

Hunters Hill Public School
Out-Of-School-Hours Care



Family Information Handbook

2023

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HHOOSH FAMILY INFORMATION HANDBOOK

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IMPORTANT NOTICE

This Family Information Handbook and associated Policies and Procedures have been reviewed to comply with the National Quality Framework, including the:

Children (Education and Care Services National Law Application) Act 2010;
Education and Care Services National Regulations 2011; and
National Quality Standards and associated documents.

The Family Information Handbook and the Policies & Procedures are working documents and not all policies have been implemented at the date of this document. As part of the National Quality Framework, a Quality Improvement Plan has been initiated to ensure that certain aspects of the Policies and Procedures are improved to ensure compliance with the National Quality Standards. The Family Information Handbook and the Policies and Procedures will continue to be updated as required. Please contact the Centre Director with any questions or comments.

BASE PROGRAM & ROUTINE - BEFORE SCHOOL CARE		
TIME	INDOORS	OUTDOORS
7:15am	Centre Opens	
7:15 - 8:30am	Programming: <ul style="list-style-type: none"> • Colouring-in and drawing • Craft activities (play dough, sculpting, hama beads, knitting, painting etc.) • Dramatic play areas • Construction activities (Lego, Duplo, blocks, manipulative games, puzzles etc.) • Cognitive games (cards, chess, building, battleship, Jenga etc.). • Homework club • Reading, rest and relaxation area • Music and singing TV: Not permitted at Before School Care	Outdoor group games implemented on suitable days.
7:15 - 8:15am	Breakfast served to children.	
8:30 - 8:45am	Pack-up/clean-up of centre Years 1 – 6 taken to school supervised area.	
8:45am	Kindergarten children taken to classroom	
8:45am	Centre closure	
BASE PROGRAM & ROUTINE - AFTER SCHOOL CARE		
TIME	INDOORS	OUTDOORS
2:50pm	Kindergarten children picked up from their classes & brought to centre (Term 1 only)	
3:00 – 3:15pm	Children arrival & sign in.	
3.00 - 3.30pm	Afternoon tea (Fruit & Vegies & Main Meal)	Served outdoors
3:00 – 5:30pm	Programming: <ul style="list-style-type: none"> • Colouring-in and drawing • Craft activities (play dough sculpting, hama beads, knitting, painting, clay making, jewellery making, etc.) • Dramatic play areas • Construction activities (Lego, Duplo, blocks, manipulative games, puzzles etc.) • Cognitive games (cards, chess, building, battleship, Jenga etc.) • Homework club • Reading, rest and relaxation area. • Music and singing 	Sport, Games and Outdoor Play Free Play Cricket Tennis Basketball Soccer Touch Rugby Group Games Playground Skipping Sand Pit Hula Hoops Community Excursions
4:45 – 5:00pm	Gradual pack-up/clean-up of centre Late snack served	Pack away of equipment
5:00 - 5:15pm	Late snack - Headcount/attendance roll call and handwashing	
6:00pm	Centre closure	

OBJECTIVES AND BACKGROUND INFORMATION

HOOOSH Care is managed by a sub-committee of Hunters Hill Public School P&C and consists of a President, Secretary, and Treasurer. The committee are available to discuss issues relating to the management of the service upon request of families, the Director can give details upon this request.

Our service operates Before & After School Care during NSW school terms and a Vacation Care program during NSW school holidays. It is designed to provide high quality care for children, aged 5-12 years, from Hunters Hill Public School whose parents work, have study commitments or for other reasons require care for their children outside of school hours. We are located on the ground floor of the Eulbertie Building. Children can attend on a permanent or casual basis. Our program is based on a range of structured and non-structured activities and is child centred.

We aim to provide a relaxed environment where all children feel safe and well cared for and which encourages cooperation and positive interactions.

PHILOSOPHY

STATEMENT:

At Hunters Hill Public School Before and After School Care (HOOOSH) we believe a positive learning environment is vital to a child's development. We are committed to ensuring that the children who attend our service receive outstanding care, a variety of educational experiences and have their wellbeing supported. This is achieved through all management and educators providing a safe, happy, stimulating, and welcoming home-like environment. Through active listening and observations of the children, we are able to provide them with opportunities to explore their interests and develop their autonomy, creativity and independence. HOOOSH believes in implementing best practice in all areas of the service and strives to achieve this through constant evaluation of our practices and our commitment to continuous improvement. Our philosophy underpins the running of our service and guides our everyday practice as we strive to meet the needs of the children, their families and the wider community, including Aboriginal and Torres Strait Islanders. Our service sets high expectations and provides equity for all staff, families and children.

THE CHILD:

We believe in being responsive and nurturing the needs of each child, where children feel safe, secure and respected in their environment. We value and respect children and believe that each child is an individual with unique and diverse needs and strengths. Through play at our centre, children will develop their strong sense of identity, develop a strong sense of wellbeing, become confident and involved learners,

have effective communication as well as contribute to different environments. We encourage children to make their own choices, discover their own solutions and to develop at their own pace, in their own way thus further developing their positive self-image. All children are supported to experience a sense of belonging as this creates self-esteem which is critical in further exploring their abilities, interests and future growth. We facilitate an environment of inclusion where children support one another, work collaboratively and develop a sense of belonging within the service. We aim to reflect an inclusive approach that develops positive gender, racial, cultural, class and individual identities.

THE STAFF:

We believe in our staff building strong, secure and respectful relationships with children and fostering an environment of openness and collaboration between staff and children. We have an influential role on promoting positive outcomes for each child as well as developing respectful relationships with all, allowing quality mentoring, inspiring curiosity and providing support for all children. We believe in focusing on the physical, emotional and psychological well-being of a child. We believe in facilitating the continuous improvement of our staff to ensure they are equipped with the necessary skills, knowledge and experience to be able to respond to the children's needs.

THE PROGRAM:

We offer a cyclical program that is based on discussions and observations of children's interests, based on their development needs and abilities, through both structured and unstructured play and learning experiences. This is done through implementing an ongoing cycle of programming, planning and evaluation to ensure that we are responding to the children's emerging interests and abilities. Analysis of this results in the implementation of exciting and meaningful programs that support children and ensure they feel connected. Daily reflections result in modifying and expanding programs to ensure they are successful and enjoyed by the children. We provide opportunities for planned and spontaneous play by creating an environment where the children have a sense of ownership and belonging to the service.

