



'helping create confident children

Outside School Hours Care Family Information

Amy Road Newstead
After School Care

Amy Road Newstead
School Holiday Care

After School Care
Hagley Farm School
Invermay Primary
Westbury Primary



6341 1555

ncn.org.au



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facebook



Thank you for choosing a Northern Children's Network's Child Care Service. We hope that you and your family enjoy a fun and safe experience with us. This family information booklet can be a useful guide for you when using our child care services and understanding how we operate our child care business. NCN value family feedback and welcome your comments on your child care service experience as this supports us in our quest for continuous improvement.

Northern Children's Network Inc., (NCN), has been providing child care for Tasmanian children, birth to 13 years of age, since 1975. NCN is a 'not for profit' organisation governed by a skills based Committee of Governance, consisting of volunteer community members. A complete copy of NCN Services' Policies and Procedures can be viewed at our Head Office and also at your service of choice.

NCN's Head Office is located at 59D Amy Road Newstead and operates from 9am – 5pm, Monday – Friday (excluding Public Holidays). Our Head Office support staff are available to answer your questions either face to face or by phoning us on 6341 1555.

The NCN's website, www.ncn.org.au is also a good source of child care information, with up to date news, online family forms. We also have various social media pages on Facebook to share weekly events and stories, and we invite you to connect and follow us for weekly posts.

Sonia Purse
Chief Executive Officer

NCN Outside School Hours Care contact details.

Amy Road NCN B/H 6341 1555 A/H 6341 1577
A/H 0448 822 360

Hagley After School Care NCN 6341 1555
Program Leader Dominique Pennell 0475 632 897

Invermay After School Care NCN 6341 1555
Program Leader Kelly Semmens 0455 887 084

Westbury After School Care NCN 6341 1555
Program Leader Robyn Shean 0472 519 763

NCN Head Office	59D Amy Road, Newstead, 7250
Business Hours	9.00am – 5.00pm, Monday to Friday (excl. Public Holidays)
Phone	6341 1555
Email	enquiries@ncn.org.au
Postal Address	P.O. Box 724, Kings Meadows, Tasmania 7249
Website	www.ncn.org.au



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Amy Road Outside School Hours Care Service - Provides both After School and School Holiday Care for 75 school aged children, up to 13 years of age; conditions do apply. The service is located onsite at 59D Amy Road. For bookings please contact NCN on 6341 1555 or email enquiries@ncn.org.au

Session	Times	Permanent Rate	Casual Rate
After School Care	3.00pm – 6.00pm	\$29.40	\$35.30
School Holiday Care	8.00am - 6.00pm	\$65.00 Standard Day	N/A
School Holiday Care	8.00am – 6.00pm	\$71.50 Excursion/Special Guest	N/A

Amy Road After School Care Service provides supervised bus collections from nearby schools plus a healthy afternoon tea.

Our School holiday program offers both on site activities, special guests and excursions, plus a free breakfast every day from 8.00am – 9.30am. The program content may be subject to change in regard to planned excursions/activities due to inclement weather/unforeseen circumstances. **Please note** - School holiday bookings, once confirmed, are Permanent Bookings, so cancellation and absence conditions apply.

Invermay Outside School Hours Care Service - Provides care for up to 24 school aged children up to 13 years of age onsite at the Invermay Primary school, for Invermay Primary students only.

For booking enquiries, please call NCN on 6341 1555, Program Leader, Kelly Semmens, on 0455 887 084, or email the Service invermay@ncn.org.au

Invermay Session	Times	Permanent Rate	Casual Rate
After School Care	2.50pm – 6.00pm	\$23.60	\$28.35

Westbury Outside School Hours Care Service - Provides care for up to 24 school aged children up to 13 years of age onsite at the Westbury Primary School. If your child attends a neighbouring school please contact NCN for additional information.

For booking enquiries, please call NCN on 6341 1555, Program Leader, Robyn Shean on 0472 519 763, or email the Service westbury@ncn.org.au

Westbury Session	Times	Permanent Rate	Casual Rate
After School Care	3.00pm – 6.00pm	\$23.60	\$28.35

Hagley Outside School Hours Care Service - Provides care for school aged children up to 13 years of age, onsite at Hagley Farm School.

For booking enquiries please call NCN on 6341 1555, Program Leader, Dominique Pennell on 0475 632 897, or email the Service hagley@ncn.org.au

Hagley Session	Times	Permanent Rate	Casual Rate
After School Care	3.00pm – 6.00pm	\$23.60	\$28.35

Permanent and Casual Bookings

For Permanent Bookings, your child must be registered with NCN and the bookings indicate days that you wish to use every week on an ongoing basis. These can be changed at any time by requesting a change of booking form from the NCN Office.

