



Before and After School Care
ABN: 83 854 369 389
HEATHCOTE OOSH
Heathcote P.S
Oliver St. Heathcote
PO Box 262 Engadine 2233

Ph: 0437 001 753

Email: hoosh@live.com.au



FAMILY INFORMATION HANDBOOK



Days and Hours of Operation

P: 0437 001 753 E: hoosh@live.com.au

Located on the grounds of Heathcote Public School Oliver St Heathcote NSW 2233

Monday – Friday school term days only.

The centre is closed during public and school holidays as well as DET staff development days.

Morning: 7.00am - 9.00am

Afternoon: 3.00pm - 6.00pm

At Heathcote OOSH we acknowledge the Dharawal peoples of the Eora nation as the custodians of the land on which our centre now stands. We pay respect to their elders past, present and emerging and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within our centre's community.

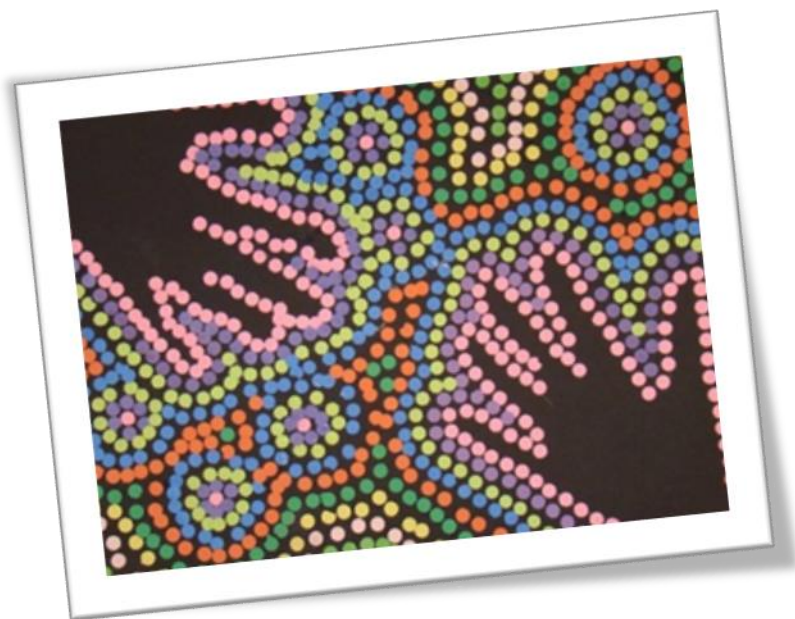


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CENTRE INFORMATION SUMMARY

Opening Hours		Approval Information
Before School Care:	7.00am – 9.00am	Approved Provider Name: Heathcote OOSH
After School Care:	2.30pm – 6.00pm	Service Approval Number: SE – 00113845
Vacation Care:	CLOSED	Provider Approval Number: PR – 00007927
Public Holiday & Strike Days:	CLOSED	CCS Service Number: 190008399C
DET Staff Development Days:	CLOSED	Approval Conditions: NIL
Phone:	0437 001 735	Waivers: NIL
Email:	hoosh@live.com.au	
ABN:	83 854 369 389	

Title	Name	Contact
Nominated Supervisor	Alana Shannessy – Coordinator	0437 001 753
Responsible Person on Duty	Alana Shannessy (unless otherwise indicated)	0437 001 753
Educational Leader	Sharon Fishburn – Assistant Coordinator	0437 001 753
First Aid Officer on Duty	Alana Shannessy (unless otherwise indicated)	0437 001 753
Comments, compliments or complaints can be directed to:	Alana Shannessy	hoosh@live.com.au
Regulatory Authority	NSW Early Childhood Education & Care Directorate	P: 1800 619 113 M: Locked Bag 5107 Parramatta NSW 2124 E: eced@detnsw.gov.au W: det.nsw.gov.au/ecec
Hoosh Convenor	Kristy Estcourt	hoosh@live.com.au

WELCOME

The management committee and staff of Heathcote Before and After School would like to take this opportunity to welcome you Heathcote OOSH (HOOSH). This booklet has been put together to give you an overview of the Centre. It covers details and policies that are relevant to the Centre, fees and operational hours, relevant staff information and other useful information to help familiarise yourself with our centre.

The centre provides Before and After school care to children currently enrolled at Heathcote Public school K – 6. The centre aims to provide a fun, safe and meaningful environment where children can contribute to the weekly indoor and outdoor programme of the service.

Before your child commences their first day at HOOSH in a permanent or casual position, an enrolment form must be completed. All requirements/information requested in the enrolment must be finalised before the first day of attendance. We welcome parent/guardian involvement in the Centre and look forward to forming a partnership with your family.

INTRODUCTION TO THE CENTRE

PHILOSOPHY

Mission

To provide high quality after school care and learning experiences for school aged children in a safe, stimulating and nurturing environment that is responsive to the needs of the children, families and staff.

