



Gumdale
O S H C
Outside School Hours Care

Parent Handbook

Phone: 07 3890 2539

Mobile: 0498 016 918

Email: goshc@gumdalesspc.org.au

Gumdale OSHC: Service Information



HOW TO ENROL

To complete an enrolment form for GOSHC, you must submit all documentation via the Qikkids Enrol tab located on the Gumdale State School website. A fact sheet can be found online too.

<https://gumdaless.eq.edu.au/Facilities/Outofschoolhourscare/Pages/Outofschoolhourscare.aspx>



MAIN SERVICE CONTACTS

Nominated Supervisor/ Director	Rebekah Goodie
Assistant Director	Caitlin Dawe
Assistant Coordinator	Caitlin Thomas / Zara Frost / Liezl Schutte
Educational Leader	Keely-Shaye Eastham
Administration	Corri Lendrum
Main Service Contact Details:	(07) 3890 2539 goshc@gumdalesspc.org.au 0498 016 918



HOURS OF OPERATION

Before School Care	6:00am – 8:45am	Vacation Care	6:00am – 6:00pm
After School Care	2:45pm – 6:00pm	Pupil Free Days	6:00am – 6:00pm
Christmas Period:	CLOSED for two (2) weeks *dates to be confirmed each year*		
Public Holidays:	CLOSED		



BOOKINGS AND CANCELLATION PERIODS

Permanent Bookings:	Bookings for children who attend on a regular basis each week. This is done through a booking request form or email.
One-off Cancellation Period:	Five (5) full business days (7 days equivalent) written notice required.
Permanent Cancellation Period:	Two (2) weeks written notice required to end permanent bookings.

Casual Bookings: Bookings on a needed basis for families. This is done via the My Family Lounge mobile device app.

Cancellation Period: Five (5) full business days (7 days equivalent) written notice required.

Vacation Care Bookings: Bookings on a needed basis for families during the school holidays. This is done via the My Family Lounge mobile device app.

Cancellation Period: Five (5) full business days (7 days equivalent) written notice required.



FEE SCHEDULE (Effective from 30th January 2023)

	Permanent Fees	Casual Fees	
Before School Care	\$25.00	\$28.00	
After School Care	\$30.00	\$33.00	
	Daily Rate	Incursions	Excursions
Vacation Care <i>(Bookings made before notified deadline)</i>	\$80.00	<i>Additional incursions and excursions will be costed accordingly and applied as an additional surcharge and on top of the daily rate.</i>	
Vacation Care <i>(Bookings made after notified deadline)</i>	\$90.00		
Pupil Free Days <i>Fees are charged dependent on programmed activities. Please see program for relevant cost charged.</i>	\$90.00		

Please note: These are the fees charged before any eligible rebates are applied to your account. Full fees are payable until Child Care Subsidy information has been provided and confirmed via myGov.

Additional Surcharges

Enrolment / Re-Enrolment Fee	\$40.00 per family (charged Term 1 to Term 3)
Non-Notification fee (ASC ONLY)	\$10.00 per child per occasion
Initial Late Collection fee	\$15.00 per family (6:00 to 6:05pm) \$1.00 per family per minute (after 6:05pm)
Subsequent Late Collection fees	There are additional fees charged on top of initial late collection fees for repeated late collectors. Please refer to Fees Payment Requirements on page 14 for more information.
Direct debit failure	\$15.00 administration fee (plus additional fee charged by DebitSuccess)

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Gumdale OSHC Philosophy

Vision

To be an exceeding service within the Outside School Hours Care sector, leading the way with our ongoing commitment to providing high-quality holistic care to children through quality learning opportunities in a creative, fun and supportive environment.

Mission

To provide a rich and engaging environment that develops, supports and encourages children to become happy, confident, capable, and lifelong learners.

Philosophy

Our aim is to provide a high-quality education and care service, that provides a safe, secure and nurturing environment for children to learn, grow and develop. We are committed to providing children with quality learning opportunities through play and leisure.

The service believes that each child has the right to be an active member of the community in which they live and learn, to express their opinions and to have their views considered in decisions that affect them. We acknowledge that parents and families are the child's primary educators and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support and promote each child's health and wellbeing. The service believes that children have the right to have their individual and cultural identity recognised and respected. The service values the Aboriginal and Torres Strait Islander cultures, and seeks to embed Aboriginal and Torres Strait Islander perspectives in our day-to-day practice with children and families through our commitment to reconciliation and acknowledge our local **Quandamooka** and **Yuggera** people.

