

HAWKESBURY COMMUNITY OUTREACH SERVICES INC

Kurrajong OOSH / Vacation Care

ABN 59 565 066 221

Address: 30 McMahons Park Rd Kurrajong NSW 2758

Postal address: PO Box 220 KURRAJONG 2758

OOSH Phone: (02)4573 2244

Email: oshc@hcos.net.au

Website: www.hcos.org.au

FAMILY HANDBOOK

Hours Of Operation:

Before School Care: 7:00 am to 9:00 am Monday to Friday

After School Care: 3:00 pm to 6.30 pm Monday to Friday

Vacation Care: 7:00 am to 6.30 pm Monday to Friday

Childcare Benefit Provider Numbers:

Before & After School Care: 407014002C

Vacation Care: 555010733A

Kurrajong OOSH / Vacation Staff:

Nominated Supervisor: Lyn Whitworth

OOSH/ Vacation Care Director: Lyn Whitworth

Certified Supervisor placed in day to day charge in the absence of the Nominated Supervisor: Joanne Forbes

Kurrajong Oshc and Vacation Care Philosophy

"We believe that every child deserves the right to be treated equally and fairly regardless of race, gender, cultural or religious beliefs.

We believe in hands on experiences with a strong focus on gross motor activities, modern technology, craft experiences and spontaneous fun experiences. "

Kurrajong Out of School Hours Care will provide a friendly, caring and exciting environment that allows children to explore their environment and develop skills needed in everyday life.

We respect children as individuals and program experiences and activities that cater for their interests and development. Kurrajong Out of school hours care will foster children's self-esteem and confidence through the activities and experiences provided for the children.

We aim to make children feel safe, secure, respected and encourage the children to take responsibility for their actions while also giving them appropriate responsibility so that they feel like valued members of the school age care community.

We strongly believe in respecting and catering for children and families from diverse cultural backgrounds. We understand that all children and families have their own beliefs, traditions and cultures and we endeavour to foster these and whenever possible implement them into the facility's program. We respect the diversity of children's backgrounds and accommodate the individual needs of each child.

We understand the value and importance of being an engaged and positive member of the community and being an asset to it. Wherever possible we will support local schools, charities and community groups in their endeavours, and through our open door policy we encourage them to visit and engage with us, share their interests and contribute to our program.

We acknowledge that the needs of children, families, staff and the community are ever changing and that ongoing review and evaluation is paramount to building a business which rises above the ordinary. This way we can continue to improve in everything that we do, as is our goal.

2015 NSW Public School TERMS

TERM 1 2015: Wednesday 28th January to Thursday 2nd April

TERM 2 2015: Monday 21st April to Friday 26th June

TERM 3 2015: Monday 13th July to Friday 18th September

TERM 4 2015: Tuesday 6th October to Friday 18th December

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Hawkesbury Community Outreach Services Inc.

Hawkesbury Community Outreach Services (HCOS) is a community managed, non-profit organisation providing childcare and community services to the remote and isolated regions of the Hawkesbury's Local Government Area. Our income is derived from fees charged to parents and subsidies from the NSW Department of Community Services (DoCS). As well as Vacation Care and Before & After School Care for primary school aged children, we provide mobile Preschools, Youth Services, Family Support, Occasional Care for parents and Mobile Minders childcare for non-profit groups, excursions and activities for Seniors, Community Development and Playgroup support.

We encourage parents and carers of Out of School Hours Care children to become involved in their community be either joining our volunteer management committee or taking part in our fundraising ventures or volunteering to help on special occasions.

As we are an incorporated non-profit association, clients who pay for and use our services are automatically members of our Association and entitled to vote at our Annual General Meeting, usually held between October and December each year.

We aim to keep our fees and charges as low as possible to keep our services affordable to the community members we are privileged to serve. From time to time, however, we are compelled to increase fees to maintain our service budgets. Client co-operation in prompt payment of fees assists us to maintain affordable fee levels.

