be notified about this process around August each year.

If a child is subject to an access order or agreement, the Service must have a copy on file plus any subsequent alteration registered by the court. This should be provided upon enrolment to minimize the likelihood of distressing situations.

It is essential we have up-to-date information in case of an emergency. Please notify the Coordinator (or PIDTDC) of any change to enrolment information including:

- Medical conditions
- Address
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

If you wish to change or cancel your child's attendance pattern we require two weeks' advanced written notice. Please complete a "Change of Booking Form" available at the family desk or email [hhoosh@bigpond.com](mailto:hhoosh@bigpond.com).

### Annual re-Enrolment

Re-enrolment for the following year occurs mid to end of Term 3. Families using the Service at that time will be offered places equivalent to their current session usage. Re-enrolment packs are handed to current families to be completed and returned. Re-enrolments must be returned by the due date or places will be made available for new families.

New Kindy families will receive their enrolment packs via the Kindy orientation event. Other new families may contact HHOOSH for an enrolment pack. New families must return their packs at an enrolment Orientation night usually held in Term 4. New enrolments are accepted on a first come first served basis.

Our Service will try to prioritise children who are:

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

As a general guide HHOOSH offers places in the following order:

- Renewal of existing bookings
- Siblings
- Additional sessions for existing children
- New Enrolments





## 19 SCHEDULE OF FEES

Applicable from September 2022

<b>Registration</b>	\$30 per family per year (covers Before, After & Vacation Care). \$10 per Vacation Care period for those that only attend Vacation Care
<b>Before School Care</b>	\$16 permanent                      \$17 casual
<b>After School Care</b>	\$23 permanent                      \$24 casual
<b>Vacation Care and Pupil Free Day Care</b>	\$60 per day or \$55 per day with early bird discount; Full payment for Vacation Care must accompany a booking form to secure your child's place
<b>Excursions/Activities/Meals</b>	An extra fee is charged according to costs involved. These additional costs are included in the child care subsidy
<b>Search Fee</b>	\$30 If your child does not arrive as expected, and HHOOSH has not been notified, a search fee will be charged per family. This is not charged for morning sessions.
<b>Late Collection Fee</b>	\$40 for each 15 minute block or part thereof
<b>Late Payment of Fees</b>	\$30 per month when fees are not paid by the due date
<b>Bond</b>	\$150 To be paid <b>per family</b> , upon enrolling your child/ren. This is refundable when your family leaves HHOOSH. Refunds will be paid at the end of the calendar year.



Applicable Child Care Subsidy will reduce the amount payable by parents/ carers.

Fees may be altered at the discretion of the Committee, by providing two week notice to all families.

## 20 PAYMENT OF FEES

*Please read our Fees Policy for full Information on fees.*

Fees are charged per session (please see Section 19 Fees Schedule). The amount payable by parents is reduced by any Child Care Subsidy entitlement.

Fee Statements are emailed to all families in the first week of each month. Please ensure the email address supplied to HHOOSH is current, active and printed clearly.

Fees are issued in advance for the month, and payable by the 25th of each month. Accounts not paid by the due date are handled in accordance with our Fees Policy Section 4.8 regarding the handling of overdue accounts.

**Vacation Care** must be paid at the time of booking to secure a place. Vacation Care fees are non-refundable.

Fees are payable to the Service by cheque (made out to HH Outside School Hours Care Assoc Inc), credit card, EFTPOS or direct bank deposit (BSB: 032285 Acct: 302403) Please use name as reference

Fee related queries should be addressed to the HHOOSH Business Manager at [hhooshaccounts@bigpond.com](mailto:hhooshaccounts@bigpond.com)

## 21 CHILD CARE SUBSIDY (CCS)

The Child Care Subsidy (CCS) scheme was implemented by the government on 2nd July 2018. CCS replaced the previous system of Child Care Benefit and Child Care Rebate.

