



# **NORMANHURST WEST OOSH**

## **Parent Handbook 2022**

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[www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au)

NWOOSH is on [FACEBOOK](#)

## Contents

Welcome .....	3
General Information.....	3
Philosophy .....	4
Normanhurst West Before & After School Care Management Structure .....	5
OOSH Sub-Committee .....	6
Service Administrators .....	6
Hours of Operation .....	6
Priority of Access.....	7
Funding and Government Rebates on Fees .....	7
Absences .....	8
Cessation of Care.....	8
Staff .....	9
Child Protection.....	9
Medication .....	9
Asthma / Allergy / Anaphylaxis Action Plans or Medical Management Plans: .....	10
Breakfast and Afternoon Tea .....	10
Daily Program.....	10
Conditions of Enrolment .....	11
Bookings, Fees & Charges .....	13
Payment of Fees.....	15
Emergency Evacuation / Lockdown Policy .....	16
First Aid Policy .....	16
Sun Protection Policy .....	16
Complaints and Compliments .....	17
Policies and Procedures .....	17
Legislation for Out of School Hours Care .....	18
Privacy and Confidentiality .....	19

## Welcome

The educators, families and children of Normanhurst West Out of School Hours Care would like to welcome you to our Centre! We hope that you and your child find the time with us a happy and rewarding experience.

We understand that new children to the service may find OOSH a daunting place, and we open our doors to welcome you to bring your child to the Centre to allow them to become familiar with our educators and the routines prior to commencing with us. We strongly recommend all children who will be starting Kindergarten in 2022, attend a few days during January vacation Care to assist in this process.

If you would like to make an appointment for an orientation visit, please phone the Director on 9484 4412.

## General Information

Normanhurst West OOSH is owned by Normanhurst West Parents & Citizen's Association, a not-for-profit incorporated organisation. It is operated by qualified educators and overseen by a volunteer Sub-committee of the P&C.

Located in the grounds of Normanhurst West Public School, the service provides Before and After School Care for children who currently attend Normanhurst West Public School. During the school holidays we run an exciting Vacation Care program and welcome children who attend other schools in the local area as well.

The aim of before and after school care is to provide a quality education and recreation program for children who require care at the beginning and end of the school day. It is our hope that we can work cooperatively with parents to ensure that the program meets the needs of both the children and their families.

Should you wish to know more about the Vacation Care Program please do not hesitate to visit our website ([www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au)) to download a copy.

## Philosophy

The Normanhurst West OSHC philosophy aims to address the beliefs of this centre in regards to the following key areas:

1. What quality childcare means to Normanhurst West OSHC;
2. How our centre responds to matters of diversity, equity, and inclusion;
3. How we interact with key stakeholders;
4. The role of Normanhurst West OSHC Staff
5. The implementation of quality practice at our centre
6. The involvement of our centre with the local community

### Area One: Quality Childcare

Normanhurst West OSHC aims to provide:

- Healthy cognitive, social and physical development by providing for the diverse needs and abilities of children.
- A child-centric centre wherein experiences prepare children for the future.
- An experience and place of belonging where children feel safe and there is a strong focus on their wellbeing.
- A focus on healthy relationships based on trust and care.

### Area Two: Diversity, Equity, and Inclusion

Normanhurst West OSHC aims to:

- Develop respectful, accepting and valued relationships with our community.
- Provide social scaffolding for the success of all children.
- Instil key values of fairness, kindness, and respect into our community.
- Not just acknowledge diversity but embed this understanding into our daily practices by catering to the range of needs of our community.
- Advocate and celebrate diversity and differences as strengths in the community.

### Area Three: Interactions with Key Stakeholders

Normanhurst West OSHC aims to:

- Focus on building and maintaining positive communication in an open and secure environment.
- Provide key quality information through a range of access points so that communication is inclusively delivered to our families and community e.g. face-to-face, social media, newsletters, and daily diaries.

