

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



# Family Information Handbook

2021

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# HHOOSH FAMILY INFORMATION HANDBOOK

## CONTENTS

### HHOOSH Program

### HHOOSH: Objective, Background Information & Philosophy

### National Quality Framework (NQF)

#### 1. Administrative Aspects

Page 9

- 1.1 Policies & Procedures Manual
- 1.2 Hours of Operation
- 1.3 Enrolment
- 1.4 Fees
- 1.5 Delivery & Collection of Children
- 1.6 Child Protection
- 1.7 Custody & Guardianship
- 1.8 Grievance Procedures
- 1.9 Privacy & Confidentiality
- 1.10 Centre Staffing

#### 2 Centre Programming

Page 20

- 2.1 Program Content
- 2.2 Gender Equity
- 2.3 Diversity & Anti-Bias
- 2.4 Toys & Games
- 2.5 Homework
- 2.6 Excursions
- 2.7 Videos & Films

#### 3 Health & Safety

Page 20

- 3.1 Providing a Child Safe Environment
- 3.2 Food & Nutrition
- 3.3 Hygiene
- 3.4 Sun Protection
- 3.5 Emergencies & Evacuation
- 3.6 Management of Basic First Aid
- 3.7 Illness and Infectious Diseases
- 3.8 Immunisation
- 3.9 Allergies
- 3.10 Medication
- 3.11 Dealing with Medical Conditions
- 3.12 Asthma
- 3.13 Behaviour Guidance

#### 4 Parent Involvement & Management Committee

Page 31

#### Appendix A: Emergency Evacuation Procedures

## **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.

<b>BASE PROGRAM &amp; ROUTINE - BEFORE SCHOOL CARE</b>		
<b>TIME</b>	<b>INDOORS</b>	<b>OUTDOORS</b>
<b>7.15am</b>	<b>Centre Opens</b>	
<b>7.15-8.30am</b>	<b>Programming:</b> <ul style="list-style-type: none"> <li>• Colouring-in, drawing</li> <li>• Craft activities (play dough, sculpting, hama beading, knitting, painting etc.)</li> <li>• Dramatic play areas</li> <li>• Construction activities (Lego, Duplo, blocks, manipulative games, puzzles etc.)</li> <li>• Cognitive games (cards, chess, building, battleship, jenga etc.).</li> <li>• Homework area.</li> <li>• Reading, rest &amp; relaxation area.</li> <li>• Music &amp; Singing</li> </ul> <b>TV: Not permitted at Before School Care</b>	Outdoor group games implemented on suitable days.
<b>7:15-8:15am</b>	<b>Breakfast</b> served to children.	
<b>8.30am</b>	Pack-up/clean-up of centre Years 1 – 6 taken to school supervised area.	
<b>8:40am</b>	Kindergarten children taken to classroom	
<b>8:45am</b>	Centre closure	
<b>BASE PROGRAM &amp; ROUTINE - AFTER SCHOOL CARE</b>		
<b>TIME</b>	<b>INDOORS</b>	<b>OUTDOORS</b>
<b>2:50pm</b>	Kindergarten children picked up from their classes & brought to centre (term 1 only)	
<b>3:00 – 3:15pm</b>	Children arrival & sign in.	
<b>3.00-3.30pm</b>	<b>Afternoon tea</b> (Fruit & Vegies & Main Meal)	Served outdoors
<b>3.00-5.30pm</b>	<b>Programming:</b> <ul style="list-style-type: none"> <li>• Colouring-in, drawing</li> <li>• Craft activities (play dough sculpting, hama beading, knitting, painting, clay making, jewellery making, etc.)</li> <li>• Dramatic play areas</li> <li>• Construction activities (Lego, Duplo, blocks, manipulative games, puzzles etc.)</li> <li>• Cognitive games (cards, chess, building, battleship, jenga etc.)</li> <li>• Colouring in, drawing activities.</li> <li>• Homework club.</li> <li>• Reading, rest &amp; relaxation area.</li> <li>• Music &amp; Singing</li> <li>• TV/Movie/Elect. Games (implemented sparingly)</li> </ul>	<b>Sport, Games &amp; Outdoor Play</b> Free Play Cricket Tennis Table Tennis Basketball Soccer Touch Rugby Group Games Play Ground Skipping Sand Pit Hoola Hoops Community Excursions
<b>5.00-5.45pm</b>	Gradual pack-up/ clean-up of centre Late snack served	Pack away of equipment
<b>5:00 - 5:15pm</b>	<b>Late snack</b> - Headcount/attendance roll call and handwashing	
<b>6:00pm</b>	Centre closure	

