



PARENT HANDBOOK

Last updated: 4th February 2019

HNCCA – Hornsby North Public School, Ida Street, Hornsby 9482 3484

Welcome Introduction:

We are pleased to welcome you to our Centre
Our Out of School Hours service provides Centre based care for children aged 4-12 years for Before school (BSC) and After school (ASC) during term time. We also provide care during school holiday periods (VAC) and Pupil Free Days (PFD).
Our purpose is to create a safe and caring environment where children can freely choose amongst the programmed activities.

During term time we only accept children who attend Hornsby North Public School however during Vacation Care time we welcome children from other schools.

On behalf of HNCCA, we would like to welcome you to the Centre.

Centre Details:

Address: 52 Ida St Hornsby, Sydney, NSW, 2077
Phone number: 9482 3484
Mobile number: 0413 424 667
Postal Address: 52 Ida st Hornsby, Sydney, NSW, 2077
Email: hncca.staffportal@gmail.com
Website: www.HNCCA.com.au
Centre location: The Centre is situated in the K-2 Quadrangle. Access to the centre can be gained via Cawthorne St. Parents do not have access to the school carpark.

Hours of Operation:

We aim to meet the needs of the parents in our local community who either work, study or have other commitments, by operating on days and hours that allow them to reasonably get to and from their work or place of study.

The centre will operate during government school terms, Monday to Friday, between the hours of:

Mornings: 7.00am – 9:00am – Children depart the Centre at 8:40am where they are supervised by teachers on duty

Afternoons: 2.00pm – 6.30pm - Children arrive at the Centre at 3:10pm.

Our Philosophy:

Hornsby North Community Care Association Inc. is committed to working together to create an environment that is both challenging and supportive. Providing a comfortable atmosphere that promotes; inclusion, safety and nurtures the development of each child through interactions that fosters social, emotional, physical, language and cognitive development.

In relation to children our qualified experienced Educators are committed to providing an inclusive, age appropriate and fun program in accordance with *My Time Our Place* which encourages children to grow, develop new skills, independence and confidence. Children are encouraged to have input into programming creating opportunities for decision making which is designed to foster positive self-esteem and confidence.

In relation to families, school community and broader community we value the importance of parent involvement in the centre, we encourage open communication with staff, children, families and community on relevant matters. We encourage feedback and suggestions regarding the centre's policies, procedures and the general running of the centre. We aspire to ensure all families experience a sense of belonging and support whilst aiming to establish and further develop our collaborative partnerships throughout our diverse families and the communities.

In relation to staff and management we strive to provide a high standard of quality care through professional practice and attitude whilst adhering to our duty of care. We aim to provide an atmosphere of trust and respect through open communications, respecting different points of view and maintaining confidentiality.

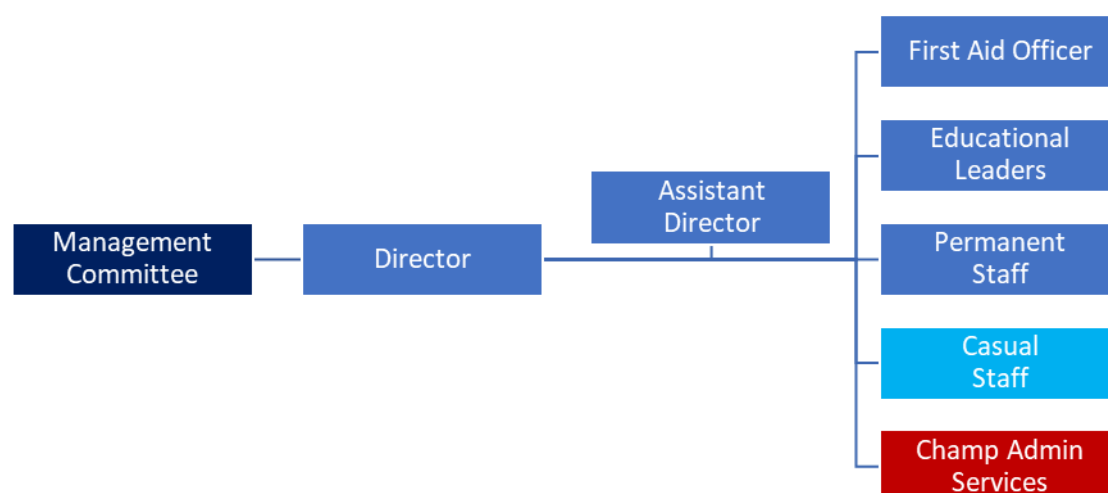
Staff will abide by Policies and Procedures, AECA Code of Ethics, UN Conventions of the Rights of the Child and the National Quality Areas (NQF). All parties (including families, committee and staff) are expected to behave in accordance with the Centres Code of Conduct. This can be found in the parent library as well as in the Centre office.