Kurrajong OOSH / Vacation Care

Our services follow NSW Public School Term start and finish dates. Before & After School Care is open on Pupil Free Days. We will also open on Teachers' strike days if there is sufficient demand - parents' needs will be surveyed. To be enrolled at OOSH, children must be of Primary School age (5 to 12 years).

Our Vacation Care service is partially funded by the NSW Dept. of Community Services (DECS) and operates for three weeks at the end of January and every day in other school holidays except on Public Holidays.

Families using our Out of School Hours Care services are eligible to receive Childcare Benefits (CCB) and must register with Centrelink (call 136 150) to claim the benefit.

Children are provided with nutritious morning and afternoon refreshments and we cater for special dietary needs. Healthy snacks are encouraged. The Centre is Nut Free.

Kurrajong OOSH / Vacation Care Educators:

An experienced Childcare Co-ordinator is responsible for the running of the Centre and oversees staff consisting of a team of approximately eight with more than fifty percent of staff holding qualifications. Most staff hold first aid qualifications. At least two staff will be present at all times when children are in attendance. A ratio of 1:15 for Centre-based care and 1:8 children for excursions, 1:5 where water is involved is strictly adhered to.

Acceptance of Enrolments:

Parents must complete and sign off on the Enrolment Form and Permission Form **IN FULL** and these must be accompanied by a payment of **\$100 BOND PER CHILD AND \$20 ADMIN FEE PER CHILD (MAX \$40 PER FAMILY)**. The **\$20 Administration fee applies also to Casual and Vacation Care enrolments**. Bond payment is not required for Vacation Care bookings.

Access and eligibility will be subject to the Priority of Access guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR) these are:

- Priority 1- a child at risk of serious abuse or neglect
- Priority 2- a child of a single parent who satisfies, or of parents who both 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 categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

Policies and Procedures:

In order for us to operate efficiently and ensure the safety, health and happiness of your children, we have operating procedures and policies in place to provide quality services. Our Policy & Procedure manual is available to view. If you wish to view our policy on any particular matter, please ask the Co-ordinator. From time to time we amend and update our policies and make new ones. Parents will be advised when this occurs. Parent feedback on policies is encouraged.

Arrival and Departure:

Children must be entered on the attendance sheet on arrival in the morning and on departure in the afternoon. Please give names and contact details of relatives or friends who have permission to collect your child on the enrolment form. If an unlisted person will be collecting your child, please inform staff in writing or we will not allow your child to be released into their care. The welfare and safety of your child is our primary concern.

Please accompany your child into the Centre and make sure a staff member is aware of his/her arrival before leaving. Do not leave your other children unattended in the car; siblings are welcome to come into the Centre with you, as long as they are supervised.

Please strictly observe our opening and closing hours. We are strictly licenced for these hours and cannot have families and children on the premises before our opening times. Our staff have duties that cannot commence until all children have left the centre. We understand that circumstances can sometimes make it impossible for you to pick up your child on time. If you cannot arrange for a relative or friend to collect your child, please inform staff by phone. Non-notification can result in anxiety for staff and children concerned.

Parent Information:

Each family has their own file located in the draws of the sign in and out cupboard, in which are placed fee invoices and receipts, newsletters and information from the service. Please check your child's pocket regularly as we also email these items. Occasionally we will conduct Parent Surveys for feedback about our services.

Program and Activities:

Our program is based on the children's interests, needs and strengths. Activities include sport, craft, cooking and sensory activities. We have a Homework Corner and Quiet Area. Please inform staff if you wish your child to do his/her homework.

The Program is updated regularly, with input obtained from children and parents and is displayed in the foyer.

You're Child/ren First Day:

We encourage families to come and meet our staff prior to the first attendance. On their first day, children are given a personalised welcome by staff and a tour of the Centre. We point out the areas to which they do and don't have access.

DELIVERY TO SCHOOL AND COLLECTION OF CHILDREN

Your children are delivered to school in our bus, accompanied by the driver and a carer. The delivery run begins at 8.15 am, and children are dropped off in order of school starting times. Comleroy road Public School, Hawkesbury Independent, Kurmond, Kurrajong Public School, Grose View Public School, Kurrajong North Public School.