#### Area Four: Role of Staff

Normanhurst West OSHC aims to:

- Create a nurturing culture where children and families are treated with respect and care in regards to their values, traditions and beliefs.
- Facilitate learning and engagement through intentional healthy relationship connections and environment creation. This allows for effective active supervision and implementation of programming through positive attitude and preparation.

#### Area Five: Implementing Quality Practice

Normanhurst West OSHC aims to:

- Implement the principles, practice, and outcomes according to the National Quality Framework (NQF) and Framework for School Age Care: My Time, Our Place.
- Focus on reflective processes in programming and creating opportunities according to the interests of the children/families of this community i.e. planning cycles.
- Provide communication and training to appropriately equip and mobilise staff.
- Remove barriers to learning and healthy relationships through modelling and communication, while enforcing appropriate boundaries.

#### Area Six: Community and Normanhurst West OSHC

Normanhurst West OSHC aims to:

- Demonstrate respect for the community both local and global through the development of environmental awareness and sustainable action.
- Build healthy relationships based on respect and trust with the local community.
- Offer availabilities as required by the needs of the local community in an accessible and inclusive manner.
- Provide accessible, valuable information regarding the services provided by Normanhurst West OSHC.

### **Normanhurst West Before & After School Care Management Structure**

Normanhurst West OOSH is overseen by a voluntary group of parents who make up the sub-committee of the P&C.

The Management Committee employs a Centre Director, and Permanent Management Team, made up of Centre Coordinators and an Assistant Coordinator.

### **OOSH Sub-Committee**

A voluntary group of parents oversee the operations of Normanhurst West OOSH. The Sub-Committee advises the OOSH staff, and recommends decisions to the P&C on all matters relating to the centre, including policy, fees and staffing. The sub-Committee meets each term and as required. The Normanhurst West OOSH Sub-Committee delegates the day to day responsibilities to the Centre Director.

Families with any concerns, suggestions or queries should address these in writing, where possible, with the Centre's Director. This can be done via email to [oosh@nwoosh.com.au](mailto:oosh@nwoosh.com.au).

Should families wish to contact the OOSH Sub-Committee with their feedback they are encouraged to put these in writing, addressed to the OOSH Convenor of the Normanhurst West OOSH Sub-committee, via email to [convenor.nwoosh@gmail.com](mailto:convenor.nwoosh@gmail.com) or in person.

If you would like to join the Sub- Committee or talk to one of the current members, please contact the Centre on 02 9484 4412 or send an email addressed to the Parent Management Committee to [convenor.nwoosh@gmail.com](mailto:convenor.nwoosh@gmail.com).

### **Service Administrators**

A Service Administrator (Becklyn Pty Ltd) is employed to handle all financial administrative matters. The Administrators can be contacted during business hours on 02 9878 2651 or by email at [info@becklyn.com.au](mailto:info@becklyn.com.au).

### **Hours of Operation**

The Centre is open from 7:00am to 8:35am and 2:45pm to 6:15pm during public school term times. At the end of the morning session, the children are walked to the school playground and a handover of care conducted with the teaching staff on duty. Kindergarten children are taken to their classroom to drop off their belongings, before returning to the school playground, and being placed into the care of the teaching staff on duty.

During School Holidays the Centre runs a Vacation Care Program and is open between 7:00am and 6:15pm.

The Centre is closed on all NSW Public Holidays and usually for approximately 1-2 weeks over the Christmas / New Year time frame.

Messages can be left on the Centre phone number of 02 9484 4412 outside of opening hours. Alternatively, staff can be contacted via email [oosh@nwoosh.com.au](mailto:oosh@nwoosh.com.au).

Kindergarten children will be collected from their classroom at the end of the school day by our educators during the year and walked to the OOSH rooms.

### **Priority of Access**

The Federal Government has approved our service to provide 164 places for children per day in Before School and After School Care sessions. Our responsibility is to ensure that places are offered using the priority of access guidelines as recommended by the Federal Government. Therefore our service will take children into care on the following basis:

#### **Priority 1**

A child at risk of serious abuse or neglect

#### **Priority 2**

A child(ren) of a sole parent who satisfies, or parents who both satisfy, the Child Care Subsidy (CCS) activity test through paid employment or study/training

#### **Priority 3**

Any other child.