THE FAMILY:

Our service supports parents in their role by providing consistent communication and means of consultation with them to develop a mutual respect and a more meaningful program for their children. Our genuine partnership with families shares insight and perspectives with and about children. We respect the diversity of families and acknowledge their values and beliefs through a variety of activities that showcases diversity within our service. We incorporate feedback and suggestions. Discussions leading to supporting parent's goals of their children, allows the service to incorporate specific ideas into our program.

THE COMMUNITY:

We believe in working closely with Hunters Hill Public School to ensure that the children develop a sense of connectedness between the service and the school. We also strive to reflect the school values in our service to strengthen their attachment to the community. Furthermore, we believe in developing links with the local and wider community to demonstrate the connection we have within our surroundings. This is accomplished through planning opportunities for children to participate in local group activities. As a service, we respect and acknowledge Australia's Aboriginal and Torres Strait Islanders by promoting a greater understanding through the values of continuity and richness, of local knowledge shared by the community members.

NATIONAL QUALITY FRAMEWORK

HHOOSH complies with the National Quality Framework (NQF) for Early Childhood Education and Care. The NQF is a regulatory framework for the Education and Care industry, including out of school hours care. The NQF includes a national legislative framework, a National Quality Standard, a quality rating and assessment process and a national body to provide oversight of the system – the Australian Children's Education and Care Quality Authority (ACECQA).

Out of School Hours Care is regulated by the NSW Department of Education & Communities. Our service is yet to be assessed however we expect to be subject to this ratings and assessment process in 2015. The service will be rated against the following 7 areas of the National Quality Standards:

1. Educational program and practice.
2. Children's health and safety.
3. Physical environment.
4. Staffing arrangements.
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Leadership and services management.

As part of the NQF, a Quality Improvement Plan has been developed to ensure that certain aspects of the service's operations are improved to comply with the national quality standards. Please contact the service Director with any questions or comments.

Additional information can be found on the following websites:

- **ACECQA:** <http://acecqa.gov.au/home/>

- **NSW Department of Education:** <http://www.dec.nsw.gov.au/home>
- **Australian Department of Education:** <http://deewr.gov.au/my-time-our-place-framework-school-age-care-australia>
- **Network of Community Activities:** www.networkofcommunityactivities.org.au

1. ADMINISTRATIVE ASPECTS

1.1 POLICIES AND PROCEDURES MANUAL

There is a folder kept at the service's office outlining all policies and procedures regarding service operations. The manual includes policies regarding administration and management, facilities and equipment, staff policies, children's health and safety, and programming.

The service's policies have been developed to comply with the National Quality Framework, including the Children's (Education and Care Services National Law Application) Act 2010, Education and Care Services National Regulations 2011 and National Quality Standards and associated documents. The Policies and Procedures manual is available to families at any time. Please ask the Service Director for more information.

1.2 HOURS OF OPERATION

Before School Care	7:15am to 8:45am	Breakfast provided
After School Care	3:00pm to 6:00pm	Afternoon tea and late snack provided
Vacation Care	8:00am to 6:00pm	Incursions: Morning tea, lunch, afternoon tea and late snack provided. Excursions: BYO morning tea and lunch. Afternoon tea and late snack provided.

1.3 ENROLMENT

HOOOSH accepts enrolments for primary school age children enrolled at Hunters Hill Public School. During Vacation Care we accept children enrolled in other primary schools.

1.3.1 Priority of Access / Waiting List

Access and eligibility are subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR)

- 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

Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the service's ability to meet these needs.

Siblings of children already enrolled in the service will be given priority whenever possible.

Where demand for care exceeds the services number of approved places, families will be placed on the waiting list.

1.3.2 Enrolment Form

Enrolments will not be accepted from families without full completion of the enrolment form on the Qikkids database (My Family Lounge). Once completed a hard copy will be printed by the service for the family to sign, this will be kept on file.

Attendance and enrollment record

- Accurate attendance records will be kept, which:
 - ✓ Records the full name of each child attending the service
 - ✓ Records the date and time each child arrives and departs
 - ✓ Is signed on the child's arrival and departure by either:
 - The person who delivers or collects the child
 - The Nominated Supervisor or an educator (Regulation 158); and
- An enrollment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

Enrolment will be completed through our Online Software provider Qikkids.

1.3.3 Child's Attendance Once Enrolled

The services responsibility for the child begins when placed in the staff's care by a parent or guardian, or when the child arrives from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences.

1.3.4 Cancellation of Enrolment

Cancellation of an enrolment may be initiated in two different situations:

- A parent advises the service that no further care needs to be provided.
- The service identifies that care is no longer required or being provided.

The family must give two weeks' notice if they wish to cancel a child's enrolment.

CCMS guidelines will be followed once an enrolment is cancelled.

1.4 FEES

Fees are set by the Director and Management Committee to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase.

1.4.1 Annual Registration Fee

HOOOSH does currently not charge an enrolment fee.

1.4.2 Permanent and Casual Care Fees

The fees payable for care from 31st January 2023 onwards (which are subject to change at the discretion of the Management Committee) are as follows:

	Permanent Rate (per session)	Casual Rate (Per session)
Before School Care	\$15	\$17
After School Care	\$24	\$26
Vacation Care	Incursion \$59 plus incursion activity cost	Excursion \$64 plus transportation and excursion activity cost

1.4.3 Payment of Fees

Fees are to be paid on a fortnightly basis, via direct debit set up on enrolment. Enrolments will not be accepted without a completed direct debit form.

Fees are to be paid for the days the child is booked into the service, including times when the child is absent due to illness or any other reason.

A dated receipt will be provided in the payment statements. All records will be kept confidential and stored appropriately.

Parents will be provided with fee statements via email Qikkids on a fortnightly basis. Parents may access details and information regarding their fees at any time upon written request.

