



THE **JUNCTIONWORKS** Ltd  
"Creating new possibilities in people's lives"

## Holsworthy OOSH and Vacation Care

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# Family Handbook

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## SERVICE INFORMATION

Welcome to Holsworthy OOSH and Vacation Care.

This service is operated by The Junction Works from a dedicated building within the grounds of Holsworthy Public School. The service provides quality child care for children aged 5 to 12 years before and after school, and during school holidays and pupil free days. The service is licensed to care for up to 70 children at any one session consequently a waiting list applies for some sessions.

The purpose of this Family Handbook is to provide useful information on policies and procedures as well as other important aspects of our program. We want you and your children to feel comfortable and to get the most out of our service. Read this handbook, keep it handy for reference but also feel free to contact us if you have any queries. Additional policies and procedures not outlined in this handbook can be found in the Holsworthy OOSH and Vacation Care's ***Policies and Procedures Manual***. This manual is available for you to view at any time so please speak to staff if you wish to access it.

***Our Philosophy:*** *The Junction Works' Outside of School Hours Care is a child-focused service. Children are encouraged to develop their physical, emotional and intellectual potential within a stimulating, supportive and safe environment. We value and respect each child's uniqueness and strive for the inclusiveness of all children, including children with additional support needs. We embrace the diversity of families and endeavour to work in partnership with parents in our planning for children's wellbeing and learning.*

### Our OOSH and Vacation Care Program

Holsworthy OOSH offers a nurturing, safe environment with a program that actively supports your child in their learning and development. Our program is based on the seven areas identified under the National Quality Framework (NQF) as priorities across the development, implementation and review stages:

- Education program and safety
- Children's health and safety
- Physical Environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities, and
- Leadership and service management

Established in 2012 the NQF applies to all outside of school hours care services. The purpose of the NQF is to raise quality, and drive continuous improvement and consistency in education and care services.

Our program is planned by our Educators in consultation with the children and feedback from parents. The program incorporates fun play, leisure and learning activities and children are encouraged to participate in a variety of structured and unstructured learning and recreational activities. The program's schedule of activities is posted each week on the Communication Board in the foyer.

Healthy eating is promoted through the provision of healthy breakfasts, afternoon tea and cooking activities.

Our program is inclusive of children with additional needs. With our expertise in disability services, The Junction Works has the skills, capability and resources to meet the support and care needs of children with additional needs. Please contact us if you would like to discuss the extra support we can provide your child.

## Staffing

Our staff, referred to as Educators, work hard to ensure your child is cared for in a welcoming, supportive and stimulating environment. They are experienced, committed and dedicated to their profession.

Educators hold relevant qualifications and a first aid certificate and undertake training in anaphylaxis including the use of an epi-pen, safe food handling and hygiene, and asthma management.

### **Our program is delivered by Educators with the following qualifications**

- Diploma of Community Services (Children's Services) or
- Certificate III or IV in Community Services (Children's Services)
- Senior First Aid Certificate
- LR License for those required to drive the bus

All our Educators undergo the relevant child protection screening checks (as per NSW State requirements) before commencing employment at the centre.

As mandatory reporters our Educators and OOSH Managers are required to comply with child protection legislation. This includes mandatory reporting of risk of significant harm to children, to Family and Community Services (FACS).

## Hours of Operation

The service operates Monday to Friday (except Public Holidays) during the following hours:

Morning session:	6.30am – 9am (during school term)
Afternoon session:	2.30pm – 6pm (during school term)
Vacation care:	6.30am – 6pm
Staff Development days:	6.30am – 6pm

## Parent Involvement and Communication

We recognise the importance of parents and guardians involvement in the Holsworthy OOSH and Vacation Care service. Parents are welcome in the centre at all times, and our Educators are more than happy to discuss the program and related activities.

We realise that for many, time is limited and therefore we aim to provide a variety of opportunities for you to participate according to your availability. Some of the ways in which you can be involved are by

- Completing surveys
- Attending parents meetings and social functions
- Providing input into weekly programs, menu options and procedures
- Reading our newsletters
- Providing us with feedback through our dedicated, confidential feedback email address: [feedback@thejunctionworks.org](mailto:feedback@thejunctionworks.org)

## ENROLMENT AND ATTENDANCE

### Enrolment

An **Enrolment Form** is required to be completed prior to your child commencing at the service for permanent and casual bookings. A copy of your child's Birth Certificate and Immunisation Record is also required upon enrolment.

If you have already submitted an Enrolment form for Before and After school Care, you do not need to complete another Enrolment form for Vacation Care.

To update your details and to confirm re-enrolment for subsequent years you will be required to complete an **Update Personal Details** form.

