



HARBORD OOSH CENTRE

FAMILY HANDBOOK

*Harbord OOSH Centre
c/o Harbord Public School
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1.1 MANAGEMENT

The Harbord Public School OOSH Centre (HOOSH) is managed by a Committee of parents and school community members. The Management Committee is a sub-committee of the Harbord Public School Parents & Citizens Association (P&C).

The Centre currently caters for up to 250 children for Before and After School Care and up to 150 children for Vacation Care from Kindergarten to Year six.

The Centre is run as a service for families in the local community and is intended to be a non-profit, non-loss operation.

The Centre abides by the Education and Care Services National Regulations and the National Quality Framework.

The Management Committee consists of the following office bearers;

- Chair
- Assistant Chair
- Secretary
- Treasurer
- Staff Liaison
- HOOSH Director
- HOOSH Assistant Directors
- HPS Principal or Delegate (ex-officio)

Each year (mid Term 1) the HOOSH Management Committee invites parents to volunteer to fill positions.

Communication regarding the Centre will involve emailed newsletters, notices displayed at the Centre administration area and emails to individual parents as and when required.

HOOSH staff and Management Committee believe that parents and children have an important role in the Centre and we value their comments.

1.2 PHILOSOPHY

Their Time, Their Place!

For the children at Harbord OOSH it is 'their time, their place' to play and learn, in a safe environment, where kids can be kids.

We provide time for children to; have fun, get messy, take risks, make noise, connect with nature, be creative and physically active.

Use of technology ensures families are informed about the service and their child's progress. Open communication allows families and children to make suggestions, to provide feedback to our caring and professional staff.

We are a service that strives for continual improvement and values a healthy lifestyle, community involvement, diversity and sustainable practices.

We are a place where everyone can feel a sense of belonging and respected as individuals. By promoting our Core Values; being respectful, responsible, caring and honest, we would love our great kids to become great adults.

OOSH - a scheduled time to play!

1.3 HOURS OF OPERATION

The Centre is open Monday to Friday for 49 weeks coinciding with the school year. The Centre is closed during the first three weeks of the summer vacation period.

Before School Care operates from 6.30-9.00 am.

After School Care operates from 3.00-6.30 pm.

Vacation Care and Pupil Free Days operate from 7.30-6.00pm.

1.4 GRIEVANCES

We will support your right to communicate your concerns and try to resolve them.

A complaint can be informal or formal. It can be anything which you or your child thinks is unfair or which makes you unhappy with the service. All confidential conversations with parents/children will take place in a quiet place away from other children, parents or staff.

If you or your child has a complaint or comment about the service, you are encouraged to talk to the Director or the Assistant Directors who will arrange a time to discuss your concern and come to a resolution to address the issue.

If the complaint is not handled to your satisfaction, at this level, you should discuss the issue with the Chairperson or Liaison person of the Management Committee, either in writing or verbally.

Your complaint will be recorded and dated indicating the issue of concern and how it was resolved.

Problems that cannot be solved by the Management Committee or complaints about the Management Committee may be referred to a P&C meeting or external options will be offered such as an unbiased third party. Please see the HOOSH Policy document, section 1.13 for more details.

2. PLACEMENT

2.1 REGISTRATION

Registration is restricted to children from Kindergarten to Year Six. Registration Forms are to be completed on the Centre's software website, <https://harbord.hubworks.com.au>. Please click on components (before, after and vacation care) you need.

If you do not have internet access please make a time to come to the Centre to fill out a registration online.

Centre users must complete a Registration Form and update upon request.

In other circumstances, a hard copy of the registration form will be made available. Completed hard copies of the Registration Forms may be;

- 1 Given to a staff member in the HOOSH office
- 2 Email to admin@harbordoosh.com
- 3 Posted to HOOSH Centre
c/o Harbord Public School
Oliver Street
Harbord NSW 2096

Registration Forms are collected by Centre Staff and kept at the Centre in a locked file. All information

remains strictly confidential.

Immunisation status is requested on registration. The Family Assistance Office (FAO) requires parents of all children attending the Centre to provide documented evidence of their child's immunisation status for benefit payments.

Please read the authorisations at the bottom of the registration form. If you do not agree to any of these please contact HOOSH.

