



A QUALITY ASSESSED & RATED SERVICE  
2019

## FAMILY HANDBOOK

Situated in Hillsborough Public School  
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Charlestown NSW 2290  
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New Website Coming Soon!!  
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### ABOUT HILLSBOROUGH OOSH

Hillsborough OOSH is an Out of School Hours Centre that is run from a purpose-built building in Hillsborough Public School. We are licensed for 100 places in before school, after school, and vacation care. Our Centre has been through the assessment and rating process which is conducted by Education and Communities and was seen to be meeting the [7 quality areas](#) set out by ACECQA (Australian Children's Education and Care Quality Authority). Hillsborough OOSH is owned by Director, Judy O'Leary who is community minded and has a passion for quality child care and inclusion.

### OUR STAFF/RATIOS

At Hillsborough OOSH all our educators are either qualified in/studying child care, studying teaching or have 10 years' experience in Childcare. To provide quality care, our Educator to child ratio is 1:15 in service, 1:8 on excursions and 1:5 for water excursions.

All Certified Supervisors have a qualification in Senior First Aid as well as Asthma & Anaphylaxis Training and Child Protection.

**Director:** Judy O'Leary (Certificate IV in OOSH)

**Nominated Supervisor and Coordinator:** Jaimee-Lee Frost (Diploma Qualified in Children's Services)

**Assistant Coordinator and Certified Supervisor:** Kylie Taylor (Certificate IV in OOSH)

**Certified Supervisors:** Tellena Ferry – Educational Leader (Diploma Qualified in Children's Services)  
Eliza Lyddiard (Certificate III in Children's Services), Charissa Smith – Responsible Person Wednesday Afternoons (Diploma Qualified in OOSH) & Mathew Wickham (10 years' experience working in OOSH).

### OPERATING HOURS

[Before School Care](#)      **Hours 6:30am – 9:00am (Breakfast provided 7am-8am)**

[After School Care](#)      **Hours 3:00pm – 6:00pm (Afternoon tea snack provided)**

[Vacation Care](#)      **Hours 6:30am – 6:00pm (Breakfast provided 7am-8am)**

### SCHOOLS SERVICED

- Hillsborough Public School
- Garden Suburbs Public School
- Cardiff South Public School
- Biddabah Public School
- Newcastle Junior School

### TRANSPORT

Hillsborough OOSH has 3 Toyota Hiace vans as well as 2 Mitsubishi Rosa buses that are used to transport children to and from school and excursions. Booster seats are used when required. If required, staff vehicles (comprehensively insured) may be used from time to time, usually only for senior children.

## CHILDCARE SUBSIDY SYSTEM (CCSS) through the CHILD CARE MANAGEMENT SYSTEM (CCMS)

Our Centre is approved to offer CCSS through a direct link to the CCMS. If you have not received CCSS before, you will need to register and check your eligibility through Centrelink prior to starting with Hillsborough OOSH. You also need to approve Hillsborough OOSH as your service through your myGov app to link to us and for your CCSS percentage to come into effect on our software. Once you know you are eligible to receive CCSS then the enrolling Parent's CRN and date of birth and the Child's CRN and date of birth are required to enrol with our centre. This automatically links your family to CCMS. Your weekly account is calculated according to a formula using these percentages and you will pay the gap to the service. **Please ensure you notify Centrelink that your child has become 'school age' as this will affect your calculations.**

## PRIORITY OF ACCESS

In accordance with,

### a) The Priority of Access Guidelines

- Families will be advised about the Priority of Access Guidelines when they enrol their children in our service. Families will also have access to a copy of this policy.
- The Priorities are:
  - **Priority 1:** a child at risk of serious abuse or neglect
  - **Priority 2:** a child of a single parent who satisfies, or 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.
- Within the three categories described above, priority will be given to children from:
  - Aboriginal and Torres Strait Islander families
  - Families which include a person with a disability
  - Families on lower incomes
  - Families from culturally and linguistically diverse backgrounds
  - Socially isolated families
  - Single parent families
- Hillsborough School families and re-existing families will receive the opportunity for (re) enrolment forms late September and will receive priority if returned by the date specified in early October.
- Enrolments will then be offered to new families from other schools
- Waiting Lists - Hillsborough School families will have priority on the waiting lists unless a family with Priority 1 or 2 need a place

## KINDERGARTEN

All Kinder children will be provided with an orientation bag before commencing care that will include an OOSH story book and a blue OOSH band for children to wear on OOSH days. We also organise for new families to visit the service for them to meet the Educators, ask any questions and for the child to familiarise themselves with the room and surrounding grounds.

