WELCOME TO
HASTINGS
NEIGHBOURHOOD
SERVICES

ABN 89592910624

OOSH& VACATION CARE PARENTS HANDBOOK

8 Boronia Street, Port Macquarie

next door to St Agnes School

02 6584 2627

ooshvacationcare@hns.org.au

www.hastingneighbourhoodservices.org.au

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Acknowlegement of Country

We acknowledge the Birpai people, the traditional owners of the land in which we work and live, and pay our respects to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander people who choose to call Port Macquarie Hastings home.

HNS-OOSH & Vacation Care acknowledges First Nations people as the traditional custodians of all lands on which we work. We recognise First Nations cultures as enduring, living cultures and pay respects to Elders, past, present & future.

The Australian Flag
The Australian Flag uses three prominent symbols.
The Commonwealth Star, symbolizing Australia's federal system of government, appears on the Australian National Flag below the Union Jack. This star has 7 points which symbolize the 6 Australian states, with the seventh point added in 1908 to recognize Australia's territories
The Southern Cross Constellation indicates our geographical location in the Southern hemisphere.
The Union Jack acknowledges the history of British settlement in Australia..

The Aboriginal Flag
Black: the black represents the Aboriginal people of Australia
Red: The red represents the red earth. The red ochre used in ceremonies and Aboriginal peoples spiritual relation to the land
Yellow: the yellow circle represents the Sun. The giver of life and the protector.

Torres Strait islander Flag
The Torres Strait Islander Flag of Australia was designed in 1992 by the late Bernard Narrick from Thursday Island. Ii was the winning entry in a competitiion organised by the Island Coordinating Council It was first used in May 1992 during the Torres Strait Island Cultural Festival. In June 1992, it was recognised by the Aboriginal and Torres Strait Islander Commission. On the 14th July 1995, the Torres Strait Islander Flag was proclaimed a “flag of Australia” under section 5 of the Flags Act 1953.

INTRODUCTION

WWW.HASTINGSNEIGHBOURHOODSERVICES.ORG.AU

WELCOME TO HNS OOSH & VACATION CARE. THIS SERVICE IS DESIGNED TO ALWAYS PROVIDE YOUR CHILD WITH QUALITY CARE. THE CENTRE PROVIDES PARENTS WITH THE SECURITY OF KNOWING WHERE THEIR CHILDREN ARE BEFORE & AFTER SCHOOL AND DURING SCHOOL HOLIDAYS. PARENTS KNOW THEIR CHILDREN ARE BEING WELL CARED FOR AND HAVING A GREAT TIME MEETING NEW FRIENDS AND BEING ABLE TO ENJOY A STIMULATING AND EXCITING RANGE OF DIFFERENT ACTIVITIES AND PLAY BASED LEARNING EXPERIENCES.

MANAGEMENT COMMITTEE

HNS OOSH & VACATION CARE IS MANAGED BY THE PORT MACQUARIE NEIGHBOURHOOD CENTRE, ALSO KNOWN AS HASTINGS NEIGHBOURHOOD SERVICES.

THE MANAGEMENT COMMITTEE OF THE NEIGHOURHOOD CENTRE APPOINT A MANAGER WHO WORKS WITH THE OOSH COORDINATOR TO OVERSEE THE OPERATIONS OF THE CENTRE AND REPORT BACK TO THEM. FAMILIES ARE ENCOURAGED TO BE INVOLVED IN THE SERVICES BY PROVIDING FEEDBACK TO EDUCATORS AND MANAGEMENT IN RELATION TO THEIR CHILD'S CARE AT THE CENTRE.

HOURS OF OPERATIONS

Monday to Friday - during school terms and school holidays

Before School Care - BSC 6:45am - 9am

After School Care - ASC 3pm - 6:30pm

Vacation Care - VC 7am - 6pm

Pupil Free Days - PFD 7am - 6pm

Christmas Centre Closure - December 22 - January 5, 2026

HNS CHILDREN'S SERVICES
PHILOSOPHY

To provide a not-for-profit, child-safe service, where meaningful partnerships with families foster child wellbeing, development, and learning. We will utilise evidence based, best practice tools to engage families and ensure service delivery remains flexible to changing community needs.