Within these main areas, priority will then be given to families based on the time and date their Enrolment was approved.

*Should the service become full, a parent using care who is Priority 3 may be requested to vacate the place for a child in Priority 1 or 2. Fourteen (14) days' notice will be given. Wherever possible, Normanhurst West OOSH will endeavour to accommodate both children in such an instance.*

### **Funding and Government Rebates on Fees**

#### **CHILD CARE SUBSIDY (CCS)**

On 2nd July 2018, the government amalgamated Child Care Benefit (CCB) & Child Care Rebate (CCR) into one payment now known as the Child Care Subsidy (CCS).

To claim CCS, families must:

1. Complete their eligibility assessment with Centrelink or via their MyGov account
2. Provide the centre with CRN's and dates of birth (matching Centrelink records) for all children attending the service, plus for the guardian / parent registered to receive CCS
3. Confirm each child's enrolment at the service via their MyGov account

Once all the above steps are completed, any CCS a family is entitled to receive will be returned to the centre on a weekly basis and will appear as a credit on the family account. This will mean that invoices from the centre will be for the gap fee only.

More information on how to apply for CCS can be found at:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>

## **Absences**

CCS will continue to be paid for up to 42 absences for all types of approved childcare, per child, per financial year. Absences are counted on a per day (or part day) basis i.e. where a child is away for one out of two sessions on a day, 1 absence will be recorded, and are cumulative across all child care services.

Once these 42 days have been exceeded, families may be entitled to CCS payments for further additional absences in certain circumstances, including illness with a medical certificate, or illness of a carer, carers partner or sibling, with a medical certificate. If you wish to know more information, please contact the Centre Director.

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

## **Cessation of Care**

CCS will only be paid between a child's first physical attendance at the centre, and their last physical attendance at the centre, assuming a break of not more than 14 weeks between attendances.

If your child is absent prior to their first physical attendance, this will be charged at the full rate and will not attract CCS discounts. Similarly, any absences after your child's last physical attendance at the service, will also be charged at the full rate and not attract CCS. Under Family Assistance Law, a break of 14 weeks of attendance in childcare will result in the CCS enrolment moving to a status of "ceased". When this happens, the Centrelink system will automatically recover any CCS paid back to the last physical attendance. More information on Cessation of Care can be found on the Services Australia website

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>



## Staff

Our Educators are very valuable to us at Normanhurst West OOSH. They each bring an extensive and individualised history of working within the program and a great deal of practical experience with children. Our educators have a variety of qualifications from Degrees and other Tertiary training, to CPR & First Aid, Child Protection and Asthma and Anaphylaxis certifications. A list of our staffing team can be found on our website [www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au).

**Director** – Roslyn Doyle

**Centre Coordinators** – Benjamin Caswell (Year 4-6: SKOOSH) Tessa Kinchington (Kindy – Year 3)

**K-3 Assistant Coordinator** – Blake Jervis

**Certified Supervisor** – Jack Madigan

**Supported by a dedicated team of Child Care Educators**

## Child Protection

NWOOSH takes matters of Child Protection seriously, and requires all Educators to undergo training on their responsibilities as a Mandatory Reporter. Being a Mandatory Reporter means our Educators are required by law to report suspected child abuse or neglect to government authorities as per the Children and Young Persons (Care and Protection) Act 1998.

## Medication

In line with the Education and Care Services National Law and Regulations, we are only able to administer medication to your child if:

- ✦ A Parent / Guardian or an authorised nominee with permission to consent to administration of medication has completed a “Permission to Administer Medication Form” including details of time and dosage.
- ✦ The medication is in its original container and is prescribed for that child.
- ✦ The medication is before its use-by or expiry date.
- ✦ A second staff member witnesses the dosage and administration of the medication. Non-prescription medication will only be given if accompanied by a Doctor’s Certificate stating the dosage and the time to be administered.