## **OBJECTIVES & 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, Natasha Tringas 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 HHOOSH we believe that children in their early to middle childhood are in a unique phase of their development. We are committed to ensuring that the children who attend our service are recipients of outstanding care, educational experiences and wellbeing support. This is achieved through management and educators providing a safe, happy, stimulating, fun and welcoming home-like environment where children's learning and care needs are not only met but exceeded. HHOOSH believes in implementing best practice in all areas of the service and strives to achieve this through the 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.

## In respect of:

### The Child

We believe in providing a nurturing and home-like environment where children feel safe, respected, happy, confident and familiar. We believe that it is important to foster self-esteem, trust and respect amongst the children. We facilitate an environment of inclusion where children support each other, work collaboratively and develop a sense of belonging within the service.

### The Program

We strive to offer a program that facilitates a stimulating and rich learning environment. We believe the key to this is developing a program that is based on the children's developmental needs, varying interests and individual abilities using both structured and unstructured play and learning experiences. We provide a range of resources for children to resource their own learning, giving them control and choice in their engagement with the program. We believe in implementing an ongoing cycle of programming, planning and evaluation to ensure that we are responding to the children's emerging interests and abilities.

### The Staff

We believe in our staff building relationships with children and fostering an environment of openness and collaboration between staff and children. We believe that staff should take the children's lead in their engagement with them whilst responding to the children's needs through effective communication, encouragement,

role modelling and support. 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 Family**

We believe in developing partnerships with families to ensure the service and its program compliments the home environment of the child. Through open communication we aim to utilise the wealth of knowledge families have in relation to their children and use this information to inform 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 aid this sense of community. Furthermore we believe in developing links with the local and wider community to create a wider sense of community within in the service

## NATIONAL QUALITY FRAMEWORK

HOOOSH 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](http://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 Policies and Procedures Manual will be going through the review process in mid 2021 with families having the opportunity to provide feedback. 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

<b>Before School Care</b>	7:15am to 8:45am	<b>Breakfast provided</b>
<b>After School Care</b>	3:00pm to 6:00pm	<b>Afternoon tea provided</b>
<b>Vacation Care</b>	8:00am to 6:00pm	

## 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 is 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 at January 2019 (which are subject to change at the discretion of the Management Committee) are as follows:

	<b>Permanent Rate</b> (per session)	<b>Casual Rate</b> (per session)
<b>Before School Care</b>	\$13.50	\$15.50
<b>After School Care</b>	\$22.50	\$24.50

### 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 child care. 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 child care 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**

### **Late Collection Fee**

The service operates from 7:15am to 8:45am (before school care) and from 3:00pm to 6:00pm (after school care). The service is unable to accept children outside of these hours. Should children be present after the closing time of 6:00pm, a late fee of \$10.00 (per family) per 5 minutes will apply. The fee for late collection of children will be recorded and added to the weekly fee statement.

The hours and days of operation of the service will be displayed prominently within the premises (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.

### **Non-notification of Absence Fee - After School Care Session Only**

Parents/guardians who fail to notify the service of their child's absence from an After School Care session by 3pm on the day in question will be charged a non-notification fee of \$10 per occurrence (See 1.4.6 – Absences on how to notify the service of your child's absence). 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 service's operations.

## **1.4.11 Increase of Fees**

The fees are set by the Management Committee in order 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 (Regulation 172).

