



Before & After School Care Family Handbook

Welcome to Helping Hands Network

Helping Hands provides high-quality Before and After School Care services around Australia.

At many schools, we also offer Vacation Care.

The service forms strong, collaborative ties with the school, children, families and the local community to ensure the needs and interests of every child and family are supported.

The service provides an environment in which children feel safe and have fun.

The Helping Hands approach

At Helping Hands, we:

- Provide a safe, caring and stimulating environment that promotes positive attitudes, personal growth, high self-esteem and respect for others
- Provide quality care which is accessible by all children and their families
- Ensure that the needs of children and families are acknowledged and respected
- Employ friendly, warm, sensitive and well trained team members
- Provide a range of experiences and activities that are age appropriate
- Include activities that cater to the social, intellectual, physical, recreational and emotional needs and interests of all children
- Provide a healthy breakfast and afternoon tea during term times
- Provide a simple, easy to use booking and payment system for families.

What happens at Helping Hands?

After a structured school day, it is important for children to have the chance to relax and participate in activities they enjoy.

At each session, we provide a selection of structured and unstructured activities, offering children plenty of choice. The experiences offered teach children a variety of skills, through planned activities that are guided by the National Quality Framework.

The service also offers children the opportunity to relax and play with their friends - and just be children! Our services are all about providing children with choices.

The environments are set up in an engaging and interactive way to ensure children have access to ample resources, such as art and craft materials, sports equipment, board games and much more!





Food

We provide healthy, fresh and nutritious food.

Menus are adapted as required to cater for children's specific dietary/cultural requirements and preferences. The children's suggestions are included in our menu planning.

Following is an example of a menu from one of our services...

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk
TODAY'S SPECIAL Fruit Smoothies	TODAY'S SPECIAL Homemade Blueberry Pancakes	TODAY'S SPECIAL Fruit Toast	TODAY'S SPECIAL English Muffins	TODAY'S SPECIAL French Toast
Afternoon Tea				
<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk
TODAY'S SPECIAL Wholegrain wraps with avocado	TODAY'S SPECIAL Wholegrain rice crackers with light cottage cheese	TODAY'S SPECIAL Spinach roll-ups with cheese, carrot and kale	TODAY'S SPECIAL Wholemeal toasted sandwiches with sweet potato chips	TODAY'S SPECIAL Tomato soup with rice crackers

Our team

Professional team members are the key to operating a high-quality service.

All team members have appropriate qualifications as required by legislation and attend regular Helping Hands internal training and development each term.

Team members' qualifications

- Current and valid Working with Children clearances
- First Aid (HLTAID004)
- CPR
- Training in Anaphylaxis and Asthma Management
- Child protection training (varies by state requirements)
- Food Safety awareness training (varies by state requirements)

On your child's first day

Please make sure that you have completed an online enrolment form before your child attends the service.

On your arrival, please sign your child in or out of the service.

Please notify the Coordinator if you are a first-time user of the service – they will then show you and your child where things are located, talk to you about routines at Helping Hands, introduce you to the team and answer any queries you may have.

In the afternoon, the Coordinator will ensure your child has arrived at the service and introduce them to the other children and the Helping Hands' team. They will be monitored closely to ensure they are relaxed, participating and having fun. Feel free to drop by the service before your child starts attending, to familiarise yourself and your child with the service and our team members.



Early years children joining our service

To assist new early years children to settle into the service:

- All Pre-School/Prep/Kindy and Year 1 children are collected and dropped off at their classroom. Parents of Year 1 students must give written permission if they wish for their children to walk unescorted to/from class when attending OSHC. Children in Year 2 and above can walk straight from their classrooms.
- Activities are planned that accommodate the needs of the younger children
- Our team members will ensure the younger children are supported during the transition period and that they are engaged while at the service
- Parents/guardians will receive verbal feedback daily on how their child is adjusting.

How to enrol and book

Enrolment is easy and completely free.

We don't charge any annual registration fees.

Just complete our enrolment form online at helpinghandsnetwork.com.au, select the school location of your service and enter all required information into the required fields.

Once enrolled, booking sessions is simple through the website.

An online enrolment form must be completed before your child can attend the service. If your family details or emergency contacts change, please update them through our website so that our records remain current.

Permanent bookings

Book set days every week that will carry on throughout the year (can be altered any time as required).