2.2 BOOKINGS

For before and after school care bookings, all casual bookings must be booked via the Xlor app. Permanent bookings must be booked by emailing the centre.

Places are subject to availability. HOOSH follows strict priority of access guidelines set by Community Services. You will be notified of places given and notified if placed on the wait list and contacted when there is a spot available.

Vacation care bookings are open for 4-6 weeks before the commencement of the school vacation care period. These are available on the website, will be emailed to the primary caregiver or upon request.

Types of bookings:

Permanent Bookings

Permanent bookings for each New Year will continue as per current booking unless you have informed the Centre you will be cancelling or changing days. The Centre will automatically cancel all bookings held by year six children at the end of the year. It is the parent's responsibility to keep up-to-date with their account under the Xplor system.

Casual/Short Notice Bookings

These bookings should be made via email or in the parent message book. They must be made before close of service the previous day for Before School Care, and before 9.00am the same day for After School Care, to allow sufficient time for Centre staff to advise of availability. Bookings after this time are at the discretion of the Director. Parents are encouraged to contact the Centre to confirm availability. If a session is booked over the phone or on the day of care, a \$5.00 late booking fee will apply.

2.3 CANCELLING AND CHANGING BOOKED SESSIONS

The Centre does cancel sessions upon written request if you are no longer using the service. Payment for the cancelled session will be credited to your account. The cancellation will occur the week after the request eg if the cancellation was made in week two the cancellation will occur in week three.

A \$20.00 per child/per day charge is applied to your account if a cancellation is made for vacation care before the closing date. You will be charged the full rate after the closing date.

All permanent bookings can make periodic cancellations in writing (eg taking a holiday), this must be done the term prior. Each family has a maximum of four cancellation requests totalling a maximum of ten weeks per year.

3. ACCOUNTS

3.1 PAYMENTS

Invoices are sent fortnightly via email.

The Centre operates with Debit Success. This is a compulsory direct debit payment system. Debit Success accounts are billed fortnightly.

A dishonour fee will be applied to any dishonoured Debit Success transaction. This is charged directly from Debit Success and will not appear on your OOSH statement. Please ensure that your Direct Debits details are correct in Xplor, and update them when necessary.

3.2 OVERDUE PAYMENTS

Any payment more than four weeks overdue may result in notification in writing from the Management Committee of cancellation of booking and refusal of further bookings until payment is made. Families may apply to the Management Committee (in writing) for special consideration.

3.3 CHILD CARE SUBSIDY - ESTIMATE (CCS)

To find out if you can get the Child Care Subsidy, please go to Service Australia and answer the questions on their information page: [Child Care Subsidy - Services Australia](#)

You will need to supply Harbord OOSH with the following information for us to enrol your child for CCS estimates: Full Name, CRN and Date of Birth for each child AND the primary parent. We can then create a CWA agreement for you to sign in Xplor. One will be created for each child you have attending OOSH. You will then need to check your MyGov account and complete the activity test there - after the CWA agreement has been signed. Once this has been completed please check your account statement each fortnight to ensure your estimates are being credited.

If you have any questions about your CCS enrolment or your Account please email us at: oosh_accounts@harbordoosh.com

4. NON ATTENDANCE

4.1 LATE COLLECTION OF CHILDREN

Parents are reminded of the late collection fee. The Centre closes promptly at 6.30pm. Parents are charged an on-the-spot 'late collection fee' of \$50 for the first 10 minutes, and \$30 for every 10 minutes or part thereof after e.g. if picked up at 6.43pm, \$80.00 will be charged.

Telephone calls to nominated contacts will be made at 6.15 pm. If no contact is made with the child's care-giver by 7.00 pm, Community Services (CS) will be contacted and a foster parent organised for the remainder of the evening or the child will be taken to the local police station. Staff will post a notice on the Centre door with details of where the child has been taken and contact phone numbers.

4.2 EMERGENCY CARE

HOOSH Centre will assist Harbord Public School by providing emergency short notice care (subject to availability) for child/ren not booked into after school care and not collected from school after contact with parents/carers has been made as long as that child has an active enrolment.