Centre Structure:

Director – Kaila Munro

Assistant Director – Imogen Halvey

Finance and Administration Team – Champ Enterprises



HNCCA hold a ratio of children to staff at both Before and After School Care of 15:1. There is also a maximum of 8:1 for excursions.

At all times, there will be at least one staff member who holds a current Senior First Aid Certificate. The Centre also has allocated one staff member assigned as the First Aid Officer who is responsible for management of all serious injuries and the management for First Aid supplies.

All staff have completed a compulsory Working with Children Check.

The Management Committee:

The centre is run by a volunteer parent committee that meets every term throughout the year to discuss issues relating to the running of the centre.

Each year a committee is elected at the annual general meeting: all parents are encouraged to help in any way they can.

CHAMP Enterprises:

J Bromilow CHAMP Enterprises Pty Ltd has been engaged by the committee of Hornsby North OOSH Centre to streamline all administration requirements on behalf of the Hornsby North OOSH Centre.

J Bromilow CHAMP Enterprises Pty Ltd, is directed by the director of the centre and other duties can be given to J Bromilow CHAMP Enterprises Pty Ltd at the discretion of the centre's director.

They are currently responsible for all Enrolments, bookings, debtors, parent enquiries, receipts, Ezi Debit and debtors.

Phone Number: 4739 0739

Email: champ@champenterprises.com.au

ACECQA: (Australian Children's Education & Care Quality Authority)

www.acecqa.gov.au

ACECQA through the National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care. HNCCA will abide by and deliver its services in accordance with the National Quality Framework.

The objectives of the National Quality Framework are to:

- Ensure the safety, health and wellbeing of children
- Focus on achieving outcomes for children through high-quality educational programs
- Families' understanding of what distinguishes a quality service

There are 7 Quality Areas of the NQF which are:

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

National Legislation Framework:

The National Legislative Framework consists of:

- The Education and Care Services National Law
- The Education and Care Services National Regulations

The National Regulations set out application processes, the process for rating and assessments, minimum operational requirements, review of decisions and make arrangements to move existing services into the National Quality Framework.

Fees:

Annual family registration fee \$50 (covers insurance – must be paid by all families; even if joining part way through the year). A one-off bond membership payment of \$100 is required per family before your child attends the centre. Your bond carries over each year and will be refunded or deducted from the final bill issued before you leave the centre. From 2018 the Centre will ONLY be accepting payments via Debitsuccess.

Before School Care permanent bookings: \$12.00

Before School Care Casual Bookings \$16.00

After School Care permanent bookings: \$19.00

After School Care Casual Bookings \$23.00

Vacation care: Cost varies per session – will be confirmed prior to each holiday

***Note: Casual places are ONLY available when vacancies allow.**

The fees quoted do not include discounts provided by the government through the Child Care Subsidy (CCS) scheme. To claim CCS, obtain and complete a form available from Centrelink or the Family Assistance Office. <https://humanservices.gov.au/>

CCS provider numbers: Before school care: 1-631-6441

After school care: 1-631-6442

Fees will be paid in arrears via Debitsuccess with the payment frequency options being weekly, fortnightly, 4 weekly or monthly. Invoice statements will be issued on a Tuesday with the payment being deducted on the Friday of the same week. Debitsuccess fees include;

