



Parent Handbook

2023



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Welcome

Welcome to Narrabeen North OOSH. We are a licensed Centre offering quality care for children aged 5-12 years'. We are a centre managed by a committee of parents and school community members known as the Parents and Citizens Association (P&C).

We have designed this handbook for you as an aid to understanding our service and to answer questions you may have regarding the care of your children.

Location

Narrabeen North Public School
'The Dome' B Block
6 Namona Street
North Narrabeen NSW 2101

Contact Details

Gregor Agic (Centre Director/Nominated Supervisor)
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Centre Operational Hours

Monday to Friday during school term
Before School Care 7:00am – 8:30am
After School Care 3:00pm – 6:00pm
Vacation Care 7:00am – 6:00pm



NARRABEEN NORTH OOSH



Philosophy

OOSH is a time where kids can be kids!

We support the kids to grow by allowing them to learn through free play. We strive to give children a voice to help them embrace their physical, creative and emotional growth. We encourage children's input to create a positive, sustainable and diverse environment. We nurture the children's independence and provide a safe environment to enable them to build relationships that help create a sense of belonging. We provide a program that opens the children's world to allow risky play and spontaneity, while promoting an environment that encourages children to embrace a healthy lifestyle. We value a program that embraces diversity and individual growth. We aspire to motivate our families and local community to contribute, suggest and be involved in all aspects of our service. As a team we promote the inclusion of all children to become confident and creative individuals. We believe children have the right to opportunity and encourage them to explore and develop their interests. Children with dreams become adults with vision.

Our Core Values



SUSTAINABLE

RESPONSIBLE

RESPECTFUL

KINDNESS

HONESTY

Enrolment Process

To start your child’s enrolment process, you will need to fill in our ‘NNOOSH Enrolment form’ which is located on our website (<https://nnoosh.com.au/>) under the Forms tab.

Once this is completed you will be emailed further steps in regards to setting up a XAP Smile account, which is where you will complete your child’s full enrolment. You will be added to our wait list and one of our staff will approve and offer the days we have available.

Standards

NNOOSH works towards the National Standards for OOSH services. Our service is consistently striving to improve and plan our care practices towards these **Seven National Quality Standards**.

Educators and management are working with the Australian Children’s Education & Care Quality Authority (ACECQA) to ensure that we continue to provide high quality care. We strive to ensure that children in our OOSH service have stimulating and positive experiences.

The centre operates with appropriate Educator to child ratios with a minimum of 1:15. Our Staff/Educators are experienced and or qualified supervisors and assistants.

Our Educators are committed to programming and implementing a variety of activities that facilitate fun, discovery and relaxation in a safe and caring environment. Our service complies with the **Working with Children Check** as required by the ‘**Commission for Young People and Children**’. All our Educators have undergone the necessary screening in relation to child protection.





Kindy Orientation Process

During term 1 kindy at ASC children are collected directly from their classrooms and walked to the service to be signed in by staff. Kindy children are also walked directly to their classrooms from BSC at 8.45am during term 1.

If your child is showing signs of tiredness we will be happy for them to have a lie down in 'The Quiet Corner' this is a chill-out zone within the service where they could read a book or have a quiet activity for them to be engaged in.

Please be assured if your child is showing signs of stress we will call you. Please remember you are welcome to give us a call if you would like to know how your child is after a long day at 'Big School'.

Sign In/ Sign Out

Child Care Benefit regulations require parents to sign attendance records as proof of attendance.

All children must be signed in at time of arrival by a parent (BSC) or staff member (ASC). All children must be signed out each evening with parent or guardian using the electronic sign in/out system. Children are only released from the centre to people nominated by the parents or guardians on the enrolment form. Children will not be released to any person under the age of 18.

Parents must also notify us of any custody arrangements or court orders that impact on the care and collection of children. Staff do not update authorised collectors for families; this needs to be done via the XAP app by a parent prior to the child being collected.

We only assume responsibility for children once they have been signed in to the centre.

Bookings and Cancellations

Subject to available places, we aim to offer a booking system that meets the varying needs of the families in our community. We respect the changing circumstances of families and provide an opportunity for cancellation and change.

Verbally informing staff of cancellations is not accepted. Failing to put your request in writing will result in the unused session being charged to your account.

BASC Casual bookings - request is to be made in your XAP Smile app.

BASC Permanent bookings - request is to be made in your XAP Smile app. Any permanent bookings require 2 weeks' notice in order to cancel. If less than 2 weeks' notice is given to the service your account will still be charged for all booked sessions up until 2 weeks from the date we have been notified of cancellation. Please refer to our *Bookings and Cancellations Policy*.