At Hoosh we aim to facilitate a home-like environment which provides:

- Meaningful and nurturing relationships and experiences that supports the learning styles, needs and interests of individual children
- A supportive confidence building atmosphere that promotes physical, emotional, intellectual, creative and social growth
- An inclusive program that promotes and celebrates individuality and community
- A practice which fosters learning, personal development and the pursuit of excellence
- Equality and recognition of different family values, languages and beliefs. We aim to promote differences as positive aspects of our society
- A safe and secure place that is well supervised, where parents entrust educators with the care of their children
- A place of fun, familiarity, predictability and consistency
- A genuine devotion and concern for the children in our care
- A foundation for successful lifelong learning

As Educators We Believe:

- That Out of School Hours Care (OSHC) is a valuable and integral part of Heathcote Public School and the local community and we strive to maintain our strong partnerships within them.
- We endeavour to implement quality improvements to achieve the best learning outcomes for all children in our care through reflective practise and by collaborating with our families and local community.
- Have the right to be treated with dignity and respect whilst having their individual and cultural identity recognised and respected

- Should have the opportunity to realise their full potential in a fun and safe environment
- Should be challenged to be curious about what interests them while at the same time developing self-identity and social competencies.
- Be able to take part in a diverse range of interesting, creative, and physical activities.
- Be able to resource their own learning through connecting with people, place and technologies and natural and processed materials.
- Should learn to interact in relation to others with care empathy and respect regardless of socially diverse differences. We strive to promote our multicultural society through education and practise of social customs, languages, food, dress and beliefs
- Reflection on our service, programs, practices, teaching and behaviour management strategies is priority to continually improve and provide our families with the best possible care.

In line with Heathcote Public School CARE system, our commitment to quality is promoted through a belief in the following values, at Hoosh we:

- Cooperate
- Are responsible
- Respect ourselves and others
- Excel

At HOOSH, we believe in the provision of high quality, holistic out of school hours care for children from K to year 6. We seek to provide a childcare environment which reflects the standards expected by the National Quality Framework. The Centre is available to all children without discrimination.

Recognising that the family unit is an essential part of the social fabric of the community, HOOSH Incorporated is committed to providing childcare that supports both the children and parents/guardians.

We focus on the provision of intellectual, physical, social, and emotional needs of the children. The program will aim to provide developmentally appropriate play activities in a safe and healthy environment. Each child shall be cared for equally and their values will be respected.

ENROLMENT

An enrolment form must be completed for all children attending HOOSH on both a permanent or casual basis. For casual bookings, notification as early as possible is requested and is subject to availability. These booking can be made by e-mail, text or phone call or in person to the coordinator. For an additional permanent position, the request must be placed in writing to the centre and your child will be added to our waitlist until a position becomes available. Casual care will be offered in the interim.

RE-ENROLMENT

Each year current families are required to re-enrol their child/ren at the service. A re-enrolment form will be issued to families during Week 1 Term 3 and returned by Week 9 Term 3. This can be handed back in person or via email, please inform coordinator of any **additional changes** to your child's information. A confirmation email is then sent to all families detailing the permanent placements they have secured during the last week of Term 3. If families fail to complete a re-enrolment form by this time, they will be deemed as leaving our centre and lose all permanent placements for the following year.

Term 4 we begin accepting all new enrolments. Siblings are given priority and we then take into account new families on a first come first serve basis. All new enrolments for the following year will be confirmed via email by week 5 Term 4.

All relevant health care plans e.g. asthma, anaphylaxis and allergies must be updated annually.

CENTRE POLICY AND PROCEDURES

The Centre has written policies and procedures in line with the National Quality Framework. Excerpts from the Policy document which are directly relevant to parents/guardians are provided with this information booklet. Parents/guardians are welcome to view the complete **Parent Policy Handbook**: a copy can be requested from the Coordinator. The policies of the service are reviewed annually and in consultation with our committee.

MANAGEMENT STRUCTURE

HOOSH is a not-for-profit organization, under the management of the parents and citizen association of Heathcote Public School. Our HOOSH subcommittee oversees the finance, governance and policies of the centre with fees being used to operate the centre. Funds are used to benefit the centre and the wider school community. The centre adheres to all relevant legislative requirements under the National Quality Framework (NQF) and the Education and Care Services National Regulations.

Committee meetings are held in the HOOSH room twice a term on a Tuesday night at 6pm during weeks 2 and 8. All parents/guardians are welcome to attend.

BEHAVIOUR

To ensure consistency with the Heathcote Public School community, HOOSH adopts a Behaviour Management Policy for the safety and wellbeing of both students and staff. The policy focus' on guiding children to make the right choices and we work in collaboration with the school and parents to ensure that we provide a safe environment for all children and staff by managing challenging behaviours effectively.