Key Commitments:-

- ·To provide child-focused programs based on a holistic approach that focuses on learning through play, encouraging a child's independence and agency.
- ·Respect for diversity is embedded in all aspects of service delivery encouraging appreciation of culture, the individual, equity and celebrating difference.
- ·To always respect and foster a reciprocal, open, communicative relationship with our families.
- To foster an environment of ongoing learning and reflective practice amongst our educators, through the provision of professional development, ongoing support and opportunities to realise their potential
- ·To assure quality care the service is committed to continual reflection, monitoring and evaluation of services practices.
- ·To actively nurture each child's potential, encourage the building of skills toward the achievement of goals and the sharing of each other's success.

REGULATIONS & QUALITY STANDARDS

In order for the Centre to provide Child Care Subsidy for families, we must maintain a current Service Approval from the NSW Dept. of Education and Communities, Early Childhood Education and Care Directorate. Our Service Approval number is SE- 00013409. To obtain this approval we have to meet National Law & Regulations the National Quality Standard (NQS) for Early Childhood and School Aged Care. The NQS is comprised of 7 Quality Areas, 15 concepts and 40 descriptors. The service is required to go through a process of self-assessment and reflection of the centre philosophy, policies and procedures and practices, ensuring that our philosophy underpins all that we do. A Quality Improvement Plan will be developed, and the service will undergo external review by the NSW Regulatory Authority and a rating will be given. The NQS also includes a Framework for School Age Care in Australia “My Time, Our Place” the framework is a tool that we use to ensure that we are providing a quality service to our children. It has 5 outcomes that we are to apply to our service provision.

We received a rating of Meeting National Quality Standard. The NQS and the “My Time, Our Place” framework are part of the National Quality Framework which also comprises the National Regulatory System

ACECQA- Australians Children‘s Education & Care Quality Authority

NQS - National Quality Standards

MYOP “My time, our place 2.0” Department of Education Curriculum

FUNDING / OPERATIONS

The service relies on childcare fees paid in part by parents and CCS (Child Care Subsidy) to remain sustainable.
We also apply for grants, where possible to assist with projects and programs to extend and create opportunities for children in our service.

CWA - COMPLYING WRITTEN ARRANGEMENT

(CWA) An arrangement to provide care to children in return for fees, families must have a CWA in place to get CCS. A CWA must include: Names and contact details of the provider and the person claiming CCS

CCS - CHILD CARE SUBSIDY
DEPARTMENT OF EDUCATION AND TRAINING

Families are able to apply for Child Care Subsidy to help with the cost of Child Care Fees. Families must provide the CRN & date of birth (DOB) of the enrolling parent and the CRN & DOB of the children being enrolled to be entitled to claim CCS (Child Care Subsidy) to reduce fees. **You need to sign a CCS Agreement (CWA) created by the Xplor Software program and then log into your MyGov** account to approve that your child will be attending care at our Centre. Without this correct information your enrolment cannot be formalised, and you will be charged full fees until the enrolment is formalised. **It is the enrolling parent's responsibility to ensure their information is current with Centrelink. CCS is stopped by Centrelink if this is not maintained resulting in full fees being charged. Its the primary carer responsibility to ensure all information is correct and accurate at all times.**

PRIORITY OF ACCESS

Priority of access is per the guidelines set down by the Department of Education and Training. Priority of access will be implemented where a Waiting List Applies.

POLICY DEVELOPMENT AND REVIEW

The Centre has extensive operational policies and procedures which are regularly reviewed and amended by the educators and committee. At times it is essential to have families and children's input and feedback on policy review and development. When this situation arises, families are notified about policy being reviewed or developed, via email or website. The policy is made available for comments. All Centre policies & procedures are available in the Parents Only area of the Website.

