



Helping Hands Parent Handbook



**LANE COVE
WEST**

Contents

Program Hours and Session Fees4

Additional Fees and Charges.....4

Contact Details5

Service Philosophy6

Enrolment and Booking Information8

Making and Cancelling Bookings9

Non Arrival of Bookings9

Dropping off and Collection of Children.....9

Late Fees..... 10

Payment 10

Government Subsidies..... 11

Schedule of Fees 11

Fees Include 11

Other Fees / Charges 12

Priority of Access 12

Health and Safety 13

Government Compliance 14

Staff : Student Ratios 14

Staff 14

Programs 14

Behaviour Management..... 15

Food 15

Evacuation and Emergency Procedures 16

Parent/Community Feedback..... 16

Grievances/Complaints..... 16

Direct Debit Dates Permanent Bookings 2017 17

Welcome to Helping Hands Outside School Hours Care Program

In Partnership with Lane Cove West Public School, Helping Hands Network provides convenient and affordable care for your children, while supporting the local community. We provide supervised care in a safe, healthy and friendly environment; a home away from home, where the children can feel relaxed and involved in the daily activities.

Program Hours and Session Fees

| | Before School Care | After School Care | Vacation Care / Pupil Free Days |
|-----------------|-------------------------------|------------------------------|--|
| Hours | 7.00am-8.55am | 3.25pm-6.15pm | 7.00am-6.00pm |
| Full Fee | \$17 | \$24 | \$48 |

Additional Fees and Charges

No Show Fee: \$5.00

Late Pick Up Fees will also apply

Additional fees will apply for Incursions/Excursions

As an approved service, families may be eligible for Child Care Benefits and Child Care Rebates (see page 9).

Contact Details

| | |
|----------------------------|---|
| OSHC | |
| Phone | 0475 966 771 |
| Email | lanecovewest@helpinghandsnetwork.com.au |
| <hr/> | |
| Regional Operations | Michelle Bates |
| Manager | |
| Phone | 0448 154 091 |
| Email | michelleb@helpinghandsnetwork.com.au |
| <hr/> | |
| Central Office | |
| Postal Address | Suite 84, 78 William St East Sydney NSW 2001 |
| Phone | 1300 612 462 |
| Website | www.helpinghandsnetwork.com.au |

Helping Hands Lane Cove West Staff

All Helping Hands Staff hold Working With Children Checks, and current Senior First Aid Certificates as well as CPR, Anaphylaxis and Asthma qualifications.

Please see Service Noticeboards for listing of current staff and qualifications.

Service Philosophy

These Values and beliefs provide the foundation for the provision of exceptional quality OSHC by Helping Hands.

Helping Hands provides quality school aged care in partnership with children, parents and schools. We are flexible in providing our service and tailor our programs to meet the local school community needs, and to achieve the best outcomes for children within our OSHC services. We provide much more than child minding. Our programs are designed to develop stronger, healthier and happier children, and provide an environment that is like a “home away from home”.

We believe that all children have the right to be heard and to have their opinions considered. Children are supported to be an active participant in their local communities, and the decisions that affect them. We encourage children to accept responsibility and trust them to contribute meaningfully to our program. We realise that while children sometimes need support and assistance, by allowing children to make discoveries for themselves, asking questions and finding out the answers independently leads to inquisitive minds, higher confidence and a sense of achievement.

We recognise and respect parents as primarily responsible for the upbringing, protection and development of their children. We aim to support parents in that role, to the greatest extent reasonably possible. We actively encourage the involvement and opinions of the children, parents, staff and school community. Individual views and values are respected and are considered important in the operation of the Service and are important to support our core value of community partnership.

Through open and honest communication, and providing a professional supportive management team we seek to guide a team of people who share high values and visions for children’s potential. We want to empower and support educators to recognise their responsibilities for the social development of children.

We believe that all children have the right to their individual and cultural identity. We respect and recognise the wide range of cultural backgrounds that contribute to the fabric of Australian society, both historically, as well as today and into the future, and the importance of incorporating diversity and community cultures into our programs.

Our goals are to encourage children to:

- **Have a strong sense of identity** – our service aims to teach children to demonstrate a capacity for self-regulation, negotiation and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – our service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – our service aims to teach children to demonstrate self-regulation and manage their emotions in ways that reflect the feelings and needs of others by showing empathy, care, understanding and respect for all children.
- **Be confident and involved learners** – our service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences. This confidence grows when children are encouraged to communicate and make visible their ideas and theories, to collaborate with other children and model reasoning, while predicting and reflecting processes and language.
- **Be effective communicators** – our service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution. This is achieved by

following directions, modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

- **Take risks** - we understand that children want and need to have the opportunity to take risks. Our service aims to respond to these needs and offers challenging environments that are stimulating and encourage exploration to develop their abilities. Risk is managed so that children gain benefits from these experiences, without being exposed to unacceptable risk of serious injury.
- **To play** – our service seeks to provide opportunities for play that is free from adult agendas and provide children with the freedom to explore and discover in their own time and in their own way. We want them to get dirty, get messy, get wet and have fun.