Should a serious incident occur a Behaviour Management Report will be completed, and the incident discussed with the parent/guardian upon collection. The coordinator will consult in private with the family to offer strategies to overcome any issues of concern. Continual incidents may require further attention or as a last resort may result in exclusion from the Centre. If a critical incident occurs and your child is deemed unsafe to return to the service their placement may result in immediate termination. For more information parents/guardians are welcome to view our **Behaviour Management Policy**: a copy can be requested from the Coordinator.

WHAT THE CENTRE PROVIDES

Delivery and Collection of Children to and from *Heathcote Public School* Only

In the morning at 8.30am, year 1- 6 children may walk to their classrooms to hang their bags and then play in their designated playgrounds within the school. Kindergarten children will be dismissed by 8.50am and will walk together with a staff member to the Kindergarten assembly area.

In the afternoon, Kindergarten children will be collected from their teachers, a separate roll is kept. Year 1- 6 children will assemble under the cola and staff check the roll to ensure all children are present before taking the children to the centre. Any child not accounted for HOOSH staff will liaise with Heathcote Public School to document their whereabouts. If a child cannot be located, HOOSH staff will contact parents/guardians immediately.

PROGRAM OF ACTIVITIES

The Centre follows the 'My Time Our Place' curriculum to provide a range of activities for outdoor and indoor play. These include ball games, team games, gardening, cooking, craft, board games, imaginary play, game-cube, X-box, iPads, videos, competitions as well as occasional incursions such as martial arts and drama instructors. A quiet space is available for children for rest and relaxation. As well as these regular activities, staff offer a special activity each morning and afternoon. These special activities are displayed on the weekly program at sign in.

Whilst all children are encouraged by staff to join with the advertised activities, it is the children's choice to participate. The program occasionally incorporates other areas of the school including the Hall, Library and both the infants and primary playgrounds opposite the school. Staff supervise the children appropriately in all areas to ensure their safety. As 'messy activities' are a part of our program, children are permitted to bring a change of clothes to Hoosh. Aprons are supplied for the children and every effort is made to ensure that their uniform is kept clean, however this cannot be guaranteed.

Occasionally additional programs within Heathcote Public School coincide with Hoosh hours such as dance/band classes and tutoring programs. Upon a signed parent permission form, Hoosh staff can accommodate such activities by having children changed into their uniforms/outfits as well as delivery and collection from within the school grounds.

The program is evaluated on a weekly basis and children and parent/guardian feedback is encouraged. Our day book is displayed at sign in detailing the previous week's activities and children's involvement with the program.

The program does not currently include excursions and does not provide vacation care. For vacation care options please contact Heathcote East Public School OSHC 9520 9066

HOMEWORK

Children can be encouraged to do homework at the centre but this is not enforced. Families wishing to for their child to complete homework tasks while at HOOSH can notify the coordinator and a space can be set aside.

Home readers and staff assistance with homework is also available between 5.30pm – 6.00pm.

PERSONAL ITEMS

Upon parent/guardian approval and in accordance with our philosophy to create a home like environment; children are permitted to bring personal equipment to the centre. For more information regarding electronic equipment please refer to Social Media section *page 10*. Children can have access to their belongings during Hoosh time as long as its deemed safe and appropriate by Hoosh staff.

The centre can also offer storage for small items during school time. It is requested that families please label all personal equipment and acknowledge that Hoosh takes no responsibility for any lost or damaged items.

FOOD

Our weekly breakfast and afternoon menu are displayed on the desk at sign in, parent input and suggestions are welcomed.

We provide a variety of nutritious food from the 5 food groups and unlimited drinking water. Our Centre aims to provide children with food and nutrition that is supported by national dietary guidelines. We also aim to support and provide adequately for children with food allergies or specific cultural practices. During before school care breakfast is offered to the children. In the afternoon, afternoon tea is provided along with cold water to drink. A fruit and vegetable platter is provided for late afternoon snacks for children who are collected after 5pm. Anaphylaxis is a most serious form of allergy. Approximately one in two hundred individuals will experience such reactions. Nuts are responsible for many such reactions. For this reason the Centre is 'Nut Aware'. Peanut butter, Nutella and other nut-based products are not used.

Unless discussed with the coordinator, no other food may be eaten at the Centre. The Centre is a nut free environment. Our Centre is committed to ensuring that food preferences or allergies are catered for. It is the responsibility of the parent/guardian to inform the Centre staff in writing of any such requirements or preferences and to supply alternatives as required and requested.

OCCUPATIONAL HEALTH AND SAFETY

The Centre is committed to providing and maintaining work environments and systems of work that are safe and without undue risks to health. The Centre is committed to the health, safety and welfare of all of its employees, contractors and visitors to our Centre.