COMMUNICATION WITH FAMILIES

Educators consistently convey information to families through verbal discussions and Xplor posts through the App. Feedback regarding the Centre, their child's daily activities, and upcoming events on a day-to-day basis. In the designated Parent Areas, we display weekly programs, menus and other notices for easy access. Additionally, communication is facilitated through the Xplor App, and **it's essential to ensure that your app settings are activated to receive notifications.** All notifications are also duplicated and sent to your provided email address. It is i**mperative that you regularly check your Xplor App for notifications, childcare accounts and payment details.**

Our Service uses online links for completing return forms such as Vacation Care Bookings, Additional Permissions and Enrolments.

For our Vacation Care programs we send out an information Package via the Xplor App and email containing all the relevant information about the program as well as the link needed to return a booking form. The Vacation Care Package is emailed out in Week 6 of each term to all OOSH Families.

We value feedback, evaluation, and suggestions from families, please talk to educators about anything in relation to your child's care or the Centre. It may be necessary to make time to meet with educators to fully discuss any issues or concerns you may have. At times we send out surveys to assess the quality of the service we are providing and to ensure we are doing our best to meet everyone's needs.

As with every relationship, open and clear communication is the basis on which it works. In the relationship you enter into with the Centre that cares for your children it is vital we establish clear lines of communication to ensure everyone's needs are met.

COMMUNICATION WITH FAMILIES

FAMILY INVOLVEMENT IN THE CENTRE

Families are always welcome in the Centre and educators are happy to explain activities. Family events are planned every term i.e.: Welcome Sausage Sizzle- Harmony Day Celebration, OOSH Café for Families Week, Art Show, etc. Educators and children enjoy these special occasions, which often take hours of extra planning and work. They are a wonderful opportunity to have time to talk with families and the children love showing off their parents, siblings, extended family etc.

The Centre is run on an extremely tight budget. Being a community-based childcare centre, any surplus funds are put straight back into service provision for the children. Fee schedules are based on the provision of quality care. The fee level is kept as low as possible to allow access to all families. **The Committee is responsible for providing acceptable working conditions for staff as well as providing an affordable service.** Structures have been developed to allow this to happen: the aim is not to inconvenience families but to enable the Centre to operate efficiently.

PROGRAM STRUCTURES

HNS OOSH & Vacation Care operates Before School Care (BSC) / After School Care (ASC) and Vacation Care from the OOSH house at 8 Boronia Street, Port Macquarie

The program offers opportunities to develop social and life skills in a caring, informal homelike, supervised environment for 5–12year old children. The Centre offers 4 age appropriate programs (5-8's and 9+, outdoor and BSC) where the focus is on play, choice, learning and wellbeing. Age appropriate activities, excursions and experiences are programmed for the two groups. The Centre promotes physical development through the inclusion of sport, active games and outdoor play throughout the program.

Special visitors and excursions are often included in programs, which promotes the Centre's involvement in the broader community. Creative and diverse activities are programmed – these include "messy play" (children are encouraged to wear paint shirts during messy activities), Craft, Cooking, Indoor and Outdoor Play, Music, Dance, Drama activities and Theme Days.

COMMUNICATION WITH FAMILIES

PROGRAM STRUTURES CONTINUED...

Cultural activities are included through the children's play and equipment, cooking activities special visitors and theme days. Local, Indigenous, National and World Celebrations are included in the program throughout the year.

Children are encouraged to choose activities they wish to participate in each day or have free play time. Children are also encouraged to put their ideas and suggestions into the program.

Families are always welcome at the Centre. The centre encourages family involvement through our Family event held each term.
The Centre provides an inclusive program as per our Centre philosophy that promotes everybody's right to play, feel safe and valued.

On Enrolment and at Re-enrolment parents are asked to provide information about their child & family. This information helps us to better understand your child, their needs and interests as well as special aspects of your family. Educators work closely with all the children to get to know them as individuals. **We work collaboratively** to program and facilitate play experiences that are not only age appropriate but also target specific children's interest, knowledge, and skill bases. We love to see children succeeding, growing and sharing their experiences.