In the case of an emergency, medication may be administered with the permission of a registered medical practitioner or medical emergency services should a parent be noncontactable. In the case of an asthma or anaphylaxis emergency, medication can be

administered without any authorisation. If this was to occur, the child's parent and emergency services would be contacted as soon as possible following administration.

### **Asthma / Allergy / Anaphylaxis Action Plans or Medical Management Plans:**

Parents (in conjunction with the Medical Practitioner) of any child with asthma, allergies or anaphylaxis are required to complete an ASCIA Action Plan of allergic reactions or ASIA Action Plan for Anaphylaxis or an Asthma Care Plan prior to their enrolment being confirmed. This plan must be current (i.e. before the review date listed on the plan, or, in the absence of a review date, must have been written within the last 18 months for an ASCIA Plan, or within 12 months for an Asthma Care Plan), and will advise the staff of the actions they should take should your child become unwell with an allergy, asthma or anaphylaxis.

Parents of children with specific healthcare needs may be required to submit further details, or a Medical Management Plan prior to their enrolment being finalised.

### **Breakfast and Afternoon Tea**

Breakfast is provided for children attending Before School Care and is served each morning from 7:00am until 8:00am.

Afternoon tea is provided for all children attending After School Care at approximately 3.15pm, along with a late afternoon tea fruit platter at approximately 5pm.

Children are required to bring morning tea and lunch during Vacation Care, unless otherwise stated in the Vacation Care Program.

We aim to provide nutritious and varied breakfasts and afternoon teas for the children attending the Centre. Information regarding menu selections is available for parents to access at the Centre. Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs.

### **Daily Program**

We aim to provide daily routines that meet the needs of individual children and to implement an open-ended program based on children's continuing interests. This allows opportunities for children to play, explore and develop new skills and theories and is appropriate to the

developmental and leisure needs of the children. Children are encouraged to participate in this process by completing surveys, participating in frequent discussions regarding their ideas and likes, and placing activity suggestions in the “Suggestion Box” at the Centre. The current week’s program can be viewed on Kinderloop, at the centre in the parent area or the TV screen at the Centre. Below is a typical day at the Centre.

#### **MORNING SESSION**

7:00am	Centre Opens, breakfast is served and free play begins, along with the provision of programmed activities.
8:00am	Breakfast finishes
8:00am	Morning craft is packed away and clean up begins
8:20am	Roll Call and headcount procedures are implemented
8:30am	Children are walked to the school playground for outdoor play
8:35am	Supervision is taken over by teachers
8:35am	Centre Closes.

#### **AFTERNOON SESSION**

2:45pm	Kindergarten children are met by educators outside the Kindy classrooms Year 1 children make their way to the OOSH room and wash hands Year 2 children make their way to the School Hall for roll call.
2:50pm	Year 3 children make their way to the School Hall for roll call SKOOSH children (year 4-6) make their way to the Resource Room for roll call.
3:00pm	Children’s names are marked off the roll during roll call and daily announcements are made. A headcount is performed to ensure all children are accounted for, and parents are phoned for any missing children.
3:10pm	Afternoon tea is served.
3:30pm	Children can do homework club, quiet craft or reading activities inside. Outdoor area is opened for free play and implementation of programmed activities.
4:00pm	The inside area is opened for any additional activities
5:00pm	Pack up of outdoor areas
5:10pm	Children consolidate either in SKOOSH Room, OOSH Room or on the back grass
5:15pm	Late afternoon tea fruit platter is served Children can participate in a group activity or quiet activities such as board games, reading, drawing
6:15pm	Centre closes

### **Conditions of Enrolment**

**The OOSH Sub-Committee and staffing team aim to provide a quality, caring and safe Before School, After School, and Vacation Care Program for your child/ren.**

**The Committee seeks your cooperation by complying with the conditions set out below. Your agreement to the Terms and Conditions during the online Enrolment Process indicates your acceptance of these conditions:**