SAFETY AND EMERGENCY PROCEDURES

Emergency evacuation procedures in case of fire or other emergency are displayed near the entrance door. Staff are trained to deal with such emergencies and at regular intervals emergency evacuation drills are practiced with the children. The staff at the centre have first aid training and are equipped to handle emergency first aid situations. Staff will provide first aid and seek medical treatment for life threatening circumstances as deemed necessary. The parent/guardian will take full responsibility for any costs associated with such medical treatment sought.

NATIONAL STANDARDS

Our Centre adheres to the National Quality Framework. The National Quality Framework provides our service with a case line standard from which we work. From January 2012 a new National Quality Framework has been introduced into all Out of School Hours programs which attract Child Care Subsidy from the Federal Government. Continued provisions of this subsidy are conditional on services undertaking the Assessment process.

We believe that our OPEN DOORS POLICY is a vital and intrinsic element of our Centre policy.

O	Our Centre is open at all times for parental interaction
p	Please come and see how we help your child's development
e	Entry by you at any time is welcome and encouraged
n	Never let it be thought we don't have time....to listen...to help....to advise.
d	Don't hesitate to visit us
o	Our Centre is proud of the quality care we provide
o	Our educators are qualified, trained, experienced and talented
r	Rather than take our word for this.....
s	See for yourself!

*Source: NSW Curriculum Framework
NCAC-Putting Children First
Alan Hayes (2006)-Pathways to Quality and Equity for all Children*

STAFF

PERMANENT STAFF

The centre operates with the appropriate staff to child ratio of 1 educator to every 15 children. With a minimum of 4 educators at the centre during operational hours.

All Hoosh staff hold or are working towards appropriate qualifications and work as a team to provide an environment of high-quality care for your child. We work to collaborate a harmonious, stimulating and friendly environment for the children. All staff are trained in First Aid including Asthma and Anaphylaxis management, child protection and have undertaken a paid Working with Children Check.

As mandatory reporters our Educators are required to comply with child protection legislation. This includes mandatory reporting of risk of significant harm to children, to Family and Community Services (FACS).

Alana Shannessy - Coordinator (Nominated Supervisor and Additional needs supervisor)

Diploma in Youth Work and Child Care | Bachelor of Psychology | At Hoosh since 2012 | First aid (Asthma & Anaphylaxis) | Child Protection training | Behavioural Guidance and Special Needs training

Sharon Fishburn – Assistant Coordinator (Certified Supervisor and Educational leader)

Diploma in Child Care | At Hoosh since 2015 | First aid (Asthma & Anaphylaxis) | Child Protection training | Behavioural Guidance and Special Needs training

Nicole Tarasenko – Permanent Educator (Certified Supervisor and Educational leader)

Bachelor of Education Birth to 12 | At Hoosh since 2013 | First aid (Asthma & Anaphylaxis) | Child Protection training

Amanda Porter

Fees and Administrative Officer

PARENT/GUARDIAN RESPONSIBILITIES

While a child is attending the centre, parents/guardians are responsible for:

- Ensuring fees are paid on time.
- Ensuring Child Care Subsidy details are given to the Centre.
- Notifying the Centre if your child is not attending the Centre.
- Ensuring children are signed in and out of the Centre.
- Notifying staff when a nominated person will be collecting your child.

PARENT/GUARDIAN INVOLVEMENT

Our Centre recognises the importance of parent/guardian involvement within the program. We realise that for many working parents/guardians, time is limited and therefore we aim to provide a variety of opportunities for parents to participate according to their availability.

Some of the ways you can become involved include:

- Parent information area
- Day book with family feedback located at sign in
- Input into the weekly programs, menus, policies and procedures.
- Spending time with the children at the Centre.
- Participation as Parent Representative on P&C and/or HOOSH Committees (2 meetings per term.)

PARENT/GUARDIAN COMMUNICATION

Parents/guardians are the primary caregivers of their children. Communication between children and staff is very important as we are here to compliment what you already do at home. There are a number of ways in which communication between the Centre and families can occur. These include:

- *Conversation – both formal and informal in person or via phone or email
- *Displaying the weekly program
- *Hoosh notifications in the school newsletter (Magpie Messenger)
- *Suggestion box

TIPS FOR MAINTAINING A SUCCESSFUL PARTNERSHIP

Open and honest communication is essential in maintaining a successful and ongoing relationship. Discuss any concerns you have with the centre staff quickly to minimise stress and misunderstanding. Children are very perceptive, so avoid discussing them or concerns where they can hear you. It is a good idea to make an appointment to discuss issues that may take time to resolve.

Feedback on your child is continual throughout the year with verbal feedback exchanged daily, and individual parent meetings can be arranged at any time upon request.

PAYMENT OF FEES

Statements are issued twice a term via email Week 3 and Week 7. Additionally, the coordinator can print or email a copy at any time upon request. All payments must be made via direct debit and all families must complete a DebitSuccess application form upon enrolment.

