

HENSCHKE OUT OF SCHOOL HOURS CARE INC

Parent Handbook

Updated December 2025

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1. INTRODUCTION

Philosophy

At Henschke Out of School Hours Care Inc. (HOOSHC) we aim to provide a happy, safe, nurturing, caring and fun environment for primary school-aged children.

We believe in providing a supportive environment where all children, families, staff and visitors feel welcome. We encourage the children to have an active role in planning and evaluating the program.

We aim to create an environment that promotes free choice based on children's interests while offering various structured activities to support children's learning needs. This in turn will help children collaborate and work with others while developing their own skills.

HOOSHC believes it is vital to uphold each individuals' basic human rights such as equality and fairness. Our objective is to treat every child with dignity, in an environment free of discrimination, where every child is valued and has a strong sense of belonging.

HOOSHC will continue to build working relationships with families who attend the service, so the needs of the family can be incorporated into the program as appropriate (I.e. cultural celebrations). HOOSHC will continue to respect the values and beliefs of each family.

Our goal is to:

- (a) deliver a high quality and inclusive Out of School Hours Care program by providing care to primary school-aged children, guided by the National Quality Framework (NQF) My Time, Our Place
- (b) provide families and communities with access to flexible, quality childcare that meets their needs by providing a supportive family atmosphere which might assist to relieve their family pressures
- (c) foster individual children's strengths, abilities and interests through the provision of developmentally appropriate play and learning experiences; and
- (d) maintain sound business and financial management practices, including income and expenditure planning, and management of childcare subsidy and fees.

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 Coordinator of the Centre.
- Observe and abide by 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 to be made, in writing, to the Coordinator and/or Committee President. Staff are not to be presented with complaints or grievances.

About Us

Henschke Out of School Hours Care Inc (HOOSHC) is a not-for-profit incorporated association. HOOSHC is a separate entity to Henschke Catholic Primary School (HCPS) and is operated and managed by an independent committee made up of parents who utilise the service and a HCPS school representative.

HOOSHC caters for children during Before and After School Care and in Vacation Care. We also cater for Pupil Free Days, based on HCPS schedule. We have a staff ratio of 1:15 at the centre. On excursions or when integrating special needs children, this ratio may vary based on assessed risk analysis as explained in the National Quality Framework.

HOOSHC's Management Committee has overall legal responsibility for the service, the Co-ordinator/Nominated Supervisor has been delegated authority for the day to day management of HOOSHC. In the absence of the Coordinator (i.e. while on leave), delegated Responsible Person's will manage the day to day running of the service.

Location

Henschke Out of School Hours Care Inc. is located at Henschke Catholic Primary School Hall, 105 Fernleigh Road, Wagga Wagga.

Contact Details

PO Box 7218
Mount Austin NSW 2650
Email: admin@hooshcare.com.au

Coordinator Phone: 0481 338 799
Email: coordinator@hooshcare.com.au

2. OPERATION

Hours of Operation and Services provided:

| | |
|---------------------|----------------------------------|
| Before School Care: | Monday - Friday 7.00am to 9.00am |
| After School Care: | Monday - Friday 3.15pm to 6.00pm |
| Vacation Care: | 7.00am to 6.00pm |
| Pupil Free Days: | 7.00am to 6.00pm |

Access to Services

As per our Service Access policy, based on the NSW Government's priority of access is to be given to children aged 4 and above who are:

- from low income families
- from Aboriginal and/or Torres Strait Islander families
- with disability and/or additional needs
- with language needs
- at risk of significant harm (from a child protection perspective).

There is no order of priority assigned to the list above.

Enrolment

Enrolment with HOOSHC is an on-line process. Before access details are provided, prospective parents & children are invited to arrange an appointed time to visit HOOSHC to meet staff and discuss care requirements. This can be done by contacting the Coordinator on 0481 338 799 or by submitting an enquiry via email: coordinator@hooshcare.com.au

An enrolment application must then be submitted for each child to attend HOOSHC, together with a copy of any supporting Health plans or Court Order documents.

Once the enrolment is activated by HOOSHC, instructions for downloading the Xplor App will be issued, allowing access for the Primary Parent to make bookings and view notifications and account balances.

The software program is linked to Centrelink which manages the Childcare Subsidy (CCS). In order to access CCS, Centrelink requires the Primary Parent to approve the CWA (Complying Written Agreement) and to ensure their myGov details are correct.

The Administration Support and Coordinator will provide assistance to complete the enrolment process, if and as required, but should the CWA and myGov components not be completed in a timely manner and hence require repeat submissions to Centrelink, an additional administration fee of \$25 may be applied to the account.

A once-off registration fee of \$32.50 is payable upon enrolment.

All information provided on the enrolment form remains strictly confidential.