Children and parents will be made aware of the afternoon collection point at each local school. Collection starts at 3 pm.

Keep us Informed:

If your work or home contact details change or you change doctor, please let us know immediately so that we can update our records. ***It is critical that the information we have is correct, in case of an emergency.***

Please advise us if there are any changes to a family's circumstances involving custody issues. Although Staff will take reasonable action to prevent unauthorised access to your child, this cannot be guaranteed. All papers relating to access arrangements, including original Court Order documents, must be submitted to the Co-ordinator for copying for our files. Original documents will then be returned to you.

Hat and Sunscreen Policy:

In line with the Cancer Council's recommendations, our policy is "No hat – no outside play". Please ensure your child brings a hat in all seasons. Centre staff may apply sunscreen to children if considered necessary. Please advise on the enrolment form if your child has any allergies which may be affected by sunscreen.

YOUR CHILD'S HEALTH

The Co-ordinator reserves the right to:

- ◆ Call in medical advice if considered necessary.
- ◆ Ask parents to remove any child who, in the opinion of staff, has an infectious or contagious illness or is not well enough to attend.

Immunisation

Under the changes of the NSW Public Health Act 2010 before enrolling a child, child care centres must obtain documents from parents/guardians that show the child has been fully vaccinated. The amendment will prevent a childcare centre enrolling a child in the centre from 1 January 2014 unless the mandatory documentation is received.

If in the opinion of the staff a child is unwell, staff will request that the child's parent/s or another authorised person collect him/her. If there is difference of opinion between a parent and staff member as to whether a child is showing symptoms of illness, we will ask you to provide a letter from your doctor stating that your child is fit to return and can take part in normal activities.

If urgent medical or hospital attention is required, it will be sought without delay and parents will be contacted.

MEDICATION

Staff can only administer medication if a Prescribed Medication Form is completed. All medication must be in original containers with your child's name and the prescribed dosage on the container. We cannot accept single tablets in alternative packaging.

SPECIAL DIETARY NEEDS / Medical

Please ensure staff have a list of restricted foods and a recent photo of your child.

ACCIDENT & EMERGENCY PROCEDURES

Copies of our Accident and Emergency policies are available for parents to sight on request.

INCIDENT AND ACCIDENT LOG: Staff keep a log of all incidents that have resulted in injuries to staff and/or children. In the event of an accident that results in injury to your child, First Aid will be administered and logged, medical assistance will be sought if necessary and parent/s contacted. A copy of the Incident Log report can be given on request.

EMERGENCY EVACUATION of the Centre is practiced four times each Term with the children, well above the legal requirement of 4 times per year. All exits are marked with approved Exit signs and the Centre has 4 fire extinguishers, 5 smoke alarms and 1 fire blanket. In the event of a building emergency, all children will be removed from the Centre and accounted for before the cause is dealt with.

FEES

ALL FEES ARE PAYABLE 2 WEEKS IN ADVANCE. Fees are reviewed periodically by the Management Committee and take into account the service's running costs. Parents will be given at least 2 weeks notice of any changes in the fees. Current fees are: Before School Care (7 am until delivery to school) \$21 After School Care (pick up from school until 6.30 pm) \$26. Vacation Care \$60 per day (7 am until 6.30 pm) including all activities and excursions. Families will be invoiced weekly. Payments by cheque or Money Order should be made out to Hawkesbury Community Outreach Services or HCOS Inc. Payments can also be made online, by EFTPOS and credit card. Regular payments set up for Direct Debit are encouraged.

Fees and daily activity costs for children who attend Vacation Care are payable in advance at the time of booking and are not refundable if cancelled. However, the Management Committee may provide a refund under exceptional circumstances. Booked Vacation Care days may be varied up until the last day of the preceding School Term. Any variation in costs for altered days will be credited to your fees account.

A refundable **Bond** of \$100 per child (Before & After School Care only) and a non-refundable **administration fee** of \$20 for the first child in each family attending and \$40 for 2 or more children from each family attending is payable on enrolment.