Families must complete the necessary Centrelink assessments to determine their eligibility for CCS.

To have CCS entitlements applied to their account, families must provide the child care service provider/s with the child/ren's Customer Reference Number and date of birth along with the parents Customer Reference Number and date of birth (Note: ensure you give the date of birth and Customer Reference Number for the parent or guardian who is claiming CCS)

The Child Care Subsidy will be paid directly to the Service. Families are only required to pay the gap between session full fees and their CCS rebate.

Full details can be found here:

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

## 22 ABSENCES

Please refer to our Fees Policy for full details and requirements regarding absences. The key points are noted below:

- Full fees apply to all absences except: certified sick leave of 3 or more days and qualifying extended absences.
- CCS is paid for up to 42 absence days for each child per financial year (1 July – 30 June)
- Once a child has accumulated 42 absence days, CCS will not be paid on any further absence days i.e. family must pay full fees.
- A family may claim CCS for additional absence days once the initial 42 absence days have been used provided certain conditions have been met.

## 23 ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival and signed out on departure by a parent/carer.

We open at 7:00am during term and 7:30am during Vacation Care. Children are not to be left unattended prior to the Service opening.

HHOOSH Staff will only allow authorized persons to collect your child. These are the people you have included on your enrolment form. If you wish for an unlisted person to collect your child, please contact the Service to make an arrangement ahead of the collection time.

Persons collecting children will need a pin number to be able to sign in and out and will be asked for identification if staff do not recognize them. Do not share your pin with anyone. Each authorized collector will need their own pin.

Families are requested to sign for absences. You will be prompted to confirm on the iPad the next time you sign your child in or out.

The Service closes at 6:30pm. If you are running late to collect your child/ren, please call the Service and let staff know approximately how long you will be. If you expect to be over 15 minutes late, another authorized person should be contacted, as they may be able to collect your child sooner. Late collection fees apply—please refer to fees policy.

If we are unable to contact a parent and have not received a message from the parent by 6:45pm, staff may contact a person authorized to collect your child.

## 24 NOTIFICATION OF NON ATTENDANCE

### Before and After School Care

Parents/Careers must notify the Service if their child will not be attending Before or After School Care. If a child does not arrive as expected to After School Care, and HHOOSH has not been notified of their absence, staff will start searching for them, a search fee will be charged. Please refer to fees policy.

### Vacation Care

Please notify the Service as soon as possible if your child cannot attend. If your child is unable to attend due to illness, they may attend on another day provided places are available. Excursion and Incursion costs are not transferable. All monies are non-refundable.



## 25 ILLNESS

The Service follows the Department of Health guidelines for illness and infectious diseases- a copy of which is available on the family notice board. Please do not send your children to HHOOSH if they are infectious or unwell, we are unable to accept them. Please inform staff if your child becomes ill or infectious at home. For specified illnesses, we are required to inform other families and the Health Department that there has been a case in our community to enable them monitor disease outbreak. Confidentiality is always maintained and no individual child is identified during this notification process.

If a child becomes unwell or develops symptoms whilst at the Service, families will be contacted and asked to collect their child.

From 1 January 2018, only children who are fully immunized for their age OR have a medical reason not to be immunized OR are on a catch-up schedule can be enrolled in childcare. Children who have not been immunized due to their parent's vaccine conscientious objection cannot be enrolled in childcare.

Children who have not had all the recommended immunizations for their age can still be enrolled in childcare once they start on a catch-up schedule.

Please be aware that children who have not had all the recommended immunizations for their age may need to stay at home during a disease outbreak. This is to protect the child and stop the spread of disease.

## 26 FOOD NUTRITION AND HANDLING



HHOOSH aims to provide a variety of nutritious food at the Service. Children are encouraged to develop good eating habits through good examples and education. Parents are encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. Safe food handling procedures are used during all food preparation and storage. Drinking water is always available to the children.

