



Family Handbook

Welcome to Helping Hands!



- "Strong and meaningful community connections"*
- "Easy and uncomplicated"*
- "Active bodies and active minds"*
- "Celebrate getting together and being active"*
- "Staff are caring and curious"*
- "Fun, inclusive spaces for humans"*



What To Expect

We pride ourselves on having an easy, uncomplicated process to attending Helping Hands.

Prior to attendance, the child enrolment form and any required documents must be completed. Further detail on this is provided in this handbook.

On every arrival or departure, we require families to sign their children in and out. This allows our team to track each child's movements and reinforce safety.

Any new families are encouraged to introduce themselves to the Helping Hands Coordinator, walk through the program, meet the team, and discuss any further queries.

Every service is tailored to the specific needs of the community, so it's important to allow time for an induction.

Any new children are given a Welcome Pack and are introduced to our OSHC Readiness Program where Educators will drop off and pick them up from their classroom. Educators will also team children up with each other to support this transition.

We encourage families to familiarise themselves with the service, team members and get involved in the Helping Hands environment.

Food

Our menus, created to fuel hungry tummies and curious minds, are filled with yummy, nutritious foods that have our everyday favourites with daily specials to keep things exciting!

Our menus are catered to each service by the coordinator, so any cultural or dietary options are catered for.

If you wish to learn more about what foods your local service provides, please contact your Service Coordinator today. They will be happy to provide you with sample menus on what delicious foods we provide each week.

Program

Each program is tailored specifically to the needs and interests of each child allowing us to provide activities that are engaging and fun!

Our services are designed to provide many different opportunities for children to choose how they would like to spend their time at OSHC.

It can be a long day, so we understand the importance of creating an at home atmosphere where children feel safe and secure to freely make decisions that make them happy.

We encourage both structured and unstructured activities such as:

- Art and craft
- Group games
- Sport
- Drama and music
- Food preparation and making
- Horticulture
- And so much more

Team

Our team is chosen specifically for the needs of the community so we can be a true extension of the school and family home.

We consider our children to be a part of our family, so it's important our team can be that for our families.

All our team members are qualified and trained with the skills required to provide quality care for each community. These qualifications are:

- Current Working with Children Check
- First Aid
- CPR
- Anaphylaxis and Asthma Management
- Child Protection Training
- Food Safety Awareness

We also provide additional training necessary to each child's needs such as:

- Behavioural Management
- Inclusion Support
- And much more.

Enrolment and Booking

We offer an easy and uncomplicated free registration system using our online platform at helpinghandsnetwork.com.au or calling our Customer Service team on **1300 612 462**.

Helping Hands is guided by the governments National Quality Framework and set Education and Care National Law Act and Regulations applicable for each state, so there is necessary documentation we require from each family.

All enrolments must be completed prior to attendance with all required documentation that are required by National Law. These are:

IMMUNISATION HISTORY

Each service has a legal requirement to have a record of each child's immunisation history so families can be contacted if any illnesses are circulating the community and prevent exposure to a child who may not be immunised.

MEDICATION AUTHORISATION FORM

Any medication that needs to be administered requires a Medical Authorisation Form to be signed by the family. The medication then needs to be provided to the service with the child's name clearly displayed in its original packaging.

MEDICAL MANAGEMENT PLANS

All medical conditions require a Medical Management Plan to be prepared by the child's doctor.

Allergy or anaphylaxis requirements must be on an ASICA Action Plan displayed in colour with a picture of the child and signed by the doctor. Any other medical conditions such as asthma or epilepsy also require a Medical Management Plan along with any medication required to properly manage the child's medical condition, such as an inhaler, auto-injector (epipen) or antihistamines.

Families are responsible for updating any Medical Management Plans on an annual basis and providing these to the service. If these are not provided, this may prevent the child from attending.

Bookings

To allow for flexibility, we have permanent and casual bookings options available for families. Bookings can be managed through helpinghandsnetwork.com.au, by calling Customer service on **1300 612 462** or contacting the coordinator directly for late bookings.

PERMANENT BOOKINGS

Set days for each week (unless altered)

CASUAL BOOKINGS

For changing schedules or infrequent visits

LATE BOOKINGS

Bookings made within 24 hours can incur a late booking fee

CANCELLATIONS

To avoid any out of pocket costs, cancellations must be made within the cancellation period. Please refer to service information sheet for cancellation period.

Payments

All statements can be accessed online with Customer Service available on **1300 612 462** if any assistance is required. Payments are automatically debited fortnightly through two payment options:

- Credit card (VISA or Mastercard)
- Direct debit from a nominated bank account

If families are eligible for Child Care Subsidy, they can contact Centrelink Family and Parents Line on 13 61 50 for details on how to register. Once we have these details, families will not have to suffer out of pocket costs by having the rebate applied automatically.

We also have further assistance for families suffering with financial hardship. For more information, contact Customer Service and Billing on **1300 612 462**.



Collection

All children must be collected by the individuals specified on the enrolment form. Our team will only allow children to leave with authorised individuals, so it is recommended for any person collecting a child to carry their identification. Children must be signed in and out for every session to support these safety precautions. Any late pick ups may incur a fee, but this is determined by case.

Holiday Program

We do provide Holiday Program at select services that are filled with fun activities, incursions and excursions that change with a new daily theme. The program is available on our website four weeks prior to Holidays beginning.

Please refer to our Holiday Program brochure for any further details and fees.

Feedback

Direct feedback from families are our best way to determine what we're doing well and where we need to improve. We encourage feedback from all families and children who attend our services directly to our **Service Coordinator**, Customer Service and Billing Team on **1300 612 462** or by emailing **accounts@helpinghandsnetwork.com.au**

Privacy

Any information provided to Helping Hands is stored confidentially by Helping Hands or their third-party provider only. Families can feel secure knowing this information will not be disclosed to any other party except as required by law.

Any information can be accessed and amended online or by request to Helping Hands team members. For further information, our Privacy Policy can be found at **helpinghandsnetwork.com.au**