1. **The Online Enrolment Process must be completed and can be accessed through our website ([www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au))**
2. The Behaviour Agreement and Enrolment Permissions must be completed prior to acceptance / approval of the family enrolment
3. **All children who attend Before and After School Care must be booked in via the Centre Online Bookings System.** Children not booked in for an afternoon session will be redirected to the school office.
4. Accounts in arrears may incur overdue fees, or cancellation of bookings and/or enrolment.
5. Casual use of the service is dependent on whether there are spaces available on the days required. Please either book online via the portal, or if after the portal cut-off, contact the Centre on 02 9484 4412 prior to bringing your child in for a casual booking.
6. Children must be signed in for morning sessions and out at the end of the day when they are collected from the Centre, according to Legislated requirements.
7. If children are not attending the service on a day they are booked, the Centre must be notified before the end of morning session (for before school care) and in advance of commencement of the afternoon sessions (for after school care). Where the day is a Vacation Care Day or Pupil Free Day, the centre must be notified prior to 9:30am. The Centre number is 02 9484 4412. Failure to notify of non-attendance may result in the charging of a non-notification fee.
8. Only Parents or those adults listed as an Authorised Nominee will be able to collect children. The person collecting your child will need photo ID. If someone is prohibited from visiting the Centre or collecting your child **THIS INFORMATION MUST BE INCLUDED AS PART OF THE ENROLMENT PROCESS.** A copy of any relevant court orders must be provided.
9. A late fee of \$1.00 per minute after 6:15pm **will** be charged for children who are collected late i.e. after closing time of 6:15 pm. Please inform the Centre on 02 9484 4412 if you think you may be late so that your child/ren can be informed.
10. The program cannot cater for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Please ensure all contact numbers are current.
11. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included in the child information as part of the Enrolment process. All changes to Enrolment Information must be provided to staff at the Centre and to the Director of Before School, After School/Vacation Care as soon as they are known.
12. If a child's behaviour is such that it endangers the safety of themselves, other children or staff, your child's attendance will be reviewed in consultation with the educators. This may result in immediate application of our "Exclusion for Unacceptable Behaviour" Policy
13. Non-compliance of any of the above conditions will result in the attendance of the child/ren at the Centre being reviewed.

## Bookings, Fees & Charges

The OOSH Sub-Committee, in conjunction with the P&C is responsible for setting the fees for the program. On an annual basis the fees charged in the Before School, After School and Vacation Care Services will be reviewed. Any proposed changes will be identified in Newsletters, on the website and via email to registered families.

Current 2021 fees and charges are as follows:

### ***Membership Fees - \$20.00 Per Family Per Annum***

A membership fee is charged per family whether the child is to be a permanent or casual. The Centre cannot be used until this payment is made.

### ***Attendance Fees Per Child:***

#### **Permanent:**

Before School Care: \$10.00

After School Care: \$22.50

#### **Casual:**

Before School Care: \$12.00

After School Care: \$24.50

**Non-Notification Fee:** \$15.00 PER FAMILY PER EVENT

### ***Vacation Care:***

Days are priced independently due to the activities taking place. Please refer to the Vacation Care program for prices and cut off times, as well as any late booking fees.

### ***Permanent Bookings:***

If a child is to attend the Centre on a regular basis a permanent booking is required. A permanent booking must be paid for whether or not the child attends. There is a small discount (relative to the casual booking rate) for booking your child/ren on a permanent basis. A booking must be in place for a minimum of 2 weeks for it to be considered a permanent booking.

Permanent bookings falling on a public holiday are non-chargeable.

To cancel a permanent booking, the cancellation must be made online by 9am on the Friday prior to the booking cancellation taking place. A permanent booking must be cancelled for a minimum of 2 weeks. *If a cancelled booking is rebooked within two weeks, all the fees from the*

*day of cancellation to the new commencement must be paid in full prior to the new booking being accepted.*

*Transfers:*

Transfers from one day to another are available for the same session and within the current week. Families must log the transfer online via the portal before midday the business day prior to the first booking change for the week taking place.