### Breakfast

HHOOSH provide breakfast (e.g. toast, cereal or fruit with water or milk) between 7am and 8.30am for children attending Before School Care. This is optional and free of charge.

### Afternoon Tea

We supply a nutritious afternoon tea for children attending After School Care. The varied menu is displayed at the Service to allow parents to pack alternate food if your child does not like food being served. Appropriate food will be supplied for children who have food allergies or sensitivities.

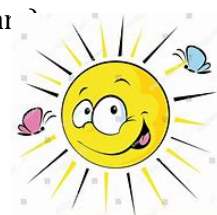
Children who have not been collected by 5:00pm, will be offered a small "Late Snack".

### Vacation Care

All meals are provided in vacation care. Please check vacation care menu for full details. Appropriate food will be supplied for children who have food allergies or sensitivities. Please check the Vacation Care Program.

### Allergy Aware Service

HHOOSH is an Allergy Aware Service. There are a number of children in the school who have severe allergies to nuts. Please do not send your child to the Service with any foods that contain any type of nuts (this includes peanut butter, Nutella, muesli or breakfast bars).



## 27 SUN PROTECTION

We are a Sun Smart OOSH and follow guidelines for sun protection offered by the Australian Cancer Council. We check and print the daily UV rating. When required by the UV rating all children and staff will apply SPF30+ broad spectrum, water-resistant sunscreen before going outdoors and reapply every 2 hours. If your child is sensitive or allergic to sunscreen, please provide your own. Our program and routines are planned to avoid children being exposed to the sun when UV levels are high.

All children are to wear a hat when outside. We ask that you dress your child in sun safe clothing (i.e. clothing with sleeves) when they are not in school uniform.

## 28 MEDICATION

Medication will only be administered in accordance with our Medical Conditions and Administration of Medication Policy. If medication is to be administered at the Service, a Medication Authority Form will need to be completed.

Educators can only administer medication to a child from its original packaging with Doctor's name, Child's name, Dosage and Time.

On arrival at the Service families, must give medication to Educators for safe storage and complete a Medication Authority Form. Under no circumstances should medication be left in children's bags.

We are not authorized to administer paracetamol unless prescribed by a Doctor.



## 29 ANAPHYLAXIS, ALLERGIES OR ASTHMA

Families are required to record details of any anaphylaxis, allergy or asthma on the enrolment form. The Service also requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 12 months, unless otherwise stated by your Doctor. We require medication prescribed for anaphylaxis, allergies or asthma to be dedicated and remain onsite at OOSH. Your child will be unable to attend the Service until an up to date Action Plan and required medication are provided.

For each child with anaphylaxis, allergies or asthma, a risk minimization plan will be prepared by HHOOSH Staff in consultation with the family.

## 30 ACCIDENTS

The Coordinator or PIDTDC will contact parents as soon as possible if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

In an emergency involving injury or illness of a child, an ambulance may be called. If a child needs to be transported to hospital in an ambulance, a staff member will accompany the child until a parent or authorized person can accompany the child.

An incident report will be filled out for all accidents, injuries and illnesses. The report will contain details of the accident /injury/illness, any first aid that was administered. The report will be signed by an educator, the Nominated Supervisor and by the parent.

Only a first aid trained educator will apply first aid to a child.

## 31 WORKPLACE HEALTH AND SAFETY

HHOOSH provide an environment that prioritizes the safety and wellbeing of the children, Educators, parents and volunteers at all times. We perform a WHS check before each session starts. Any concerns regarding safe work practices, the safety of building and equipment or general work health and safety should be reported to the Coordinator immediately.

## **32 EMERGENCY AND EVACUATION**

All children and Educators must be aware of, and practiced in, Emergency, Lockdown and Evacuation procedures. Each term and during Vacation Care we participate in multiple Emergency, Lockdown and Evacuation drills to ensure all children and Educators know the process and have a chance to practice these at least once per term. Our Evacuation procedure is located at all exits.