**Hillsborough** - Educators walk children up to their classrooms at 8:45am and assist in the transition to school for the first 5 weeks. Additionally, during the afternoon for Term 1 an Educator will collect Kinder children from their classroom and assist them to transition back to OOSH. Kindergarten teachers are provided a list of what days children attend OOSH.

**Cardiff South** – If they attend before school care our van or bus will drop them at the front gate and an older child will walk them to the COLA to join the other Kindy children. In the afternoons the school is provided a roll of children that will be collected for that day. The Kindy teachers will walk them over to the meeting point where our educators will mark their names off and this will continue until they learn the routine. They are walked to the van in the carpark then return to OOSH and will be signed into the

service on arrival. (With the 2:30pm finish for the first few weeks, they will stay in the classroom and be supervised by a teacher).

**Garden Suburb** - If they attend before school care our van or bus will drop them at the front gate and an older child will walk them to their classroom to join the other Kindy children. In the afternoons the school is provided a roll of children that will be collected for that day. The Kindy teachers will walk them up to the veranda where the teacher on bus duty will mark their names off. That teacher will walk the children out to the buses on arrival and our Educators will mark their name off. They will then return to OOSH and be signed into the service on arrival. Once the Kindy children learn the routine, they can walk to the OOSH veranda with a big brother or sister, or another friend from class. This is usually towards the end of Term 1. (With the 2:45pm finish for the first week, they will stay in the classroom and be supervised by a teacher).

**Please note that if a casual session is booked it is the family's responsibility to notify the school and classroom teachers.**

**It is also very important to notify OOSH if your child is absent so that we know that they are safe and not a missing child. Please note that fees may apply if follow up calls need to be made.**

#### **NOTICE OF DISCONTINUATION OF ATTENDANCE**

If you wish to discontinue your child care place at the service you are required to provide two (2) weeks written notice to the Assistant Coordinator/Coordinator. Unless your child attends the last day of the two (2) weeks' notice, you will be liable up to the equivalent of two weeks' child care fees to the centre which **will be charged at full fees as this is not covered by Child Care Subsidy Scheme.**

#### **ABSENCES FROM THE CHILD CARE CENTRE & CENTRE CLOSURE**

Fees are payable for bank/public holidays, family holidays and sick periods if those days fall on a day that your child is booked into the centre. Absences or missed signing of attendance will appear when using the QikKids kiosk on your next day of attendance. Please Confirm these before signing your child in/out and please speak to the Assistant Coordinator/Coordinator if there are any discrepancies. No fee is charged while the Centre is closed over the Christmas period.

#### **FOOD, DRINKS AND APPROPRIATE CLOTHING**

A light afternoon tea with Fruit/Vegie platters are supplied for children attending After School Care. Breakfast is supplied for children attending Before School Care and finishes at 8am due to a need to start organising morning travel arrangements. Please send water bottles for OOSH, but if forgotten on a day, we do supply water and cups for the children to access when needed. During Vacation Care, we cannot stress strongly enough that you please ensure you supply your children with enough food and drinks for a long day and ensure they have plenty of healthy options. Morning tea is known as Fruit Break, so please make sure your children have fruit or vegetables, so they do not feel left out. Please ensure children are dressed comfortably with special consideration to the activities the children are involved in during the day as well as wearing sleeves and closed in shoes. **Please refer to the vacation program each day for guidance.**

#### **MESSY PLAY (CHILDREN ARE EXPLORING AND MAKING MEMORIES)**

In addition, we provide daily opportunities for the children to learn and explore through sensory play. We engage in mud, slime and shaving cream exploration as well as water play in the warmer months. We strongly suggest that you provide your child with a spare change of clothes to avoid their school uniforms getting dirty/wet.

#### **CHILD PROTECTION AND SECURITY**

For the additional safety of the children and the security of the building, we always have security cameras on the veranda and the same side of the building that record. These are not used for direct supervision, rather for child protection such as deny access and "stranger danger."