GOSHC is owned and operated by the Gumdale State School P&C Association.

Embedded in our philosophy are our Vision, Mission, Core Values and outcomes outlined within the My Time Our Place learning framework.

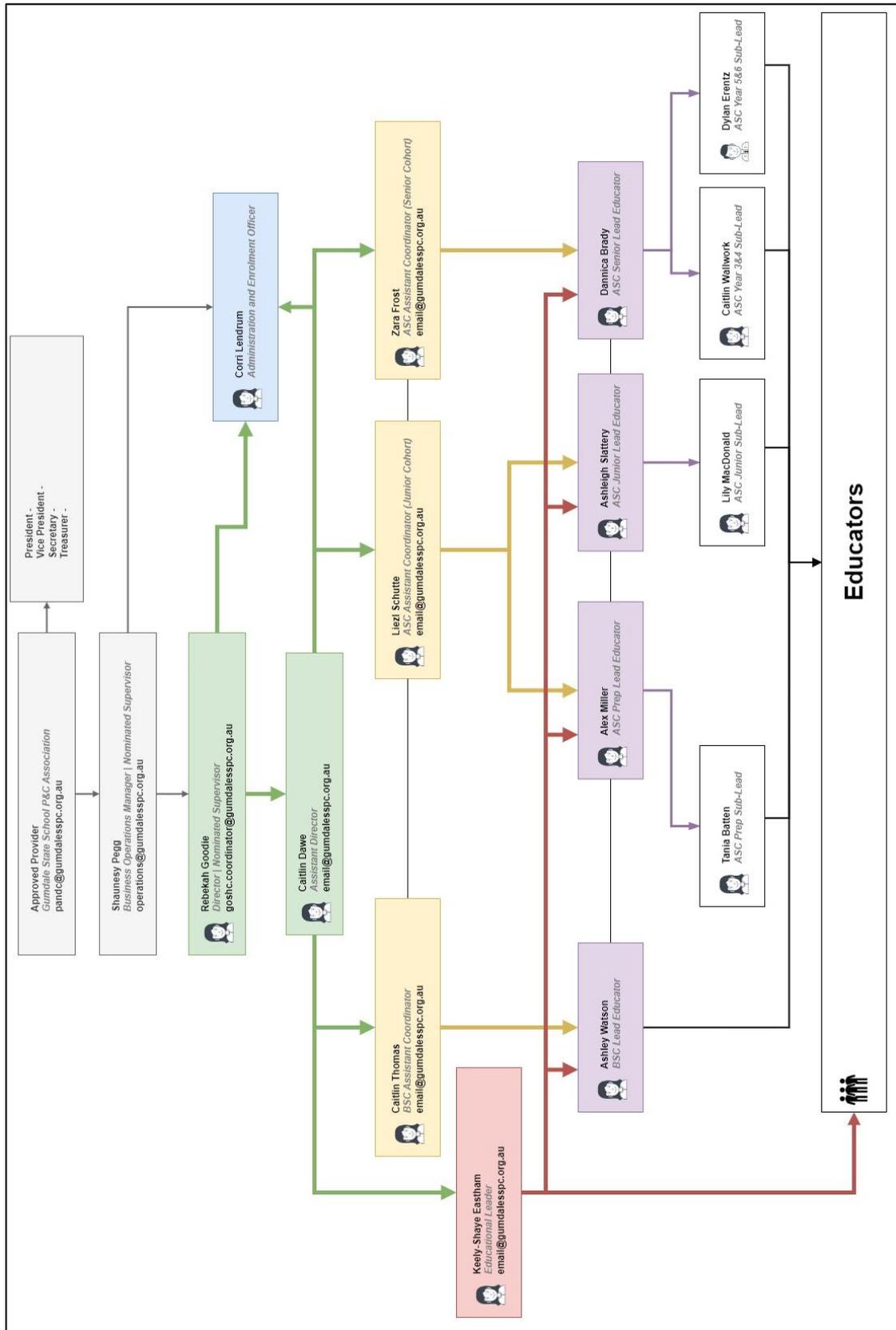
Core Values

Professionals	We are committed to hiring, developing and retaining the best educators for the delivery of highest quality outside school hours care experiences to our children and families. We will invest in the training and support of our staff to ensure they have the skills, background, experience and tools that will allow them to excel. We will work to continue to create a great work environment for our staff.
Community and Collaborative Partnerships	We work to be fully connected, engaged and aligned with the Gumdale State School community. Our service provides quality inclusive care by welcoming all children into our care and by working in partnership with our families to manage and meet the broader expectations of the community in which we operate.
Inclusion	We understand that each child is unique, and we remain respectful to them as individuals. We aim to provide opportunities for participation within the program, that is meaningful and meets the needs of all children. We aim to include children's voices in service operations, and ongoing service development.