Casual bookings: Children may attend additional days on a casual basis if numbers allow, but a booking **must be made the day prior to attendance**, as this may affect the number of staff required. Casual booking fees are \$23 morning and \$28 afternoon.

Absences must be notified to staff before 7.30 am (Before School Care) or before 2.30 pm (After School care) on the day of care, or a **\$20 non-notification fee** per session will be charged. Full fees are charged for absences on booked days and for public holidays and pupil free days that fall on booked days.

Fees are payable by the date noted on the invoice. We regret that, due to insurance requirements, we cannot allow a child to start care without receiving both the completed Enrolment and Permission Forms, and a payment of \$100 Bond (for B & A only) and \$20 Administration Fee per child. Fees payable will be calculated on receipt of your Centrelink CRN numbers, which is the parents/carers responsibility to provide.

Overdue Fees: If parents are consistently late with fees or fall behind and there is no attempt to catch up, a Letter of Demand will be sent by the Management Committee, stating that if full payment of fees is not received within 14 days the debt will be placed in the hands of a debt collection agency or the Office of the Sheriff for collection. In cases of hardship, arrangements can be made to catch up over a limited period of time. Please contact the office as a matter of urgency if this occurs.

If fees remain unpaid after staff have initiated negotiations and parents/carers have been given the opportunity to resolve any fee disputes or arrange for progressive and manageable payment of the debt, details will be forwarded to the Centre's Debt Collection Agency or the Office of the Sheriff.

We often having a waiting list for specific days, therefore no position can be held open without payment of fees. Fees for absences for illness and holidays of up to 2 weeks taken during School Terms are payable in full. Fees for longer absences are payable in full for the first four weeks and then half payments for ensuing weeks. This ensures your child's place will be kept until their return. Notification of long absences (e.g. a family holiday or withdrawal before the end of NSW Public School Term) must be made with 2 weeks advance notice or full fee will be charged.

Late collection fee: . If children are collected after the closing time of 6.30 pm, a fee of \$15 for each 15 minutes or part thereof will be charged, to cover staff costs.

Payment of Fees: A fee tin and payment envelopes are provided for parents. Please use separate envelopes for payments of Before & After School Care fees, Vacation Care fees, excursions, raffle tickets, etc. and clearly mark with your child's name and what the payment is for. Once the payment is processed, an official computer receipt will be issued. Fees may also be paid online, by EFTPOS and credit card.

All Fees enquiries must be made with the Co-ordinator or Fees Officer on 45732244. Other staff do not have direct access to your account information and cannot answer queries.

Online banking details:

Notice of Withdrawal must be received in writing **at least two weeks prior** to the intended date of withdrawal otherwise two weeks fees will be charged in lieu. Please be aware that, under the new Childcare Management System (CCMS), Childcare Rebate cannot be claimed if full fees are charged for lack of notification.

Dishonoured cheques: Bank fees will be charged to the parents' account. If cheques have been dishonoured more than once in any calendar year, further payments must be in cash or by Bank Cheque, Money Order, online or EFTPOS.

CHILDCARE BENEFIT PAYMENTS

Commonwealth Government assistance in the form of Childcare Benefits is provided to all families who use our Out of School Hours Care services. It is the family's responsibility to provide the Centre with family and child Carer Reference Numbers (CRN), obtainable from the Family Assistance Office when applying for Child Care Benefits.

COMPLAINTS

A Parental complaint should be directed in the first instance to the Co-ordinator and if no resolution, in writing to the Management Committee, who will, if necessary, arrange for a meeting to further discuss the matter. If there is still no resolution, the Management Committee should be advised in writing of the other party's intention to pursue the matter further by other avenues. A Complaint/Grievance form is available from staff.

WE ASK EACH FAMILY TO DONATE: A box of tissues and two rolls of paper towels on enrolment and at the beginning of each year.

YOUR CHILD

Your child's happiness and welfare are our main concern. Please feel free to either speak to the staff or ask for a suggestion slip or the Staff/Parent Communication Book. We try to make the Centre a safe and enjoyable place for your child to be and we hope he/she will recall their times spent here with fond and happy memories.