HOOSH OPERATES UNDER STRICT NUMBER GUIDELINES SET BY DEEWR (Department of Education, Employment and Workplace Relations) AND THE DEC (Department of Education and Communities) . SHORT NOTICE BOOKINGS ARE SUBJECT TO AVAILABILITY. UNDER NO CIRCUMSTANCES WILL CHILDREN BE ACCEPTED BY HOOSH FOR EMERGENCY CARE UNLESS CONTACT HAS BEEN MADE WITH PARENTS/CARERS OR ARRANGEMENTS HAVE BEEN MADE WITH THE PRINCIPAL/DEPUTY PRINCIPAL.

4.3 NON ATTENDANCE

If a child has not been signed into before school care or vacation care they are presumed absent. The children are signed in at the beginning of the after school session. Parents must submit an absence in the Xplor app or if that's not possible, email the Centre no later than 12.00 noon (where possible) if their child cannot attend After School Care.

If a child is not present by approximately 3.30pm in an ASC session, the following steps will be taken immediately:

An attempt will be made to contact the child's teacher.

The playground will be searched.

The school office will be contacted.

Parents or emergency contacts will be contacted. Parent/emergency contact and HOOSH Centre staff will decide on action to locate missing child. Note: Where there is no satisfactory explanation of child's whereabouts and parent or emergency contact cannot be reached, Police will be contacted after 4:00pm.

A \$25.00 non-notification charge will be applied to all accounts where the Centre has not been notified of an absence.

A non-attendance day is charged at your regular rate. CCB will only apply for 42 absent days (without supporting evidence) per financial year.

4.4 ARRIVING AND LEAVING THE CENTRE

Upon arrival at the Centre in the morning parents/guardians must sign the child/ren in and inform staff of their arrival. Before School Care children will be released at 8:40am or when a school teacher is on duty. During the first term, Kindergarten children will be taken to their classrooms at 9.00am.

For after school care, children will make their own way to the Centre from their classrooms. Kindergarten children will be collected from the classroom/meeting point during the first term.

Children are signed in by an educator. There are regular roll checks throughout the afternoon.

If a child is to be picked up by someone other than the people nominated on the Registration Form, it will be necessary to send an email to the centre from the parent/guardian. This does not apply to a legal custody arrangement.

It is the responsibility of parents/guardian to see that children are signed out each afternoon. Children must not leave the Centre except in the manner indicated by parents on the Registration Form. Alternative arrangements must be communicated to the Director/Assistant Director in writing.

Parents must NOT remove their children from the Centre without informing staff.

Parents should NOT call the Centre to ask for the staff to sign and send the child out to a meeting point, unless under emergency circumstances.

When collecting your child, parents should allow time to collect your child's personal belongings and assist staff in locating your child. If you do not sign your child out there will be a \$25.00 fee.

5. SECURITY

5.1 CUSTODY MATTERS

It is necessary for Centre staff to sight a Court Order if that Order refuses a parent's access to a child. A photo of a prohibited person should be given to the Centre Director/Assistant Director if possible.

If a prohibited person attempts to collect your child from HOOSH the procedure is as follows: Staff immediately notify the Director/Assistant Director.

Director/Assistant Director instructs another staff person to inform the Police and primary carer.

Director/Assistant Director advises prohibited person of the Court Order.

Director/Assistant Director verbally tries to prevent or delay departure.

NB: Staff cannot physically prevent departure. This is the role of the Police.

5.2 PERSONAL POSSESSIONS

HOOSH follows Harbord Public School's 'restricted and/or banned' items. Children are not permitted to bring chewing gum, lollipops, ipods, ipads, mobile phones, aggressive toys or weapons etc. Parents should clearly label articles of clothing and other personal possessions. Staff cannot assume any responsibility for children's clothing or other personal possessions. A lost property box is kept on the premises.

6. BEHAVIOUR GUIDANCE

6.1 BEHAVIOUR GUIDANCE

At HOOSH we aim to promote positive behaviour by implementing redirection and positive guidance techniques. For the benefit of all the children and the effective operation of the Centre, a certain level of behaviour is expected from each child. HOOSH has 'Core Values' that relate back to positive behaviour.

Please see Behaviour Guidance Procedure and Steps located in the HOOSH Policy Document and posted in the HOOSH rooms.