For Casual Bookings, your child must be registered with NCN, and the booking is spontaneous, or a 'one off' occurrence; i.e. not a regular booking. Casual Bookings are dependent on availability and staffing and need to be advised prior to 10am on the day care is required.

We do not provide Casual Bookings for School Holiday Care. These are processed as a Permanent Booking.

Seven (7) days' notice is required to cancel a Permanent Booking or an absence will be charged. If cancelling a Casual Booking, you must call the service before 10.00am on the day of care. Failure to meet these requirements will incur an absence charge for relevant Permanent and Casual Bookings.

NCN services are closed over the Christmas/New Year period. Fees are not payable for Service closures or Public Holidays and ASC fees will not apply on student free days.

Arrival at and Departure from Care

To guarantee that children have an uncomplicated transition into care and a secure departure, parents should be aware of the following:

- Program Leader will sign the school children in when they arrive for After School Care.
- Parent/Guardian must sign their name and enter exact departing time when collecting children. For service insurance purposes you must enter the exact times when arriving/ departing the service, if incorrect times are entered, times may be adjusted by staff beside the entered times.
- When collecting a child, the service staff must be made aware that the child is departing, and the staff must farewell the child.
- Arrival and departure times begin and end when the child is signed in and out of care.
- Written parental permission is required for your child to participate in a routine or non-routine excursion, or if they need to be transported by the service staff.
- Children will only be released to other people who are nominated on your enrolment form. Written parental permission is required for any additional person to collect your child. ID is required for the adult collecting the child.

Sick Children

If your child is unwell, please consider carefully if it is reasonable for him/her to be attending the service. We cannot accept a sick child into care. A medical certificate may be required for children to come back into care for particular illnesses, or for extended absences due to illness.

Asking a service to accept a sick child may place other children at risk and can inconvenience other families, including educators. In most cases, the best place for a sick child is at home. Contagious illnesses require exclusion from care (e.g. conjunctivitis, gastro-enteritis). For recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres, refer to our current edition of *Staying Healthy in Child Care* which can also be viewed at: www.nhmrc.gov.au/guidelines-publications/ch55

Administration of Medication

It is a requirement that Medical Consent Forms be signed if you require your educator/service to administer any form of medication. This includes Panadol, Asthma medication, etc. All medication must be in the original container, bottle or tube, with the child's name and clear instructions provided. If your child/children suffers from Asthma, allergies or any other medical condition then please provide details of your child's action management plans from your Doctor.

Students working at the Service

At times, we may accept students for work experience to gain practical experience in their field. All students, 18 years of age or above, require a Working with Children Check for placement within our services. Students are fully supervised by educators or service staff and are required to abide by all policies. The student may seek permission from families to use any 'evidence' gathered to support their Professional Development in gaining a children's services qualification. No children will be identified in their documentation.

Child Care Fee Information

NCN fees are reviewed annually. The Commonwealth Scheduled Child Care Fee is set by the Commonwealth Government and indexed in July each year. The information below reflects the increase in Child Care Benefit from 4 July 2016. Your Child Care Benefit percentage can only be calculated against the Commonwealth Scheduled Child Care Fees regardless of the service fee charged.

Under School Age: \$4.30 per hour to a maximum of \$215 per week for 50 standard hours.

School Age: A lower percentage is applied when children are school age (i.e Prep and above), a part time percentage of 85% or \$3.65, up to a maximum of \$183, per week for 50 standard hours. Standard hours, approved by the Department of Education, must be hours that are between 7.00 am and 6.30 pm. or hours during which the service normally provides care for the greatest number of children.

Additional Help with your Child Care Costs

You can contact Centrelink on 136 150 for information on your eligibility for child care assistance. Centrelink also has a mobile phone application available for families to receive their attendance records for their child care. Once installed and registered with the Department, your child care attendances can be viewed weekly for Centre Based Child Care, as NCN processes your care information. www.humanservices.gov.au/customer/services/express-plus-mobile-apps.

Special Child Care Benefit - SCCB (Fee Assistance in times of financial hardship)

There is help available if you need child care but you are finding it difficult to pay, or need an increase in eligible hours. If you have of a change in circumstances, such as losing your job, separation, natural disasters and family illness/accident etc. Please ask your Service Leader for more information. All SCCB applications should be forwarded to Maggie Wilson at the NCN Office on 6341 1555.

Inclusion Support Subsidy

The Inclusion Support Subsidy (ISS) is paid to child care services to support the inclusion of a child or children with ongoing high support needs. Any family requiring additional support must provide information to support the claim. Together we will develop an Inclusion Support plan. The service will also assess their ability to provide care and support to your child before care can commence. Continue on the next page.