Methods of Payment:

- Fees can be paid by:
 - Direct Debit - from your bank account or credit card to the service's bank account. Details of the service's bank account are included in the Parent Handbook.
 - Credit Card Transaction Fees: Visa/master card 1.87%
 - The service does not accept any cash payments.
 - Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172). The service does not accept any cheque or cash payments.

- Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

1.4.4 Child Care Subsidy

Child Care Subsidy is the payment made by Government to assist families with the costs of childcare. It is paid directly to the service and passed on to families as a fee reduction.

Families are required to make a co-contribution to their childcare fees and pay the service the difference between the fee charged and the subsidy amount.

The service is not directly involved in the calculation of a family's entitlements this is a matter between the family and Centrelink.

The family is responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their enrolment at the service. Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered at a later date by Centrelink and/or the service.

In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family full fees are payable until such time as the subsidy is reinstated.

1.4.5 Bookings and Cancellations

Each family is required to make bookings in advance for the care sessions required, either permanent or casual. Bookings will only be accepted when families have completed the services Enrolment Form in full.

Families wishing to cancel their child's permanent booking/s at the service are required to provide two weeks written notice (Cancellation of Booking form or email) to the service Director.

If parents/guardians wish to suspend enrolment for a period (either in respect of one or more days of care or in respect of the entire enrolment) then they will need to provide notice of cancellation of the enrolment as set out above. The relevant place will be offered to the next child as per the waiting list procedures. If the parent/guardian who cancelled the enrolment then wishes their child to return to care on the relevant day or days, this will be treated in the same way as a new enrolment/booking request.

1.4.6 Absences

Families must at all times notify the service when their child/ren are going to be absent from a booked session of care. This can be through the following methods: My Family Lounge Application, email, phone, phone text.

Fees are payable for any session that a child is booked into the service, including both when they are in attendance and when the child is absent for whatever reason, including but not limited to sick days, family holidays, school excursions.

The service will provide families with information about absences and the **CCS** and will adhere to the Child Care Management System (CCMS) in relation to absence.

1.4.7 Centre Closure

No fee is charged while the service is closed over NSW school holiday periods unless Vacation care bookings have been made.

1.4.8 Payment of Fees

Families are encouraged to discuss any difficulties that they may have in paying fees with the service Director, who will discuss and may agree to alternative, appropriate arrangements for payment of fees. Families can also be advised of other avenues for financial support when required.

Any arrangements outside of those in this policy will be documented by the Director and will need to be signed by the parent/guardian, Director, and Management Committee representative.

1.4.9 Debt Recovery

Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the service Director.

Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up using the Overdue Fee Strategy below:

- Fees not paid by the due date will be followed up using the Overdue Fee Strategy below:
 - An initial letter stating fees are overdue will be sent 5 working days after the fees due date, giving five working days for payment. A late fee of \$25 will be added to the invoice.
 - If payment is not received, families will be invited, by telephone, to attend a meeting with the Centre Director, and the Treasurer if appropriate, within five working days to discuss a payment plan.
 - Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within five working days, or a payment plan entered into, the child will be unable to attend the Centre.
 - If a signed payment plan is not adhered to, a follow-up process will commence at point 2 and repeated once.

The Management Committee reserves the right to suspend or cancel the enrolment of a child/family when consistent late payment is presented or when a family refuses to pay outstanding monies to the centre. Management may only apply this outcome when the Overdue Fee Strategy has been exhausted.

The Management Committee reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.

1.4.10 Penalty Fees

Fee Type	Charge	Description
Late Collection (After School Care and Vacation Care)	\$20 (per family) per five minutes will apply	<p>The service operates: Before School Care: 7:15am to 8:45am After School Care: 3:00pm to 6:00pm Vacation Care: 8:00am to 6:00pm Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$20 (per family) per five minutes will apply.</p> <ul style="list-style-type: none"> • The hours and days of operation of the service will be displayed prominently within the service (Regulation 173). • In circumstances that are 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 the late 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.
Non-notification (After School Care)	\$10 per occurrence	<p>Families who fail to notify the centre of their child's absence from an After School Care session by 3:00pm on the day in question will be charged a non-notification fee of \$10 per occurrence. Due to strict regulations staff are required to follow up on a child's absence from care and the time and effort to chase up missing children puts a large burden on the centre's operation.</p> <p>This can be done through the following methods: Email: hello@hhoosh.com.au Phone: 9816 1903 Mobile: 0424 474 064 My Family Lounge App (App can be accessed on both Google Play and Apple App stores): 1. Log into your My Family Lounge app</p>

		<p>2. Select the 'Bookings' icon in the home page</p> <p>3. From there select the session you wish to mark absent e.g., Hunters Hill Before School Care, Hunters Hill After School Care or Vacation Care.</p> <p>4. Once you have selected your session, a calendar will appear. Select the day you wish to mark your child/ren absent (days booked-in will appear purple).</p> <p>5. After selecting the day, click 'Mark Absent'. The date will now appear Orange.</p>
Sign-in/Sign-out (Before School Care, After School Care and Vacation Care)	\$15	A fee charged for failure to sign in or sign out your child/children from the enrolment system. It is a legal requirement that every child in attendance at the centre is signed in (in Before School and Vacation Care) and signed out (in After School Care and Vacation Care) by a parent/guardian or authorised nominee only aged 18 or over. Children are not allowed to sign themselves out. Having this fee helps to ensure the safety and accountability of all children enrolled at the centre as it is not the responsibility of the centre.
Last Minute Booking (Day of)	\$5 Before and After School Care \$10 Vacation Care	This fee is charged for bookings made on the same day of the program. This is due to a staff member having to go out of the centre on their shift to purchase more food and resources to cater for last minute bookings. Doing this risks the centre to be out of children to staff ratio as well as disrupts the services operation.
Drink Bottle (Vacation Care only)	\$3	The drink bottle fee applies to Vacation Care excursions and is charged to cover the cost of providing a drink bottle to a child in the event that the parent/guardian has forgotten to bring one. The fee helps ensure that children are hydrated during the excursion and reduces the risk of children going without water during the day.