In consultation with management, BPAY may be available however, requests are carefully assessed and not guaranteed to be approved. Our service has a no cash policy. Further instructions for payment can be found on your statement. It is important that families are familiar with the Fees Policy. A copy can also be requested at any time from the HOOSH office.

Registration fee \$40 per family per year (*required at time of registration and annual re-enrolment*)

Bond A bond of two weeks' fees or \$80 for casuals shall be paid in advance before the child commences. This will be refunded when the child leaves or will be used as the final two weeks of fees.

Fee payment

All fees for each term must be paid in full two weeks prior to the end of each term.

Weekly fees not paid in advance, on the first day of child care for the week, are considered to be Unpaid Fees and the parent/s will automatically be given an Unpaid Fees Notice by the centre Administrative Officer.

Failure to pay the unpaid fees by the first day of child care in the following week will result in debt recovery action being taken and discontinuation of care for the child unless the parent/s have immediately initiated a repayment schedule for the late fees with the Centre Coordinator, and can meet the weekly fees payment in advance requirements. Failure by parent/s to do so will result in immediate discontinuation of care for the child and your child will not be accepted into the centre.

Session fees

Permanent Bookings

Before school - \$18.00 per child per session

After school - \$22.00 per child per session

Casual Bookings

Before school - \$19.00 per child per session

After school - \$23.00 per child per session

Extra-curricular activity fee - \$5.00 per child per activity

Children who have a **non-school related extra-curricular activity** (for example external dancing school lessons) will incur a \$5 extra-curricular fee per child per extra-curricular activity. This fee is to cover the cost for an educator to organise the children to have them ready for their lesson and to deliver them to and from the service.

Late payment fee - \$5.00 *(applies if fees not paid by the due date)*

Non-notification Fee - \$5.00 *(applies if Centre not informed of absence prior to attendance)*

The Notification Fee applies for families who fail to notify the service of their child being absent during after school care. Families are required to notify the service before 2.45pm on the day of the attendance.

Late collection fee - \$10.00 *(applies if a child is not collected by 6.00pm will incur a fee of \$10 for each 5 minute interval)*

The service operates from 7am to 9am and 3pm to 6pm. Staff are unable to accept children outside of these hours. Should children be present after the closing time, a late fee of \$10 per 5 minutes will apply. 6:01pm is considered late.

In circumstances beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged a fee.

Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

PAYMENT OPTIONS

Direct Credit is available through the Westpac Bank of Australia

Name of Account: Heathcote OOSH

Branch Number: 032-153

Account Number: 24-6382

Could you please place your family name in 'reference field'

Cheque or money order is also acceptable.

DEBT COLLECTION

I (The Parent/Guardian) expressly agree/s that I am liable for any Recovery costs including administrative fees, debt recovery fees, Solicitor Fees and disbursements incurred by Heathcote OOSH as a result of my failure to pay the fees and charges for the service provided within the strict terms of payment (alternatively the number of days) specified this agreement.

I accept that I may also be charged an additional fee for interest at the statutory rate recoverable in the appropriate Court at the time prevailing however I am aware that costs incurred through Court action against me will be limited to the fees recoverable under the State Legislation for legal cost recovery.

ABSENCES FROM THE CENTRE

Fees are payable for family holidays and sick periods if those days fall on a permanent day that your child is booked into the Centre. No fee is charged while the Centre is closed over the Christmas and school vacation periods.

Parents/Guardians must phone or email the centre if their child is going to be absent from After School Care by 2:45pm. If they are absent from school, you still need to contact the centre as we are not necessarily informed by the school. Children are considered missing if the centre has not been informed and appropriate action is taken.

Each child is eligible for CCS for the initial 42 days absence from care across all approved childcare services during each financial year. These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the family was charged for that care.

CANCELLATION OR VARIATION OF CARE

The centre must be given 2 weeks' notice in writing for any cancellation of your child's permanent placements. The centre must be given 24 hours' notice for cancellation of a casual position, otherwise full rates apply.

Permanent bookings incur a charge when the child is absent e.g. sick, holidays, etc. Fees however are not charged on public holidays

CHILD CARE SUBSIDY

Our CCS Service No: 19000 8399C

The Child Care Subsidy is a Commonwealth funded program that assists eligible families to meet the cost of work-related childcare expenses for dependent children less than thirteen years of age. You can apply for the CCS online or in person through Centrelink

All families seeking to obtain CCS are to register with Family Assistance Office and obtain a Customer Reference Number (CRN) for both the family and child/ren you are enrolling. You will receive a reference number for yourself, and a separate number for each child attending OOSH. Your date of birth is also necessary for your details to be submitted. If you have other children in care elsewhere you will need to let us know.

The centre is approved to offer Child Care Subsidy (CCS) to eligible families, therefore we are able to pass on Child Care Subsidy to families as a reduction in your fees. All you need to do is provide us with your customer reference numbers upon enrolment.