Fun, Learning and Education	We recognise the importance of a child's development through their primary school years and acknowledge each child learns differently. Our program aims to provide learning through planned and spontaneous activities that encompass valuing diversity, life skills, play, risk taking and varied activities to engage the variety of the children's needs. We respect and acknowledge that children are capable, competent co-contributors and active participants with varying needs. We work in partnership with each child and their family to achieve the best outcome.
Teamwork	The management team, staff and families are unified in our commitment and vision for the service. In all decisions we work collaboratively and are respectful of each other's point of view, while building on each other's strengths.
Respectful Relationships	We promote self-respect, and respect for all who are associated with the service and expect all involved to engage with this.
Supportive	We will be respectful, compassionate, sympathetic and supportive where stressful or difficult situations arise for families and staff. These circumstances will be held in the strictest of confidence and assistance will be provided if we are deemed capable to do so.
Communication	We are committed to providing clear and transparent communication, and expect the same from all involved with the service. We will maintain adherence with service policies and procedures, National Laws and Regulations and share information when changes occur.
Reflective Practice and Continual Improvement	We are committed to undertaking ongoing learning and reflective practices and strive for quality improvement in line with the National Quality Framework, established by ACECQA, to inform and guide service decisions.
Health, Safety and Wellbeing	We are committed to providing a space that ensures children are safe, secure and supported. We aim to meet the needs of all children in our care through providing experiences, which are actively supervised and risk assessed appropriately.
Diversity	We respect, encourage and embrace diversity within our service and wider community, ensuring that everyone who attends our service can fully participate. We acknowledge and recognise the wisdom of the traditional owners of our land and learn and grow from them.

Gumdale OSHC Approved Provider

The Approved Provider of Gumdale OSHC is the **Gumdale State School P&C Association**. The organisational structure is as follows:

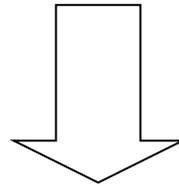


The P&C Association also engages **Bright Approach Consultancy** to provide external specialist OSHC support & audit/compliance services. (eg: no direct reports)

Grievance Procedure

To assist us in ensuring that all grievances and complaints are addressed, investigated fairly, and documented in a timely manner we ask that all educators, families, and visitors to follow this procedure if you have a concern or complaint you wish to raise. If you have a concern you wish to raise you should:

In the first instance, raise your concern in a calm manner with the person with whom you have the grievance:



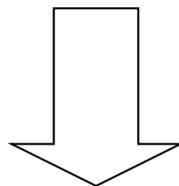
If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Raise the concern with the Nominated Supervisor at the Service:

Name: Rebekah Goodie

Email: goshc.coordinator@gumdalesspc.org.au

Phone: (07) 3890 2539

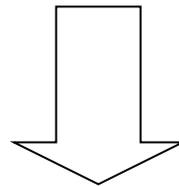


If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Contact the Business Operations Manager:

Name: Shaunesy Pegg

Email: operations@gumdalesspc.org.au

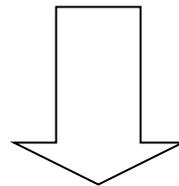


If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Contact the Approved Provider:

Name: Troy Thomson (President)

Email: pandc@gumdaless.eq.edu.au



If you are unable or not comfortable in doing this or you were not happy with the outcome then you should.....

Contact the Regulatory Authority:

Name: Department of Education: Early Childhood Education and Care (Metro South)

Email: metrosouth.ecec@qed.qld.gov.au

Phone: (07) 3028 8063

Access

Gumdale OSHC is available to all primary school age children and is primarily for those whose parents work or study. The program is designed to include children irrespective of background, culture, religion, gender, disability, marital status, or income. All areas/members of the community are respected, valued, catered for, and encouraged to be involved in the operation of the service.