Enrolment and Booking Information

For any child attending Helping Hands Lane Cove West we must have received a completed and signed enrolment form and Ezidebit form for payment, prior to them attending the program.

A **Permanent** Booking is any booking that occurs on a regular basis, for the same days each week or fortnight, and is normally in place for at least a term.

A **Permanent Roster** Booking is any booking that occurs on a regular basis, however the days change each week or fortnight, due to changes to families working rosters. Bookings should be made as soon as possible.

A **Casual** Booking can be made at any time but there is no guarantee of availability.

Making and Cancelling Bookings

Cancellations, changes or additions to bookings can be made at any time and must be either made in writing or confirmed by staff in writing. Any cancellation of a confirmed booking needs to occur at least 7 days prior to the booking date otherwise the normal session fee will apply. Notification must be made by the parent or guardian, not the child, and must be either made or confirmed by HHN staff in writing.

Non Arrival of Bookings

We take the safety of the children very seriously. If a child doesn't arrive within 15 minutes of their expected arrival time, staff will take action to locate the whereabouts of the child immediately. To prevent this occurrence which creates additional worry and work for staff, there is a \$5.00 "NO SHOW" surcharge for any child who has a booking and does not arrive for their scheduled session. Please assist the staff in letting them know if your child/children will not be attending their booked OSHC session.

Dropping off and Collection of Children

Children must be signed into BSC and out of ASC and on arrival and departure from VC. This must be done by an authorised adult, as named on the enrolment form. In addition to a signature, the time and your full name, not just first name, must also be included. This is a requirement of Family Assistance Office and Office of Early Childhood Education and Care and if not done may affect your Child Care Benefits.

The service closes at 6.15pm. If you are running late we would appreciate if you can call the service to let them know. A late charge does apply for a late pick up. If a child is left after 6.15pm without notification, the Coordinator or Manager will endeavour to contact the parents/guardian or emergency contact as listed on the enrolment form. If no one can be contacted the Police will be contacted for assistance.

Late Fees

Families who arrive after the close of the centre will be required to pay a late fee to cover the cost of staff wages for working past their finishing time. Please see staff for the current late fee schedule.

Payment

All fees must be paid in advance via direct debit from your nominated bank account or credit card. Parents are sent a statement on the Tuesday of the payment week which indicates what is owing. This gives them time to query the amount or make changes to bookings prior to the payment run which occurs overnight (after midnight) on Thursday of the payment week.

Permanent bookings are to be paid 2 weeks in advance; a schedule of direct debit dates is included in this enrolment booklet. For new enrolments that begin within the billing cycle a separate first payment will be debited to align payments with the scheduled dates.

Casual bookings must be paid prior to the children attending the service. These will be debited once a booking has been made.

Helping Hands Network manages all payments through Qikkids Child Care Management System and Ezi Debit. Qikkids enables the electronic transfer of any Child Care Benefit due from Centrelink. To enable us to access this information we need you to provide your Customer Reference Number (CRN) and Date of Birth (DOB) and each child's CRN and DOB. If we have the required information you will be charged the total amount payable for the fortnight, less any Child Care Benefit entitlement.

Please ensure that you have sufficient funds available in your account. Any charges that result from insufficient funds, failing to show without notice and late pick up fees will be debited directly from your account.

Unfortunately the non-payment of OSHC accounts could result in your child being unable to access our OSHC program.

Government Subsidies

As an approved service Helping Hands Network is able to work with families to secure significant rebates on their fees for child care. Our registration process captures data to compare against eligibility criteria to determine the level of benefit a family receives. There are a number of schemes available to families including:

Child Care Benefit (CCB) – the percentage benefit is determined by criteria including the number of children in care and household income. Helping Hands Network is able to **automatically lodge claims on behalf of parents**.

Child Care Rebate (CCR) – this is calculated as 50% of out of pocket child care expenses up to \$7,500 per year. Families are able to choose to receive this either weekly or fortnightly, and can nominate for the benefit to be paid to the child care provider as a fee reduction, or to their own bank account.