CONDITIONS OF ENROLMENT

	<p>Centre operating days We follow <u>NSW Public School Terms and Fees</u> will be charged for all absences in Term time. Your child can be withdrawn with 2 weeks written notice at the end of the school year, otherwise attendance fees will be charged.</p>
	<p>Open hours are from 7 am until 9 am and from 3 pm until 6.30 pm during NSW Public School terms and from 7 am until 6.30 pm during Vacation Care in school holidays. A fee of \$15 per 15 minutes (or part thereof) will be charged for collection after closing time.</p>
	<p>Fees are set by the Management Committee each year and are payable by date noted on invoice. Vacation Care fees and activity costs are payable at the time of booking.</p>
	<p>Public Holidays: normal fees will be charged when a Public Holiday falls on a day on which your child would normally attend.</p>
	<p>Unscheduled school closures (e.g. strikes): Parents will be surveyed and if there are sufficient children to cover staff costs, the Centre will be open.</p>
	<p>Non-attendance on booked days: normal fees will be charged for absences on booked days.</p>
	<p>Overdue Fees: If fees remain unpaid after staff have initiated negotiations and parents/carers have been given the opportunity to resolve any fee disputes or arrange for progressive and manageable payment of the debt, details will be forwarded to the Centre's Debt Collection Agency. No booking will be held while fees remain unpaid.</p>
	<p>Bank fees for dishonoured cheques will be charged to your account. If cheques are dishonoured more than once in any one year of enrolment, fees must be paid by some other agreed method..</p>
	<p>Administration Fee: A non-refundable annual administration fee of \$20 for one child in each family attending and \$40 for 2 or more children from each family attending is payable on enrolment.</p>
	<p>Variations to booked attendances must either be made in writing if regular or permanent (using Change of Days form) or by phone contact if temporary (Vacation Care, casual bookings, absences). Staff cannot take instructions from your child or their school. Two weeks notice must be given for changes to permanent bookings and 24 hours for casual care.</p>
	<p>Absences must be notified to staff before 7.30 am or 2.30 pm on the day of care, or a \$20 non-notification fee per session will be charged. This applies to casual non-attendance also.</p>
	<p>Children will be released only to custodial parents/carers or persons nominated on the Enrolment Form. If there are variations to these arrangements, Centre staff must be provided with details in writing (permanent changes) or by direct phone contact with staff (temporary changes) by a parent/carer.. Staff will deny release of the child to any unauthorised person. All persons nominated must provide identification if unknown to staff, including parents if staff have not been introduced.Custodial issues and access to children: Staff will take reasonable action to prevent unauthorised access to your child. All papers relating to</p>

	access arrangements, including <u>original Court Order documents</u> , must be submitted to the Co-ordinator prior to acceptance of enrolment. Original documents will be returned when copied for our files. Children will be released only to custodial parents/carers or persons nominated on the Enrolment Form. If there are variations to these arrangements, Centre staff must be provided with details in writing (permanent changes) or by direct phone contact with staff (temporary changes) by a parent/carer.. Staff will deny release of the child to any unauthorised person. All persons nominated must provide identification if unknown to staff, including parents if staff have not been introduced.
	Custodial issues and access to children: Staff will take reasonable action to prevent unauthorised access to your child. All papers relating to access arrangements, including <u>original Court Order documents</u> , must be submitted to the Co-ordinator prior to acceptance of enrolment. Original documents will be returned when copied for our files. Arrival and departure: Parents must sign the attendance sheet when delivering and collecting children.. Custodial issues and access to children: Staff will take reasonable action to prevent unauthorised access to your child. All papers relating to access arrangements, including <u>original Court Order documents</u> , must be submitted to the Co-ordinator prior to acceptance of enrolment. Original documents will be returned when copied for our files.
	Arrival and departure: Parents must sign the attendance sheet when delivering and collecting children.. Arrival and departure: Parents must sign the attendance sheet when delivering and collecting children..