6.2 BULLYING

At HOOSH, bullying is not tolerated. We view any ongoing intimidating behaviour from one child to another as an act of bullying. It is the aim of the Centre to encourage the child (victim) to deal with bullying situations whilst making it clear staff are available for support.

7. TRANSPORTING CHILDREN

7.1 TRANSPORT POLICY

The Centre aims to transport children safely and on time to any excursion or extra-curricular activity.

Please see Transporting Children located in the HOOSH Policy Document.

8. HEALTH AND SAFETY

At no time will the health or safety of Centre users be compromised.

The Centre is a 'no smoking/no alcohol/no illegal drug' area. The consumption of alcohol may be permitted after operating hours on special occasions at the Directors discretion eg; Staff Christmas Party, after Management Committee meetings.

Centre staff are required to maintain a safe, healthy and clean environment for the children, which includes wiping table tops, sweeping the floor, vacuuming and regular 'spring cleaning'.

Centre staff are responsible for the removal of food scraps daily. Other rubbish is to be removed regularly by the Centre staff. As the room contains craft supplies, any dangerous or potentially harmful items are stored in locked cupboards. The use of such items is closely supervised. Children must not light or be in possession of matches, lighters or any incendiary device.

In the instance of an intoxicated parent/guardian collecting a child, staff will advise the person of the Centres duty of care to the child to not let them leave the premises with an intoxicated person. All efforts to contact another family member or friend will be made to collect and go home with the child. For more information please refer to the policy and procedure handbook section 1.8.

8.1 ACCIDENTS

All accidents requiring medical treatment will be recorded on a major (white) incident/accident report sheet, parents will be informed and a signature of acknowledgement will be required on the report.

Accidents requiring a 'precautionary' icepack or band aid are dealt with immediately and will also be recorded on a minor (pink) incident/accident report sheet and a signature of acknowledgement will be required on the report.

All open wounds are cleaned with saline, antiseptic cream or powder applied, then dressed with a non-stick gauze or band aid.

All permanent Centre staff are required to possess current First Aid Certificates. Fully maintained, portable First Aid Kits are available at the Centre.

8.2 NUTRITION

At HOOSH we aim to provide nutritional food that meets the safety and dietary requirements of all children.

8.3 ALLERGIES

All children's individual needs such as allergies etc, will be addressed in the menus. Staff will keep a list of all children's allergies or food restrictions near the food preparation area and sent out to the serving areas to ensure all staff follow these. We do not serve or make foods that directly contain nuts in the ingredients. We do serve foods that the packaging states wording to the effect of 'Prepared on machinery that may contain traces of nuts'.

This precautionary disclaimer can be found on non nut related packaging, including products such as Masterfoods BBQ & Tomato Sauce's and Streets Lemonade Iceblocks.

8.4 SUN PROTECTION POLICY

We aim to ensure that all children attending HOOSH will be protected from harmful rays of the sun. All staff are encouraged to model appropriate sun protection behaviour and enforce the sun protection policy.

The following recommendations set by the Cancer Council:

'Minimise time spent outdoors during peak UV periods.'

From October to March, minimise outdoor activity between 11am and 3pm. Sun protection is required at all times when outside. From April to September, outdoor activity can take place at any time during the day. Sun protection is required between 10am and 2pm (EST), except in June and July when the UV Index is mostly below 3. In June and July, sun protection may still be needed if your service is in the far west and north of the state (where UV levels are higher) and for children who have very fair skin. When the UV Index is 3 or above, skin damage can occur so sun protection is required. For most of NSW, UV levels are 3 or above throughout the year apart from June and July'. Exert from Cancer Council website, www.cancercouncil.com.au.

Staff will encourage children to wear hats for outdoor play. Children and staff are encouraged to protect themselves by wearing hats and applying sunscreen. Children who do not apply sunscreen or have a hat during term one and four must play in a sheltered area. Staff are to enforce the 'no hat play in the shade' rule during these terms. During term one and four and during vacation care, sunscreen will be given to all children upon arrival at After School Care. Children will apply their own sunscreen under supervision from staff. Parents are encouraged to apply sunscreen to their child/ren prior to arriving at Before School Care. An SPF 30+ sunscreen will be made available in Harbord OOSH for staff and children all year round. Where children have allergies or sensitivity to the sunscreen parents will notify centre staff and the child will be added to our child allergy list. The centre will provide an alternative sunscreen.

