



A QUALITY ASSESSED & RATED SERVICE
2017

Situated in Hillsborough Public School
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FAMILY HANDBOOK

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 85 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 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 of our educators are either qualified in/studying child care, studying teaching or have over 5 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.

Nominated Supervisor and Coordinator: Jaimee-Lee Frost (Diploma Qualified)

Relieving Coordinator & Nominated Supervisor: Olivia Hunt (Diploma Qualified)

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

Certified Supervisors: Liz Parmenter, Eliza Lyddiard & Mathew Wickham

OPERATING HOURS

[Before School Care](#)

Hours 6:30am – 9:00am (Breakfast provided)

[After School Care](#)

Hours 3:00pm – 6:00pm (Afternoon tea snack provided)

[Vacation Care](#)

Hours 6:30am – 6:00pm (Breakfast provided)

SCHOOLS SERVICED

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

TRANSPORT

Hillsborough OOSH has 3 Toyota Commuter vans used to transport children to and from school as well as an additional Mitsubishi Rosa Bus for 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 BENEFIT (CCB) through the CHILD CARE MANAGEMENT SYSTEM (CCMS)

Our Centre is approved to offer CCB through a direct link to the CCMS. If you have not received CCB before, you will need to check your eligibility through Centrelink prior to starting with Hillsborough OOSH. Once you know you are eligible to receive CCB 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. Please note, once your child commences school you are entitled to 85% of this Centrelink percentage. Your weekly account is calculated according to a formula using these percentages. **Please ensure you notify Centrelink that your child has become 'school age' as this will affect your calculations.**

CHILD CARE TAX REBATE (CCR)

Who is eligible for CCR?

To be eligible for the CCR, families must:

- Have used approved child care and
- Have been eligible for Child Care Benefit (CCB)(entitled at a rate of zero or more)* and
- Have met the work, training, study test (for the purpose of the CCR)

There is no income test for the CCR. If families are eligible for CCB but their entitlement is zero % due to income, they may still be eligible for the CCR.

PRIORITY OF ACCESS

Services must follow priority guidelines when filling vacant places:

- Priority 1: A child at risk of serious abuse or neglect
- Priority 2: A child of a single parent who satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3: Any other child

For further information, please see the MyGov website

NOTICE OF DISCONTINUATION OF ATTENDANCE

If you wish to discontinue your child care place at the centre you are required to provide two (2) weeks written notice to the Centre 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 Benefit or Rebate.**

ABSENCES FROM THE CHILD CARE CENTRE

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 must be signed or you may be charged full fee.

CENTRE CLOSURE

No fee is charged while the Centre is closed over the Christmas period.

FOOD, DRINKS AND APPROPRIATE CLOTHING

Afternoon tea is supplied for children attending After School Care. Breakfast is supplied for children attending Before School Care and finishes at 8 am due to a need to start organising morning travel arrangements. Please send water bottles for After School Care as it saves multiple trips back to the room when children are playing outside. 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 some kind of 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.

CHILD PROTECTION AND SECURITY

For the additional safety of the children and the security of the building, we have security cameras on the verandah side of the building that record at all times. These are not used for direct supervision, rather for child protection such as deny access and “stranger danger.”

PARKING

Hillsborough OOSH families are able to park in the Hillsborough School car park between the hours of 6:30am-9:00am and 3:15pm-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. The gates are open between the hours of 6:45am-6:00pm. Please discuss with Management if you have any concerns.

FAMILY AND COMMUNITY SERVICES

Please note that it is mandatory for educators at Hillsborough OOSH to report any evidence of a child being at risk of harm.

GREIVANCES PROCEDURES

We will support parent’s right to complain and will help them to make their complaint clear and try to resolve them.

A complaint can be informal or formal, verbal, or in writing. It can be anything, which a parent thinks is 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 the parent’s satisfaction at this level they should discuss the issue with Management, either in writing or verbally.

The Management will discuss the issue with the Supervisor 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 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 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 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 private. 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 coordinator) will then discuss this with the Coordinator 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 CCB 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 in the course of 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 sign in/out desk. Our programming and practices are based on the 'My Time, Our Place' framework which is also displayed throughout the OOSH room as well as your children's observations and group learning stories.

OUR HILLSBOROUGH OOSH PHILOSOPHY

Hillsborough OOSH is a quality leisure centre where children, families and staff can experience a safe, caring environment that encourages fun, friends, and learning for all members of our community. We value children's play and we are committed that our centre will be a supportive environment for early and middle childhood where everyone feels welcome and has the opportunity to develop to their full potential.

We encourage family involvement in policy and programming and will provide a quality service by meeting the standards outlined for OOSH in the New Quality Standards and the "My Time Our Place" Framework.

AIMS AND OBJECTIVES

- ◆ To provide a safe, healthy, caring environment for children, staff and parents.
- ◆ To accept and value every child, parent, carer and staff member regardless of race, cultural background, religion, sex or ability.
- ◆ To ensure that any transport for children to and from school or on excursions is safe and reliable.
- ◆ To provide high quality care for children through programming that includes opportunities for the growth of self-esteem, self-expression, independence, confidence, exploration of diversified cultures and abilities.
- ◆ To encourage children, parents and carers to be involved with the planning, implementation and evaluation of programming as well as decisions on policy issues.

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** 😊