The following table of fees highlights the amount parents will pay per child for each session taking into account the CCB. Given the government rebates available each family may be affected differently. Following is a table that can be used as a guide to what these rebates might mean for you. The table is an estimate only and is based on one child in care. The amount shown is after CCB (Child Care Benefit), this is the gap payment that is debited fortnightly, and after CCR (Child Care Rebate) that can now be claimed through Helping Hands.

Schedule of Fees

The schedule of fees below provides an approximate guide on the cost for attending the Helping Hands Lane Cove West Programs depending on the percentage of CCB.

Fees Include

- All costs of the program (except excursions & incursions)
- Each day, the children receive healthy snacks including; breakfast and afternoon tea, (and morning tea during VC)

Other Fees / Charges

- No Show fee (\$5) – for bookings that do not show without notice.
- Excursions and Incursions
- Late Pick Up fees
- For payments made via credit card a surcharge may apply

| One Child/Session | | | | | | |
|-------------------|-------------|---------|---------|---------|---------|---------|
| Annual Income | Maximum CCB | \$50K | \$60K | \$70K | \$100K | \$160K* |
| Weekly Income | \$770 | \$961 | \$1,153 | \$1,346 | \$1,923 | \$3,077 |
| Before School | | | | | | |
| After CCB | \$10.08 | \$10.48 | \$11.12 | \$11.76 | \$13.67 | \$17.00 |
| After CCR | \$5.04 | \$5.24 | \$5.56 | \$5.88 | \$6.84 | \$8.50 |
| After School | | | | | | |
| After CCB | \$13.80 | \$14.39 | \$15.33 | \$16.27 | \$19.09 | \$24.00 |
| After CCR | \$6.90 | \$7.20 | \$7.67 | \$8.14 | \$9.55 | \$12.00 |
| Vacation Care | | | | | | |
| After CCB | \$8.36 | \$10.65 | \$14.31 | \$17.96 | \$28.93 | \$48.00 |
| After CCR | \$4.18 | \$5.33 | \$7.15 | \$8.98 | \$14.47 | \$24.00 |

*Casual surcharge is \$2.00

* The above rates are subject to change each financial year.

*A child care benefit is available for families with a combined annual income of less than \$130K - \$145K if multiple children are in care.

*Based on hours of operation as shown on Page 4.

*Subject to Family Assistance Office assessment.

Priority of Access

Helping Hands Lane Cove West will follow the Australian Government Priority of Access Guidelines with regard to the three levels of priority when filling vacant places

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of single parents who satisfy, or of parents who both satisfy the work/training/study test under section 14 of “A New Tax System (Family Assistance) Act 1999”

Priority 3 – any other child.

Health and Safety

First Aid – All staff are required to hold a current Senior First Aid Certificate.

Medication – Patent medicines may be administered to children by staff, e.g. aspirin, paracetamol etc, once the appropriate documentation has been completed and if the medicine is provided in its original packaging. Medicine must be provided with a label listing the child's name. Prescribed medicines will only be administered on completion of the relevant form, and if provided with a label showing child's name, dosage and Doctors details.

Illness – Sick children cannot be cared for at the service. If a child becomes unwell during the course of the program, parents will be notified and parents will be expected to collect them. Ill children should not be brought to the service.

Protection from the Sun – Children and staff wear hats when outdoors. Sunscreen will be provided by the service. If your child/children have allergies to certain sunscreens you must provide your own sunscreen for application before outside play. Children must also wear appropriate clothing when playing outside – this does not include midriff tops, tops without sleeves, singlets etc.

Footwear – All children must wear closed in shoes to OSHC, particularly if they wish to participate in activities such as outside play, craft or cooking. Children are able to bring changes of footwear and clothes.

Smoking – All Helping Hands services are smoke free zones.

Leaving the service – In the event of a child leaving the service or school grounds of his or her own accord, every effort will be made to have the child returned to the centre. If this is unsuccessful parents/guardians and, if necessary, the police will be called.

Government Compliance

Helping Hands is an Approved Provider, and Helping Hands Lane Cove West is an Approved Service under the National Quality Framework (NQF). All of our programs operate to reflect the Elements and Standards of the Seven Quality Areas under the National Quality Standards. My Time Our Place is the approved learning framework which underpins the philosophies and goals within our OSHC programs. While the Australian Children's Education and Care Authority (ACECQA) oversees the NQF, the NSW early Childhood Education and Care Directorate is the Public Regulatory Authority and enforces and administers the NQF in NSW.

The NSW Early Childhood Education and Care Directorate contact number is 1800 619 113 or email ececd@det.nsw.edu.au.

Staff : Student Ratios

At the service: 1 staff for every 15 children / Excursions: as per risk assessment (Staff:Student ratios will be available at the service prior to the activity.)