- Direct Debit per Transaction Fee- from bank account, credit union or building society - \$0.88
- Direct Debit per Transaction Fee*- Credit Cards (Domestic Visa or Mastercard)- 2.35%
- Direct Debit- per Transaction Fee- Charge Cards (Domestic Amex or Diners)- 4.40%
- Admin fee \$2.20

<http://www.debitsuccess.com.au>

Please refer to the Payment of Fees policy (HNCCA 109) for more information.

Overdue/non-Payment of Fees:

Prompt payment is essential for smooth running of the centre.

Parents are encouraged to discuss any difficulties that they have with paying fees with the Director.

A debt collection agency is used to recover amounts unpaid after six weeks. HNCCA reserves the right to recover all expenses, costs and/or disbursements incurred in recovering any debt collection fees, solicitors' fees and all legal costs.

Please refer to the Payment of Fees policy (HNCCA 109) for more information

Late Pick Up Charges:

Should children be present after the closing time, a late fee will apply:

1. From 6:30pm – 6:45pm late fee is \$15 per child
2. From 6:45pm – 7:00pm late fee is \$2 per minute per child
3. From 7:00pm onward pay 2 staff wages per hour.

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 Responsible Person will have discretion to decide if families will be charged the late fee where the families have contacted the centre prior to closing hours.

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

You must inform centre staff if someone other than yourself or the emergency contacts are picking up your child. If someone other than your emergency contacts are picking up your child it must be in writing either by hand or via-email to hncca.staffportal@gmail.com. Photo ID is also required if the person is unknown to the centre.

Please refer to the Payment of Fees policy (HNCCA 109) for more information.

Enrolments:

All enrolments need to be completed online through QK Enrol.

The \$50 membership fee and \$100 Enrolment Bond will be deducted via Debitsuccess when you enrol.

Please notify the centre of any changes to this information. All information is confidential.

Please refer to the Centre registration form 2017 (HNCCA 007) for more information.

Priority of Access:

HNCCA aims at providing places for primary school aged children outside of school hours.

We do not discriminate against on the basis of cultural background, religion, sex, age, disability, marital status or income.

Priority access to places at the centre is given to families where:

- a) Children are at risk of abuse, neglect or are in crisis
- b) Working parents
- c) Parents seeking work
- d) Parents that are studying for work purposes.

Please refer to the Centre registration form 2017 (HNCCA 007) for more information.

Restricted Access:

If the child is subject to an access order or agreement the service must have a copy on record. Evidence of court orders or agreements will be considered part of the enrolment to minimise the likelihood of distressing incidents occurring in the future.

Parents must nominate all persons, other than themselves who are permitted to collect the child on the enrolment form, this includes siblings and other immediate family. Any new person nominated to collect a child is required to have their ID checked prior to leaving the Centre.

Please refer to the Acceptance and Refusal of Authorisation (HNCCA 108) for more information.

Sign In/Out Process:

All parents/caregivers are required to sign their children in to before school care and sign them out of after school care in the Centre room using their personal mobile numbers and log in via QK Kiosk on the iPad's.

The Centre is not legally responsible for a child if they are not signed in to the Centre's care.

Bookings and Absences:

Permanent bookings need to be paid for in full regardless of absences, with the exception of a child being ill and a Medical Certificate supplied to Centre or School Camps if we have been notified in advance. Permanent bookings continue from term to term and current for that year only. Any requests to change permanent bookings must be made via QK Enrol, by editing your current bookings and a minimum of two (2) weeks' notice is applied. There may be a waiting list for some sessions depending on availability.

