

FAMILY HANDBOOK

2024



ACKNOWLEDGEMENT TO COUNTRY

We would like to acknowledge the Dharug people, the traditional custodians of our land, who welcomed us to their land at the opening ceremony of our Head Office building in Rouse Hill. We greatly value and respect all first nations people, past, present and emerging.

INTRODUCTION

Northwest Community Childcare extends a warm welcome to you and your family.

At Northwest Community Childcare, we engage with our community to develop strong relationships and aim to create an environment where everyone feels valued and belongs. We have provided quality Out of School Hours Care (OSHC) in the Northwest of Sydney since 1996.

This handbook is designed to provide you with information about the operations of Northwest Community Childcare which relate to yourself and your child. Should you have any questions regarding the information in this handbook or about our service, please email us at bookings@nwcc.com.au.

We love to hear positive comments about your child's experiences at our services. We also understand, and take on board, constructive feedback, as we are always aiming to improve. We simply ask that your feedback is provided in a respectful manner to our staff - we are here to help.

Please email bookings@nwcc.com.au with your feedback, with the title - Attention Management.

INDEX

- Page 04** – Parent/Guardian Code of Conduct
- Page 05** – Mission, Vision Statement and Our Values
- Page 06** – Our Staff and Program Overview
- Page 07** – Our Program, Menu, Nut Awareness
- Page 08** – Head Lice, Infectious Diseases and Medication
- Page 09** – Sun Protection and Multi Media / Other
- Page 10** – Kindergarten, Behaviour and Drills
- Page 11** – Policies and Procedures
- Page 12** – Enrolment at NWCC
- Page 13** – Updates to Family Information
- Page 14** – Routine Permanent Care and Casual Care
- Page 15** – Vacation Care and School Development Days
- Page 16** – Cessation of Care (Cancellations) & Fee Information
- Page 17** – Child Care Subsidy
- Page 18** – A Note from the General Manager

CODE OF CONDUCT

Northwest Community Childcare is committed to protecting children, families and staff attending our services. NWCC policies ensure all our staff are good role models and represent the values of NWCC. Our policies and procedures can be viewed at the service, please speak with the Nominated Supervisor.

As a parent/guardian/carer of a child who attends our services, we expect the same level of respect towards our staff, and in dealing with our Head Office Bookings team.

The signing of our enrolment form is an agreement to the following:

I AGREE TO:

- Use appropriate language at all times.
- Avoid words intended to threaten, intimidate, shame, humiliate, belittle or degrade.
- Not be aggressive or violent at any time.
- Be courteous and respectful.
- Only photograph my own children and these photographs may not include other children or staff at the centre.
- Not attend the centre if I am affected by illegal drugs or alcohol, or consume them while at the centre.
- Not smoke at the centre or surrounding areas.
- Ensure that any family representative also understands and adheres to these requirements.

In order to provide a safe environment for staff, children and families at the centre, management reserves the right to take appropriate action if this Code of Conduct is breached in any way. This action could involve the parent/guardian/carer being refused entry to the service.



MISSION STATEMENT

“Engaging our community with empathy”.

VISION STATEMENT

“To see a happy, caring, connected community”.

OUR VALUES

Unconditional Love

The atmosphere in which we approach all situations.

Leadership

Intentionally developing ourselves, our staff and our children.

Truth

Being authentic and having integrity with our core values.

Relationships

Building and maintaining strong, positive connections.

Acceptance

Where everyone feels valued and belongs.



OUR STAFF

Our professional and experienced staff are dedicated in providing quality care for our families. Our staff ensure that our children feel welcomed and that their individual needs are met.

Our aim is to provide additional staff above the ratio, to ensure the safety and wellbeing of your children. The services operate with appropriate staff to child ratios of 1:15. NWCC complies with the Working with Children Check requirements of the Office of the Children's Guardian.

Our policies and procedures guide staff practices and enable our team to continually work towards improving all aspects of our care.

All our services meet the National Quality Standard for childcare.

PROGRAM OVERVIEW

The environment is set up to inspire the children to explore through play, develop relationships and to be themselves.