GOSHC policy reference: Access policy 9.1

Acceptance and Refusal of Authorisations

Gumdale OSHC will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations 2011. Our Service requires written authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. The Acceptance and Refusal of Authorisation policy outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal.

GOSHC policy reference: Acceptance and Refusal of Authorisation policy 9.9

Arrivals and Departures

	Before School Care:	6.00am-8.45am
Operating	After School Care:	2.45pm-6.00pm
Hours	Vacation Care:	6.00am-6.00pm
	Pupil Free Days:	6.00am-6.00pm

Gumdale OSHC's responsibility for the child begins when the child enters the premises and ends when the child leaves the premises. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

At **Before School Care**, all children will be signed in by the parent, guardian, or other person whom the parent/guardian has nominated on the enrolment form via the QK Kiosk or subsequently in writing, as being authorised to do so (authorised nominee). The GOSHC staff members will sign the child out upon departure. Any missed sign ins or absences must be confirmed on next attendance.

At **After School Care**, the GOSHC staff members will sign the child in upon arrival. All children will be signed out by the parent, guardian, or other person whom the parent/guardian has nominated on the enrolment form via the QK Kiosk or subsequently in writing, as being authorised to do so (authorised nominee). Any missed sign outs or absences must be confirmed on next attendance.

Educators will, where it is possible without unreasonably endangering any person, not allow children to leave the service unaccompanied, or to be released to a person other than the

parent or guardian of the child, or to an authorised nominee as permitted under the above procedure. **The service reserves the right to ask for personal photo identification from any person arriving at the service at any time.** If in doubt, the Nominated Supervisor/Responsible Person will contact a parent/guardian immediately to discuss.

Where no written authority has been given, the parent/guardian may give permission by text, email or telephone, for an alternative person to collect the child or for the child to leave the service unaccompanied. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

All parents, guardians and authorised nominees must have their own personal mobile number and pin code assigned, and you must not share these with anyone - including your child. These procedures are all implemented to safeguard your child while they are at the service.

GOSHC policy reference: *Arrivals and Departures of Children policy 2.4*

Absences from Care

Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42 absence days for the current financial year, as per the Child Care Provider Handbook. Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence. The allowable absences do not apply to the first or last day of care, and full fees will be charged if a child is absent on the first or last session.

GOSHC policy reference: *Bookings and Cancellations policy 2.14*

Babysitting

Gumdale OSHC does not encourage or arrange educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements. If an arrangement is made, an additional form must be completed by the educator and the parent.

Behaviour Support

Gumdale OSHC recognises the wide range of age groups that access Outside School Hours Care, the differing developmental needs of individual children and the variety of diverse backgrounds. Behaviour support and management strategies play a vital role in providing a safe and happy environment for all children. Families, staff and children all have roles to play, as detailed in this policy.

Behaviour support and management are approached through:

- Consistency, understanding and supporting children to self-regulate their own behaviour;
- Respecting each individual child, preserving and promoting their self-esteem;
- Encouraging positive behaviour using praise and effective programming; and
- Having regard to all principles as set out in the service Philosophy Statement.

In circumstances where a child is about to cause significant harm to themselves, staff or other children, the educators will remove children and themselves to safety and contact the parents/guardians to immediately collect their child. Suspension, probation periods and expulsion may apply.

A copy of the service 'Behaviour Matrix' can be provided upon request.

GOSHC policy reference: 2.6 Behaviour Support and Management Policy.

Bookings and Cancellations

All enrolments are to be made via our online QK Enrol system and an enrolment form must be completed prior to your child's first attendance. Additional documents may be required (eg: medical documents) prior to the child commencing.

Bookings

You **must** make bookings for all sessions your child is to attend Gumdale OSHC. Children will not be taken by the service if bookings have not been made. If a child arrives to the service without a booking, service procedures will be followed.

To make a **permanent** booking: email goshc@gumdalesspc.org.au with your request.

To make a **casual** booking: download and log into the My Family Lounge mobile device app, select the session and date of your booking.

The following booking periods apply:

- **Before School Care:** Bookings can be made up until **6.00am** on the day of the session.
- **After School Care:** Bookings can be made up until **10.00 am** on the day of the session.
- **Vacation Care:** Bookings can be made up until **9.00am** on the day of the session.

Absences

All permanent and casual bookings made will be charged if cancellations are not made prior to the cut off dates. Should the child not attend due to illness or for any other reason, CCS will apply in accordance with allowable and approved absence provisions.