It is the parent's/guardian's responsibility to update any changes to details contained on the enrolment form or to advise the Coordinator or Administration Support.

Updating of enrolment information is required to be completed annually.

Bookings

Permanent bookings: These are pre-determined, regular bookings on a set day or days each week or fortnight during the term. The days booked are the days upon which you will be charged, unless a child is absent and 3 working days notice of the absence has been given.

Casual bookings are irregular and only available when placements are not filled with permanent bookings. If a casual booking needs to be cancelled, providing 3 working days written notice is given before the session, there will be no charge.

All Bookings and cancellations are best made using the Xplor App.

For Staff rostering purposes, the daily availability is reviewed and adjusted, if required, each term. This means that the App might indicate there are no vacancies on a given day. In such an instance, a text message to the Coordinator to confirm availability is requested.

To ensure legal staff:child ratios are maintained at all times, it is crucial that all bookings are made with adequate notice for staff and that children are advised of any changes to care arrangements.

Vacation Care bookings are accepted, via the Xplor App, after the Vacation Care program is released, approximately four weeks prior to each school holiday period. There may be additional costs involved for activities or excursions, these will be clearly marked on the program.

Exiting HOOSHC

Families, when permanently withdrawing children from HOOSHC, are requested to give notice in writing with at least 3 working days notice to avoid paying fees. It's important to note that CCS will not apply if the last day / days booked are submitted as absences.

Payment of Fees

Invoices are issued to families on a weekly basis. Fees are payable weekly or fortnightly, by arrangement. Fees are to be paid a minimum of 2 weeks in advance.

From 1 July 2023, you must pay the gap fee using electronic means.

Direct Debit is the only means of payment for HOOSHC fees.

If you have any concerns with an invoice, please contact the Administration Assistant or Coordinator 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 Coordinator / Administration Assistant with the Committee's approval. If fees are overdue for 4 weeks the account will be referred to a collection agency.

Collection Costs

In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.

Fees

There is an initial registration fee of \$32.50 per family.

From 1st July 2025, fees will be as follows:

Before School Care- \$16.00 per session (Permanent Bookings)
\$20.00 (Casual Bookings)

| | |
|--------------------|--|
| After School Care- | \$29.00 per session (Permanent Bookings) |
| | \$33.00 (Casual Bookings) |
| Vacation Care- | \$50.00 per day |
| Pupil Free Days- | \$50.00 per day |

The Management Committee will continue to monitor the fees to ensure costs of running a high quality service are met, with an aim to keep costs to families affordable.

HOOSHC is a not-for-profit association and as such, the fees paid to the service are utilised to not only pay running costs, but also to purchase quality resources based on children's interests and needs. We also contribute to the infrastructure of Henschke Catholic Primary School in which the service utilises – driveway/carpark, multipurpose courts, outdoor seating and gardens to name a few.

Late Fees

HOOSHC closes at 6pm daily. We are not licensed to have children at HOOSHC after this time. If Children are collected after this time a late fee will be applied. 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 Subsidy

The Australian Government provides financial support for this Outside School Hours Care Service.

Child Care Subsidy is determined on a number of factors and is paid directly to HOOSHC to assist with the cost of child care. For more information please contact Centrelink (13 61 50) or go to the myGov website (<https://my.gov.au/>)

It is the parent's responsibility to ensure all details, including parent and children's Centrelink Reference Numbers (CRN), names and dates of birth, are correctly entered when completing the enrolment form on-line. The Administration Support and Coordinator will provide assistance if and as required, but should this require repeated submissions to Centrelink, or our software provider, an additional administration fee of \$25 may be applied to the account.

Cancellation Policy

If your child is absent from HOOSHC for any reason, you will be charged your normal session rate, unless 3 business days notice has been given during the Term periods for Before School and After School Care. 5 business days notice must be given for Vacation Care cancellations.

Absences

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. You must submit an absence notification via the Xplor app or contact the Coordinator.

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 invoices.

Drop Off and Collection of Children

An authorised person must sign-in all children when arriving in the morning and sign-out children departing in the afternoon. Please ensure that you let staff know you have arrived and you are signing the child in or 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. If such a person is not known to the Coordinator or the Responsible Person on duty, that person will be required to provide proof of identity.

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 18 years of age.

Please bear in mind that there are strict guidelines regarding times children can be dropped off and collected at HOOSHC. Children can not be left at HOOSHC before 7.00am and late penalties apply to picking up children after 6 pm.

Please let the Coordinator 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

In the event of an outbreak of vaccine preventable diseases at HOOSHC or school, children who are not immunised may be required to not attend HOOSHC for the duration of the outbreak for their protection and the safety of others.

Sun Safe

HOOSHC operates under a Sun Protection Policy, with recommendations from the Cancer Council NSW.