Our service information boards display our weekly activities and demonstrate the children's involvement in the program.

Our Curriculum Plan reflects the learning outcomes of "My Time, Our Place". We feel it is important that children have the opportunity to make decisions that affect their world. To facilitate this, our program consists of spontaneous and planned experiences to enrich children's engagement.

Through the frameworks five learning goals/outcomes, educators will assist your child to develop the following:

- *a strong sense of identity*
- *connections with their world*
- *a strong sense of wellbeing*
- *confidence and involvement in their learning*
- *effective communication skills*

OUR PROGRAM

We invite you to view our Curriculum Plan, which is located at the service near the parent sign in/out table. Please feel free to offer your input by communicating with the Nominated Supervisor or by completing a feedback form.

If you are interested in participating in our program by sharing an interest or skill with the children, please speak with the Nominated Supervisor.

MENU

Our menu caters for the children's unique tastes and dietary/cultural requirements. We follow the "Eat Smart, Play Smart" guidelines by providing nutritious and balanced options.

Children and parents/guardians can provide their suggestions for all our upcoming menus.

NUT AWARENESS

Northwest Community Childcare provides for a nut aware environment.

All food brought to the service must be nut free, however, products which state 'may contain' are allowed into the service.



HEAD LICE

If a child is found at the service with live head lice, parents will be contacted immediately. If the child has not been treated prior to attending the service, parents are required to collect the child ASAP.

However, if staff are notified that the child has been treated, they will not be excluded from the service.

INFECTIOUS DISEASES

If a child is showing symptoms of an illness or infectious disease (e.g. flu, COVID-19) whilst at home, families are not permitted to bring the child to the service as per the Control of Infectious Diseases Policy.

Children who appear unwell will not be permitted to be at the service and NSW Government exclusion periods will apply.

If your child tests positive to an infectious disease and has been present at our service, please notify us IMMEDIATELY to bookings@nwcc.com.au.

MEDICATION

Medication can only be administered to children at the service if the medication authority form has been completed.

All medication must be in its original packaging with a pharmacy label stating the child's name, dosage, time/date, and its storage requirements. All children with a medical condition are required to provide their own medication prior to their first day, or they will not be permitted to attend.

Children that have Asthma, Anaphylaxis and/or allergies are required to provide a current, coloured action plan with the child's photo and medication prior to their first day or they will not be permitted to attend.

If your child is diagnosed with new medical conditions, please update us immediately for their safety via email bookings@nwcc.com.au.

SUN PROTECTION

Northwest Community Childcare is a SunSmart service.

Please remind your children to bring their wide-brimmed or legionnaires hat to OSHC, with their name clearly labelled.

If children do not have a hat, they will be asked to only play in the shade or inside, when the UV rating is 3 and over.

MULTI MEDIA / OTHER

Parents are NOT permitted to take any photos of children other than their own at the service. If staff witness a parent taking photos of the children, they will request to view the images and delete them.

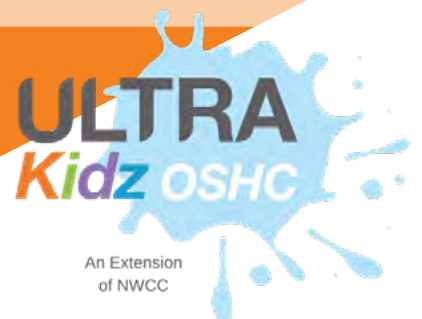
Families and visitors must not post information about the service, staff, management, families or any matters relating to the service on a social networking site.

Children are not to have their mobile phones out of their bags at the service. If there is an emergency and you need to contact your child, please call the service phone and inform staff so that we can appropriately support your child's psychological and emotional needs.

You can follow our Facebook page facebook.com/ultrakidzoshc to keep up to date with important information and to see what the children get up to daily at OSHC!

Please do not allow your child/ren to bring valuables to the service unless it is for a specific programmed activity.

Northwest Community Childcare assumes no responsibility for damage and/or loss of children's clothing or other personal possessions.