## PARKING

Hillsborough OOSH families can park in the Hillsborough School car park between the hours of 6:30am-7:30am and 4:30pm-6:00pm. As our building fronts on to council land (The old Pony Club), families can access the building from the Charlestown Bypass access road. **Please note** the council land does have parking restrictions and possible fines. Please exit the Pony Club car park via the bypass as Newcastle Junior School **is not** a thoroughfare. The gates are open between the hours of 6:45am-5:55pm. Please note that the **speed limit is 5km** to ensure the safety of the children. Please discuss with Management if you have any concerns. **The gate to the pony club must also be closed at all times when not in use to ensure the safety of children running out into the busy carpark.**

## MANDATORY REPORTING

Please note that it is mandatory for Educators at Hillsborough OOSH to report any evidence of a child being at risk of harm, using the Mandatory Reporters Guideline through the website [www.childstory.nsw.gov.au](http://www.childstory.nsw.gov.au)

## GRIEVANCES PROCEDURES

We will support parent's rights to express a grievance and we will help them to make the complaint clear and try to help to resolve it.

A complaint can be informal or formal, verbal, or in writing. It can be anything, which a parent thinks are unfair, or which makes them unhappy with the service.

All confidential conversations with parents will take place in a quiet area such as the office, away from children, other parents or educators not involved.

If a parent has a complaint that is not handled to their satisfaction at this level, they should discuss the issue with Management, either in writing or verbally.

The Management will discuss the issue and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organised with the Nominated Supervisor and parent to resolve the problem.

The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Nominated Supervisor or Management will inform the parent of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis then the Management will personally write to the parent.

If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party.

**Children:** If a complaint is received from a child or children, it will be discussed in a safe and private environment. No child will be embarrassed or humiliated by having their concerns discussed publicly in front of the other children and /or educator. If the child/ren's complaint relates to an educator, whoever the educator is that the child/ren speaks to, should endeavour to find the facts of the issue. The educator (if it is not the Nominated Supervisor) will then discuss this with the Nominated Supervisor who will in turn talk to the child/ren in private in the first instance, and then discuss the circumstances in private with the Educator involved. If there is no agreed resolution, an unbiased third party would be consulted for guidance on a mutual solution.

## CONFIDENTIALITY OF INFORMATION AND RECORDS

Educators and Management will ensure that all required records are recorded, properly maintained, updated and kept in the nominated secure place.

All records are to be kept confidential and only made available to authorised persons.

All documents relating to children will only be made available to the parent/guardian or approved persons enrolling the child, educators and authorised members of Management who require relevant information, or Commonwealth or State Government officers when requested.

All documents relating to educators will only be made available to the individual educator, the Management or police if required.

All documents relating to fee payment and CCSS will only be made available to the parent/guardian or approved persons enrolling the child, educators and authorised members of the Management, or Commonwealth Government officer.

No educator may give information on matters relating to children to anyone other than to the parents or guardian enrolling the child when this information has been obtained during employment in the centre.

Exceptions are made;

For normal information exchange among educators, management and interagency for the daily operation of the centre and wellbeing of the educators and children:

- If required to do so in a court of law when subpoenaed.
- When the welfare of the child is at risk the appropriate government agencies may be contacted.
- No educators may give information on matters relating to educator or management, to anyone except in normal information exchange among educators and management for the daily operation of the centre and wellbeing of the educators and children, or when required to do so in a court of law.
- If accident reports to insurers are required.

### **POLICIES, PROCEDURES, REGULATIONS AND FRAMEWORK**

You will find Hillsborough OOSH policies and procedures as well as the Regulations & Law Handbook located on the shelving under the parent sign in/out desk. Our programming and practices are based on the 'My Time, Our Place' Framework and a 'Today, tomorrow' program, as we believe that children live in the here and now. This is also displayed throughout the OOSH room as well as your children's learning stories, which you will receive via email.

### **DIGITAL PLAY AT OOSH**

At our service we recognise that a healthy balance of all different types of play is important for children's learning. One of these is Digital play, which we provide the opportunity for by using iPads, computers, PlayStation, etc. It allows children the opportunity for social engagement, developing their communication and collaboration skills. This is embedded into our daily program on a rotating roster to ensure all children have equal opportunity and access to these devices.

### **OUR HILLSBOROUGH OOSH PHILOSOPHY**

We are currently reviewing our service philosophy in consultation with educators, children and families.  
Please ask us for more information.

**Please refer to our Fee Policy and Terms & Conditions for information on fees.**

**We look forward to helping your family with your child care needs.**

**Kind regards Hillsborough OOSH Management** 😊