*Casual Bookings:*

If a child is to attend irregularly or occasionally, then a casual booking may be made. This must be made online by midday on the day prior to the booking. Bookings can be accessed by a button on the homepage [www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au).

Casual bookings may be cancelled online up to midday the day prior to the booking taking place. After this time, cancellation of a casual booking can be made by contacting the centre prior to the commencement of the session. Cancellations after the commencement of the session will be considered absences, and charged.

Casual bookings will not be accepted if fees are outstanding for prior bookings.

*Pupil Free Days:*

During any term, there is a possibility of Pupil Free Days. There will be no charge for permanent bookings that choose not to use the Centre on these days. The Centre will only operate if there are sufficient staff and numbers.

*Absenteeism:*

If your child will not be present at a pre-booked session, whether a casual or permanent booking, you must let the Director know to avoid unnecessary confusion, concern and a non-notification fine.

All permanent bookings will be charged whether or not the child attends the session. A roll is called at the beginning of each afternoon session for after school care to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call. Failure to notify of non-attendance, may also result in the Police being phoned, should the parents or authorised contacts be non-contactable. A roll call is taken at the end of the morning session for before school care. Where a child is not reported absent, and is not present, the parents will be phoned to gather the whereabouts of the child. Where the parents cannot be contacted, the staff members will carry out a search for the child on school site. Once the child is located, the parents will be emailed to confirm.

## Payment of Fees

Normanhurst West OOSH is a cashless service. Payment is only accepted via EziDebit (Direct Debit). This option allows parents to pay automatically, electronically. This occurs on issue of the Centre's account/statement whereby the amount outstanding is direct debited. Please see the Centre staff if you would like more information regarding EziDebit.

### *Parent Statements*

Parent statements are emailed fortnightly to families from our service administrators. Please ensure that you give the Centre your current working email address, to which a detailed statement of usage and account will be sent once a fortnight. Attendance fees will be debited within 2 business days following the statement being sent.

### *Non-Payment of Fees:*

If payment has not been received within 7 days of the emailed statement, the family will be contacted by the Centre's financial administrator via email to advise payment is necessary.

If there is no response to this email within a further 7 days, a phone call to the family is made. In the absence of extenuating circumstances, the family will be advised the due date they must make payment by, and that failure to make payment may result in their booking being cancelled.

In consultation with the Management Committee and Nominated Supervisor, failure to pay the balance in full by the date requested may result in the child's booking being cancelled. Any cancelled booking will only be reinstated once payment is received in full, and the family has re-activated their Direct Debit payments.

Should a situation occur in which a booking is cancelled more than twice due to non-payment of fees, the family's enrolment at the Centre may be terminated. The enrolment may only be reinstated when full payment is received, membership is paid and all documents registering the family with a direct debit payment system are completed. The Centre will pursue outstanding debts through normal commercial and legal means.

Any family experiencing financial difficulty should advise the Centre Management Committee directly or via the Centre Director. All matters relating to financial difficulty will be kept strictly confidential.

### *Late Pick Up Fees:*

The Centre closes at 6:15pm. Any child collected after 6:15pm will incur a late fee of \$1/minute. Parents should advise the Centre when they will be late to collect their child. If a child is not collected by 7:00pm and no contact can be made with the parents or emergency contacts then the staff have no option but to phone the Police, who will contact Family and Community

Services. If a parent continues to collect their child after 6:15pm, the Director will discuss alternative options with them, and suitable arrangements made or the child's place at the Centre may be suspended or cancelled.

## **Emergency Evacuation / Lockdown Policy**

The Centre has emergency evacuation and lockdown procedures, which are displayed on the door for all to see. A routine emergency evacuation will be carried out every session at least once a term.

**In the event that a lockdown is required, all staff will be notified and the Lockdown codeword "All children inside for chocolates" will be utilised across the Walkie Talkies. Where the lockdown is a drill, this will be followed with "This is a lockdown drill, <insert child group> to <insert lockdown points>" etc**

Emergency evacuations will be announced by use of the **whistle** located at the main exit door of each room utilised, or carried by an Educator in the area. Continual short sharp blasts over the walkie talkies indicates **EMERGENCY EVACUATION PLAN. Where the evacuation is a drill, this will be followed with "This is an evacuation drill, all children to <insert evacuation point>"**

NWOOSH utilises the two evacuation points of either the School Oval or the Basketball court.