KINDERGARTEN

For Kindergarten information, please refer to our Family Factsheets for each service. These can be found on our website nwcc.com.au under the OSHC Locations tab.

BEHAVIOUR

Our Educators will support your child's behaviour through positive re-enforcement and help with the development of self-regulation skills.

Each service develops specific rules in consultation with the children in their care. If you wish to view these, please enquire with the Nominated Supervisor.

Where a child deliberately injures or engages in behaviour that could easily result in injury to another child or staff member, the parents will be informed as soon as possible, and appropriate action will be taken.

If any parent/guardian has concerns about the behaviour of their child or another child/ren, or the interactions between any children, these concerns are to be raised with the Responsible Person or Nominated Supervisor.

Under NO circumstance is the parent to approach the child involved or parents concerned.

DRILLS

Northwest Community Childcare conduct regular Emergency Drills.

If parents are present at the time of the drill, we request that you please follow the instructions of staff and participate in the drill.

POLICIES AND PROCEDURES

NWCC's Policy and Procedure Manual is available at each service.

NWCC encourages our families to read our policies and procedures at their convenience. All policies and procedures are reviewed bi-annually (at a minimum) with input from staff and families. Feedback regarding the policies and procedures is welcomed - please speak with your Nominated Supervisor at the service.

Additional information regarding subjects contained in this handbook can be found in greater detail in our Policy and Procedure Manual.



ENROLMENT AT NWCC

The first step to enrolment is to join the waitlist via registration on the NWCC [website](#). Families should nominate preferred days and sessions as needed by making a 'Booking Request'.

Prior to receiving an offer for care, you will be contacted by the NWCC bookings team via email to inform you that a space is about to become available for your family.

At this time, families will be required to:

- Complete and return all requested enrolment paperwork.
- Parents/Guardians must sign, date and return the DocuSign agreement, which completes the enrolment form.
- Provide an up-to-date immunisation statement (available via Medicare online)
- Supply completed medical or inclusion support paperwork in the prescribed format if applicable to your child.
- Supply labelled medications, including a current expiry date, to correspond with medical paperwork and our medical policies.

Agreement and understanding of NWCC's enrolment policy and handbook is a condition of enrolment, and a link to our key policies published online, is supplied at the time that families complete the enrolment form.



UPDATES TO FAMILY INFORMATION

It is the responsibility of the Primary Carer/Guardian to keep information with NWCC current regarding their family or child. For example, Address, Phone Number, Authorised Contacts & Bank Details.

All family information can be updated using the My Family Lounge on a PC/web browser. Limited information, including updating direct debit payment details can be changed via the My Family Lounge app.

Changes to Medical information will need to be accompanied by the relevant paperwork in the prescribed format prior to attending care.

Questions relating to changes of information may be emailed to bookings@nwcc.com.au.



ROUTINE PERMANENT CARE

Provision of care is offered on a Flexible basis (Routine with Casual Care). It is based on a set of agreed regular days and sessions, offered on a weekly basis.

Families can apply for days and sessions as needed and once enrolled, will be offered a permanent booking routine, with consideration to NWCC licencing, staffing and priority of access.

NWCC requires two weeks' notice to request a change to a permanent booking routine. Changes may be requested via the registration link on the NWCC website which takes you to My Family Lounge, or by emailing bookings@nwcc.com.au.

Permanent change requests are subject to availability.

CASUAL CARE

Casual (Occasional) care is available to families for OSHC, within the limits of NWCC licencing and staffing ratios.

Priority for casual care is offered to families who hold permanent bookings with NWCC and can be made via the My Family Lounge App, with at least 24 hours advance notice.

All NWCC families (regardless of bookings) may request casual care with at least 72 hours advance notice, by emailing bookings@nwcc.com.au.

Casual sessions of care (excluding Vacation Care) may be cancelled via email with a minimum of 24 hours' notice prior to the commencement of the booked session.