Staff

All of our staff must undergo comprehensive employment checks and have a current Working with Children Check and First Aid Certificate. Additionally Helping Hands is committed to providing regular and relevant training and professional development to ensure our staff have excellent child caring skills. The Regional Operations Manager is also available to support our teams at each service.

Programs

All of our programs are developed in consultation with the children, parents, school community and staff. A program and menu is displayed at the service. Our activities are tailored to cater to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. We provide a broad range of activities, e.g. cooking, music, sporting activities, homework club, free play, water

activities, dance, construction, art and craft and outdoor activities. The development of life skills is an important part of our program and we recognise the importance of understanding middle childhood and play in the development of children. Through reflection, observation and evaluation we are constantly ensuring our programs meet our desired outcomes.

Behaviour Management

To ensure consistency within the Lane Cove West Public School Community, we use the Lane Cove West Public School Responsible Behaviour Plan at OSHC and promote the school's code of conduct at all times.

The Helping Hands Behaviour Management process focus' on guiding children to make the right choices and we work in collaboration with the school and parents to ensure that we provide a safe environment for all children and staff by managing challenging behaviours effectively.

Food

Afternoon tea and breakfast are provided to children at Helping Hands Lane Cove West. Menus are designed in consultation with the children and are based on the Australian Dietary Guidelines for Children and Adolescence, PANOSH and the Smart Choices Food Strategy that is used by Education Queensland. Breakfast includes a selection of cereals, toast, muffins etc. Afternoon tea includes a selection of fresh fruit in addition to a variety of other choices e.g. rice crackers, sandwiches etc. Water is the preferred drink. We encourage families to provide Healthy packed lunches.

Children are also provided with cooking experiences as part of their program.

Helping Hands is nut aware and endeavours to ensure that nut products are not served in the program.

Evacuation and Emergency Procedures

To ensure consistency and prevent confusion we endeavour to follow the Lane Cove West Public School evacuation and emergency procedures as closely as possible. Children will rehearse the emergency procedures at regular intervals, and at least once per term.

Parent/Community Feedback

Helping Hands Lane Cove West is a community based organisation and we actively encourage any communication from parents to assist us with the continual improvement of our program. We have a Parent Feedback book at the sign in desk, but please feel free to discuss any matter with either the Coordinator or the Regional Operations Manager.

Parents and Guardians are able to ask for information regarding the operation of the service at any time; specifically

- A general description of the activities and experiences given by the service
- The services philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved
- The goals about knowledge and skills to be developed through the activities and experiences

Grievances/Complaints

Concerns are taken very seriously and your anonymity and confidentiality will be respected. For any issues, concerns or feedback please speak to the Coordinator or contact the Regional Operations Manager on 0448 154 091.

Alternatively, you may contact Central Office on 1300 612 462.

If you are unsatisfied with your response you can contact the NSW Early Childhood Education and Care Directorate on 1800 619 113.

Direct Debit Dates Permanent Bookings 2017

| OSHC Fortnight | Direct Debit Date (Friday unless a public holiday) |
|------------------------------|--|
| 2 January – 15 January 2017 | 30 December 2016 |
| 16 January - 29 January | 13 January 2017 |
| 30 January - 12 February | 27 January 2017 |
| 13 February - 26 February | 10 February 2017 |
| 27 February - 12 March | 24 February 2017 |
| 13 March - 26 March | 10 March 2017 |
| 27 March – 9 April | 24 March 2017 |
| 10 April - 23 April | 7 April 2017 |
| 24 April - 7 May | 21 April 2017 |
| 8 May - 21 May | 5 May 2017 |
| 22 May – 4 June | 19 May 2017 |
| 5 June - 18 June | 2 June 2017 |
| 19 June – 2 July | 16 June 2017 |
| 3 July - 16 July | 30 June 2017 |
| 17 July – 30 July | 14 July 2017 |
| 31 July – 13 August | 28 July 2017 |
| 14 August – 27 August | 11 August 2017 |
| 28 August - 10 September | 25 August 2017 |
| 11 September – 24 September | 8 September 2017 |
| 25 September – 8 October | 22 September 2017 |
| 9 October – 22 October | 6 October 2017 |
| 23 October – 5 November | 20 October 2017 |
| 6 November – 19 November | 3 November 2017 |
| 20 November – 3 December | 17 November 2017 |
| 4 December – 17 December | 1 December 2017 |
| 18 December – 31 December | 15 December 2017 |
| 1 January – 14 January 2018 | 29 December 2017 |
| 15 January – 28 January 2018 | 12 January 2018 |



Helping Hands Help Desk Support:

Email: accounts@helpinghandsnetwork.com.au

Phone: 1300 612 462