## **First Aid Policy**

The Centre has a First Aid Policy that is available for parents and staff to view. Parents will be informed of any accidents and will be asked to sign the incident / injury / trauma / illness form. A copy can be provided to the parent or carer, please advise our staff if you would like a copy.

In the case of an Emergency, where the ambulance is considered the best option, 000 will be phoned immediately and the Parents/Carers notified. In the case of an injury above the shoulders, or a non-serious injury that needs medical treatment, parents / Carers will be contacted. Should staff be unable to contact parents/carers, it will be at the discretion of the staff whether an ambulance is called to take the child to hospital.

## **Sun Protection Policy**

The Normanhurst West OOSH staff strictly enforce a "No Hat, No Sun Play" Policy. The Centre staff WILL insist on all children being appropriately protected against the sun, especially during



the summer months. Parents should inform their children of the need to protect their skin against the sun by wearing hats, sunglasses and using sunscreen. If a child forgets their hat, they will be instructed to play in the shade or inside. Children will apply sun cream as they leave for school in the mornings and before outdoor play in the afternoons where the UV is 3 or above. In addition, on Vacation Care days, children will be required to wear sunscreen when the UV is 3 or above, and will reapply every two hours if outdoors. If your child has sensitive skin, please advise staff and supply an appropriate sun protection cream to leave at the centre, labelled with your child's name.

## **Complaints and Compliments**

We believe that parents have an important role in the Centre and we value their comments.

We aim to ensure that parents feel free to communicate any concerns they have in relation to the Centre, staff, management, programs or policies, without any negative consequences. Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, we request that families first talk to either the Director / Responsible Person on Duty at the Centre or address your feedback in writing to the OOSH Convenor of the Management Committee.

At Normanhurst West OOSH, Parents are not permitted to approach other children (who are not their own) whilst at the Centre, about concerns or issues including behaviour. We request that all concerns are raised directly with the Normanhurst West OOSH Director / Responsible Person on Duty or OOSH Convenor of the Management Committee, so that they are able to deal with the concern in line with the appropriate policy. If you would like further information, please refer to our Complaints policy, available on our website or at the centre.

## **Policies and Procedures**

A series of policies and procedures for the service have been developed. These policies and procedures are reviewed on a regular basis to ensure that they are kept up to date with community expectations. We hope that you will take the opportunity to review and comment on these to assist us in a process of continual improvement. A copy of this document is available at the Centre and on the website for parents to view.

## Legislation for Out of School Hours Care

On 1 January 2012, the National Quality Framework (NQF) was established, applying to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services in Australia; consisting of key requirements that will be phased in between 2012 and 2020, including staff qualifications, educator-to-child ratios and other key staffing arrangements.

### **National Quality Framework (NQF):**

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- ✦ a national legislative framework
- ✦ a National Quality Standard
- ✦ a national quality rating and assessment process
- ✦ a national body called the Australian Children's Education and Care Quality Authority.

### **National Quality Standard:**

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

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

The National Quality Standard aims to promote:

- ✦ The safety, health and wellbeing of children
- ✦ A focus on achieving outcomes for children through high-quality educational programs
- ✦ Families' understanding of what distinguishes a quality service.

### **National Quality Rating and Assessment Process:**

Approved Services are assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations, and given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care.

***Normanhurst West OOSH last underwent the Assessment and Rating in November 2020 and received a rating of “Meeting the National Quality Standard”.***

For further information, please visit: [www.acecqa.gov.au](http://www.acecqa.gov.au)

## **Privacy and Confidentiality**

All information provided to the Centre staff will be kept confidential as per the Privacy Act and only provided to those necessary for the provision and administration of the Centre, or when required to do so under law.