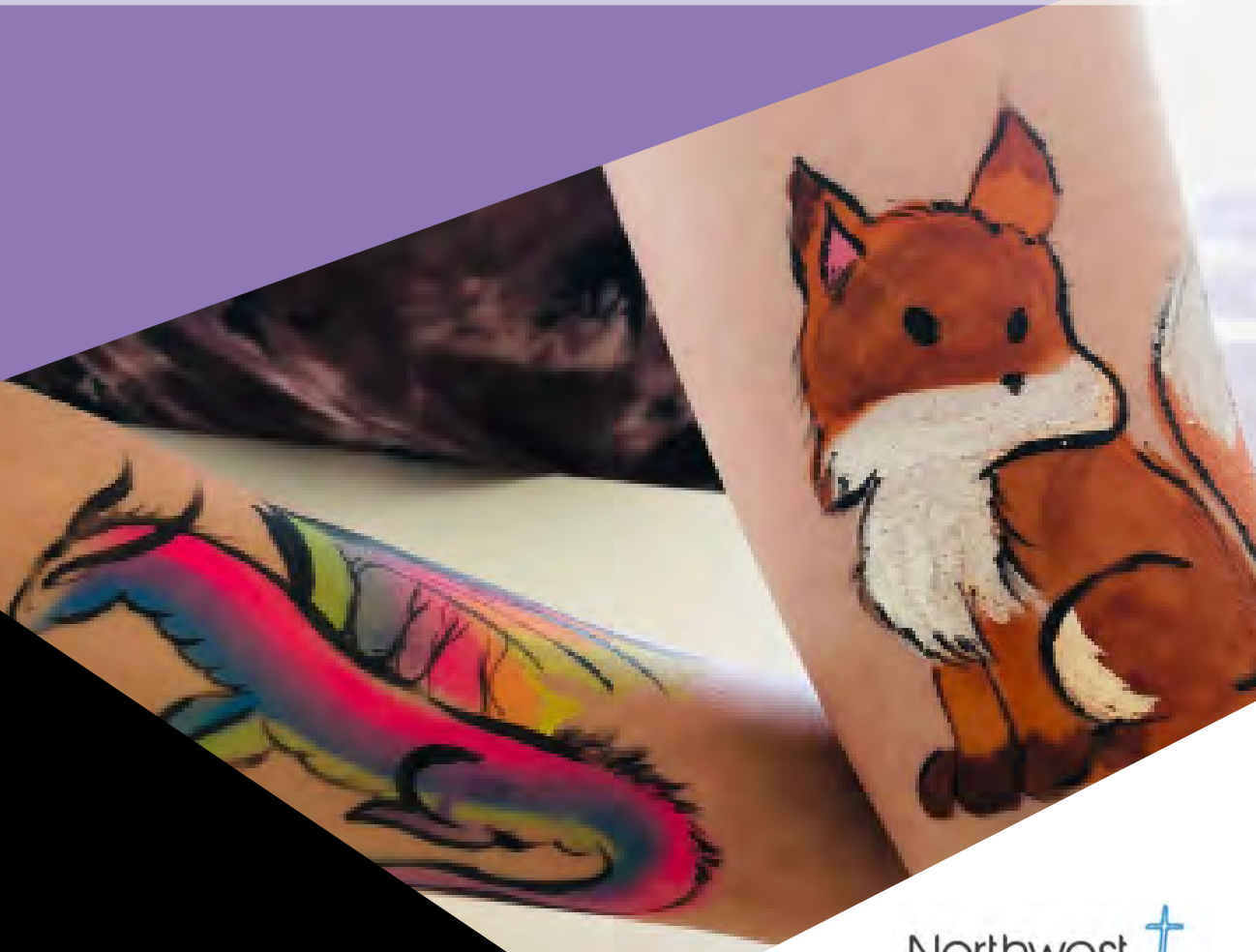
VACATION CARE & SCHOOL DEVELOPMENT DAYS

NWCC offers Casual (occasional) Vacation Care at selected locations during school holiday periods, and on School Development days.

The program and Terms & Conditions for Vacation Care and School Development days is published on our website when bookings are available during the school term.