Hat (Vacation Care only)	\$5	<p>The hat fee is a charge applied when a parent/guardian forgets to provide their child with a hat for Vacation Care incursions and excursions. This fee is implemented to ensure the safety of the children by providing them with proper sun protection.</p> <p>For After School Care there will be no fee charged but children who do not have hats will be asked to stay in the shade. If they are outside and if this is not respected, the child will be asked to come indoors. It is highly important that all children are ensured sun safety. Children at the service are not permitted to share hats nor are spare hats given to children due to hygiene purposes.</p>
Food (Vacation Care only)	\$10	<p>The food fee is applied for Vacation Care excursions and is charged when a parent/guardian overlooks the requirement of providing their child with food. This fee ensures that the centre can provide an adequate meal for the child during the excursion, as it is a crucial aspect of their care and well-being.</p>

1.5 DELIVERY AND COLLECTION OF CHILDREN

Delivery - Before School Care:

Parent/guardian responsibilities in relation to the delivery of children to the service for the morning session are as follows:

- Parents/guardians are to accompany their child/ren into the service and are responsible for signing child/ren into the service for the morning session. Children are not to be left at the service unattended at any time prior to the opening hours.
- Parents/guardians must record the child's time of arrival and sign the Attendance Register when dropping off their child/ren.
- Parents/guardians must ensure that staff are aware of each child's arrival at the service and exchange any relevant information with the staff (i.e., medication, etc).
- Any points of information are to be recorded in the daybook or communicated by phone or email, such as any requirements for the day or any changes to who will collect the child. A notification of change will have to be completed in writing.

- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the service's Administration of Medication procedures.
- Children are to place their belongings in the appropriate place.

Collection - After School Care:

- HHOOSH staff are responsible for signing the children into the service for the afternoon session.
- Children attending the afternoon session are expected to report to the service at 3:00pm each day. Kindergarten children will be collected by a staff member from their classrooms during Term 1 only to familiarise themselves how to get to HHOOSH.
- Parent or guardian responsibilities in relation to the collection of children from the service for the afternoon session are as follows:
 - Children must be collected by the closing time of 6:00pm.
 - Children must be signed out using the iPad located inside the centre everyday by a parent/guardian or authorised nominee only aged 18 or over. This is compulsory and a legal requirement as it registers a child's attendance and record of the time of drop off and collection. Persons collecting children from the Centre must be identified by name on the Enrolment Form. All persons collecting children who are not already known to staff on duty will need to supply us with photo identification.
 - Any changes to authorised nominees must be advised in writing as soon as possible.
 - Written authorisation must be given in the child's enrolment form if children have permission to leave the service themselves. In this case, a staff member would sign the child out of the service
 - If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service (email or SMS). The Nominated Supervisor may also request identification from the person collecting the child (if not already known to them and to verify the person collecting the child is aged 18 or over). The child will not be released from the service until proper authorisation has been received.
 - In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child (must be aged 18 or over), the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
 - The authorised person and child/ren are to ensure that all personal belongings are collected.

- **HOOOSH will not release a child to anyone who is not authorised without prior written consent from a parent or authorised person (or communicated by phone by a parent or authorised person in case of emergency) and is not aged 18 or over.**
- Parents or authorised persons must provide written authorisation to the service if their child is to attend any extra-curricular activity that operates within the Hunters Hill Public School grounds (i.e., art classes, music lessons, etc).

Please note, although the Centre's age requirement to collect a child is 18 years and over, this can be amended to 16 years of age upon families' request. The Centre will not accept collection of a child from a person under the age of 16.

1.6 CHILD PROTECTION POLICY

It is every child's right to be safe and protected from all forms of abuse, violence, or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children in our care. All staff, including casual staff, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and/ or programs.

The safety and welfare of all children is of paramount importance. Staff and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Community Services and the NSW Commission for Children and Young People.

1.7 CUSTODY AND GUARDIANSHIP

If a child is subject to an access order or agreement the service must have a copy on record plus any subsequent alteration registered by the court. If no Court Order is provided, the child will only be handed to persons nominated on the enrolment form.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimize the likelihood of distressing situations occurring in the future. Records will be kept confidential at the service. Staff will also be made aware of the requirements of the custody order.

1.8 GREIVACE PROCEDURE

We believe that families have an important role in the service and we value their comments.

The service supports families' rights to raise a grievance and will help them to make their complaints clear and try to resolve them. If parents have any concern in relation to the service, staff, management, programs or policies, they are free to communicate that concern to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue. Additionally, the Director can convey contact details for a member of the Management Committee upon request where a family may wish to issue a grievance directly with the Committee.

A grievance can be informal or formal. All confidential conversations with families will take place in a quiet place away from the children.

If the grievance is not handled to the parent's satisfaction, they should discuss the issue with a member of the Management Committee, either in writing or verbally.

The Management Committee will discuss the issue with the Director and develop a strategy for resolving the problem. This would be discussed further with the parent/guardian or if necessary, a meeting will be organised with the Director to resolve the problem. The grievance is to be recorded and dated indicating the issue of concern and how it was resolved. The Director or Management Committee member will inform the family of what has been decided regarding the issue, either verbally or by a written document. Staff will also be informed of any relevant issues that they need to address or be aware of.

If any grievance cannot be resolved internally, to satisfaction, external options will be offered such as an unbiased third party.

The Regulatory Authority will be notified of any complaints which allege a breach of legislation.

1.9 PRIVACY AND CONFIDENTIALITY

The service will make every effort to protect the privacy and confidentiality of all individuals associated by ensuring that all records and information about individual children, families, educators, staff, and management are kept in a safe and secure place and are not divulged or communicated, directly or indirectly, to another person.

We aim to ensure that all appropriate and required records are kept for the specified period of time as per the Confidentiality Policy. Confidential records and information are kept in a secure place and only disclosed to people who have a legal right to know.

1.10 CENTRE STAFFING

1.10.1 Staff / Child Ratios

The service currently has the capacity to provide out of school hours care for up to 30 children for before school care and 72 children for after school care. According to the National Regulations there are no child/staff ratio requirements for Out of School Hours Care services, however our service has a minimum staff: child ratio of 1:15

1.10.2 Working with Children Check

All staff and of-age volunteers at the service are screened with the Working with Children Check, in compliance with the National Regulations, the Child Protection (Prohibited Employment) Act 1998 and the Commission for Children and Young People Act 1998.