Casual bookings and absences can be made via the My Family Lounge mobile phone app. Bookings can be made up to 2 weeks in advance. There is no cancellation of casual bookings and they will be charged. Parents are responsible for their child GETTING to the Centre. We cannot be responsible for children until they arrive and are electronically signed into our care, although the Centre will undertake to notify the parents and/or emergency contacts if an expected child does not arrive for a booked session. If a casual booking is made for a Kindergarten child, an email must be sent to the Centre to ensure they are added to the Kindergarten pick up list for that session.

The number of children booked into each session determines staffing levels. If cancellations are not notified early enough the staffing costs may exceed the income for that session.

Kindergarten Pick Up:

All Kindergarten children will be collected from their classes by Educators each afternoon, for the entire year. At the beginning of the following year, we will guide the children to walk over by themselves until they are put in to their year 1 classes. We will have lists of all the Kindergarten classes with the children's names and days they attend, this will also be provided to the Kindergarten teachers. If a Kindergarten child is booked in casually for an afternoon an email must be sent to the Centre prior, so we can add them to the list for that day to ensure the child/ren are collected.

Missing Children:

If your child is unable to attend a session for any reason, it is essential that the Centre (as well as the school) is notified. This is to be done through the My Family Lounge mobile phone app. An Educator will search for your child, check with the school office, then phone you to ensure your child is safe and a \$10 phone fee will be charged. If we can't reach you, we will call your emergency contacts. If we are still unable to confirm your child is safe the Hornsby Police Station will be phoned. Please refer to section 3. of the Delivery and collection of children policy (HNCCA 107) for information detailed procedures and actions for missing children.

Activities:

Our Service will ensure that children who need to go to an activity within the school grounds or at Rofo Park arrive and leave their activity in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children. Ensuring that families understand their requirements, responsibilities in accounting for the whereabouts of children at all times whilst in the service's care.

Parents are required to fill out an activity sheet provided on the registration form or at the centre stating the name of activity, where the activity is in the school, the starting time and finishing time of the activity.

Parents are to check that their child/children's name is on the activity sign in/out sheet located next the attendance rolls each week to ensure that their child is on the list and that it is correct.

Any child leaving the centre for an activity must see the Educator in charge of activities to sign their name on the activity sign in/out sheet and also when returning from an activity. The Educator in charge of the activity sheet will also sign it.

One Educator each afternoon will be responsible for the activity list. They will wear a yellow safety vest to make it easy for children and parents to identify the Educator in charge of activities.

Parents must notify the staff via e-mail (hncca.staffportal@gmail.com) if their child/children's activity is cancelled or details alter.

Children that have an activity at Rofo Park which is out of the school grounds must be taken up and collected by the Educator and wait with child/children until the coach/instructor arrives.

Behaviour Code:

Centre staff will actively supervise children while at the Centre and will frequently remind children of the rules. Children will be praised and encouraged to follow the rules at all times. The rules of the centre were created together by the staff and children and are based on safety, respect for others, order, cleanliness and those that create a positive and relaxed environment.

Centre rules:

1. NO BULLYING
2. Treat each other with consideration and respect
3. Keep your hands and feet to yourself
4. Keep a staff member in sight and always follow their instructions
5. No swearing
6. No climbing or hanging over railings
7. Sticks and stones stay on the ground
8. Always wear your hat outside
9. No running on the concrete
10. No running inside
11. Keep out of the garden beds
12. No playing on the veranda
13. Sit down whilst eating
14. Clean up when you finish eating and playing
15. Play Safe, be safe, HAVE FUN

A copy of the rules is also displayed in the Centre room.

The following behaviour will not be tolerated in the Centre:

1. Biting
2. Scratching
3. Kicking
4. Punching
5. Any violence or aggressive behaviour towards children or staff
6. Inappropriate language
7. Inappropriate physical contact

If a child breaches Centre rules the following discipline procedure will be applied by staff:

- Rule reminder and first warning
- Time out
- Record if ongoing or serious incidents in the incidents report book or time out log and report to parent
- Parent contacted by phone and meeting arranged with Director and Management Committee
- Parents asked to remove child from centre

If the Director feels that the behaviour of a child puts others at risk or is deemed inappropriate the Director reserves the right to suspend the child from the Centre until a meeting with the family is arranged and strategies implemented to prevent incidents occurring. Once the inappropriate behaviour is corrected the child may return into care on agreement with the Director, parents and child.