Fees

NNOOSH has set our fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

NNOOSH fees and charges are:

Before School Care- \$15 for Permanent Bookings and Casual bookings \$18.00

After School Care- \$24.00 for Permanent Bookings and Casual bookings \$29

Late collection fees - \$10 after 10 minutes and \$1 every minute after.

Non notification fees - \$10 for failing to notify the centre of a after school care child's absence

Declined fees - \$8.80 charged by Pay Choice

Late collection fee

The service operates from 7:00am to 8:30 am for Before School Care and 3:00 pm to 6:00 pm for After School Care. Staff are unable to accept children in the service outside of these hours.

Should children be present after the closing time, a late fee of \$10 after 10 minutes and \$1 every minute after.

In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.

Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

Please refer to our *Fees Policy*.

Dishonour fee

Dishonour fee \$8.80 charged by Pay Choice

Vacation care

We have a new Vacation Care program every school holidays, keep a lookout on our social media and emails to see when we post the schedule, it's important you get in fast as it fills up quickly! You can book this via the smile app.

Excursions- \$80 per day

In center/ incursion \$70 per day

If you are to cancel a Vacation Care booking once Vacation Care has started, you will still be charged at the daily full price.

Vacation Care Shirts - \$15

Vacation Care Jumpers \$25

Billing and Accounts

Statements and invoices are done in advance on a fortnightly basis and sent via email. The centre operates financially using Pay choice. This is a third party payment system that requires compulsory direct debit for all families using the service. The dishonoured payment fee in place at the centre is charged and applied directly by Pay choice and cannot be waived by the centre.

Monday - Statements
Thursday - Billing

Rejected payments will result in a reminder email from the centre. Accounts that are continually rejected can result in cancellation of care until payment is received. This is at the discretion of the management committee

Child Care subsidy (CCS)

Your child's date of birth and Customer Reference Number (CRN) and your date of birth and CRN should be entered into the appropriate field in your online enrolment.

Your fees charged by the centre are based on your actual reduced rate. This means your statement total will already have your CCS reduction applied to it.

CCS is a means-tested financial support for childcare. Not all families are eligible and you must apply to be assessed at the FAO (Family Assistance Office).

CCS only allows 42 absent days per financial year. Once you exceed this your CCS will no longer be applied to your account.

All families must apply through the MYGOV website or at Centrelink 136150.

It is the parent's responsibility to enter the correct information into XAP during enrolment to ensure CCS payments can be made.

It is the parent's responsibility to check invoices to ensure CCS payments are being received.

Sun Safe

It is the policy of NNOOSH that all children attending the centre must wear hats and sunscreen for unsheltered outside play between the months of October and March. Staff will enforce the No hat, shade play rule during these months. Sunscreen will be provided for children attending the Centre and will be applied by the children under the supervision of staff. Parents are encouraged to apply sunscreen to their child/ren prior to arriving to Before School Care. Where a child/ren have allergies or sensitivity to the sunscreen parents will need to provide an alternate sunscreen. Please refer to our *Sun Safe Policy*.



Medication

Parents who require medication to be administered to their child/ren at the centre **must** complete a NNOOSH medication form. Which will need to be updated yearly. Parents are also **required** to keep the information of their child/ren medical condition/ allergies updated in their XAP file.

Prescribed Medication must be in its original container with the child's name and directions issued by the doctor on the packaging. This is to be given directly to centre staff, not be left in children's bag. Over the counter medication must be in its original container and given directly to staff not left in the child's bag. Children cannot self-medicate within our service. NNOOSH will only administer medication during its operating hours. Please refer to our *Medication Policy*.

Behaviour Policy

An appropriate level of behaviour is expected from all children attending the Centre. To assist NNOOSH in providing quality care and to ensure the safety and well-being for all children and staff we encourage and reward co-operation and positive interactions amongst all persons. Please refer to our *Behaviour Guidance Policy*.

Keep Up To Date

We have a Facebook page full of pictures, activities and updates! We post Vacation day dates, weekly programs, special days and activities. We also have a fortnightly newsletter called OOSHMAIL that will be sent out to everyone with more updates and adventures of OOSH!

<https://www.facebook.com/NarrabeenOOSH>



We are excited to have you a part of the OOSH Family, if you have any questions or feedback for us please reach out anything. We look forward to getting to know you and your family!

- OOSH Team

OOSH is a time where kids can be kids!

We are not a one day at a time care, we make meaningful connections! We create activities that kids want to come back to, we support them to learn while playing! OOSH is a place for kids to be kids.



NARRABEEN NORTH OOSH