Please ensure if your child will not be attending their booked session that you notify the service using the My Family Lounge mobile device app. **Non cancellations of bookings whereby staff are required to contact families regarding an absent child will incur a \$10.00 fee per child (After School Care only).**

Cancellations

To avoid being charged for known absences, the following cancellation periods apply:

- **Before School Care:** five full business days (7 days equivalent) to cancel a permanent or casual booking via the My Family Lounge mobile device app. Two (2) weeks written notice required to end or alter a permanent booking on an ongoing basis.

- **After School Care:** five full business days (7 days equivalent) to cancel a permanent or casual booking via the My Family Lounge mobile device app. Two (2) weeks written notice required to end or alter a permanent booking on an ongoing basis.
- **Vacation Care:** five full business days (7 days equivalent) to cancel any bookings via the My Family Lounge app.

GOSHC policy reference: *Bookings and Cancellations policy 2.14*

Child Protection

Gumdale OSHC regard their role in the protection of children in their care as of the utmost importance. Gumdale OSHC has a range of policies and procedures to keep children and young people safe. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All staff have been made aware of and trained in mandatory reporting and the Safeguarding Children and Young People.

GOSHC policy reference: *Reporting child abuse policy 2.5, Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm Policy 2.10, Promoting protective behaviors 2.16, Supervision of children policy 2.20.*

Code of Conduct

Parents/guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service. Appropriate communication shall include, but not be limited to appropriate language and a calm and considerate tone. The police may be notified if a parent/guardian conduct within the service is threatening or violent. Please see the Service Grievance Resolution Procedure on display in the service.

A copy of the [Code of Conduct for Parents, Guardians, Authorised Nominees and Visitors](#) can be found on the website.

GOSHC policy reference: *9.8 Parent Conduct Policy, 9.5.2 Complaints Management Flowchart.*

Communication with Families

Gumdale OSHC recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. Families are welcome to attend the service or talk to educators during its operations. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service. We request that any concerns are addressed to the correct persons in leadership.

GOSHC policy reference: *Communication with families policy 9.3, Complaints handling 9.5*

Court Orders

There is a section on our Enrolment Form which requests information about any custody issues in relation to your child. It is very important that the Service is kept informed of any changes to custody arrangements so that your child is only released to authorised adults.

Where custodial rights apply, **a current copy of the relevant court orders must be provided to the service** prior to the child first attending care. Ongoing consultation with custodial parents will be maintained and all staff will be informed of the arrangements as they apply.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police and custodial parent will be called immediately.

GOSHC policy reference: *Court orders and the release of children in care policy 10.18*

Enrolment

Parents/guardians are required to complete an enrolment form before any child attends the Service. A meeting will take place on enrolment of your child. This is a fantastic opportunity to discuss with us what will help make your child's time with us enjoyable. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Our enrolment process involves:

1. Complete registration online.
2. To complete an enrolment form for GOSHC, you must go to: <https://gumdaless.eq.edu.au/Facilities/Outofschoolhourscare/Pages/Outofschoolhourscare.aspx>
3. You must access the enrolment by clicking on sign-in or register on the My Family Lounge pop up box on the school page.
4. Enrolments must be completed on a desktop browser. The enrolment form will not display properly on the app or a mobile phone browser.
5. All fields must be complete to lodge the form. If your form will not let you submit and states "please ensure mandatory fields completed", then you must check your form to see which field has not been completed or which box has been missed.
6. When completing the phone number details please ensure that you do not include any spaces as the form will recognise this and will prompt you to check that the number contains 10 digits.
7. To make a **permanent booking**, email goshc@gumdalesspc.org.au. Please note booking requests will not be processed until we have received the online submission of your enrolment form, and all relevant documents have been provided.
8. To make a **casual booking**, download the My Family Lounge App to your mobile device, select the session and select the date on the calendar. You will be unable to make a casual booking via My Family Lounge without first submitting the online enrolment form.

If your child has additional needs, consultation with relevant parties (eg: parents/guardians, Coordinator, inclusion support professionals and/or teachers), will occur before the child can commence. To ensure the best possible outcomes for the child, topics discussed will include:

- Level and duration of support the child requires;
- Necessary training of educators and volunteers;
- Safety of all children enrolled and environmental factors; and
- Sources of information, resources and support services

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

GOSHC policy reference: *Enrolment and communication with families*

Extra-Curricular Activities

Parents/guardians shall be responsible for informing the service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend the service. This may be done by completing an [Extra Curricular Activities Permission Form](#).