Expulsion from the centre is the last step and both Director and the Management Committee will make the final decision.

Policies:

A complete book of the Centre policies is available at the Centre and can be viewed on request. Centre policies are reviewed every two years by the Director, Management Team and Management Committee.

Parent related policies will be emailed to all families at the start of each year.

Complaints:

If parents or children have concerns or issues about their children or the Centre, they are more than welcome to discuss these matters with any of our Management team.

A meeting can be arranged with the Director if the problem is of serious nature. If the matter is unresolved it can be referred to the Management Committee.

Please refer to the Management of Complaints Policy (HNCCA 112) for more information.

Harassment:

Our service strives to maintain an environment of mutual respect, free of all forms of harassment. Inappropriate behaviour, such that gives offense; makes the staff feel intimidated or humiliated at work; negatively impacts the staff morale or interferes with work performance, will be considered and treated as harassment. Furthermore, any or all discrimination based on sexual orientation, ethnicity, racial, religion, disability or age will be considered harassment and may result, at the Director's discretion, in the involved party or parties being excluded from the Centre on a temporary or permanent basis

Allergies, Asthma and Anaphylaxis:

All allergies must be listed on the enrolment form. In cases of life threatening or severe allergies products that cause reactions will be removed from the Centre. Hornsby North Public School is a nut free school and HNCCA will adhere to this policy.

The Centre will compose a Communication plan for all children with Asthma, Allergies or Anaphylaxis. The Communication Plan will outline all Action plans, symptoms, triggers, risk minimisation and emergency contacts.

The Centre must be provided with the Action Plan from their Doctor and labelled medication for the child before they can attend the service. We require the Action Plan to be updated at the start of each year or signed off that nothing has changed.

Please refer to the Management of Incident, Injury, Illness and Trauma policy (HNCCA 113) and Dealing with Medical Conditions and Medical administration policy (HNCCA 115) for more information.

Emergency/Illness:

If your child becomes ill whilst attending the Centre an Educator will contact you by phone to remove the child as soon as possible.

Any child or Educator who is ill will be excluded from the Centre. The Director and senior Educators have the right to refuse access if they are concerned about a child's health.

Please refer to the Management of Incident, Injury, Illness and Trauma policy (HNCCA 113) and Dealing with Medical Conditions and Medical administration policy (HNCCA 115) for more information.

Medication:

Parents who wish medication to be administered to their child at the Centre will need to complete a Medication form that contains:

- Name of medication
- Date, time and dosage
- Signature

Medication must be administered from its original packaging. Authorisation from anyone other than the parent/ caregiver of the child will not be accepted.

Please refer to Dealing with Medical Conditions and Medical administration policy (HNCCA 115) for more information.

Meals and Menu:

Our menu aims to follow the *Australian National Food Guidelines* to ensure that children are offered the highest quality of nutritionally valuable foods.

We offer breakfast from 7:00am – 8:20am each morning. We also provide afternoon tea and a late snack after 5:00pm.

During Vacation Care we provide Breakfast, morning tea, lunch, afternoon tea and a small late snack.

On excursion days, we DO NOT provide morning tea or lunch, this is to be provided by the parent/caregivers.

Due to the severity of food allergies, HNCCA is a NUT FREE environment. We ask that you please do not provide your child with any form of nuts to prevent an incident occurring. If a child is found with food containing nuts they will be asked to leave the food in their bag.

The Centre aims to meet the needs of individual children's dietary requirements, please advise the Centre on the registration form of any dietary requirements.

If you have any queries or questions, please do not hesitate to contact us.

Please refer to the Nutrition and Food Policy (HNCCA 102) for more information.

Movies and TV:

Parents should be aware that we play G and PG classified movies in the Centre. Educators take the time to ensure that all movies have been reviewed before being shown.

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