BEHAVIOUR GUIDANCE

For the benefit of all the children and the effective operation of the Centre, a certain level of behaviour is expected from each child. During the OOSH Term we regularly showcase a child who we have observed consistently displaying the behaviour and attitudes we encourage. This child will be showcased as our Humble Hero, will be acknowledged to the OOSH Community and rewarded by way of a small prize. Positive reinforcement is promoted by way of educator praise to each child. We will endeavour to redirect inappropriate behaviour whilst acknowledging and praising appropriate behaviour. Where necessary a Behaviour Guidance Plan will be put in place to manage inappropriate behaviour. This will be in consultation with Educators, Parents and the child. If necessary, a child may be removed from the group until they can behave in a way that is acceptable. Families will be notified about any continued unacceptable behaviour. A meeting will be organized with the parent, child and centre staff. If such behaviour continues the child may have to be removed from care.

COMMUNICATION WITH FAMILIES

ARRIVAL & DEPARTURE FROM CENTRE

Children will be signed in / out of the Centre every day of attendance via the Xplor software. Xplor is a web based childcare package and families are instructed on how to obtain the Xplor App on their personal smart device to facilitate this process. Each enrolling parent has an individual profile with private log in's and PIN. The enrolling parent may authorise additional contacts to have their own log in and PIN for the purpose of collecting or dropping off their children. The Team Leader will assist with this set up process as well as giving you further information if required.
Please ensure educators know you are at the Centre collecting your Children. All children are to be collected by 6.30pm from OOSH (School Terms) and 6.00pm from Vacation Care (School Holidays).
If you are collecting your child from the St Agnes School Oval during our ASC oval visit days or from a Vacation Care excursion the process is the same, we will have a QR Code available.

WORK HEALTH AND SAFETY

Under the NSW Work Health and Safety Act, employees have the responsibility to draw their employer's attention to health and safety hazards in the workplace. The employer has the responsibility, once the problem has been raised, to take steps to prevent the hazards from continuing.

SUN SAFETY

We ask families to provide sunscreen for children to apply themselves. Educators will not be responsible for applying sunscreen. It is recommended that sunscreen is applied before arriving at the Centre and that children have sunscreen to reapply during the day as necessary.

The Centre has a number of 50+ sunscreens or higher, available for use. Regular times are allocated for children to stop and re-apply their sunscreen in V/C days, sunscreen will be provided to the children if parents have not provided some from home.

Families are also asked to provide suitable sun Safe clothing to wear to Vacation Care, including a Rash Shirt / T-Shirt and if possible, always pack a spare hat that is clearly labelled to wear on swimming excursions. Families are asked to ensure that children have hats to wear as the rule applies 'NO HAT/ PLAY IN THE SHADE" throughout Vacation Care and at After School Care during Terms 1 & 4. Please pack a spare hat in your child's bag for OOSH.

COMMUNICATION WITH FAMILIES

ACCIDENTS

At all times the Centre has educators employed who have current First Aid, Anaphylaxis & Asthma Management qualifications. The Centre keeps First Aid Kits and Asthma Kits containing Ventolin & Spacer which are regularly checked and restocked.
In the event of an accident at the Centre. Basic First Aid will be applied i.e. Ice Packs, Bandaging and Splinting etc. No creams or ointments will be applied, though Band-Aids may be administered. If your child has had an accident, you will be asked to sign the documentation to acknowledge that you have been notified of the incident.
If the child was to require further treatment, every effort will be made to contact the family / emergency contact to advise them of the situation. Educators will accompany the child to the hospital / doctor and stay until the family can get there.
If at any time you need to seek further medical treatment for an accident that has occurred at OOSH or Vacation Care, please notify staff as soon as possible as we are required to notify the Regulatory Authority within 24 hours.
Please ensure you complete the Enrolment Form correctly, providing Family Doctor's Details, Relevant Medical History. Medical Consent and Emergency Contacts.
Also, if your child has a medical condition you will need to provide further information and documentation as detailed in the Centre's – Dealing with Medical Conditions Policy. Please advise educators on Enrolment and we will provide you with a copy of the policy and work with you to ensure that we have the appropriate information and paperwork.