	CRN Number: It is the family's responsibility to provide the Centre with family and children's CRN, obtainable from the Family Assistance Office (phone 136 150) when applying for Child Care Benefits (CCB).
	Outside Play: Children must be provided with a hat for outside play. Sunscreen will be applied by staff unless advised of allergic reaction.
	Persons affected by alcohol or drugs: Staff have a duty of care to notify Police or the Department of Community Services if persons collecting children are under the influence of drugs or alcohol.
	Staff will refuse care to children affected by certain illnesses and contagious diseases for a period recommended by the Department of health. (See Quarantine Periods in your Information Package.)
	Unacceptable behaviour: The Management Committee reserves the right to cancel a child's placement if measures taken by staff and carers to rectify unacceptable behaviour do not have the desired effect within an agreed and reasonable period of time.
	Medication: Staff can only administer medication if a Prescribed Medication Form is completed. All medication must be in original containers with your child's name and the prescribed dosage on the container. (Please complete Medications Form)
	Change of contact details: If your contact details change or you change doctor, please let us know immediately so that we can update our records. <i>It is critical that the information we have is correct, in case of an emergency.</i>
	Mandatory Reporting requirements:

<p>Under NSW Department of Community Services (DoCS) guidelines, our staff are required to report any suspected child abuse or neglect, or any concern about the safety and welfare of a child to DoCS.</p>

QUARANTINE PERIODS

MEASLES:	Patient is excluded for 5 days from appearance of the rash or until a Medical Certificate is obtained.
GERMAN MEASLES:	Patient is excluded for at least 5 days from the appearance of the rash or until a Medical certificate is obtained. Contacts are not excluded.
WHOOPING COUGH:	Isolate immediately. Patient is excluded for at least 3 weeks from onset or until Medical Certificate is obtained. If contacts have not already had the disease, they should stay away from school or care for at least 3 weeks after the last exposure.
MUMPS:	Patient is excluded for 10 days from the onset of swelling until fully recovered. Contacts not excluded.
CHICKEN POX:	Patient is excluded for at least 7 days after the first spots appear. Scabs must be gone and child fully recovered. Contacts not excluded.
IMPETIGO:	Excluded if on exposed parts of the body and not covered by clean dressing (hands, face, legs). Contacts regularly inspected.
INFECTIOUS HEPATITIS:	Excluded until all symptoms have disappeared or until a doctor issues certificate of recovery. For a least 7 days from the first signs of jaundice. Contacts not excluded.
CONJUNCTIVITIS:	Excluded until all discharge has ceased. Contacts not excluded.
DIPHTHERIA:	Isolate immediately. Excluded until a doctor issues a certificate. Contacts living in same house excluded until proved to be free of infection.
GLANDULAR FEVER:	Excluded until recovered or medical certificate produced. Contacts not excluded.
HEAD LICE:	Excluded until treatment undertaken. Hair should be free of nits. Contacts not excluded but need to be regularly inspected. Treat all children in family.
RINGWORM:	Excluded until appropriate treatment has begun. Contacts not excluded but need to be regularly inspected.
SCABIES:	Excluded until proper treatment has begun. Contacts not excluded but need to be regularly inspected
BRONCHIOLITIS/BRONCHITIS:	Exclude until medical treatment given and child is feeling well.
CROUP:	Exclude until fully recovered.
HAND, FOOT & MOUTH:	Exclude until all blisters have dried.
HERPES SIMPLE (COLD SORES OR FEVER BLISTERS):	Exclude until lesions have dried.
HIV, AIDS:	Exclusion is not necessary unless the child has a secondary infection.
INFLUENZA:	Exclude until the child feels well.
MENINGITIS (BACTERIAL):	Exclude until child is certified non-infectious.

ROTAVIRUS (DIARRHOEA)	Exclude until vomiting and diarrhoea ceased.
SALMONELLA:	Exclude until diarrhoea ceased.
MENINGOCOCCAL:	Infectious as long as organisms are present in nose/mouth. Exclude until medical certificate obtained.
ANTIBIOTICS:	Please exclude for first 24 hours on antibiotics.