For more information please visit the Department of Human Services Child Care Subsidy website humanservices.gov.au/childcaresubsidy

ARRIVAL AND DEPARTURE

Children **must** be signed in and out of the Centre on the electronic sign in (iPad) by an authorised parent/guardian or nominated responsible person aged over 18 years. It is **very important** that parents ensure a staff member is aware of your child's arrival in the morning and departure in the evening.

ELECTRONIC SIGN IN

The centre uses a digital sign in/out program call QK Kiosk. Parents and authorised contacts will have their own log in details (mobile and 4 digit pin number) which allows you to sign in and out your child/ren. Exact times are recorded automatically, then updated in our childcare management software program (QIKKIDS.) If you require assistance with this process, educators are around to help.

SIGN IN

During Before School Care parents/authorised person to sign the child/ren to the service, making sure that educators are aware of the child/ren presence. An educator will sign out all children, to attend school at 8.30am where teachers of Heathcote Public School will be on duty in the school playground. If children require to attend other pre-activities (dancing, band, chess club etc.) parents are to notify educators and at the required earlier departure time, educators will sign them out, walk them to the required area, to the appointed authorised person within the school grounds. Kindergarten children are walked to their classes during Term 1 at 8.50am by an educator who will wait with them until their teacher assumes care at 9am.

SIGN OUT

If a contact person other than a parent/guardian is coming to collect your child, please inform the centre prior to 3pm. Identification will be requested of a person who is collecting your child for the first time. At 6pm if the centre has not been contacted by a parent/guardian, educators will begin contacting children's parents or emergency contacts to arrange immediate pickup. If staff are unable to make contact with an emergency person listed by 6.30pm they will contact relevant authorities e.g Sutherland Police station, Family and Community Services helpline.

PRIORITY OF ACCESS

Priority for a place in the centre will go to children of working parents, parents seeking work and parents involved in study. However, if the service is at full capacity the HOOSH Coordinator will follow the Priority of Access Guidelines set down by Department of Education

Our responsibility is to ensure permanent places are assigned using the Priority of Access Guidelines as set by the Australian Federal Government. These can be viewed on the DEEWR website at www.deewr.gov.au

Our service will take children into care on the following basis:

Priority 1

- A child at risk of serious abuse or neglect (referrals from Education and Communities)

Priority 2

- A child of a single parent who satisfies, or of parents who both satisfy, the work, training and study test (under section 14 of the New Tax System (Family Assistance) Act of 1999).

* To satisfy the work, training, study test for the purposes of the Priority of Access Guidelines, both you and your partner (if you have one) must have work, training or study-related activities at some time during the week or have an exemption. No minimum number of hours is required

Priority 3

- Any other child.

Within each of the priorities mentioned above, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a person with a disability;
- Children in families on lower incomes;
- Children in families with a non-English speaking background;
- Children in socially isolated families;
- Children of single parents.

Please note:

* Should the service become full, a parent using care who is Priority 3 may be asked to vacate the place for a child in a Priority 1 or 2. If you have any other questions regarding Priority of Access please contact the coordinator. All information remains strictly confidential.

* Parents who fail to nominate a priority will automatically be placed in Priority 3. If your priority is made known to us at a later date, you will be placed accordingly on the waiting list.

Each centre is required to adhere to and operate within these guidelines. Since the government does not have clear definitions and parameters set for each of these, each centre is required to interpret them to best suit their needs. In our endeavour to keep HOOSH as fair and equitable as possible we have set the following interpretations on the sub-priorities:

- Children in Aboriginal and Torres Strait Islander families;

Proof of Aboriginal or Torres Strait Islander heritage is required so see <http://www.aiatsis.gov.au/fhu/aboriginality.html> for more information

- Children in families which include a person with a disability;

Where one or both parents are the primary caregivers for the person with a disability, or a parent who has a disability themselves. The centre will need a copy relevant documentation from a medical professional, a health care card or carer's allowance documentation

- Children in families on lower incomes;

Proof that the family includes an individual (the main income earner) whose adjusted taxable income does not exceed the lower income threshold of \$42,997 for 2016-2017, or who or whose partner are on income support. The centre will need a copy of all relevant documentation.

- Children in families with a non-English speaking background;

Both parents speak a language other than English as their primary language and both have been in Australia for less than 5 years.

- Children in socially isolated families;

Social isolation is the virtual absence of interaction with others, outside of that required to perform basic life functions, such as food shopping, transportation, work and entertainment. Social isolation is common in the disabled, divorced and elderly, as well as in those with mental disorders and alcoholism, and is a risk factor for both suicide and deaths from all causes.

The centre will need to have a copy of a report outlining this condition from a medical professional

- Children of single parents.

According to Centrelink, you are a member of a couple if you are living together, or usually live together, and are:

- *married*
- *in a registered relationship - opposite sex or same sex, or*
- *in a defacto relationship - opposite sex or same sex*

A registered relationship is one that is registered under Australian state or territory laws, including civil partnership schemes. These are currently recognised in the Australian Capital Territory, Tasmania, Victoria, New South Wales and Queensland.