1.10.3 Staff and Parent/Carer Communication

Staff will create a comfortable and supportive environment for families and strive for open communication and good relations. Staff and families will treat each other with respect, courtesy and understanding and appropriate language is to be always maintained.

Staff will maintain regular, open communication with families and should inform families personally about anything relating to their children as an ongoing process. Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.

1.10.4 Nominated Supervisor and Educational Leader

The services Nominated Supervisor will be responsible for the service at all times regardless of their attendance at the service. In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to be in charge of the daily operation of the service. The service will display the details of the Nominated Supervisor and Responsible Person at all times during operation

The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the services programming practices.

2. CENTRE PROGRAMMING

2.1 PROGRAM CONTENT

The Director, Educational Leader and educators are responsible for the development of a child centric program, which reflects the philosophy of the service and meets the social, physical, recreational, intellectual, creative, and emotional developmental needs of the children in attendance.

The program provides a variety of activities based on the children's abilities, interests and needs. These experiences enable children to learn new skills and learn more about their world. In order to do this, staff members set up experiences, resource and supervise play, participate in and direct experiences where suitable.

A base educational program and routines are attached to this Handbook in page 4.

The service's program implements the Principles, Practices and Outcomes within the ***My Time, Our Place Framework (Framework for School-age Care)***. Within this framework are five broad outcomes:

- 1. The child will have a strong sense of identity;**
- 2. The child will be connected with and contribute to his or her world;**
- 3. The child will have a strong sense of wellbeing;**
- 4. The child will be a confident and involved learner;**
- 5. The child will be an effective communicator.**

Through and ongoing cycle of planning, observation and documentation staff at the service implement a learning and care program that aims to meet the interests and developmental needs of the children.

2.2 GENDER EQUITY

We aim to help the children develop their full potential regardless of their gender. All children will be treated in the same manner and provided with the same access to all materials and equipment.

2.3 DIVERSITY AND ANTI-BIAS

We aim to ensure that children and families are treated with dignity and respect, regardless of their gender, ethnicity, religion, physical or cognitive abilities or sexual preference. Doing so will help ensure that the experience of families with the service is free from discrimination and harassment.

We will recognise the diversity of cultures in Australia and help foster cultural competency through the promotion of awareness and acceptance of all cultures. This is aimed to be achieved through the thoughtful integration and exposure of different cultural experiences and resources within the program.

All activities and behaviours in the service will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from prejudice and harassment and acknowledging the many and varied backgrounds of children.

2.4 TOYS AND GAMES

There are a variety of toys and games at the centre. **Children are strongly discouraged from bringing their own toys and games from home, as they tend to get lost or broken.** The service takes no responsibility for any loss or damage to toys and games that children bring from home.

2.5 HOMEWORK

Out of School Hours Care follows a play-based learning philosophy where we believe children learn through engagement with play, other children and exposed experiences. We also aim to work closely with families to ensure family expectations and views are of high consideration. As a result of these two ideas the service **DOES NOT** enforce homework time upon children. However, we do run a homework club each afternoon between 3:45pm to 4:45pm, an educator sits in a quiet space with the children and provides assistance when needed. Contact a staff member if you are unsure how to add your child to the homework club list.

2.6 EXCURSIONS

Excursions can be a valuable part of the services program as they provide variety and an opportunity to expand a child's experience, explore different environments and learn new activities within their local community.

Excursions are implemented when deemed appropriate for programming and planning initiatives, pending a risk assessment and compliance. Parent's permission will be sought for all excursions. Children on excursions will be ensured proper supervision and care, for the full duration of the excursion.

2.7 VIDEOS AND FILMS

Films and videos can be used as part of the program of activities after thoughtful consideration relating to the content and message of the film. All videos and films will be suitable for the children's ages and will be rated either G or PG.

3. HEALTH AND SAFETY

Our Service provides an environment that aims to ensure 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.

3.1 PROVIDING A CHILD SAFE ENVIRONMENT

To ensure our service is able to meet the requirement of ensuring a child safe environment, our policy and initiatives include:

Managing the Facility:

- Security
- Building and Equipment Maintenance
- Storage
- Ventilation Temperature and Light
- Pest Control
- Indoor Environment
- Outdoor Environment

Child Protection

- Mandatory Reporting
- Mandatory Reporting Guide
- Information Exchange
- Complaints
- Recruitment of Staff
- Working with Children's Check

3.2 FOOD AND NUTRITION

The Service believes that good nutrition is essential for a child's healthy growth and development. For this reason, the service will provide nutritious, good quality food consistent with the *Dietary Guidelines for Children and Young People in Australia*.

3.2.1 Breakfast

During before school care (between 7:30am and 8:15am), breakfast is offered to children and includes foods such as:

- Cereal
- Toasts
- Yoghurt
- Fruit
- Crumpets/Pancakes
- Water

3.2.2 Afternoon Tea

During after school care (between 3:30pm and 3:45pm), afternoon tea is offered to children and includes homemade foods such as:

- Fruit & Vegetables
- Pastas/rice/grains
- Soups
- Sandwiches
- Crackers
- Proteins
- Frozen Fruit Cut

If your child tends to be hungry in the afternoon, it is advisable to send additional nutritious items to supplement the light snack.

It is the parent's responsibility to make sure that the service is aware of any **food allergies or dietary restrictions** your child may have.

A nutritious late snack is also provided at 5:00pm.

3.3 HYGIENE

The service aims to maintain a healthy and hygienic environment that promotes the health of the children and staff.

All staff and children are required to wash their hands before and after preparing/eating meals, before and after going to the toilet, after wiping their nose or being in contact with any body fluids to avoid spreading of germs. Staff also implements additional hygiene practices in line with our health and safety policy. The service is also cleaned on a daily basis.

3.3.1 Food Handling

Staff will wear disposable gloves when in contact with food. If this is not possible due to allergic reactions, staff will wash their hands in warm soapy water before preparing food. All areas where food is prepared are cleaned and disinfected. The refrigerator is set at a proper temperature and all food is checked by the use-by date that is displayed on the product. Children are asked to wash their hands before handling food.