SICK CHILDREN

Sick children must not attend the Centre; the needs of a sick child cannot be met without dramatically reducing the general level of supervision of the children or risking the other children's health.

If your child is attending while still on any kind of Medication, a medication form must be completed, or Educators will not administer medication. All medication must be in original packaging or a Webster pack bearing the original label from the pharmacy. Where appropriate, children will be assisted to self-administer medication. Written authorisation must be on file and Centre procedures for the administration of medication must be followed.

No medication will be given to children to take home. It is the responsibility of the person collecting the child to collect medication from the educator.
The Team Leader must be informed of all illness.
Our Centre does not provide Panadol.

IMMUNISATIONS

As of January 2014, it is a requirement of Enrolment that parents/guardians provide us with proof that their child is immunized, or that they hold a valid exemption for their child.
Parents/Guardians can obtain copies of Immunisation Records at anytime by:-
·Calling the Australian Childhood Immunisation Register – 1800 653 809
·Print a copy off your MyGov site https://my.gov.au
·Requesting a statement via email: air@humanservices.gov.au

INFECTIOUS DISEASES

DO I NEED TO KEEP MYCHILD HOME?

CHICKEN POX(Varicella)
Yes, for 5 days after the rash appears and until blisters have all scabbed over

CONJUCTIVITIS
Yes, while there is a discharge from the eye/s

GASTROENTERITIS
Yes, for at least 48 hours after the diarrhoea stops

GERMAN MEASLES (Rubella)
Yes, for at least 4 days after the rash appears or until fully recovered

GLANDULAR FEVER
No, unless child is unwell

HEAD LICE (Pediculosis)
No, when head lice management is ongoing

IMPETIGO (School Sores)
Yes, until appropriate antibiotic treatment start. Sores should be covered with watertight dressing

MEASLES
Yes, for at least 4 days after the rash appears

INFLUENZA (Flu)
Yes, until they feel better

MUMPS
Yes, for 9 days after the onset of swelling

RINGWORM / TINEA
Yes, until the day after fungal treatment has begun

SCABIES
Yes, until the day after treatment has begun

SCARLET FEVER (Streptococcal sore throat)
Yes, until at least 24 hours of antibiotic treatment has begun, and child is feeling better, the day after antibiotics started

SLAPPED CHEEK (Fifth disease, Parvovirus B19)
No, most infectious before rash appears

WHOOPING COUGH (Pertussis)
Yes, until the first 5 days of a special antibiotic has been taken or for 21 days from the onset of coughing symptoms

HAND FOOT & MOUTH
Yes, until all blisters have dried up

COVID19
Yes, until well.

ALL STAFF HAVE THE RIGHT TO REFUSE CHILDREN ENTRY TO THE CENTRE IF THEY SHOW ANY OF THE AFOREMENTIONED SIGNS

IF A CHILD HAS BEEN ABSENT WITH AN INFECTIOUS DISEASE, A CERTIFICATE OF HEALTH MAY BE REQUIRED BY THE COORDINATOR BEFORE COMMENCING BACK AT THE CENTRE.

Further information: Please call your local Public Health Unit on 1300 066 055.
Other sources of information: • Health Direct • Staying Healthy: Preventing infectious diseases in early childhood education and care services. (5th Edition) NHMRC

FOOD & NUTRITION

WE ARE A NUT FREE CENTRE

The Centre provides food consistent with advice from recognised nutrition authorities.

Children's special dietary requirements are catered for where necessary on consultation between educators, child and families.Please let us know of any dietary requirements (allergies etc.) that affect your child/children. Educators will work with families to make the Centre a safe place for everyone.

Breakfasts during Before School Care and Afternoon Teas during Afternoon School Care are provided by our service.

Cooking activities are included in the Centre's programs and will at times be special treats "sometimes" foods.

Children are regularly consulted on their preferences for Afternoon Teas. Within the constraints of our OOSH Service we look to include these ideas where possible.We will encourage children to try new or different foods where it is appropriate to their dietary requirements and requests. During Vacation Care families supply morning tea, lunch, and afternoon tea for their children. On occasion the children will engage in a cooking activity which is shared with everyone at Afternoon Teatime. This is only a snack and most children require additional food choices. Please do not send foods to Vacation Care that need heating or reheating as we often cannot facilitate this due to safety, staffing and health regulations.