The Director shall discuss with the parent/guardian the impact that this may have on the service. Such discussion shall include whether the child will be signed out of care by GOSHC staff, or the activity provider, and who shall be responsible for collecting the child and/or returning them to the service when the activity is over.

GOSHC policy reference: *3.8 Extra-curricular Activities Policy*

Excursions

Gumdale OSHC will include excursions as a valuable part of its program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Risk assessments will be conducted, and all safety precautions identified and maintained, and parent permission will be obtained before a child is taken on an excursion.

GOSHC policy reference: *3.5 Excursions Policy, 3.5.1 Excursion Permission Form, 3.5.2 Excursion Checklist, 3.5.3 Educator Excursion Evaluation, 3.6 Transport for Excursions Policy.*

Fees Payment Requirements

All fees must be paid in accordance with the service's Fee Management policy. Failure to comply with the policy will result in a termination of your booking.

Gumdale OSHC implement the following fee payment requirements:

- Fees must be paid fortnightly in accordance with the service's Fee Management policy.
- Fees are payable one (1) week in advance and one (1) week in arrears for every session that your child is booked into the service unless the notice period – five (5) full business days – for cancellations is provided.

- Child Care Subsidy is available to all families who are Australian Residents. To find out their eligibility, families must contact the Department of Human Services <https://www.humanservices.gov.au/>
- Upon notification of your child leaving the Service, any fee credits on your account may be refunded to a nominated bank account or you can choose to donate these funds to the Service. All requests for refunds need to be placed in writing.
- All fee payments made to the service are paid using our direct debit system.
- If your direct debit transaction defaults for any reason, all fees associated with the default payment will be incurred and paid for by the account holder. An additional administration fee of \$15.00 is applied by the service.
- Full fees are payable until Child Care Subsidy information (parent/guardian and child Customer Reference Numbers (CRN) and birth dates) has been provided and confirmed via myGov.

Failed Direct Debit Fees

If the direct debit has failed, your account will incur a late fee of \$15 from GOSHC, and an additional surcharge from Debit Success. If this occurs an overdue reminder will be sent. If the account remains overdue and no arrangements are made for payment, then the account will be referred for debt collection and care may be cancelled.

In the event of outstanding debts being sent to debt collection, the account holder that has not made payment of fees within the agreed timeframe, resulting in a referral to a collection agency, will incur all charges by the collection agency.

Late Fees

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$15 for the first five (5) minutes and \$1 per minute thereafter added to the family account.

There are **further additional fees** for families who are late more than once (1) per term. The process for this fee being charged is as follows:

First offence – usual late fees apply

Second offence – usual late fees apply and an additional \$25.00 is added

Third offence – usual late fees apply and an additional \$50.00 is added

Families who are continually late in collecting their children may jeopardise their child's place at the Service. Should this be the case, the family will receive a formal letter from the Nominated Supervisor and a meeting may be organised to discuss this further.

Annual Enrolment Fee

There is an annual enrolment fee of \$40.00 per family automatically added to your account upon enrolment and re-enrolment. This is charged to all families throughout Term 1 to Term 3 and covers the year of enrolment.

GOSHC policy reference: *10.4 Setting, reviewing and managing fees.*

Food and Nutrition

Gumdale OSHC recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children. The service encourages and promotes the health and wellbeing of children by providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parent/guardians are supported to understand the benefits of this approach to nutrition for their children. The weekly menu is displayed in the foyer.

GOSHC policy reference: 5.2 Food and Nutrition Policy, 5.3 Food Act (2006) Compliance Policy, 5.4 Food Safety Program Policy.

Homework

To support families and children, the service will endeavour to provide adequate time, quiet space, and supervision to enable children to do their homework as necessary, with the express understanding that time in school age care may be the optimal opportunity for homework completion. GOSHC staff cannot sign off on homework.

GOSHC policy reference: 3.4 Homework Policy

Inclusion

Gumdale OSHC supports the principles of equity and justice through implementing inclusive and anti-bias practices. Our aim is to embed equal opportunities and respectful relationships irrespective of nationality, race, religion, gender and/or special needs. Through inclusive practices, educators support each child to achieve a strong sense of belonging and achievement and to recognise and challenge bias. Programs and environments which support inclusion and anti-bias will be regularly reviewed and assessed, and changes implemented to address inequalities.