Children will not share hats. They must have their own.

The sun protection message should be reinforced throughout the program.

Outdoor activities will be held in shaded areas whenever possible. Where shade is considered inadequate, management should be approached to provide additional shade cover.

HOOSH will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic.

All sun protection practices will be maintained while walking to and from HOOSH and on any excursion.

9. EMERGENCIES

9.1 EMERGENCY DRILLS

The Centre will practice drills with an emergency evacuation and a muster station at least once per term in accordance with HPS policy.

The Centre's fire and emergency procedure is clearly displayed in all HOOSH rooms and are in the HOOSH

policy document.

10. THE PROGRAM

10.1 DAILY ROUTINE AND PROGRAM

Staff and children develop a weekly/daily program with a variety of options and is displayed at the Centre. The program will reflect the My Time Our Place Framework and the HOOSH philosophy.

We cater for children that have extra curricular activities to attend in the morning and afternoon. We take the children to their activities if it is dark or out of the school grounds. We do not collect children from these activities.

Your child can be placed on a list to be reminded to do their homework in an area that has been set up by staff. It is the parent's responsibility to encourage the child to do their homework at HOOSH . Staff do not supervise and give one-on-one tutoring for homework.

Xplor Playground is our portal for observations, information on your child and the program. Please see staff to sign up to Xplor Playground.

For less waste of resources and paper, children are encouraged and given a scrapbook to draw and paste their craft into. There is a \$2.00 charge per scrapbook.

10.2 TELEVISION AND VIDEO

Viewing of television is only a regular part of the Before School Care program. During the afternoon session viewing is not a regular part of the program and is limited to extreme weather (wet days, cold days or heat waves) or at the discretion of the Centre Director/Assistant Director. Cartoons and 'G' rated programs are allowed, in accordance with copyright. HOOSH has a pre-approved list of G and PG movies.

10.3 NUTRITION

The Centre aims to promote healthy eating by providing nutritional food. We aim to provide foods that adhere to the healthy food pyramid. Information regarding nutrition is available at the centre.

Breakfast is provided at Before School Care and is packed up at 8.15am.

Afternoon tea is provided by the Centre at After School Care. It consists of water and a sandwich or a nutritional equivalent (we have a wide variety of afternoon tea). If this is not sufficient, children may bring extra nutritious food from home.

Staff must be made aware of food allergies.

All children should carry a drink bottle in their bag. Cold refreshments will be available for the children to fill their water bottles. If a bottle is not supplied the child may use the school water bubblers.

Children are not forced to eat the food provided at the Centre. It is the responsibility of the parent/guardian to ensure their child has an adequate diet.

Parents/Guardians are expected to provide a nutritious Morning tea and lunch during vacation care. Ice packs should be placed in the lunch box during hot weather.

PARENT/VISITOR CODE OF CONDUCT

In relation to children, the centre, staff and families, parents and visitors will:

- ✓Respect the behaviour management practices of HOOSH and **will leave the discipline of children to centre staff.**
- ✓Speak in a respectful and appropriate manner – **will not swear or use abusive language to anyone at the centre.** ✓ **Not publicly slander the Centre or staff on social media**
- ✓Not be under the influence of alcohol or illicit drugs when collecting their child or visiting the centre. ✓Respect the property of HOOSH and users.
- ✓Respect and acknowledge the cultural diversity of HOOSH.
- ✓Acknowledge and read HOOSH Policy and Procedure Booklet and follow the policies and procedures.
- ✓Have input into the program.
- ✓Develop positive relationships with staff.
- ✓Accept accountability for their behaviour.
- ✓Follow this code of conduct.

11.STAFF

The Centre has a Director who is the Nominated Supervisor. All Certified Supervisors are the Responsible Person in charge on a daily roster system. Please see the Centre staff photo board for staff photos and Centre notice board.

11.1 TRAINING

The Director and Assistant Directors are Qualified.

All Certified Supervisors are trained in First Aid, Asthma, Anaphylaxis and Child Protection.