3.4 SUN PROTECTION

The service implements a Sun Protection Policy consistent with current best practice. Children are required to wear sun protection (**wide brimmed** hat and **sunscreen**) when playing outdoors and the UV index is 3 or above.

The service will not give out any spare hats to children so any child without a hat will be required to play indoors.

Sunscreen will be made available for children. Parents should inform the Director in writing if they do not wish their child to use sunscreen. Staff will respect the parents' right to refuse children using sunscreen; however, such children will be required to wear appropriate clothing or play in the shade.

Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, or the child encouraged to play indoors.

3.5 EMERGENCIES AND EVACUATION

The service will provide an environment that provides for the safety and wellbeing of the children. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. Emergency and evacuation procedures are practised twice each term to familiarise staff and children with these procedures.

The Emergency Evacuation Procedures are outlined in Appendix A.

3.6 MANAGEMENT OF BASIC FIRST AID

In the case of a child having an accident at the service that results in a minor injury, the child will be treated with basic first aid. An accident/incident report form will be completed, given to the Director and will be available for parents to read.

The Service will ensure that a minimum of one staff member working on any given day will hold a current First Aid Certificate. There is a first aid kit located on premises to

ensure children can receive basic first aid. All of these kits are monitored and restocked when necessary and at a minimum of once a term.

If the accident results in a major injury, the child will be treated with first aid and/or an ambulance called. Every effort will be made to contact the child's parent/guardian to inform of the details, and any expenses incurred are the responsibility of the parent/guardian. An accident report form will be completed immediately, a copy will be sent to the Regulatory Authority, the original will be given to the Director and will be available for parents to read and sign. A copy of the signed document will be given to the parents.

All injuries/illnesses to a child that the centre deemed necessary that they receive medical attention will be reported to the regulatory authority. As such we may require parents/carers to provide the centre with a copy of the medical report from the treating medical professional.

3.7 ILLNESS AND INFECTIOUS DISEASES

The service aims to provide a safe and hygienic environment that will promote the health and wellbeing of our children. We will take all reasonable steps to prevent the spread of infectious diseases through the implementation of procedures that are consistent with guidelines of the NSW Department of Health.

Children with infectious diseases will be excluded from the service for the period recommended by the Department of Health. Where there is an outbreak of an infectious disease, each enrolled child's parent/emergency contact will be notified within 24 hours under ordinary circumstances. The service will take care when issuing the notification to ensure it is not done in a manner that is prejudicial or names any particular child.

Parents and guardians are requested not to bring sick children to the service and arrange prompt collection of children who are unwell. The care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health.

Where a child becomes ill at the service all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the parent/emergency contact. In this occurrence, parents/guardians will be contacted to take the child home. Where the parents are not available, emergency contacts will be called to ensure the child is removed from the service promptly.

A copy of the Department of Health guidelines is available at the service or on the following website: <http://www0.health.nsw.gov.au/publichealth/Infectious/a-z.asp>

A child or adult will be considered sick if he/she:

- Sleeps at unusual times, is lethargic
- Has a fever over 38°C
- Is crying constantly from discomfort
- Vomits or has diarrhea
- Needs constant one-to-one care
- Displays symptoms of an infectious disease

If a child is unwell at home parents are not permitted to bring the child to the service. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.

3.7.1 MANAGEMENT OF AN INFECTIOUS DISEASE OUTBREAK

Children and staff will be excluded from the service if they are ill with any contagious illness. This includes diarrhea and conjunctivitis. Children and staff with diarrhea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.

In the event of an outbreak of vaccine-preventable disease at the service or Hunters Hill Public School, parents/guardians of children not immunised will be required to stay at home for the duration of the outbreak, for their own protection. The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.

The period of exclusion will be based on the recommendations outlined by the Department of Health. The recommendation will be available at the service for viewing. The Director will at all times follow the recommendations as outlined in the Health Department document.

The decision to exclude or re-admit a child or staff member will be the responsibility of the Director, based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease. The Director or staff members have the right to refuse access if concerned about the child's health.

A doctor's clearance certificate will be required for all infectious diseases such as measles, mumps diphtheria, hepatitis A, polio, tuberculosis, typhoid, and paratyphoid before re-admitting a child to the service.

Note: Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements discussed and agreed to by the management committee have been made.

Parents will be informed about the occurrence of an infectious disease at the service ensuring that the individual rights of staff or children are not infringed upon.

3.8 IMMUNISATION

Parents must provide the service with their child's immunization status at the enrolment stage and the information will be recorded in or a copy of the immunization report attached to the enrolment form.

Children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease.

3.9 ALLERGIES

The service is committed to providing safe and effective care of children with allergies. Parents/guardians are required to inform the service of any allergies their child/ren may have at the time of enrolment, on the enrolment form.

Where a child has an allergy, the parents may be asked to supply additional documentation if required. Where a child is diagnosed as anaphylactic and has been prescribed an EpiPen, parents/guardians must provide a copy of the child's anaphylaxis action plan signed by their doctor, with a photo of the child. Children will need to supply their own EpiPen to be left at the service at all times when the child is in attendance.

If a food allergy exists, parents will be asked to supply any particular diet if required. Details of all food allergies will be recorded in a medical conditions folder and marked on the roll to remind staff.

3.10 MEDICATION

If a child requires medication while attending the service then a parent/guardian must fill out an "administration of medication" form and give it to the 'Responsible Person'.

The 'Responsible Person' who administers the medication will note their name and the time at which the medication was given to the child on the same form, which is to be retained by the Director for record keeping.

3.11 DEALING WITH MEDICAL CONDITIONS

The service will work closely with children, families, the school and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day today program in the service in order to promote their sense of well-being, connectedness and belonging to the service.

Staff will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality. The medical conditions policy

will be provided to parents who identify that their child has a medical condition and a medical plan will be completed for each child that identifies with a medical condition.

3.12 ASTHMA

The service is committed to raising the awareness of asthma amongst those involved with the service by providing the necessary procedures to ensure the health and safety of all persons with asthma. The service is committed to provide an environment in which children with asthma can participate in all activities to their full potential and to provide a clear set of guidelines and expectations to be followed with regard to the management of asthma.