The service can apply for additional funding to assist in supporting children with some additional needs. There are additional forms to be completed before this can occur, and this does not provide 1:1 care for your child.

GOSHC policy reference: 2.9 Inclusion and Anti-bias Policy.

Illness and Injury

Gumdale OSHC proactively strives to avoid injuries or trauma occurring at the service, and to minimise the impact of injuries, illnesses, and trauma by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children is acknowledged and will be considered in administering all procedures.

Parents/guardians will be alerted to incident reports needing to be signed through the QK Kiosk system. **These must be signed as soon as possible after the incident has occurred.**

GOSHC policy reference: 4.5 Incident, Illness, Injury or Trauma Policy.

Information Handling

In providing education and care, the service obtains and deals with personal and sensitive information relating to families, children, staff and others. The service respects the privacy of all individuals and seeks only information which it needs to protect and care for children and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

GOSHC policy reference: *10.8 Information Handling (Privacy and Confidentiality) Policy.*

Information Sharing with Gumdale State School

Gumdale OSHC and Gumdale State School are two separate entities, and as such do not share information surrounding absences, early departures, or information about children and families due to confidentiality policies. If there is a need to communicate with the school about your child, an additional form will be provided to you to giving authorisation for this to occur.

Please assist us in notifying the service your child does not attend school, or is collected early, or if contact information, medical information, authorised contacts, etc change.

Information Technology

Gumdale OSHC acknowledges and recognises the important role information technologies in society today and therefore aims to have suitable policies and procedures in place to ensure that information technologies are used appropriately and in the best interests of the children, families and employees who use the service.

GOSHC policy reference: *10.12 Information Technology Policy*

Medication

In the interests of the health and wellbeing of the children, the service will only permit medication to be given to a child if it is in its **original packaging with a chemist label attached**. The chemist label must state the child's name, dose of medication required and expiry date. Working collaboratively with families, and with the parent's written authorisation, children will be enabled to self-administer medications. The service will follow all legislative requirements in the instances of administration of prescribed medicinal cannabis to a child at the service. Any medication incorrectly labelled or not labelled will not be administered to a child while attending GOSHC.

In 2023, no medication is permitted to travel between school, GOSHC and home, with the exception being during Vacation Care.

GOSHC policy reference: *4.6 Medication Policy, 4.6.1 Medication Authority and Administering Form.*

Medical Conditions

Gumdale OSHC recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis, and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

Children's medical needs may be broadly categorised into two types:

- **Short-term:** which may affect their participation in activities while they are on a course of medication. Short-term medical needs are typically an illness that the child will recover from in a short period (e.g. *tonsillitis, chest infection, etc.*)
- **Long-term:** potentially limiting their participation and requiring extra care and support. Long term medical needs are typically ongoing (e.g. *asthma, diabetes, anaphylaxis, epilepsy, celiac disease*)

Gumdale OSHC is committed to ensuring our educators are equipped with the knowledge and skills to manage situations, to ensure all children in attendance receive the highest level of care and that their needs are considered at all times. Providing families with ongoing information about medical conditions and their management is a key priority. There are additional documents that parents/guardians **must** provide the service prior to their child attending:

1. **Medical management plans** including action plans are to be updated every year.
2. **Risk minimisation plans** are to be developed in consultation with the parent/guardian and OSHC leadership team.
3. **Medication** that is supplied for your child must be on site and in date at all times your child is in attendance.

GOSHC policy reference: 4.17 *Medical Conditions Policy*

Mobile Devices

- i. Children are not permitted to bring or use their own electronic devices (with or without communication capabilities) to the service. Examples of these include smart watches, mobile phones, iPads, laptops, and gaming devices. Children do not need these devices to provide emergency communication as the Nominated Supervisor and/or Responsible Person on Duty can contact parents/guardians directly.
 - a. A trolley will be provided for storage of iPads/laptops while in attendance at the service. It is the child's responsibility to place their electronic device in the trolley.
- ii. The Nominated Supervisor may authorise an exception to (i) subject to:
 - a. A demonstrated necessity and agreed safeguards.
 - b. When electronic devices form part of the programmed activities (eg: if stipulated in the vacation care program).
- iii. Gumdale OSHC does not take responsibility for any lost, stolen or damaged personal belongings.

