# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>3</td>
</tr>
<tr>
<td>PHILOSOPHY</td>
<td>3</td>
</tr>
<tr>
<td>CODE OF CONDUCT</td>
<td>3</td>
</tr>
<tr>
<td>ABOUT US</td>
<td>3</td>
</tr>
<tr>
<td>LOCATION</td>
<td>3</td>
</tr>
<tr>
<td>CONTACT DETAILS</td>
<td>3</td>
</tr>
<tr>
<td>OPERATION</td>
<td>4</td>
</tr>
<tr>
<td>HOURS OF OPERATION AND SERVICE PROVIDED</td>
<td>4</td>
</tr>
<tr>
<td>ACCESS TO SERVICES</td>
<td>4</td>
</tr>
<tr>
<td>ENROLMENT</td>
<td>4</td>
</tr>
<tr>
<td>BOOKINGS</td>
<td>4</td>
</tr>
<tr>
<td>EXITING HOOSHC</td>
<td>5</td>
</tr>
<tr>
<td>PAYMENT OF FEES</td>
<td>5</td>
</tr>
<tr>
<td>LATE FEES</td>
<td>5</td>
</tr>
<tr>
<td>CHILD CARE BENEFIT</td>
<td>5</td>
</tr>
<tr>
<td>ABENCES</td>
<td>6</td>
</tr>
<tr>
<td>DROP OFF AND COLLECTION OF CHILDREN</td>
<td>6</td>
</tr>
<tr>
<td>IMMUNISATION</td>
<td>6</td>
</tr>
<tr>
<td>SUN SAFE</td>
<td>6</td>
</tr>
<tr>
<td>REFRESHMENTS</td>
<td>7</td>
</tr>
<tr>
<td>HEALTH</td>
<td>7</td>
</tr>
<tr>
<td>MEDICATION</td>
<td>8</td>
</tr>
<tr>
<td>ASTHMATICS</td>
<td>8</td>
</tr>
<tr>
<td>HOOSHC PROGRAMS AND ACTIVITIES</td>
<td>8</td>
</tr>
<tr>
<td>RULES</td>
<td>8</td>
</tr>
<tr>
<td>TOYS</td>
<td>9</td>
</tr>
<tr>
<td>QUALITY ASSURANCE</td>
<td>9</td>
</tr>
<tr>
<td>GRIEVANCE PROCEDURE</td>
<td>9</td>
</tr>
<tr>
<td>POLICIES AND PROCEDURE MANUAL</td>
<td>9</td>
</tr>
</tbody>
</table>
Parent Handbook

1. INTRODUCTION

Philosophy

We aim to provide a happy, safe and caring environment for school aged children.

We believe in providing a fun supportive environment where everyone feels welcome. We encourage the children to have an active role in planning and evaluating the program at Henschke Out of School Hours Care Inc. (HOOSHC).

Code of Conduct

Upon entering these premises you are agreeing to abide by the Henschke Out of School Hours Care Inc. Code of Conduct.

- Treat all people with respect regardless of race, age, gender, religion or background.
- Always act with courtesy and consideration of others.
- Bullying, physical or verbal abuse, neglect or any other type of abuse is unacceptable by anyone.
- Accept the directions of the Co-ordinator of the Centre.
- Observe the Centre's Policies and Procedures.
- Take reasonable care to protect one's own health and safety and the safety of others.
- Complaints and grievances are not to be presented to staff. These will only be accepted in written form, addressed to the President.

About Us

HOOSHC is a not for profit incorporated association. We are approved for 90 children before and after school care and 90 in vacation care. We will have a staff ratio of 1:15 and 1:8 on excursions or when integrating special needs children, as explained in the National Standards for OHSC Services.

HOOSHC has a management committee and a Co-ordinator has been delegated authority for the management of HOOSHC on a daily basis.

Location

Henschke Out of School Hours Care Inc. is located at Henschke Primary School, 103 Fernleigh Road, Wagga Wagga in the school hall.

Contact Details

PO Box 7218
Mount Austin NSW 2650

Phone/ Email

0459 467 864/ hooshcare@telstra.com
2. OPERATION

Hours of Operation and Services provided

Before School Care: Monday - Friday 7.00 am to 9.00 am
After School Care: Monday - Friday 3.18pm to 6.00 pm
Vacation Care: 8.00am to 5.30pm

HOOSHC is a not for profit community based centre and is run by a parent based committee in conjunction with the Co-ordinator.

HOOSHC is licenced for 90 places for Before and After School Care and 90 places for Vacation Care.

Access to Services

Based on Government funding policies, the following access guidelines are adhered to:

Priority 1: Child at risk
Priority 2: Child of a single parent who satisfied, or a parent who both satisfy the working/training study test.
Priority 3: Any other child

Enrolment

An enrolment application form must be completed for each child/family who attends HOOSHC. All information given on the enrolment form remains strictly confidential. It is the parent's/guardian's responsibility to inform the Co-ordinator immediately of any changes of details contained on the registration form. A once off registration fee of $30.00 is payable upon registration.