Where a child has been diagnosed with asthma, parents/guardians must supply the service with a written Asthma Management Plan signed by their doctor.

More details are available in the Asthma Policy.

3.13 BEHAVIOUR GUIDANCE

Basic rules will be established based on safety, respect for others, order and cleanliness and will be communicated to all families, children and educators along with consequences for inappropriate behaviour. The service recognises the importance of children's input into developing the basic rules and helping to determine appropriate consequences for inappropriate behaviour. Our service promotes a positive approach to managing the behaviour of all children. Children will be encouraged to resolve problems, defeats, and frustrations where appropriate. This can be achieved by exploring possible solutions, and helping children understand and deal with their emotions.

The service will ensure no child being cared and educated for by the service is subjected to any form of corporal punishment or any discipline that is unreasonable in the circumstances. The service will ensure that every reasonable precaution is taken to protect children being cared for or educated by the service from harm and any hazard likely to cause injury.

Basic Rules for Children

- Respect each other
- Respect other people's property and that of the service
This includes stealing other people's property including HHOOSH's.
Throwing, kicking and breaking HHOOSH's resources, resulting in damage. (This does not include games sports e.g., kicking a soccer ball unless it was caused to purposely hurt a person or damage property e.g., a window).
HHOOSH has set rules regarding the services resources in which has been communicated to children as well as staff to ensure safety and respect for all. Any

rules not being followed repetitively by a child, will result in being banned from an activity for the rest of the session.

- Share with other children and be inclusive^[1]
Allowing children of all ages, abilities and identities to participate in children's games.
- Accept and respect individual needs and differences
- Clean up after activities
It is compulsory for all children to help in pack away time as a group as well as packing away as they go throughout their play and involvement at the centre.
- Be polite to educators and to each other
This includes responding to educators and each other kindly and with respect e.g., listening, cooperating, understanding, calm tone of speech and using non-aggressive/offensive body language.
- Follow the instructions from educators and all staff
Instructions given by staff are to be respected by children. Examples are leaving the out of bounds areas, going in pairs to the bathroom, picking up after themselves e.g., toys and food.
- Play only in the allocated areas and as directed by educators and not enter areas that educators have designated as "out of bounds"
This includes not attempting to leave the school premises without an authorised guardian.
- Remain in the supervised area of the program until the authorised person collecting them has signed them out
- Not participate in physical fighting (play or real), for example, spitting, throwing toys, stones or dangerous objects.
Other examples include but are not limited to; biting, hitting (slapping and or punching) and pulling a part of a person's body whether it may be towards another child at the service or a staff member.
- Not bully or engage in any form of aggressive behaviour
This includes discriminating a person's (child or staff) race, ability, socioeconomic status and family aspects.
- Use appropriate language at all times.
Inappropriate conversations are not tolerated at the service nor is coarse language.

Establishing Effective Behaviour Management

Staff and educators take the following steps towards establishing effective behaviour management:

- Establishing positive relationships, which are the foundation for building children's self-respect, self-worth and feelings of security
- Observing children to identify triggers for challenging behaviours. Paying attention to the child's developmental level and any program issues that may be impacting on the behaviour

- Using positive approaches to behaviour guidance. Some of these include positive acknowledgement, redirection, giving explanations, encouragement, providing help and input, collaborating to solve problems and helping children to understand the consequences and impact of their behaviour
- Supporting children by providing acceptable alternative behaviours when challenging behaviour occurs
- Ensuring limits are consistent, carried out in a calm, firm manner, followed through and that children are helped to behave within these limits
- Involving the family and the child in appropriate ways in addressing challenging behaviour
- Using other professionals when necessary to help with behaviour guidance, for example, the Inclusion Support Facilitator (ISF)
- Identifying children's strengths and building on them
- Seeking support from other educators and management

Correction Steps:

- When a child's behaviour is deemed inappropriate to either him/herself or others, or if a child's behaviour is intrusive to another person's enjoyment, then educators will actively intervene and take steps to attempt to resolve the situation.
- Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators, or consistently disregarding the basic rules. In these instances, the following steps will be taken:
The educator will explain to the child that this type of behaviour is inappropriate. The educator will re-direct the child to a different activity within the room (or outdoors).
If aggressive or inappropriate behaviour continues, the child will be calmly redirected to move away from the group/activity. This to ensure that further harm to oneself and others is limited and provides the child time to think about their actions and how this can be improved on for possible incidents in the future. An educator will then discuss with the child ways this can be improved on for future and once resolved, the child may return to play.
A discussion will be held with the child's family when the child is collected.

Persistent Inappropriate Behaviour:

If inappropriate behaviour continues over a period of time, a meeting between educators, nominated supervisor, child and family will be arranged. The meeting agenda will cover:

- Alternative approaches to behaviour guidance
- The child's life outside the service
- Any problems that may be causing the behaviour
- A mutual strategy for improving behaviour will be discussed and closely monitored by educators, the nominated supervisor and the child's family. Should it be necessary, and with the consent of the family, advice and assistance will be sought from relevant external specialists to address the matter.
- In extreme cases, to protect other children and educators, the service reserves the right to exclude the child from the service; this may be a temporary or permanent measure. Exclusion will only be considered after:
 - The child's family has been notified and given the opportunity to discuss their child's behaviour
 - Educators, Nominated Supervisor and Approved Provider have given careful consideration to the problem.
 - Adequate support and counselling is sought (if necessary)
 - Clear procedures have been established for accepting the child back into the service.

As a childcare or education service, our top priority is the safety and well-being of all children and staff members. While we follow established guidelines and procedures for the exclusion of a child, there may be exceptional circumstances where a child poses a significant harm or threat to staff and other students, and exclusion may be necessary without following the guidelines.

4. PARENT INVOLVEMENT AND MANAGEMENT COMMITTEE

The Approved Provider of the service is the Hunters Hill Public School P&C Association and this is the governing organisation. Hunters Hill Out of School Hours are managed by a Sub-Committee of the P&C and consist of a Convenor, Treasurer, and Secretary. These are volunteer positions held by parents/guardians of children enrolled in the service.