## **33 BEHAVIOUR GUIDANCE**

Children are encouraged to participate in the development of the Service rules including the planning of positive behavior strategies and consequences for unacceptable behavior. Children are expected to abide by the Service rules, safety guidelines and all staff instructions at all times. The Service rules are displayed throughout the Service.

Our Educators follow our Behavior Guidance Policy to ensure consistency of expectations throughout the Service. This policy allows children to develop self-discipline, a respect for others, respect for property and respect for self, whilst learning to regulate their behavior. If you require further information, please ask our Educators and refer to the Policy manual.

## **34 HOMEWORK**

Children are welcome to do their homework during their time at the Service. Children registered for our homework club are encouraged to do their homework between the hours of 5:10-6pm. We set aside a quiet area with access to stationery and staff will assist where possible. Staff will not check homework and are not responsible if a child chooses not to complete their homework. If you wish your child to be part of our homework club, please discuss your expectations with your child and complete a homework club form.

## **35 EXTRA CURRICULAR ACTIVITIES**

We work in conjunction with children, families and community organizations to enable children at HHOOSH to attend extracurricular activities within the school grounds. If you would like your child to attend a 3<sup>rd</sup> party activity during their time at HHOOSH please complete a "Hornsby Heights Activities Notification Form" indicating your permission for your child to leave the Service. The forms are located under the sign in desk.

Children are required to sign in at HHOOSH before attending after school activities. They will be noted as attending their activity and staff will sign your children back into the Service on their return. The Service is not responsible for your child whilst they attend their activity.



## 36 BIRTHDAYS

It is very exciting for a child to attend HHOOSH on their birthday. We sing “Happy Birthday” during our Dream time at Before and After School Care and we offer the birthday child/ren the option of having a birthday milo, or a birthday Ice-block at HHOOSH.



## 37 COMMUNICATION WITH FAMILIES

It is important that families are informed about day-to-day happenings at the Service and what their child/ren are doing at HHOOSH. We communicate with families in a variety of ways including: face to face chats, phone calls, emails, iPad messages, newsletters, noticeboards and the schools E-news platform.

We also like to be informed of any interesting or significant activities or events occurring for your child or family. If you would like to inform us of anything regarding your child, a quick chat is welcome during drop off or pick up, or email Bronwyn [Coordinator@hhoosh.org.au](mailto:Coordinator@hhoosh.org.au) or phone us on 9476 6901.

Individual meetings with the Coordinator can be arranged, particularly if you wish to discuss any sensitive issues. Information provided by families is kept confidential.

## 38 FAMILY INVOLVEMENT

We welcome and encourage the involvement of all parents/families at our Service. There are many ways for your family to be involved. Your contribution can range from being a member of the Management Committee, adding input to your child’s program and observations, volunteering within the Service or sharing your skills & experiences. Your involvement can be as formal or active as your time permits. Please speak to the Coordinator if you would like to be involved in our Service.

We have made a few suggestions below, but also welcome your ideas.

### Family skills, interests and talents

Your ideas, experiences and skills are greatly valued and will enable us to extend each child’s interests, abilities and knowledge. Please let us know your skills and talents and if you would be willing to offer some time. We often have projects going at HHOOSH and appreciate “expert” assistance.

### Your Occupation or Hobbies

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do is of interest to children and these talks are a wonderful educational resource you can contribute to the Service.

We include concepts that have come from discussions about occupations and hobbies in our program and further explore ideas. This can turn into interest projects providing valuable learning.

## **Your Home Culture**

Your home culture is most welcome in and interesting to our Service. We would greatly appreciate if you were able to share some aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

## **Recyclable Items**

We are always on the lookout for recyclable and reusable items for our activities. Empty clean food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk due to hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

## **Special Events**

Our Service organizes special events throughout the year. Please come along and enjoy time with your children, other families and our friendly team.

## **Suggestions and Surveys**

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we can improve the Service, please let us know.

