



# Hay Children's Services Inc

## Family Handbook

### Acknowledgement to Country

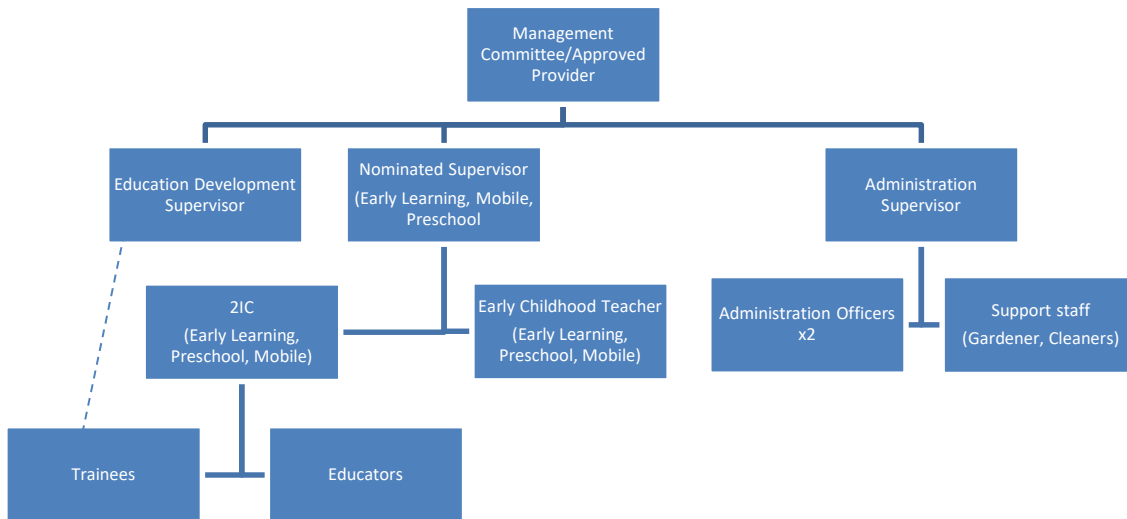
Hay Children's Services Inc acknowledges the Nari Nari and Wiradjuri peoples as the traditional custodians of the land on which we learn and grow. We pay our respects to their elders past, present and emerging.

### Vision Statement

To provide a safe, inclusive, nurturing learning environment for the children and families of Hay and surrounding districts. To champion excellence of Early Childhood Education and Care within communities by demonstrating best practice whilst valuing respectful partnerships. To cultivate strong relationships to maintain positive and fun work environments.

## **Organisation Structure**

Hay Children's Services Inc (HCS) is an incorporated association and a not-for-profit organisation. HCS is managed by a skills based Approved Provider/ Management Committee who are responsible for ensuring that the organisation operates in line with relevant guidelines and legislation. Each of the three services within HCS have a Nominated Supervisor who is responsible for day-to-day operation of the service. 2IC's support the Nominated Supervisors within the relevant service. All services have access to an Early Childhood trained teacher. An Education Development Supervisor, Educators, administration team and support staff make up the remaining roles within the team.



## **Operational hours:**

Preschool- school terms 8:30am-4pm.  
After Preschool program- school terms 4pm-5:30pm.  
Early Learning- 50 weeks per year 8am-5:30pm.  
Mobile Farm Based Care- 50 weeks per year.  
Mobile Venue Care- school terms:  
*Hay/Maude* 8:30am-4pm  
*Booligal* 9am-3pm  
*Clare* 9am-3pm  
*Coleambally* 9am-4pm  
*Goolgowi* 9am-3pm  
*Carrathool* 9:30am-3:30pm

## **General Information**

Hay Children's Services Inc is approved by the Early Childhood Education Directorate (ECED) and guided by the Australian Children's Education and Care Quality Authority (ACECQA). The National Quality Framework regulates practice and includes the Education and Care Services National Regulations, Children (Education and Care Services) Supplementary Provisions Regulation (for Mobile only), National Law, National Quality Standard, Assessment and Rating Process and the Early Years Learning Framework.

