



Earnshaw

Parent Enrolment Information Booklet

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Welcome to Helping Hands Earnshaw Outside School Hours Care Program

In Partnership with Earnshaw State College, 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 2010

	Before School Care	After School Care	Vacation Care / Pupil Free Days
Hours	6.30-9am	3.00-6.00pm	6.30am-6.00pm
Full Fee	\$12.00	\$16.00	\$40.00

Casual fee \$2.00

No Show Fee \$5.00

Late Pick Up Fees will also apply

As an approved service, families are eligible for CCB and CCTR rebates (see pages 7 & 8).

Contact Details:

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Helping Hands Earnshaw Staff

All Staff have Blue Cards and Senior First Aid qualifications, including CPR

Erin Watkins Coordinator	Bachelor of General Ed Studies AASC Coaches Certificate
Julie Rosser	Bachelor of Education – studying, Bachelor of Arts
Courtney Dray	Bachelor of Ed (Early Childhood & Primary) – Studying,
Danielle Morahan	Bachelor of Ed (Early Childhood & Primary) – studying
Jill Antuar	
Kristie Hoskings	Bachelor of Education – studying, Bachelor of Arts
Michelle Weldon	Cert III in Education Support
Nicole Watkins	Bachelor of Education (Primary) - studying

Helping Hands Network Philosophy

Helping Hands Network provides quality school aged childcare 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. 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”. Our understanding that middle childhood is a time of transition means we encourage an atmosphere that promotes positive development and supports children by providing guidance and positive experiences through play based programs

Helping Hand Network Goals

To:

- foster an inclusive and positive community partnership with the school community.
- assist parents and the school community by providing convenient and easy access to OSHC and high quality care for their children.
- create a happy, fun & friendly atmosphere for everyone.
- provide positive experiences for the child.
- promote a sense of responsibility and show respect towards others and property.
- value children's rights & offer equal opportunity for input into the program.
- utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members.
- encourage mutual trust in caring relationships with other children and adults where children become an effective & contributing valued group member.
- encourage & provide professional development for staff to enhance OSHC skills & knowledge.
- comply with all legislative requirements- provide ongoing training & regular Service reviews.
- encourage and welcome open discussion with all interested parties on all issues relevant to the Service's operation.
- understand and respect the development of children and support the growth a child experiences in middle childhood through play in a positive environment

1. Enrolment and Booking Information

For any child attending Helping Hands Earnshaw we must have received a completed and signed enrolment form, and ezidebit form for payment in advance, prior to them attending the program.

A **Permanent** Booking is any booking that occurs on a regular basis and is normally in place for at least a term.

A **Casual** Booking can be made at any time but there is no guarantee of availability. There is a \$2.00 surcharge on casual bookings

2. Cancellation of Bookings

Cancellations, changes or additions to bookings can be made at any time. Cancellations need to be made at least 7 days prior to the booking otherwise the normal fee will apply. Notification must be made by the parent or guardian, not the child

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 must 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/ren will not be attending their booked OSHC session

3. Dropping off and Collection of Children

Children must be signed into BSC and out of ASC and VC by an authorized 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 FAO and Office of Early Childhood Education and Care and if not done may affect your CCB rebate.

The service closes at 6pm. 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 6pm 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.

4. Fees

Payment

All fees must be paid in advance via direct debit from your nominated bank account or credit card.

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 which 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/ren'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 Tax Rebate (CCTR) – also available for families with high incomes, this quarterly rebate can entitle families to receive 50% of their out-of-pocket child care costs up to \$7,778 (indexed) per child per year. **Parents claim this directly.**

The following table of fees highlights the amount parents will pay per child for each session taking into account the CCB.

Schedule of Fees

The schedule of fees below provides an approximate guide on the cost for attending the Helping Hands Earnshaw Programs depending on the % of CCB.