Vacation Care Canteen is available each day of the school holiday program. The food choices do vary but are selected with the intention of promoting healthy "sometimes" food choices. All items offered at OOSH Canteen are 50c each. All profits from the canteen go back to the children by buying new equipment, games and toys. The canteen is offered as a treat to promote children's independence and responsibility with money handling, social skills, and numeracy.

Water is always readily available for drinking, and children are encouraged to access the water stations.

Educators are encouraged to share mealtimes with children, to encourage proper social habits and good hygiene practices i.e.: washing of hands, using tongs to serve food etc.

The Centre has information on ideas for healthy lunchboxes and good nutrition. Please ask educators for assistance.

Anaphylaxis protocols and procedures are in place to protect all children in the Centre. Information will be provided to families as to their responsibilities for assisting the service in the management of safe environment for children, families, staff and visitors.

RULES AND EXPECTATIONS

CHILDREN/FAMILIES/EDUCATORS/STAFF/VOLUNTEERS ARE EXPECTED TO ACKNOWLEDGE, ENGAGE AND RESPECT THE SIMPLE RULES OF THE CENTRE AT ALL TIMES

Be Respectful and Responsible to ourselves, each other and our resources including the environment.

1. Be Nice/Kind and respectful to others
2. Use your best listening skills when educators need to talk/give instruction or complete a roll call
3. Clean up after yourself & look after our resources - e.g. no littering, help pack away resources and games
4. Sit when eating (in the allocated areas only)
5. We eat our own food and use our own money e.g. canteen money
6. Be Sun safe (regularly apply sunscreen and wear hats when outside or on excursion)
7. Play Fairly - e.g. take it out, include others, share, encourage, and not put others down
8. Be Sustainable - use the correct bins, turn off taps and lights when not in use, reuse craft materials and green waste
9. Wear Shoes (unless the activity requires them to be taken off or an educator has given you permission
10. Run only on the grass areas - front yard, oval and on excursions
11. Stay in the centre unless an educator has given permission- e.g. to collect a ball off the grass
12. Hide and seek is playing out of bounds (an educator cannot see you)
13. Clean conversations & clean song choices (G rated only and no swearing)
14. Trading isn't done in our OOSH/VC
15. Your Devices are for your eyes only & must be G or PG rated - so no sharing, no charging & at allocated times only

HNS OOSH & VACATION CARE HAS THE RIGHT TO REFUSE SERVICE based on duty of care for all children.

We do work with families for inclusion needs on the environment. If a child needs one on one care this is the responsibility of the parent/guardian and we will support in anyway we can.

PHOTOGRAPHS VIDEOS

Photographs of children are taken at the Centre and on excursions; These photos make great displays to show you what your children have been doing. No child will be permitted to be photographed by anyone except the educators or someone authorised by the Coordinator. However some activities, planned programs children may take photos of each other under supervision. Parents are asked to provide permission on Enrolment and Re- enrolment as to when their child's photo may be taken and used. If the situation arises where any child's image could be seen / used by the broader community a specific permission will be sort before use. This could include a newspaper article, a video presentation etc. Parents can alter their choices regarding photographs / videos by email the office with their updated permissions.

CHILD PROTECTION

The welfare and safety of all children is of paramount importance. The Centre has an obligation to defend the child's right to care and protection.
Educators and management have a responsibility to take action to protect children they suspect may be at risk of harm.
OOSH and Vacation Care workers are mandatory reporters and will carry out responsibilities of the Child Protection Legislation in NSW.