The ISS is a contribution towards the costs associated with assisting the service to provide that support. The ISS is limited to a flat hourly rate, which is determined by the Department of Education, Employment and Workplace Relations (DEEWR) and is indexed annually. Children with ongoing high support needs include those with a diagnosed disability, children undergoing continuing assessment for a disability and humanitarian refugee children.

Your Child Care Account

Accounts will be issued weekly and are to be paid strictly within seven (7) days of receiving your invoice. Please note, all booked care will be charged at the appropriate rate and most absences will attract Child Care Benefit (CCB), unless your child reaches the limit of 42 unexplained absences per financial year. Northern Children's Network Inc., reserves the right to suspend care due to unpaid child care accounts for all services supported by NCN, including Family Day Care or In Home Care, (if used by that specific enrolling parent/guardian), until all accounts have been paid.

Please be aware that if an account is not paid by the due date, then that account may be lodged with a mercantile agent for debt recovery. The parent/guardian will bear all collection costs to cover the agent's commission as well as all legal costs and disbursements incurred in the recovery of the debt. The enrolling parent/guardian is responsible for payment of the account. Account details will not be released to anyone other than the enrolling parent with the exception of overdue account debt collection.

Account Payment Options

Direct Deposit

Account Name: Northern Children's Network Inc
BSB: 067-020
Account No: 2801 8129

Bpay

BPAY is another payment option for you to pay your child care account. The Biller Code and Service reference number are available on the bottom of your weekly Statement of Account. You can also set up a recurring scheduled payment and keep track of payments through your online bank account. For further information About Bpay visit www.bpay.com.au

Credit Card

This can be done by completing the payment slip which is attached to your Statement of Account, or by calling NCN on 6341 1555. NCN Office hours are 9.00am to 5:00pm, Monday to Friday.

Secure Automatic Payment (BPoint)

NCN can offer a secure payment system using your Debit or Credit Card. Payments are deducted either weekly or fortnightly to suit your circumstances. Please contact the office on 6341 1555 if you would like more information or to set up this payment option.

Overdue Accounts

Where an account exceeds NCN trading terms, the following steps will be implemented:

1. Payments not made after 21 days will result in a Friendly reminder notice.
2. Payments not made after 28 days will result in a Final reminder notice.
3. Payments not made after 35 days will result in a Final Demand letter, with 7 days to pay before care is cancelled.
4. Payments, not made after the 7 days' notice period of the Final Demand letter, will result in outstanding amounts being lodged with Tas Collection Services and a 'Cancellation of Care' notice sent to the family. Care will not resume until such time as the FULL amount is paid (including the most recent 7 day account).
5. If your debt is lodged with Tas Collection Services you will be required to pay for all care in advance moving forward.

Please be aware that if you are experiencing financial hardship or wish to discuss any payment issues, please contact the NCN office on 6341 1555.

Your Child Care Benefit and Rebate Statement

We are required to issue quarterly Child Care Benefit and Rebate Statements to families. These detail, hours of care used, the total fee payable to the service and the CCB and CCR paid on behalf of Centrelink. This is for your information only and is not an account/invoice for any outstanding fees payable. This information is used by the DHS to calculate your Child Care Rebate payment. These statements may be required for your annual tax return.

Absence from Care

If your child/ren will not be attending on a permanently booked day, please telephone the service as soon as possible. Normal fees will apply. Child Care Benefit is payable for 42 unexplained absences per child per financial year, across all child care services. Any absence beyond the allowable limit will not attract a subsidy and parents will be required to pay full fee for care unless the absence can be explained i.e. with a Medical Certificate.

Please note that Child Care Benefit is not paid on 'first and last day of care' absences, therefore full fee will apply if your child does not attend.

Late Collection from Care

If you are unavoidably detained and unable to collect your child at the collection time, please call the Service to advise of the expected time of arrival. If you are unable to collect your child, please arrange for another responsible adult to collect the child and advise the Service of this arrangement. If the person collecting your child/children is not on your enrolment form, then please contact NCN to arrange to have them added to your enrolment, this must be submitted in writing, or as per authorised collection of children procedure. A child will not be allowed to leave the service with an unauthorised person.

If families are late collecting children from any of the programs, there will be an end of session late fee charge of \$15.00 per 15 minutes per child.

General Information

In matters regarding Duty of Care, the interests of the child take precedence over considerations of confidentiality. Further information may be found in the Governance Policy folder, Educator Policy folder and Staff Policy folder which are displayed in the foyer at 59d Amy Road or on the Privacy Commissioner's website www.privacy.gov.au/act/npps

For further information on the retention period for child related records, refer to the Tasmanian Department of Education website www.childcare.tas.gov.au

Priority of Access

The Australian Government has determined guidelines for allocating child care places. The levels of priority which must be followed when filling vacant places are:

1. a child at risk of serious abuse or neglect.
2. a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of *A New Tax System (Family Assistance) Act 1999*.
3. any other child.