Parents will receive a copy of the Parent Manual and a pin code for access to the building upon enrolment.

### Confidentiality

Educators will maintain records and information on children and families that use the service in a manner that is respectful of every person's right to privacy and confidentiality.

## Service Priority

Priority for a place in the centre go to children of working parents, parents seeking work and parents involved in study. However if the service is at full capacity the OOSH Coordinator will follow the Priority of Access Guidelines set down by Department of Education.

## Permanent and Casual Bookings

A permanent booking is one which does not change each week (for example, every Monday and Tuesday and every other Wednesday). Permanent days are charged at the permanent care rate.

A casual booking is a booking that changes every week. Casual bookings are booked weekly, one week ahead of time. Once a casual booking has been made you will be charged for this booking even if you decide to cancel or your child is absent that day. Casual bookings are charged at a higher rate (see fees below).

## Change of Days and Cancellations

We ask that you give two weeks' notice of your intent to change the days your child attends the service. If a space is available, a change in days may take place immediately, otherwise you will need to go onto the waiting list. (Please be aware that if two weeks' notice is not provided, you will be charged for the new days utilised as well as the days cancelled until the two week period expires.)

We request that you notify the service of any cancellations to your usual booked days.

## Signing In and Out

It is a legal requirement for you to sign your child in and out of the service at the time of arrival and departure. Only an adult who is over 18 years of age and is an authorised nominee for collection of your child can legally take responsibility for signing in and out of the service.

## Authorised Collection of Children

**NO CHILD WILL BE HANDED OVER TO A PERSON WHO HAS NOT BEEN NOMINATED OR CONFIRMED BY YOU.**

To ensure the safety of children attending the service, Educators are required to follow certain procedures when children are collected by a person other than the nominated adult.

If this person has been nominated over the telephone by the parent, staff will write down the details of the telephone call including the name of the person who is to collect the child. Upon collection of the child, staff will seek identification from the person collecting the child.

If a person who has not been nominated by a parent arrives to collect a child, staff will immediately contact the parent to seek clarification. No child is to be collected from the service by a nominated person under the age of 18 years.

## **Absence Notification**

It is important to verbally notify staff at Holsworthy OOSH and Vacation Care if your child will be absent from any session, to avoid raising unnecessary concerns.

For after school sessions, Educators need to be notified before 2.30pm on the day that your child is booked in to prevent a Search Fee being raised.

If you are unable to contact the staff during Centre hours, please leave a message on the centre's answering machine. Phone: 9825 3080.

## **Late Collection of Children**

Your child must be collected by 6pm from Holsworthy OOSH and Vacation Care, as the service is only licensed to operate within the stated service hours (see above).

An Educator will contact you or the authorised emergency contact person if your child has not been picked up by 6.10pm. Please be aware that if no authorised person comes to collect your child, we will contact the Department of Community Services to collect your child.

A late fee of \$20 per 15 minutes per child will be charged. Continued late collection of your child could result in the loss of placement.

## **Withdrawing from the Service**

You are required to provide two weeks' notice in writing of your intention to withdraw your child from the service.

A **Giving Notice** form can be obtained from the service. This form must be completed and handed back to OOSH staff.

The OOSH Coordinator will arrange for a final account to be drawn up for the two week period calculated from the actual date of notification. If a family gives less than two weeks' notice, this does not affect the final account which will still be calculated at two weeks.

## FEES

Fees are set on an annual basis. They are based on the service's annual budget along with the required income to successfully ensure the continue running of the service with quality staffing, programming and resources.

The fees for the 2015/16 financial year are as follows:

<b>Care Fees</b>	
Before school care:	\$16.20
Casual before school care:	\$18.40
After school care:	\$21.60
Casual after school care:	\$23.80
Vacation Care In centre	\$48.70
Vacation Care Incursion	\$59.90
Vacation Care Excursion	\$48.70 + cost of excursion

<b>Enrolment Fees</b>	
Before and After School Care Enrolment Fee (on off fee)	\$25.00 for 1 child \$45.00 per Family (2 or more children)
Vacation Care ONLY enrolment fee:	10.00 for 1 child \$20.00 per Family (2 or more children)

<b>Other Fees</b>	
Late payment of accounts fee (in excess of 14 days)	\$10.00
Late collection of children fee	\$20 per 15 minutes
Not signing child in/out of centre	\$5.00
No notice of cancellation or change of bookings (48 hours' notice required)	\$5.00
Search fee (failure to notify of absence of child)	\$5.00

Fees are required to be paid fortnightly in advance. Cancellation and late fees may apply. Casual care attracts a surcharge.