HNS OOSH & VACATION CARE STAFF

HNS MANAGER (Approved Provider): Leesa-rae Harrison

COORDINATOR (Nominated Supervisor and Educational Leader): Pheobe Thompson

TEAM LEADER: Simone Hemmy

OOSH & VACATION CARE EDUCATORS: Anita Bellamy, Freda Clutterham, Jack Stonestreet, Emma Illingworth, Alexis Lambert

Casual Educators:

The Centre has a pool of casual educators- please refer to the Educators Photo Area and our Term Newsletters

BOOKINGS/REGISTRATION

PERMANENT BOOKINGS are made on a term basis – the same days each week. All fees are payable for the entire term regardless of your attendance. Changes to bookings must be made via an email to the office or by logging onto your Xplor App – Bookings – select the date of the change - +New and follow the onscreen instructions. All changes will be acknowledged by return email or Xplor notification when completed. Permanent changes to bookings will commence at the start of the next week following notification. This does not include Termination of Care.
OOSH bookings (Before & After School Care) carry over from Term to Term for a full calendar year, unless families advise in writing that they wish to change/cancel their bookings. No Bookings are continued into the new calendar year

Cancellation of a Permanent booking(s) must be completed via email to: ooshvacationcare@hns.org.au

The family **must give 2 weeks' notice** if they wish to cancel or change a child's booking. To comply with CCS rulings a child cancelling care must attend on their last booked day. Failing to attend on the last booked day will result in CCS Payments being withdrawn by Centrelink and Xplor will adjust the Parents Statement to reflect full fees being charged back to the actual last day attended. Parents will be responsible to pay these adjusted fees. If you have any questions regarding these adjustments, please contact the office.

Casual / Extra / Roster Care is only available when there are vacancies. Families need to contact the Service and wait for confirmation before assuming the care is booked. Contact can be made via phone call, email or on the Xplor app. Once the children have been booked into care for the day the booking cannot be cancelled.

Families using Casual care or Roster Care arrangements can have bookings up to one month in advance of the current date. It is the responsibility of the Parents to submit their booking requests.

Vacation Care Bookings are completed separately each school holiday period. Families who use our BSC or ASC programs have Priority Bookings for Vacation Care. They are provided with the Vacation Care package, and can book in 2 weeks before it is released to the general public.

Cancellation or changes to Vacation Care booking must be completed via email. Cancellations or changes will only be accepted if received 2 weeks prior to the commencement of the Vacation Care program. Families can submit cancellation / change of booking requests after this date, but the care will be marked as an absence and charged unless there is a Waiting List and the booking can be replaced.

Pupil Free Day – bookings for all day care on Pupil Free Days (PFD) are contingent upon a minimum of 30 children requiring the Service. An Expression of Interest form will be emailed at least 2 weeks prior to the PFD, and all-day care will be provided only if this minimum requirement is met.
Upon completion of the Expression of Interest, parents will be contacted promptly to notify them regarding the status of the all-day care availability. If the care proceeds and a booking is confirmed, any cancellations will be noted as absences, and the fee will be applied accordingly.

Where a PFD falls on a child's permanent booked day, non attendance of OOSH will be marked as an absence (with an allowable absent with reason by CCS)and charged accordingly. Updates to the Child Care Subsidy now ensures regardless of the number of Allowable Absences used all CCS entitlements will be paid.

If your child is attending their school for childminding on the PFD you are asked to contact our Centre advising you wish them to be collected for ASC. Without parents advising that their child is at school our buses may not attend for pickup.

BOOKINGS/REGISTRATION...

CHILDS ATTENDANCE ONCE ENROLLED

The Centre's responsibility for the child begins when the child is placed in the educator's care by the parent / guardian or when they are collected from the school from OOSH / bus lines, for the afternoon session.

If your child will be absent on a day they are booked into care, the family must notify the Centre of the absence by either marking the absence on the Xplor app or by contacting the office. The rules for Allowable Absences under CCS system will be followed in relation to all absences.

RE-ENROLMENT FOR THE NEW YEAR

OOSH booking (Before & After School Care) are all stopped at the end of Term 4 each year. Families are required to complete new online paperwork to book back into care for the following year – **NO BOOKINGS ARE CARRIED OVER.**

If the child does not attend the last booked session and does not return to care the following year they will be charged full fees as outlined under Cancellation of Care information. Centrelink will recoup the CCS paid to the Centre and the amount will be added to families accounts – this adjustment will be made once Centrelink identifies the absence and will appear on the families statement even after they have paid their final account to the service. We have no control over these adjustments or the timeframe of when they will occur – Families are required to pay these final account adjustments once they are notified.