Decisions about the overall operation and governance of the service are made at the Committee level. All Committee meetings and the business discussed in those meetings are required to be kept confidential to ensure that good governance policies are maintained.

Families are encouraged to talk about any issues they may have in relation to the service with the Director. Any issues will be brought to the attention of the Management Committee by the Director if appropriate.

The service requires the input and views of parents to improve both its services and its facilities. Some of the ways you can be involved include becoming a member of the Management Committee, offering ideas and views for the program, sharing your skills and interests in the service, offering resources and communicating with staff.

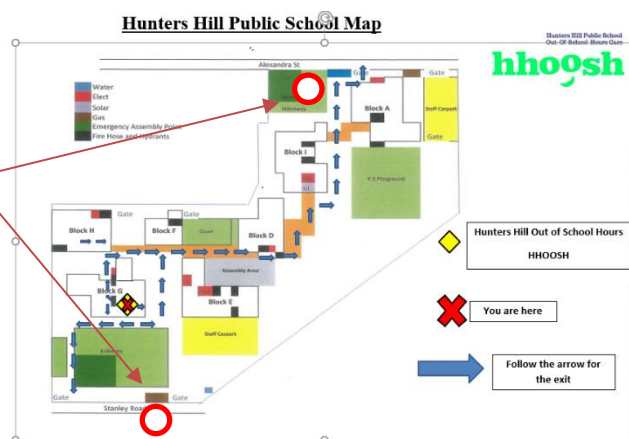
VOLUNTEERS

Parents and members of the community can provide an important and valuable learning experience for the children. Should you or someone you know like to offer some help to the service, please let the staff know. All volunteers are interviewed by the Director prior to their involvement with children. All volunteers will be required to comply with the WWCC guidelines.

Emergency Evacuation

In the case of a Fire or a phenomenon that makes it unsafe for children/staff to be inside/near the Before/After School Care building, staff will:

- **Instruct everyone to evacuation assembly area and evacuation routes**
 - Assembly Area One – Eulbertie
 - Assembly Area Two - Jacaranda Hideaway
- **Location of offsite assembly area**
 - Anglican Parish of Hunters Hill, Ambrose St, Hunters Hill
 - Hunters Hill club and Tennis Club, Madeline St Hunters Hill
 - Wandella Scouts Club, Durham St, Hunters Hill
 - Hunters Hill HS, The Avenue, Hunters Hill
- **Director/Assistant Director/Responsible person in charge will ring a bell** (located in office area) and make an announcement over the loudspeaker to alert staff and children.
- **Director/Assistant Director/Responsible** in charge to move around the premises ringing the bell and instruct children to move to the designated outdoor meeting point.
- **Casual Staff** to direct children to designated meeting point and instruct them to sit quietly.
- **Director/Assistant Director/Responsible** to collect roll, mobile phone, emergency backpack (family contacts, first aid kit, asthma kit, EpiPen's).
- **Director/Assistant Director/Responsible** to do a final check of premises to ensure all children are present at the meeting point: indoor room, outdoors, toilets, bubbler and main toilet area, hallway of adjoining building.

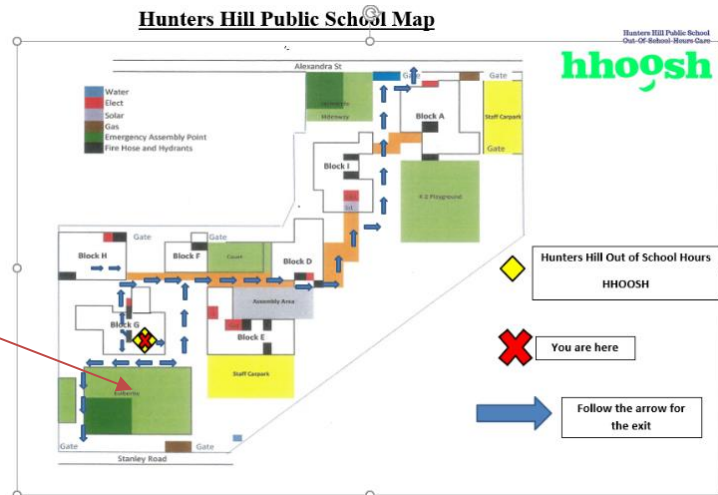


- **Director/Assistant Director/Responsible** to call 000 and Hunters Hill Public School Office: 98164404 or 98173406
- **Director/Assistant Director/Responsible** to take roll and ensure all children & staff accounted for. If children are missing the **Director/Assistant Director/Responsible** will inform emergency services and comply with their response.
- **Casual Staff** and children will only re-enter the premise when directed by either the **Director/Assistant Director/Responsible** or emergency services.

Emergency Lockdown

If a person enters the Centre premises and threatens the safety and/or wellbeing of the children or staff at the Centre, staff will:

- Instruct everyone to move to the lockdown area:
 - Block G -Eulbertie
- Director/Assistant Director/Responsible person in charge will blow a whistle and make an announcement over the loudspeaker to alert staff and children.
- Director/Assistant Director/Responsible person in charge to move around the premises and instruct children to move into designated room (indoor B/ASC room).
- Casual Staff to direct children into designated room.
- Casual Staff to move inside designated room and calm children.
- Director/Assistant Director/Responsible person to do a final check of premises to ensure all children are inside: outdoors, toilets, bubbler and main toilet area, hallway of adjoining building.
- Director/Assistant Director/Responsible person to ask the intruder calmly and politely to leave the Centre premises. Be firm and clear and remember your primary duty is to the children in your care.
 - If they refuse to leave, explain that it may be necessary to call the police to remove them.
 - If they still do not leave, call the police on 000.If the Coordinator is unable to make the call another staff member should be directed to do so.



- **Casual Staff** to lock all doors, windows, and close curtains.
- **Casual Staff** to ensure children are away from doors/windows and keep children calm and quiet.
- **Director/Assistant Director/Responsible person** to take roll to ensure all children are present.
- **Casual Staff** are not to open doors or windows until safe to do so and leave only upon the direction of the **Director/Assistant Director/Responsible person or emergency services**.
- **Staff** should NOT attempt to physically remove the unwelcome person. **Casual Staff** to remain calm and wait for the police.