We regularly request survey feedback from our staff, children and families. We really appreciate when you take the time to complete the surveys to tell us what you think.

## **39 COMMUNITY LINKS**

HHOOSH value that we are part of a large, diverse community. The best outcomes for children are achieved when there are strong community links. We actively engage in our local community groups.

### **School Community**

We have an excellent relationship with the school. We regularly meet with the School Principal and communicate daily with school staff on matters involving HHOOSH and school coordination. We contribute to the school newsletter and utilize the schools E-News App to send our Vacation Care flyers and other HHOOSH communication to families. Each year we present at the Kindy Orientation and Kindy Open Day, and we run a fundraising stall at the biannual Bushland Fair.

### **Local Community**

Our staff are encouraged to attend local OOSH Educator development days and maintain a strong relationship with the surrounding OOSH Centers. We strive to share ideas and work together to achieve great opportunities.

We engage with local businesses such as: Hornsby Council, Hornsby Fire Brigade, local artists and crafters, local activity venues and Transport providers. We access an Inclusion Support Facilitator who provides additional support as appropriate. E.g. support for children with additional needs, organizing a translator, training for our staff etc.

On the Community section on our notice board, we display information such as: Our Network Certificate of Membership, current fundraising activities (Red Nose Day, Bandaged Bear), community services, information from Australian Children's Education & Care Quality Authority (ACECQA), the Government etc. We are also proud to display Flyers for local community groups such as: sports, art, dance and drama.



## **40 CONFIDENTIALITY**

We do not disclose personal information about you or your child to other people or organizations without your consent, unless we are permitted or required to do so by law. We do not ask for personal information about you or your child from other professionals or organizations without your consent.

We collect information from you as required by the childcare regulations and to enable us to assess and plan our Educational programs in partnership with you.

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

## **41 MANAGEMENT OF COMPLAINTS**

Families with concerns or complaints are encouraged to discuss these with the HHOOSH Co-coordinator in the first instance. If the complaint or grievance is not resolved by the Coordinator to the family's satisfaction, the family may contact the HHOOSH Committee Secretary for Committee review.

## 42 WHERE TO FIND IMPORTANT INFORMATION AT HHOOSH

National law and regulations	<b>Sign in desk</b> (in drawers under desk)
Policies and procedures	
Quality Improvement Plan	
Parent forms	
Lost property	

National quality standard rating	<b>Family Notice board</b>
Service approval Information	
Local and State agency numbers	
Our Philosophy	
Management Committee members	
Our Team	
Person in day to day charge on shift	
First aid officer on shift	
Staff working on shift	

Weekly BSC and ASC program	<b>Program area</b>
Daily Journal	
Club Journals	

Termly menu	<b>OOSH Room door</b>
Daily UV Rating	

Emergency Evacuation and lockdown procedure	<b>Building exits</b>
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Our Rules	<b>OOSH Room 1 far wall</b>
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## 43 CONSIDERATIONS:

### 43.1 National Quality Standards (NQS)

QA6	Collaborative Partnerships with Families and Communities
QA7	Governance and Leadership

### 43.2 Related Policies

Acceptance and Refusal of Authorisations
Administration of First Aid
Behaviour Guidance
Child Protection
Confidentiality
Dealing with Infectious Diseases
Delivery and Collection of Children
Emergency and Evacuation
Enrolment and Orientation
Excursions
Fees
Incident, Injury, Illness and Trauma
Governance and Management
Inclusion
Interactions with Children
Management of Animals
Management of Complaints
Medical Conditions and Administration of Medication
Nutrition and Food Safety
Providing a Child Safe Environment
Removal & Assumption of Care of a child from the service by community services policy
Sun Protection Policy
Staffing
Supervision Policy
Water Safety

### 43.3 Policies under development

Communication with Families
Environmental Sustainability
Sleep and Rest Policy
Social Media
Handling Hazardous Substance Policy