A defacto relationship is where 2 people who are not married or in a registered relationship, live together as a couple. You are in a defacto relationship from the time you start living together as a couple. There is no minimum time period for a relationship to be seen as defacto.

A single parent is a parent who is none of the above.

Any parent who intentionally provides false or misleading information may have their places at HOOSH suspended or terminated by the Management Committee. HOOSH may request appropriate documentation or statutory declarations as evidence of Priority of Access. Failure to produce such documents will result in the nominated priority being disregarded.

ILLNESS AND INJURY

If your child is diagnosed as having an infectious disease, please do not send your child to the Centre but notify the Centre as soon as possible so that parents/guardians of other children at the Centre can be notified. A medical practitioner's clearance is required before your child can return to the Centre.

If your child falls ill at the Centre every effort will be made to make your child feel comfortable and you will be notified immediately and will be required to collect your child or make arrangements for your child to be collected as soon as possible. It is important to exclude unwell children to reduce cross infection.

On the Hoosh enrolment Form authorisation is given to allow the responsible person on duty to seek medical attention if required. In the case of an injury, educators who hold current First Aid Certificates will assess the situation and, if minor, treat the injury, or if in doubt, contact the family immediately and call the doctor/ambulance. All head injuries will be notified immediately.

Details of all injuries will be recorded in either the first aid book or an Incident Report for the parent/guardian to read and sign. Any time that an incident, injury, illness or trauma occurs at the service involving your child an incident, injury, illness and trauma report is completed by educators and is required to be signed by the child's parent or authorised nominee upon collection of your child and no later than 24 hours proceeding the incident. If the accident is serious then educators will contact you immediately to inform you and will notify the regulatory authority as soon as possible following the incident. Again, this is for the safety of all our children. It is imperative to also ensure that you have kept your contact details current with the centre to ensure that you can be contacted at all times should your child/ren become ill.

EMERGENCY PROCEDURES

To ensure consistency and prevent confusion we endeavour to follow the Heathcote Public School evacuation and emergency procedures as closely as possible. In accordance with requirements specified in Education and care services National Regulations under the Education and Care Services National Law Children, our emergency and evacuation procedures are rehearsed at regular intervals.

IMMUNISATIONS

The NSW Department of Health has introduced immunisation regulations. A copy of the NSW Health Immunisation Schedule is available from the Coordinator.

All children who enrol in any childcare service need to produce proof of immunisation or a conscious objection letter. This record needs to be cited at the time of enrolment and recorded. It is important that your child's immunisation is kept up to date.

Our centre follows the National Health and Medical Research Council's Recommended Periods of Exclusion from Child Care Centres for Cases of Contact with Infectious Diseases. You can obtain a copy of these exclusion periods from the Coordinator.

If your child is not immunised or has homeopathic immunisations, in the case of an outbreak of a disease that can be immunised against, your child will be excluded from the centre, but fees are still to be paid.

SUN SAFE POLICY

The centre enforces a NO HAT PLAY IN THE SHADE policy, and we ask parents to please assist us in enforcing this rule by ensuring their child has a hat at the centre every day. It is also a requirement of Heathcote Public School to wear a hat every day. Sunscreen will be provided by the service. If your child/children have allergies to certain sunscreens you must provide your own sunscreen for application before outside play.

CHILD PROTECTION

We believe that the welfare of all children is of paramount importance and that the Centre has an obligation to defend the child's right to care and protection. Educators and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our Centre will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Early Childhood and Care Directorate, Department of Education and Community Services and the Commission for Children and Young People involves following the procedures as outlined by the Education and Care Services National Regulations under the Education and care services National Law 2011.

More information please see our centre's Child Protection Policy available at the info desk.

MEDICATION

Prescription medication will not be administered to a child unless the child's parent/guardian have given written consent authorising the administration and completed a HOOSH Medication Permission Form. Medications need to be in their original containers and prescribed doses cannot be changed by the staff. If staff administer any medication records are kept detailing the medication used, the date, time, dosage, name of the person who administers it, and name of 1 other staff member as witness. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home or to self-administer at the centre without staff observation. It is the responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place.

Over the counter medication such as Panadol, Nerofen, etc. will not be administered without parents' prior consent. Parents will be contacted as soon as possible when a child has fallen ill and permission to administer will be requested in writing (email or text message to Hoosh phone) or verbally to two Hoosh staff members and documented. A text message will be sent in reply detailing what has been administered including child's name, dosage, date and time.

CONFIDENTIALITY

Hoosh complies with the Commonwealth Privacy Act. All children's files and correspondence are kept confidential and secure. Personal information is not divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- Family of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
- With the written consent of the person who provided the information.