OOSH Families have priority bookings – they are provided with the online link to Re-enrolment prior to the general public and have a due date to make their bookings before places are offered to others. If families do not re-enrol, they will be placed on the Waiting List if numbers have exceeded our approved places.

BOOKINGS/REGISTRATION...

Families fees will be based on the booking information provided in term 4 for the commencement of Term 1. Fees will be charged as per this booking from Week 1. Cancellation or change of bookings must be advised to the Service via email prior to the commencement of Term – the last date to make booking changes before the commencement of Term 1 will be advised via email and Xplor notification.

The Registration Fee and Equipment Fee will be applied to your account when you have received your booking confirmation.

Please note you will be charged a $5.00 Fee per phone call where no absence was advised.

NEW ENROLMENTS / KINDER ENROLMENTS

Bookings will commence from their chosen start date (must be within 1 month of school commencing) of the individual schools Kindergarten year. Fees will be charged as of this date. If the child does not commence care as of this date they will be charged full fee rate until the child commences care.

HOLIDAYS With a minimum of one weeks notice your booking can be changed to holiday rate for a maximum of 2 weeks per annum. This means your full weekly booking is marked absent but your fees are reduced to half the normal amount. This can only occur in “block weeks” eg Monday to Friday. The request for holiday rates made via email or on the Xplor app.

ACCOUNTS

The Enrolling Parent is responsible for all fees and payment. It is the Parents responsibility to monitor and track fee payments. In addition, to setting up Debit Success.

A statement of Account can be accessed at any time via your Xplor App – log in – Account – Finance – Owing / Credit. By tapping on this screen you will be directed to enter the dates for your statement which is then available on your screen. Alternatively, you can email the centre requesting a copy of your statement. Your Statement is always current so that you can see what care has been used, CCS as it is applied and payments as they are receipted. Fees are always a week in advance so if you make regular payments you won’t find yourself with a large bill towards the end of term.

ALL TERM FEES MUST BE FINALISED BY THE END OF TERM

COMPLAINTS POLICY

What is a Complaint?

Anything a consumer thinks is unfair or makes them unhappy.
Each consumer is free to raise and have resolved any complaint or dispute he or she may have regarding the service.
The staff and management are there to help sort out any problems that people have with the service or staff.

For more information please see the **HNS Complaints Brochure** available on:

Website
https://www.hastingsneighbourhoodservices.org.au

or from the Centre.

Remember

Complaints are OK

It’s your right to make a complaint and not be afraid.

FAMILY RESPONSIBILIES:

PLEASE REMEMBER TO USE THE XPLOR APP!!
ALWAYS UPDATE AND REQUEST

·Someone different is picking up your child, if its a regular thing then update your approved people for pick up in the App.
·Your child is sick and will not be attending
·You're going on holidays
·Custody / access arrangements have changed
·You have changed your place of employment
·Your address or phone number has changed
·Emergency contact person has changed
·You need to terminate the booking – 2 weeks notice – children must attend on their last day of care to be eligible for CCS
·Change in permanent bookings with 2 weeks notice
·Your child is having any concerns at the Centre
·Change of school routine i.e. Strike days or PFD if your child is not attending for the day
Notifying the service if your child is under diagnosis/new diagnosis

PLEASE NOTE: ITS REQUIRED BY LAW TO SIGN IN/OUT USING THE XPLOR APP

AFTER ALL OF THE ABOVE
WE HOPE THAT YOUR ASSOCIATION WITH THE PMNC CHILDREN'S SERVICES WILL BE AN ENJOYABLE ONE.

OOSH
HNS-OUT OF SCHOOL HOURS & VACATION CARE

HASTINGS NEIGHBOURHOOD SERVICES
PORT MACQUARIE - WAUCHOPE - LAKE CATHIE