Bookings

Children are booked in on permanent day each week. The days booked are the days upon which you will be charged. If your child is absent from a booked session for any reason, you will be charged for the session.

Casual bookings are only available when placements are not filled with permanent bookings. However, it is crucial that all bookings are made with adequate notice for staff and children. Parents can make bookings by contacting HOOSHC on the contact details provided.

If you have made a casual booking and need to cancel, providing you cancel 24 hours before the session, there will be no charge.

Vacation Care bookings must be made by completion of a Booking Form, which will be available at least three weeks prior to Vacation Care. There may be additional costs involved should excursions take place.
Exiting HOOSHC

Families, when permanently withdrawing your child from HOOSHC, you are required to give two weeks notice. Staff will provide you with a formal letter of EXIT to be completed.

Payment of Fees

Fees are payable weekly/fortnightly for permanent or part time bookings and on a daily basis for casual places. Invoices will be given to families. Fees are to be paid a week in advance.

Payments can be made by cash or internet banking. Please place cash payments into an envelope and place in the fees box provided near the sign in/out attendance book. Cheques can be made out of Henschke Out of School Hours Care Incorporated.

If you have any concerns with an invoice, please contact staff as soon as possible so this may be addressed.

Please note, failure to pay our fees will jeopardize your child’s place at HOOSHC. If your payments fall behind by 2 weeks, your child’s position may be cancelled unless special arrangements for payment have been made with the Co-ordinator with the Committee’s approval.

Fees

There is an initial registration fee of $30.00 per family.

Before School Care- $10.00 per session

After School Care- $22.50 per session

Vacation Care- $35.00 per day

HOOSHC is a not for profit association and the Committee will continue to monitor the fees to ensure that we cover the costs of running a high quality service whilst keeping fees to a minimum.

Late Fees

HOOSHC closes at 6pm daily. We are not licensed to have children at HOOSHC after this time. Children collected after this time will be required to pay a late fee. There will be a charge of $20.00 for every 15 minute interval or part thereof after 6pm. There will be no discussions entered into in relation to this fee.

Child Care Benefit

The Australian Government provides financial support for this Outside of School Hours Care service under the Child Care Services Support Program. Child Care Benefit is a means tested subsidy to assist with the cost of your child care. This may be received by reduced fees through HOOSHC or a lump sum payment at the end of the financial year. The Family Assistance Office will
administer the CCB. For more information please contact the Family Assistance Office on 136 150.

CCB is available at HOOSHC. It is the parent’s responsibility to forward their details to HOOSHC including family and children reference numbers, correct names and dates of birth.

Absences

The Family Assistance Office allows each child 42 allowable absences per financial year before the parent must pay full fees. An ongoing total of your child’s allowable absences will be shown on your receipts.

When your child is absent from school as a result of sickness or goes home during the day sick, it is important to notify HOOSHC. It is not the school’s responsibility to inform HOOSHC. When your child is absent from HOOSHC due to sickness, you will be charged your normal session rate.

Drop Off and Collection of Children

An authorised person must sign out all children when arriving and departing in the afternoon. Please ensure that you let staff know you have arrived and you are signing the child out. Children will only be allowed to accompany an authorised person from HOOSHC. An authorised person must be named on your enrolment form. You can give written permission if you decide to add someone else at a later time. Please ensure that you let staff know ahead of time if someone else will be collecting your child.

Children cannot leave HOOSHC with a person under the age of 16 years old. Please bear in mind that there are strict guidelines regarding times children can be dropped off and collected at HOOSHC. Late penalties apply after 6 pm. Please let staff know of any custody arrangements or court orders that are in place for your family which could impact on the collection of your child/children.

Immunisation

HOOSHC does not require a copy of your child’s immunisation records. However, in the event of an outbreak of vaccine preventable diseases at HOOSHC or school, children not immunised will be required to stay at home for the duration of the outbreak. Parents will be required to ensure their child is kept at home for their own protection.

Sun Safe

HOOSHC operates under the Sun Safe Guidelines. All children must wear hats, sleeved shirts and sunscreen. We will provide sunscreen for your child, but if your child has particularly sensitive skin, we suggest you supply your own. If your child does not come to HOOSHC with a hat, they will not be permitted to play in the sun.

Refreshments

HOOSHC provides afternoon tea during After School Care. We promote the importance of a healthy snack. Please be aware that we are only providing a snack
so if your child has a healthy appetite, then we would encourage you to pack more food for them to eat after school. Please ensure that you are actively encouraging your child to make healthy food choices. Afternoon tea is usually provided around 3.30pm.

Children attending Before School Care are encouraged to eat breakfast if they have not already done so at home.