### **Preschool**

- Licenced for a maximum of 24 children per day.
- Provides Early Childhood Education for children aged between 3 to 6 years.
- Educator to child ratio 1:10.
- Funded by the NSW government Start Strong funding initiative to ensure children access 600 hours of quality preschool education in the year before school.

## **Early Learning**

- Licenced for maximum of 24 children per day.
- Provides Early Childhood Education and Care to children aged 6 weeks to 6 years.
- Educator to child ratio 1:4 (0-2years), 1:5 (2-3years), 1:10 (3-6years).
- Funded under the Australian government Child Care Subsidy.

## **Mobile Venue Care**

- Each of the 6 venues are licenced for a maximum of 20 children.
- Provides Early Childhood Education and Care for children aged 0-6 years with priority going to children aged 3+ in line with funding agreements.
- Educator to child ratio 1:4 (0—2years), 1:5 (2-3years), 1:10 (3-6years)
- Funded under the Mobile Preschool funding initiative.

## **Mobile Farm Based Care**

- Available in the children's home for families living between 50-200km from Hay.
- Up to 3 visits per term (pending availability).
- One Educator attends and implements a developmentally appropriate program for the day.
- Funded under legacy funding agreement.

## **Fees**

Fees are charged and collected in line with the HCS Fee Policy. Please refer to current fee schedule for fee structure of each service.

## **Curriculum**

Educators will support your child throughout their learning journey by facilitating play based and child lead experiences drawn from the child's interests and guided by the Early Years Learning Framework. When children are encouraged to pursue their own interests, they feel safe and secure and will confidently explore the resources and environment around them. Our curriculum offers your child the choice of a wide variety of meaningful play and learning experiences within the indoor and outdoor environment with a strong focus on holistically fostering children's physical, creative, cognitive, language, social and emotional development. Activities on offer encompass all areas of education including maths, science, technology, music & movement, literacy and the creative arts. We encourage children to become confident and involved learners who are active participants working alongside educators in the development and implementation of the curriculum.

Children are encouraged to rest as needed during the day. Please speak to educators regarding your child's sleep and rest routines. Educators will collaborate with families in the approach to children's toileting and self-care needs to ensure consistency. Please speak to Educators to discuss your child's individual needs.

To assist you in following your child's progress during their time at HCS, we utilise a digital App StoryPark which is a platform for communicating with you about your child's learning experiences.

## **Supporting children with additional needs**

At different times children may experience challenges in their learning and may require additional support across a range of developmental areas. Early intervention is vital when supporting children through their early years and transition to school. Therefore, we will work closely with you to identify any areas for additional focus and we may suggest accessing outside specialist support services to assist your child. Educators will work professionally and collaboratively with specialists in implementing individual support plans.

## **Arrival and Departure**

Access to services outside the opening hours is not permitted within our licensing requirements. Please adhere to opening hours at all times. Monetary penalties will be incurred if children are not collected by service closing time.

### **On arrival:**

- Bring your child into the service
- Help your child to unpack and put away their bag.
- Sign your child in.

- Medication consent forms need to be completed so please hand any medication to Nominated Supervisor or Educators.
- Ensure children have a hat on and apply sunscreen.
- Inform an educator you are leaving. They will support your child with transitions if needed.

### **At pick up:**

- Ensure that you have signed your child out.
- Children may only be collected by those authorised on the enrolment form. Should you wish another person to collect your child, you need to notify the staff in writing or verbally. Educators cannot allow your child to leave the premises without consent of authorised nominees.
- Sign any documentation that might be relevant to your child's day i.e., incident report or medication form.
- Collect your child's belongings.
- Please let an Educator know of your departure.

### ***BUS CHILDREN ONLY***

These children will be supervised by educators upon the bus arrival, signed in and out for the day to record their attendance, and escorted onto the bus at the end of a session. **All children that arrive/depart by bus should have a tag attached to their bag that states the address of where the child will be dropped off and a contact phone number.** Please ensure that you contact the bus service of any changes concerning your child.

### **What to bring:**

All children's belongings need to be clearly marked with their names to avoid mix ups and loss of items.