Casual bookings

Make a booking at any time online, based upon your needs. If same-day care is required, you should call the service Coordinator or our office directly on 1300 612 462, to ensure there is a vacancy available.

Late bookings

Bookings made within 24 hours of the session may incur a late booking fee. Please refer to your service's Key Service Information for details.

Cancellations

Cancellations can be made through the following means:

- Online through logging into your account at helpinghandsnetwork.com.au
- Contacting the Customer Service and Billing Team on 1300 612 462
- Sending an SMS to the Coordinator of the service. Include the following details to ensure your request can be processed:
 - Child's name e.g. Scott & Katie Smith; Service e.g. Example Primary School
 - Session and date you wish to cancel e.g. After School Care on 20 November 2018

Please note. Cancelling via SMS can take up to 24 hours to process. Where no notice is given, full fees will be charged. Specific cancellation notice periods apply to avoid any out-of-pocket expenses. Please refer to your Service Key Information Sheet for your specific cancellation period.



How to pay

Payments are made either by credit card (VISA or Mastercard) or by direct debit from a nominated bank account. Families are charged fortnightly in arrears. Usage statements are available online. Credit cards and/or bank accounts are automatically debited with the amount owed after any rebates are applied.

Accessing fee assistance/rebates

Many families are eligible for Child Care Subsidy, which reduces the out of pocket cost of outside school hours care depending on your family circumstances.

All families claiming entitlements for approved child care must have their income assessed by the relevant government department. Contact Centrelink Family and Parents Line on 13 61 50 for details on how to register.



Collecting your child

It is important to always adhere to the following collection/drop-off procedures:

- Children must be signed in and out by an authorised person listed on the child's online enrolment form
- Families may provide notification of the name of an alternative person who will collect the child, including details of their relationship to the child, by updating their account online through our website
- Identification must be presented upon collection. It is recommended that families and emergency contact nominees always carry identification
- Children are only able to leave the service by being physically signed-out by an authorised person.

Late pick-ups

If a family member or nominee is late, then a fee may be charged, as per your Key Service Information, to cover the extra costs of this time.

Medication

Medication can only be administered to a child with a Medication Authorisation Form signed by the family. The medication must be clearly labelled with the child's name, required dosage, time, date and storage requirements.

Asthma and Anaphylaxis

All children with Asthma or Anaphylaxis must provide their own Auto-Adrenaline Device and/or Inhaler and spacer. Asthma and Anaphylaxis Medical Management Plans must be given to the Coordinator. These plans need to be in colour and signed by a doctor. The family is responsible for updating the Medical Management Plans annually.

Vacation Care

Our Vacation Care services are jam packed with exciting activities, as well as incursions and excursions. Details of the activities that are available can be reviewed on the Helping Hands website four weeks prior to the Vacation Care period.

Please refer to the Vacation Care brochure for activity details and fees, as well as information on any meals or snacks that might be included for specific sessions.

Lunch is not provided at Vacation Care sessions. Please make sure any food you pack for your child does not need to be heated or cooked, and remember not to bring food containing nuts or any other potential allergens.

Your child will also need a SunSmart hat, comfortable clothing and shoes. Please leave all valuables such as money and electronic items at home. If your child needs to wear a specific brand of sunscreen for medical reasons, please pack this for your child. Payments for Vacation Care bookings are made through direct debit one week in arrears. Cancellations for Vacation Care need to be made 7 days prior to the session for a full refund to be given.

Feedback

Helping Hands values feedback and suggestions from all parents/guardians and children using our services.

Parent/guardians and children are encouraged to share feedback and suggestions directly with the **Service Coordinator** or the **Helping Hands Customer Service and Billing Team** on **1300 612 462** or accounts@helpinghandsnetwork.com.au

Legislated requirements

Helping Hands is guided by the Government's National Quality Framework and manages its services in accordance with the Education and Care National Law Act and Regulations applicable to the states and territories that Helping Hands operates within

Privacy

Helping Hands uses enrolment forms to collect personal information for the purpose of service enrolment and statistical recording.

The information may be shared with funding agencies and administrators for operational purposes only.

The information will be stored confidentially by Helping Hands or their third-party provider.

It will not be disclosed to any other party except as required by law.

You can amend or correct information yourself online or by request to Helping Hands team members. Helping Hands only uses your contact details to inform you of relevant service information. A copy of our Privacy Policy can be found at helpinghandsnetwork.com.au