Children booked into permanent care who are absent due to illness, holiday or unexplained absence will still be charged for the period that they are away.

## Payment Methods

The Junction Works uses the on-line Hubworks program for processing of fees, CCBs, CCRs and Lodgements.

A direct debit system is available as the preferred method of payment. All families are encouraged to register for direct debit payments on enrolment.

Other payment options are available but families who choose these alternate methods must maintain their accounts in credit. Should an account fall in arrears families will be required to change to the direct debit system. Non-payment of accounts will result in cancellation of enrolment.

Other payment options available include: eftpos, cheque (at the centre) and direct crediting to The Junction Works' account.

Statements are provided weekly and placed in your Parent Pocket in the foyer. Please let us know if you would prefer your statements to be emailed to you.

## Outstanding Fees

As a not-for-profit organisation, The Junction Works operates on a break-even budget and relies on the prompt payment of fees. Should you foresee difficulties paying your fees in advance, please contact the Coordinator to discuss a payment structure.

If fees become overdue by two weeks you will be given one weeks' notice in writing to pay the account and move to the direct debit system. In circumstances where outstanding payments have not been honoured and a resolution cannot be found, we reserve the right to terminate your child's position and the matter will be transferred to a debt collection agency.

## Eligibility for Childcare Assistance

Centrelink offers a range of financial assistance to help families with the cost of childcare including:

- Child Care Benefit (CCB) to assist with the cost of approved and registered child care
- Child Care Rebate (CCR) to assist with out-of-pocket expenses for approved child care if you are working, studying or training. (To get CCR you must first make a claim for CCB)
- Job, Education and Training (JET) Child Care Fee Assistance to assist with the cost of child care if you are searching for a job or studying.

To be eligible for Childcare Assistance parents must:

- Meet Australian residency requirements.
- Pass on income and assets test.
- Have at least one dependent child who will attend or is attending care in a Commonwealth approved child care service.
- Pay a contribution towards the cost of care, and
- Meet immunisation requirements.

All families must register with their local Family Assistance Office to obtain a Customer Reference Number (CRN), for both yourself and your child/ren. This is a legal requirement. A government subsidy cannot be paid unless your CRNs are provided to our service.

The rate of Childcare Assistance is based on your family's income and is calculated by DEEWR in accordance with Family Payment and the Childcare Assistance Guidelines. At The Junction Works we use the online Hubworks program for processing of fees, CCBs, CCRs and Lodgements.

The OOSH Coordinator can assist you further with this information.

## **Record of Allowable Absences**

Families can take up to 30 allowable absences per child per calendar year for any reason.

There are several types of absences which do not count towards the 30 allowable absences. A child is not counted as absent if:

- The child or any member of the family is ill and a medical certificate is obtained from a doctor;
- The child would normally be in care but attends pre-school and the child care service is the contact for the child;
- It is a pupil free day and the child does not have to go to school and alternative child care arrangements are made for the child, or
- The parent or his or her partner does not have to work because it is a public holiday, a rostered day off, or because he or she is a shift worker who works a rotating shift.

For further information regarding CCB / CCR can be found at the Commonwealth Government website <http://www.humanservices.gov.au/customer/themes/families>.

## Policies and Procedures

Please find below some of the policies and procedures relating to our OOSH and Vacation Care service. (They are in alphabetical order.) Additional policies and procedures not outlined in this handbook can be found in the Centre's **Policies and Procedures Manual**. This manual is available for you to view at any time so please speak to staff if you wish to access it. Your feedback on our policies and procedures is encouraged.

### Activities

Play and social interactions are an integral part of our program, and are planned and reviewed with the children. The program offers children opportunities for personal growth, enjoyment and participation in a range of interests and activities appropriate to their ages.

A time is set aside for homework and reading, however Educators are not responsible for ensuring a child completes their homework. The service has laptops available for children to use for researching topics for homework and school projects. Educators will respect a child's right not to participate at times in an activity, including homework.

We welcome you at any time to use our suggestion box (located in the foyer) to give your ideas and feedback on our programs and activities.

### Behaviour

To achieve and maintain a positive environment at Holsworthy OOSH and Vacation Care, we ask children to comply with the following behavioural expectations:

- To stay in the area of OOSH and its boundaries
- To wear hats and shoes when outside
- To listen to each other
- To clean up after ourselves
- To look after our toys and equipment
- To be respectful towards others
- To be included and to include others in our play

At Holsworthy OOSH and Vacation Care we have a 'Hands Off' policy. Physical aggression towards another person will not be tolerated under any circumstances. Should an incident occur, a **Behaviour Incident Report** will be completed and the incident discussed with the child's parents / guardian.