## **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 strongly encouraged 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 (ie, 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 3pm each day. Kindergarten children will be collected by a staff member from their classrooms.
- 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.
  - It is the responsibility of the person collecting the child to sign the Attendance Register and note the time the child left the service.
  - Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. 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). 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, 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.
- **HHOOSH 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).**
- 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 (ie, art classes, music lessons, etc).

## **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 maintained at all times.

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 3:45-4:45pm, 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 & 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 & 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 & 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 & 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
- is in need of 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
- Share with other children and be inclusive
- Accept and respect individual needs and differences
- Clean up after activities
- Be polite to educators and to each other
- Follow the instructions from educators

- Play only in the allocated areas and as directed by educators and not enter areas that educators have designated as “out of bounds”
- 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.
- Not bully or engage in any form of aggressive behaviour
- Use appropriate language at all times.

## **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.
- Using positive approaches to behaviour guidance. Some of these include positive acknowledgement, redirection, giving explanations, encouragement, giving help, 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 the limits.
- Involving the family and the child in appropriate ways in addressing challenging behaviour.
- 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, aggressiveness, 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 removed away from the triggering environment to calm down and think about their actions. After

a short period of time, the educator will have a discussion with the child with respect to their actions.

- 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 with the nominated supervisor, child and family will be arranged. The meeting agenda will cover:

- Current behaviour issues.
- 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.
  - Nominated Supervisor and Management Committee 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.

## **4. PARENT INVOLVEMENT & 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.

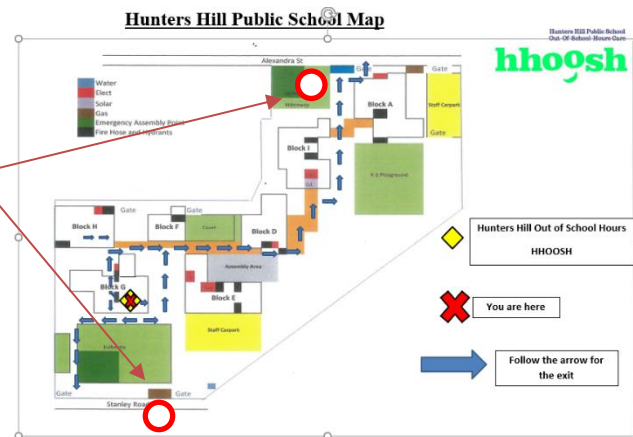
### **VOLUNTEERS**

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.



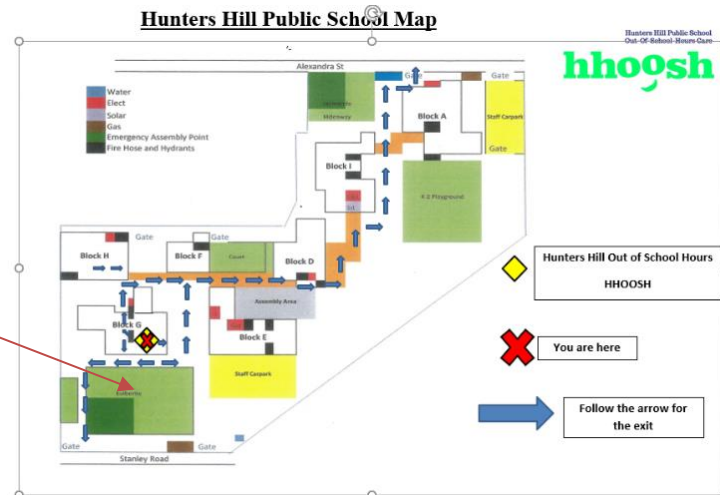


- **Director/Assistant Director/Responsible** to call 000 and Hunters Hill Public School Office: 98164404 or 98173406
- **Director/Assistant Director/Responsible** to take roll and ensure all children & staff accounted for. If children are missing the **Director/Assistant Director/Responsible** will 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.