All children must wear hats, sleeved shirts and sunscreen when the UV Index is greater than 3. We will provide sunscreen, but if your child has particularly sensitive skin, we recommend you supply your own. We also encourage children to bring a drink bottle each day to access drinking water on a regular basis to stay hydrated.

If your child comes to HOOSHC without a hat, they will have access to HOOSHC's supply of spare hats or they will not be permitted to play in the sun.

Refreshments

Children attending Before School Care are encouraged to eat breakfast if they have not already done so at home. Cereal and toast are available until 8.30am.

HOOSHC provides afternoon tea during After School Care, on Pupil-Free Days and during Vacation 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, we would encourage you to pack 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, which consists of a fruit/vegetable platter and another snack option. Any fruit/snack leftovers are stored appropriately and provided during a late afternoon tea at 5pm.

HOOSHC is supportive of special dietary requirements and a written document from your Doctor or Dietitian detailing allergies / intolerances should be provided upon enrolment. We will endeavour to accommodate any special needs but ask that to assist with this aspect a small number of food products be provided so they can be kept at HOOSHC as substitutes should they be required.

In the event of children with anaphylactic reactions to particular food items being in attendance at HOOSHC, the menu will be adjusted to ensure that such foods are not served.

Health

The close proximity of children and staff within the service makes the risk of cross infection very high. HOOSHC requests your cooperation 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 contacts 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;
- been vomiting or had diarrhoea during the night; or
- rashes that have not been identified and cleared by a doctor;
- head lice.
- an infectious disease

HOOSHC will abide by Health Regulations that state that children be isolated for specific time periods in cases of infectious diseases (i.e 48 hours for vomiting and/or diarrhoea). 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 authorising staff to seek medical care if required. Designated staff are required to have a current First Aid Certificate from an authorised body. The Coordinator or Responsible Person on shift, 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;
- provide medication in its original container and labeled with your child's name;
- not leave medication in your child's bag.
- sign the Record of Administered Medication

All medication administered at HOOSHC will be witnessed by two staff members, recorded and then signed off by both these staff;

Asthma

If your child/children is an asthmatic you must provide the service with their most recent Asthma Management plan signed by their Doctor. Your child should not commence care without this completed form.

It is the parents and children's responsibility to ensure that they have their asthma medication for everyday attendance.

If your child is attending an excursion and they do not have their Asthma medication, they may not be able to attend that excursion and parents will be called to collect the child.

Behavioural Expectations

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 as per QA 2 Behaviour Guidance Policy.

Toys & Digital Equipment

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 times, accidents may happen and breakages can occur that may cause your child distress. HOOSHC will not be responsible for replacing any damaged or missing items that children bring from home.

For security and privacy reasons, children are not to bring personal phones, i-pads or other digital equipment to HOOSHC. If they do so however, these will be secured by staff and returned to children as they depart the service.

National Quality Framework (NQF)

Since 1 January 2012, Out of School Hours Care has been included in the National Quality Framework. The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services.

The National Quality Standard sets a 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
- This service was accredited in January 2019, as Working Towards the Standards of the NQF.

HOOSHC Program and Activities

HOOSHC implements a program based on 'My Time, Our Place- the framework for School Aged Care'.

The program is based upon 5 principles:

1. Secure, respectful and reciprocal relationships
2. Partnerships

3. High expectations and equity
4. Respect for diversity
5. Ongoing learning and reflective practice

A range of activities will be offered each day to meet the developmental and recreational needs of the children in attendance. The children are able to give staff suggestions for activities and request resources for use throughout the sessions. 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 can be viewed at any time.

There are designated quiet areas throughout the sessions, such as the foyer and upstairs Sensory Safe Space (SSS) where children are encouraged to read, play board & card games, do puzzles or do their homework. It is important to note that we are not staffed to offer individual tutoring that students may need when completing homework.

Our Educators critically reflect on our programmed activities, through observation and discussion with children and staff. Through this critical reflection, we can extend on children's interests and needs.

Please ask the Coordinator or Educational Leader for a copy of the current program.

Grievance Procedures

All complaints or grievances are to be made in writing to the Coordinator and/or to the President of the Management Committee. Emails can be directed to the Executive Management Committee; Attention: President, who will address the feedback as per our QA 7 Confidentiality policy: feedback@hooshcare.com.au

Discussions concerning a child/children should be addressed in private with the Coordinator and never in the presence of other children. Please be assured that any discussions will remain confidential. Please see the HOOSHC Policies and Procedures for further details.

Policies Manual

HOOSHC has a folder that contains copies of our policies which is kept on the premises at all times. Certain policies regarding children's health and safety, can also be accessed online via the HOOSHC website. We are constantly revising and adding to its contents as required. All families are encouraged to read these documents and offer suggestions or comments. The policy documents are divided into main sections based on the 7 Quality Standards:

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