Where a service has no vacant places and is providing child care for a child who is third priority under the Priority of Access, the service may require that child to leave the service in order for the service to provide a place for a higher priority child.

Review your Enrolment Procedure

If you enroll your child with any of our services, check that you have:

- Completed our enrolment form.
- Provided information at the time of enrolment on any medical condition or special needs for the enrolling child. Some medical conditions require "management plans" to assist the educator/staff in providing appropriate care. Children with special needs can access additional support in the care setting via the involvement of the Commonwealth Inclusion Support Service. Please enquire about this at the time of enrolment.
- Provided evidence of the immunisation details for children in care (State Government Health requirement). Please bring a copy of your child's clinic book or other relevant paperwork. These can be obtained from a "MyGov" account, should you have one.
- Provided copies of any custody or access agreements (if applicable).

If your enrolment changes - it is vital that you keep us informed of any changes in:

- Telephone contacts
- Email
- Place of employment
- Study details
- Emergency contacts or other persons authorised to collect your child
- Updates of immunisations
- Updates on any medical information
- Custody or access arrangements
- Address
- Changes to the hours/days of care required.
- Medical Conditions

Details of your enrolment will be forwarded to you annually for you to check and advise us of any changes.

Our 'Reason for Being' Charter

Northern Children's Network Inc (NCN) is a community focussed, not for profit organisation providing child care services throughout Tasmania. NCN is governed by a Committee of Governance consisting of volunteer community members.

Our Future

Our vision is to be a leading provider of child care into the future.

Our Purpose

Our purpose is to provide engaging and positive child care environments.

Our Philosophy

Our philosophy is based on 'helping create confident children'. Our services, our relationships with families, communities and supporting organisations are based on helping create environments, programs and resources that provide children with confidence to meet the future.

Our Values

These statements reflect the underlying principles upon which NCN has based the development of its strategic plan and provision of services as well as its approach in operational matters.

Child Care Services

We provide child care services in response to community needs

Highly skilled and committed workforce

We provide an environment for Committee of Governance members, employees and educators to maximise their contribution and job satisfaction

Strong Leadership

We provide leadership in child care services to benefit our community

Community Partnership

We provide opportunities for the community to become involved in child care services

NCN's Customer Charter

Why do we have a Customer Charter?

At NCN, we take a long-term view. Our aim is to build lasting relationships with our clients, by providing a service that meets the needs of Tasmanian Families. Our customer charter is our guarantee to you. A full copy of our Customer Charter can be obtained at our website www.ncn.orgu under *Useful Forms & Latest Newsletters*.

Communication with you is vital to us in achieving a good relationship. If we are unable to speak with you on the phone, we may utilise other forms of technology, such as texting to your mobile or emailing information or updates.

NCN Policies, Partnerships and Procedures

The aim of our Services is the provision of care for young children, early childhood education and support for families.

The **NCN** Policies and Procedures are displayed in the foyer at your Service and also at the NCN Head Office at 59d Amy Road, Newstead. They are available for viewing by families and community members.

We hope that your involvement with our Service is a long and positive one. However, we understand that there may be problems or concerns from time to time. If you have a query or concern, you are encouraged to raise the matter firstly with your Centre Leader. But if you are not satisfied with the outcome and wish to take the matter further, then you should contact the Centre Based Services Manager (CBSM) for any Centre related issues. Also, if you believe that the service provided to your child has been positive or exceeds your expectations, NCN always welcomes these comments.

Additional Information and Useful Links

We provide a range of advice and information on child care on our website www.ncn.org.au. Our website allows families to pay child care fees on line, print off and complete enrolment forms, view our services newsletters and calculate an estimated cost of care using our CCB Calculator.

Department of Education and Training plus Education and Care unit: www.education.gov.au

Australian Children's Education and Care Quality Authority website: www.acecqa.gov.au

Early Childhood Australia: www.earlychildhoodaustralia.org.au

National Quality Framework (NQF) www.acecqa.gov.au/national-quality-framework

Family Assistance Office: www.humanservices.gov.au

'No Jab No Pay' information: www.humanservices.gov.au/immunisation

NCN services participate in the National Quality Framework.



NCN provides a wide range of Child Care Services

Family Day Care (Statewide)

Child Care Employment

Long Day Care

Beaconsfield,
Bicheno
Campbell Town
Flinders Island
Harmony at Mowbray
Queenstown
Scottsdale
St Marys
Triabunna

After School Care

Amy Road, Newstead
Invermay Primary School
Westbury Primary School
Hagley Primary School
Rural Day Care Centres

Vacation Care

Amy Road Newstead
Beaconsfield
Bicheno
Campbell Town
Queenstown
Scottsdale
Triabunna



helping create confident children