## Excursions

Excursions for OOSH and Vacation Care sessions are optional. To ensure the smooth operation of the service, staff will give parents prior notice of all excursions, other than local walking excursions.

All families will be notified of:

- Day and date
- Approximate departure and return times
- Mode of transport
- Location
- Cost
- Requirements – hat, closed in shoes, weather appropriate clothing and a bottle of water.

All excursions are subject to a thorough risk assessment.

Care will continue to be provided at the centre for children who are not attending the excursion.

## Illness and Serious Injury

Every effort will be made to care for your child if they feel unwell whilst under the care of Holsworthy OOSH and Vacation Care. Should their temperature exceed the normal reading of 37.0 degrees Celsius, you will be contacted in order for your child to be collected immediately. A sick or injured child will be supervised by an Educator until a parent/guardian can collect them.

Children suffering from an infectious disease will not be allowed to attend the services until the child is fully recovered and a Doctor's Certificate is provided. Families will be notified of any outbreak of infectious disease at the centre.

If your child requires immediate medical attention, all reasonable attempts will be made to contact you for consent to see a registered medical practitioner. In the event that a child has a serious injury an ambulance will be called. Parents will be responsible for all medical costs, including the ambulance.

Details of all injuries will be recorded on an Incident Form for the parent to read and sign.

## Meals, Snacks and Beverages

All meals, snacks and beverages prepared by Holsworthy OOSH and Vacation Care are prepared in accordance with the Australia New Zealand Food Safety Standards.

Breakfast (until 8am), afternoon tea and drinks are included in the Out of School Hours session fees.

Breakfast (until 8am), morning tea, afternoon tea and drinks are included in Vacation Care fees. Children are required to bring their lunch.

**WE ARE A NUT FREE SERVICE. Please ensure any food brought into the centre does not include nuts and peanuts, Peanut Butter, nut spreads like Nutella, muesli bars and other products which include traces of nuts. Nut allergies can cause anaphylaxis which is a life threatening condition.**

## Medication

If medication is required by your child it must be personally handed to the OOSH Coordinator by the parent. You will be required to complete a **Medication Form** with details of the child's name, date, medication, dosage, administration time and method.

In an emergency, if a child's parent or guardian cannot be contacted, medication will only be administered with the consent of a medical practitioner.

## Personal Items

Please label your child's belongings to assist us in returning lost items. We have a lost property basket where unlabelled items are placed. The basket is emptied at the end of each month.

## Sun Protection

Hats are worn at all times by the children when outdoors. Please ensure you provide your child with an adequate hat that protects their face, neck and ears.

Outdoor activities will be held, wherever possible in shady areas. And Educators will apply 15+ sunscreen on all unprotected areas of the skin when children are playing outdoors between the months of October and March. Please advise our Educators if your child has an allergic reaction to specific sun screens.

## Feedback and Complaints

You are encouraged to discuss any issues regarding your child with the Program Coordinator or Educators. Please be assured that any discussion will remain confidential.

If you have a complaint or concern about the service please:

1. Talk to the OOSH Coordinator or Manager in person or by phone
2. If you are not satisfied with the outcome please contact The Junction Works on **8777 0500** and ask for the General Manager Services, or place your complaint in writing to and forward it to

General Manager Services  
The Junction Works  
PO Box 15  
Austral NSW 2179

Feedback and complaints can also be made using our confidential, dedicated feedback email address: [feedback@thejunctionworks.org](mailto:feedback@thejunctionworks.org).

The Junction Works takes complaints very seriously, and has a Complaints Procedure in place to ensure all complaints are dealt with promptly and appropriately.

## About The Junction Works

The Junction Works (TJW) is a not-for-profit, community based organisation providing children's, youth, community and disability services within south-west Sydney.

We focus on delivering person-centred, needs-based programs that are designed to build participant capacity through skill development, engagement and social connectivity. The provision of high quality, OOSH services is part of our commitment to provide practical support to families and communities within south-west Sydney.

TJW's Strategic Plan, service provision and practices are aligned to our mission of 'Creating new possibilities in people's lives'. Underpinned by our values of respect, integrity, creativity, excellence and vitality, TJW operates within a results-based management framework that places achieving positive outcomes for service users at the centre of service planning.

TJW has a rigorous system of performance and quality monitoring with which to support the effective and efficient delivery of our children's services. Our Quality Management System is ISO 9001 accredited (No. QEC24378) confirming that The Junction Works "operates a Quality Management System for provision of Disability, Children, Community and Youth services".

**To find out more about The Junction Works, take a look at our website at [www.thejunctionworks.org](http://www.thejunctionworks.org).**