Families must be enrolled with NWCC to attend this care and can make a casual booking via the My Family Lounge App or by emailing bookings@nwcc.com.au.

Families should refer to the Terms & Conditions for each relevant Vacation care program for booking cut off and cancellation deadlines.



CESSATION OF CARE (CANCELLATIONS)

Two weeks written notice is required to cancel permanent, routine bookings. Notice should be emailed to bookings@nwcc.com.au. If your child is unable to attend NWCC during the notice period, two weeks fees will still apply.

We recommend families understanding how ceasing care impacts CCS to ensure CCS is not reversed for any periods of care, as this may increase GAP fees, which will subsequently become payable to NWCC even if care has ended. Please refer to [Services Australia](#) to seek advice on Child Care Subsidy.

Casual sessions of care (excluding Vacation Care) may be cancelled via email with a minimum of 24 hours' notice prior to the commencement of the booked session. Vacation Care sessions may be cancelled in line with the relevant Vacation Care terms and conditions.

FEE INFORMATION

Fees for each NWCC service are published on the individual Family Factsheets for each location and on the NWCC website.

Fees are payable for all permanent and casual sessions, including absences for any purpose. Fees are not payable if the service is closed.

We do not charge Administration fees, however there are fees payable for late pick up (after the licenced closing time of the service) and for non-notification of an absence.

All families must register and pay their fees via direct debit, which is administered by a third-party company Debit Success Pty Ltd. Detailed information on fees and how they are to be paid is available in the NWCC Fees Policy, published on the NWCC website. We recommend all families familiarise themselves with this document.

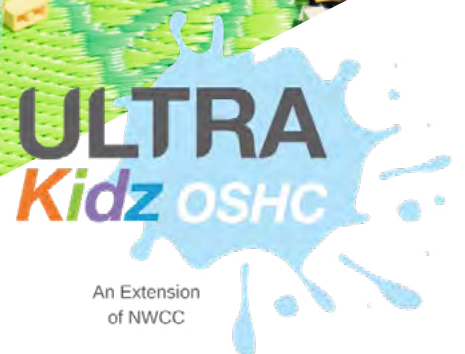
CHILD CARE SUBSIDY

Child Care Subsidy (CCS) is a government subsidy, available to assist qualifying families with the cost of childcare. It is governed and administered by Services Australia, and is paid directly to the service, to directly offset fees for sessions of care.

Families are required to make a co-contribution to their childcare fees and pay the service the “gap” fees, which is the difference between the fee charged and the CCS subsidy settled.

Childcare Subsidy is made via a direct agreement between each family and Services Australia. It is the responsibility of each family to ensure that they understand this agreement and manage the CCS claim accordingly.

Disputes regarding CCS must be taken up with Services Australia directly. We strongly recommend that you understand your CCS claim and responsibilities. Reversed or cancelled CCS may result in a higher GAP fee with NWCC which will remain payable. Information on CCS can be found at [Child Care Subsidy - Services Australia](#).



An Extension
of NWCC

A NOTE FROM THE GENERAL MANAGER

Welcome to the NWCC family!

Thank you for reading our Family Handbook, the information contained here, and within our policies and procedures, is valuable in the understanding of both our responsibilities as a childcare provider, and yours as Parent/Guardian.

NWCC is a community care, not-for-profit provider. Our aim is to support our local community through fundraising events, disaster relief (flood / bushfire appeals), uniform and canteen support for needy families and local community charity support. However, the care of your child is our number one priority, please speak with the Nominated Supervisor at your child's service. Any information about your child's likes and dislikes, or additional needs may be very helpful in our care and support of your child.

OSHC is about active play opportunities for your child, especially as they are generally in a classroom for 6 hours a day. We do however provide a variety of indoor and outdoor activities. OSHC is about empowering the voice of your child in those activities, games, and food provided by our service. Your positive input into these activities is greatly appreciated.

Please always be aware that The Code of Conduct on Page 4 is your commitment to treat our staff in the way you expect them to treat you. We don't shy away from the difficult conversations, please however, make those conversations respectful also.

Craig Jennings
General Manager NWCC