One Child / Session Permanent Booking	Maximum CCB	\$45K Annual Income	\$60K Annual Income	\$90K Annual Income	\$110K Annual Income	\$130K * Annual Income
Before School Care						
Parents Pay	\$4.18	\$4.91	\$6.21	\$8.81	\$10.54	\$12.00
Cost after CCTR	\$2.09	\$2.46	\$3.11	\$4.41	\$5.27	\$6.00
After School Care						
Parents Pay	\$6.62	\$7.49	\$9.05	\$12.17	\$14.25	\$16.00
Cost after CCTR	\$3.31	\$3.75	\$4.53	\$6.09	\$7.13	\$8.00
Vacation Care						
Parents Pay	\$4.03	\$7.39	\$13.37	\$25.33	\$33.31	\$40.00
Cost after CCTR	\$2.01	\$3.69	\$6.68	\$12.67	\$16.65	\$20.00

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

*Based on hours of operation (2.5 hrs before school, 3 hrs after school, 11.5 hrs vacation care)

*Subject to Family Assistance Office assessment.

Fees Include

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

Other Fees / Charges

- Casual booking fee (\$2) in addition to session fee.
- No Show fee (\$5) – for bookings that do not show without notice.
- Excursions and Incursions.
- For payments made via Credit card a surcharge may apply.

6. Priority of Access

Helping Hands Earnshaw 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.

7. Health and Safety

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

Medication – No patent medicines will be administered to children by staff, eg aspirin, paracetamol etc. Prescribed medicines will only be administered on completion of the relevant form.

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 must wear hats at all times when outdoors. Sunscreen will be provided by the service. If your child/ren have allergies to certain sunscreens you must provide your own sunscreen for application before outside play.

Smoking – all Helping Hand Network services are smoke free zones.

Leaving the building – In the event of a child leaving the building 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

8. Government Compliance

All of our programs meet National Standards and Quality Assurance Guidelines as set by National Childcare Accreditation Council. Additionally our OSHC Service is also licensed by the Office of Early Childhood Education and Care, under the Child Care Act and must comply with this Act and the Child Care Regulations 2003, including for example the requirements relating to activities, experiences and programs, numbers and qualifications of staff members, and student:staff ratios.

The Office of Early Childhood Education and Care Child Care Information Service contact number is 07 3224 4225 or free call outside Brisbane, 1800 637 711.

9. Staff:Student Ratios

At the Service	1 staff for every 15 children
On Excursions	1 staff for every 8 children
During swimming activities	1 staff for every 5 children

10. Staff

All of our staff must undergo comprehensive employment checks and have a current Blue Card and First Aid Certificate. Additionally Helping Hands Network is committed to providing regular and relevant training and professional development to ensure our staff have excellent child caring skills

11. Programs

All of our programs are developed in consultation with the children, parents, school community and staff. A weekly program and menu is displayed at the service. Our programs 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, eg cooking, music, sporting activities, homework club, free play, water activities, dance, construction, art and craft, outdoor activities. The development of life skills is an important part of our program and we recognize the importance of understanding middle childhood and play in the development of children. Through observation and evaluation we are constantly ensuring our programs meet our desired outcomes.

12. Behaviour Management

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

13. Food

Afternoon tea and breakfast are provided to children at Helping Hands Earnshaw . Menus are designed using 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 eg rice crackers, sandwiches etc. Water is the preferred drink.

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

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

14. Evacuation and Emergency Procedures

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

15. Parent/Community Feedback

Helping Hands Earnshaw is a community based organization 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 Manager Libby Kerr.

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. Please speak with the Coordinator if you have any concerns or contact the Manager Libby Kerr.

Direct Debit Dates Permanent Bookings – 2010

OSHC Fortnight	Direct Debit Date - Permanent Bookings 2010
4 January- 24 January	7 January
25 January – 7 February	22 January
8 February – 21 February	5 February
22 February – 7 March	19 February
8 March – 21 March	5 March
22 March-4 April	19 March
5 April-18 April	1 April
19 April – 2 May	16 April
3 May – 16 May	30 April
17 May – 30 May	14 May
31 May-13 June	28 May
14 June – 27 June	11 June
28 June – 11 July	25 June
12 July – 25 July	9 July
26 July – 8 August	23 July
9 August – 22 August	6 August
23 August – 5 September	20 August
6 September – 19 September	3 September
20 September – 3 October	17 September
4 October – 17 October	1 October
18 October – 31 October	15 October
1 November – 14 November	29 October
15 November – 28 November	12 November
29 November – 12 December	26 November
13 December – 26 December	10 December