INCLUSION

HOOSH supports the inclusion of children with additional needs (e.g. Medical, nutritional, cultural personal care etc.) working in conjunction families and other support services. *Our service* aims to provide an environment that is free from bias and prejudice in which children learn the principles of fairness and respect for the uniqueness of each person. Children are encouraged to develop their own sense of identity and educators will facilitate this in a way that embraces the needs and abilities of each child (My Time, Our Place Outcome 1).

Educators will ensure that children become aware of fairness and equity and have opportunities to practice challenging bias in their play (My Time, Our Place Outcome 2).

The service involves the community to assist educators and children to understand and accept the range of cultures and abilities of members of the local community. Differences in backgrounds, culture and abilities are valued and families are actively encouraged to share their experiences with educators and other families and cultural competence in children will be fostered. The service will ensure that appropriate inclusion support services are accessed and families are referred to them in order to support children's well-being and full access to the program.

Upon enrolment the centre requests any and all documentary evidence of your child's additional needs or diagnosis. This information is kept confidential and a consent form is required if the centre wishes to access additional support from other agencies to better support your child.

HOOSH is supported by our local inclusion agency:

KU Children's Services Inclusion Agency NSW ACT. NSW SE/Illawarra Region

129 York Street, Sydney, NSW 2000. P: 1800 703 382 E: inclusionagency@includeme.com.au



Artwork by Max, KU Bradfield Park Children's Centre

MANAGEMENT OF COMPLAINTS

Our service maintains a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances are taken seriously and investigated promptly and fairly. Complaints and grievances are to be addressed to the coordinator either in person or by phone and documented in writing. Formal complaints will require completion of form NL01. Coordinator will provide and submit the relevant documents to ACEQUA. If you are not satisfied with the outcome please contact the Hoosh subcommittee conveyor who's contact details are available from the centre. All discussions will remain confidential and investigated and documented in a timely manner. More information about our complaints and grievance management system is available in the **Parent Policy Handbook** (available on request). We identify complaints and grievances as opportunities to improve the quality of our service.

SOCIAL MEDIA

Our Service is committed to ensuring that technology is integrated into children's play, leisure experiences, projects and practices. We support the appropriate use of technologies by children and educators and recognise that the children in our care will experience and engage with many forms of electronic media both in and out of the service.

Our aim is to encourage all children to use and access information and communication technologies to express ideas, access images and information, and explore diverse perspectives, engaging these tools for designing, drawing, editing, and composing (My Time, Our Place Outcome 5). We believe that any use of social media must not place at risk the safety, health or wellbeing of children, educators, families or visitors at the service (My Time, Our Place Outcome 1).

UNACCEPTABLE USE OF SOCIAL MEDIA

Unacceptable social media behaviour refers to anything on social media that:

- Has the potential to bring the service or the school age care sector into disrepute.
- Discloses or discusses the service's confidential information.
- Could be viewed as derogatory towards, or disparaging of staff, families, management, visitors, children or support agencies.

FAMILIES AND VISITORS:

- May not use a personal camera or mobile phone to take photographs at the centre unless they are only taking images of their own child.
- Ensure that any DVDs or games brought to the service by their children are rated G or PG only.
- Must not use social media to harass or bully others.

CHILDREN:

- May not access a social networking site whilst at the centre.
- May not use a personal camera or mobile phone, iPad, iPod etc. to take photographs
- May only use electronic media at the times specified by staff. DS, iPad apps/games etc. must be G or PG rated only.
- Must leave mobile phones either in school bags or in the office at all times unless specific permission to use the mobile phone has been granted by the educators.
- Children must take responsibility for any electronic devices they bring from home.
- Must not use social media to harass or bully others.

STAFF:

- May not contact or add a child currently enrolled at the service on any social media site
- May not use a personal camera or mobile phone, iPad, iPod etc. to take photographs
- Must keep their personal mobiles on silent during work hours
- May not allow children to access personal mobile phones

PROVIDING A CHILD SAFE ENVIRONMENT

Our Service provides an environment that ensures the safety, health and wellbeing of children at all times. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators and management are aware of their legal responsibility as Mandatory Reporters to take action to protect and support children they suspect may be at significant risk of harm. Educators will ensure that children are adequately supervised at all times and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma (National Quality Standards 2.3.1 & 2.3.2)

COMPLIANCE

Any breaches of this policy will result in an inquiry, which may lead to termination of employment in the case of educators or termination of child's placement at the service in case of breaches by families or children. Serious breaches may also result in legal action being taken by the service.

Thank you for taking the time to read through our family Handbook, we hope the information was helpful and gave you insight into our Centre. If you require any forms or copies of policies please ask the Centre Staff. If there is anything you wish to know about that was not covered in this handbook please inform the coordinator so information can be displayed and then entered into the next edition. If you have any further concerns, comments or feedback about this handbook or the Centre please contact the coordinator on 0437 001 753 or email hoosh@live.com.au