- **Bag**- A bag clearly marked with your child's name on the outside.
- **Sun hat**- wide brimmed hat (not a cap).
- **Healthy morning tea, lunch and afternoon tea**- Some suggestions are fruit and vegetables, eggs, cold meat, rice crackers, sandwiches, yoghurt, popcorn. Please ask Educators for more lunch box ideas. Fruit is provided by HCS for morning tea at all services. **Although nuts, eggs and fish are all known common allergens, they are excellent healthy options for lunchboxes. Please let Educators know if your child has any of these foods in their lunchbox.**
- **Refillable bottle**- containing water only.
- **Bottles, formula, milk** (if relevant).
- **Nappies** (if relevant). We provide wipes.
- **Clothing**- A spare set of clothes including underwear and socks. Please send children in well-fitting shoes they can run in as well as clothes that can be stained (we encourage and facilitate active and messy play). Singlet tops and dresses with shoestring straps are discouraged in order to avoid excessive sun exposure.
- **Comforter** (if relevant)
- **Bed linen**- fitted and flat cot sheet (for children sleeping at Early Learning Centre), porta cot & linen or pram (for children sleeping at Mobile Venue Care).

### **Sun Safety**

Being Sun Smart is a simple and effective way to reduce the risk of developing skin cancer. As part of being a Sun Smart service all children are required to wear a hat when playing outside, wear appropriate sun safe clothing and apply sunscreen throughout the day when required. We provide sun cream at all services.

### **Settling In**

When entering care for the first time, children react in different ways. Some transition into care quickly and confidently while others may take days, weeks or even months to feel confident. It is quite normal for a child to experience separation anxiety when attending care for the first time or returning after a period of absence. Educators will work closely with families to ensure the smoothest possible transition into care. If you have any specific suggestions that may help your child or you are concerned about your child, please discuss this with staff.

### **Excursions and Special Events**

#### **Children's Birthdays**

We love to celebrate birthdays with the children and invite families to bring in a cake/cupcakes or other culturally specific foods to share. Please advise your child's educator if you are bringing food as we may have children with allergies/intolerances to plan for.

Hay Children's Services Inc | 348 Church Street Hay | 02 6993 1757 | [admin.supervisor@haycs.com.au](mailto:admin.supervisor@haycs.com.au)

### **Excursions/ Incursions**

In line with our service philosophy, the children participate in experiences and events within the local community. Families will be informed prior to these taking place.

### **Exclusion due to illness**

In line with the HCS Infectious Diseases Policy, children who are unwell must not attend care in the event of an infectious disease until the symptoms disappear or a doctor's written advice has been received.

HCS adheres to the NSW Government 'Staying Healthy in Childcare' documentation and Public Health Unit recommendations relating to exclusion periods for children's illnesses.

### **Immunisations**

All children must be fully immunised OR have a medical reason not to be immunised OR be on a catch-up schedule in order to enrol at an education and care service in NSW. **Please provide an updated immunisation history statement to the service when your child has each immunisation.**

### **Family feedback is welcome and encouraged via:**

Our digital StoryPark app, informal conversations with educators, prearranged interviews, questionnaires/surveys, email.

### **Family involvement:**

Families are most welcome at HCS services. The children love having parents, grandparents and carers visit and help. HCS values family participation which can take many forms including a family member undertaking the role of management committee member, attendance at working bees, assistance with excursions and/or inhouse activities, sharing of cultural traditions, sharing an interest or skill, reading a book or telling a story to the children.

### **Grievance Procedure**

HCS seeks to resolve any parental concerns that impact the wellbeing of children, parents or staff or adversely affect the operation of the service, as quickly as possible. It seeks to do this in a fair and positive manner and in the spirit of consultation, cooperation, and resolution. Concerns about the care or safety of your child or any matter regarding HCS should be discussed with the 2IC in the first instance. If you do not receive a satisfactory resolution, please address your concerns with the Nominated Supervisor. If concerns remain unresolved, please address written concerns to the President of the Management Committee. At all times, HCS expects respectful communication between staff and families and will not tolerate abuse towards either staff or families.

Thank you for choosing Hay Children's Services Inc as the education and care service for your child. If there is anything we can assist you with throughout your time with us, please don't hesitate to speak with staff. Open communication and feedback significantly increase the likelihood of a positive and meaningful experience for children and their families