HOOSHC is supportive of special dietary requirements of children. A written document from your Doctor or Dietitian detailing the allergy or intolerance needs to be provided with enrolment.

**Health**

The close proximity of children and staff within the service makes the risk of cross infection very high. HOOSHC requires your co-operation in keeping sick children at home to keep illness at a minimum.

If your child becomes ill at HOOSHC, a staff member will contact you. It is important that if a member of staff contact you, arrangements are made to collect the child from HOOSHC as quickly as possible. If parents cannot be contacted, emergency contacts will be notified.

Children may be administered children’s Panadol or Nurofen (children’s strength) if staff believe it necessary. There is a permission section in the Enrolment Form.

Your child should not attend HOOSHC if:

- They have a temperature;
- They have been vomiting or had diarrhoea during the night; or
- They have rashes that have not been identified and cleared by a doctor;
- They have head lice.

HOOSHC abide by Health Regulation that state that children be isolated for specific time periods in cases of infectious diseases. If a child contracts an infectious disease, all parents will be informed. We have the right to exclude children or notify families to collect their child if the child is displaying symptoms of a contagious infection or are ill.

On enrolling, you have read and signed an agreement authorizing staff to seek medical care if required. Staff are required to have a current First Aid Certificate from an authorised body. The Co-ordinator is responsible for assessing the situation. If the injury is minor, they will treat the injury. If in any doubt, the ambulance will be contacted immediately. The cost of all medical treatment will be met by the parents/guardians.

When a child becomes ill or injured in circumstances which require immediate action, steps will be taken to secure medical attention and notify the person responsible for the child.
An injury form will be filled out by the staff members and will be signed by both staff and parent/guardian.

**Medication**

If it is necessary for your child to be administered any sort of medication during their time at HOOSHC, you must:

- Fill in and sign our medication record, which includes relevant details such as time, dosage and any other special instructions;
- The medication must be in its original container and labeled with your child’s name;
- All medication administered will be witnessed by two staff members and then will be signed off on both these staff;
- Please do not leave medication in your child’s bag.

**Asthmatics**

If your child/children is an asthmatic you must provide the service with their recent updated Asthma Management plan signed by their Doctor. Your child cannot commence care without this completed form. It is the parents and children’s responsibility to ensure that all children have their asthma medication for everyday attendance. If your child is attending an excursion and they do not have their Asthma medication, they will not be able to attend that excursion and parents will be called to collect the child.

**HOOSHC Program and Activities**

A range of activities will be offered each day to meet the development and recreational needs of the children in attendance. The children are able to give staff suggestions for activities. We offer a variety of activities for children, including art and craft, cooking, construction, indoor and outdoor games, sports, music and relaxation activities. The program is kept in a folder and can be viewed at any time.

Children are encouraged to complete their homework, however children may choose not to do this and will not be forced to do so. It is important to remember that while it is important part of the child’s day, we are also not staffed to offer individual tutoring that students may need when completing homework.

**Rules**

For the benefit of all children and the effective operation of HOOSHC, a certain level of behavior is expected from the children. Efforts will be made to redirect negative behaviour and praise the positive. If necessary a child may be removed from the group for a short period of time.

Parents will be informed of continued unacceptable behaviour of their child. If such behaviour continues, the child’s place at the service may be in jeopardy.
Toys

Children often like to bring special toys from home. Although this is allowed, we ask that you try to discourage your child from doing so. At time, accidents may happen and breakages can occur that may cause your child distress.

Quality Assurance

Outside School Hours Care Quality Assurance aims to provide school aged children with high quality child care that promotes learning and development. The emphasis is on play, social interactions and recreations. The broad objective of OSHCQA is to ensure that children in School Hours Care have stimulating, positive experiences that foster self esteem and confidence. It does this by defining quality in outside school hours care and providing a way to measure the quality care provided.

The standards for accreditation are based on 8 Quality Areas of care. These Quality Areas ensure that services are providing children with the best possible experiences.

1. Respect for children;
2. Staff interactions and relationships with children;
3. Partnerships with families and community links;
4. Programming and evaluation;
5. Play and development;
6. Health, nutrition and wellbeing;
7. Protective care and safety;
8. Managing to support quality.

Grievance Procedures

All complaints or concerns should first be addressed and discussed with the Coordinator. If a parent still has a concern, they should then address the issue with the Management Committee in writing. Complaints Registration Forms can be located near the policies folder. Discussions concerning child/children should be addressed in private with the Co-ordinator and never in the presence of other children. Please be assured that any discussions will remain confidential. Please see the HOOSHC Policies and Procedures book for further details.

Policies and Procedures Manual

HOOSHC has a folder on display that contains copies of our policies and procedures. We are constantly revising and adding to its contents. All families are most welcome to read this document and offer suggestions or comments. The policy documents are divided into main sections of Administration, Staffing, Facilities and Equipment, Health and Safety and Programming.