GOSHC policy reference: 2.26 *Electronic Media Use*

National Quality Framework

As an education and care service, our service strives to meet the National Quality Standards and the requirements for Approved Providers and Nominated Supervisors under the Education and Care Services National Law Act 2010 and Regulations 2011 in such a way as to best fulfil our responsibilities to educate and care for children and to carry out the agreed policies and procedures of the service.

Personal Belongings

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones, the service requests that these items are not bought to the service. If they are, they should be clearly named with permanent identification. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

Policies and Procedures

Gumdale OSHC has an extensive Policy and Procedure Manual which reflects the service philosophy and goals and ensures operational and program practice is compliant with all relevant legislation. For easy referencing, a copy of the manual is available at our sign in counter (hardcopy version). All details in the manual are kept up to date and are regularly reviewed.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family, and your individual child during your time with us. All service policies and procedures are subject to change and parents will be notified of any changes through various service communication platforms.

Routines and Transitions

Before School Care (6:00am – 9:00am)

6:00am – 8:00am	Children must be signed in using the Qikkids Kiosk system by a parent/guardian. We also offer the Stop Drop and Go service from 7:00am-8:00am. Breakfast is provided until 8:00am in the kitchen. Programmed and spontaneous activities run in allocated areas as per Before School Care program. Areas on offer increase as children arrive.
8:00am – 9:00am	Children begin the pack up and sign out process. 8:25am – Year 3+ are released to school 8:40am – Year 1 and 2 children are released to school 8:45am – Prep children are walked to their classroom by GOSHC educators

After School Care (2:45pm – 6:00pm)

2:45pm – 3:30pm	<p>2:45pm – Year 3+ children arrive and sign into GOSHC. The missing children procedure is followed for any non-arriving children.</p> <p>3:00pm – Year 1-2 children arrive and sign into GOSHC. The missing children procedure is followed for any non-arriving children.</p> <p>3:00pm – Prep children are collected from their classroom and signed into GOSHC. The missing children procedure is followed for any non-arriving children.</p> <p>Children are given the choice of eating afternoon tea and free play until programmed activities commences.</p>
3:30pm – 4:45pm	<p>Programmed and spontaneous activities run in allocated areas as per After School Care programs. Areas on offer close as children depart the service.</p> <p>Children must be signed out using the Qikkids Kiosk system by a parent/guardian.</p>
4:45pm – 5:30pm	<p>Late snack is offered at 4:45pm, while all outer areas are packed up. Children will engage in multi age play in remaining areas.</p>
5:30pm – 6:00pm	<p>From 5.30pm, all children will be in the quiet room for quiet games and activities.</p>
6:00pm	<p>The service closes at 6:00pm. Please ensure that you collect your children before this time, or late fees will be charged.</p>

Staffing

Educator to child ratios will be in keeping with, or better than, those set out in the *Education and Care Services National Regulations 2011*. In setting ratios, consideration will be given to the activities undertaken, the ages and abilities of the children and any additional needs that the children may have as well as the ongoing obligation to ensure effective supervision. Gumdale OSHC encourages the building of skilled, qualified, motivated educators who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children at the service.

GOSHC policy reference: 2.3 *Educator to Child Ratios Policy*, 8.1 *Role and Expectations of Educators Policy*.

Sun Safety

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80 per cent are skin cancers. Given that children may be in care during peak ultraviolet radiation (UVR) times throughout the day, education and care settings play a major role in both minimising children's UVR exposure and providing an environment where policies and procedures can positively influence long-term behaviour.

Sun safety will be practiced and enforced at our service throughout the whole year.

A SunSmart Board is located in the sign in/out area which displays the time that sun protection is required for the day including what the max UV will be for the day. This board is updated every morning by staff using the SunSmart App.

Parents/guardians will be asked to provide for their child:

- A broad brimmed SunSmart hat which protects the face, neck, ears and crown of the head and encourage them to wear it. **No caps.**
- Appropriate SunSmart clothing that protects as much of the skin as possible, and in particular covers the shoulders. **No singlet tops or midriffs.**

GOSHC policy reference: 4.8 Sun Safety policy

Supervision

Gumdale OSHC acknowledges that the safety of children is paramount and therefore takes a proactive approach, through the implementation of specific policies and procedures, to ensure the adequate and appropriate supervision of children whilst enrolled and attending the service program. Educators will be required to do regular head counts and use educator communication methods when supervising activities indoor or outdoor activities. A site supervision map of the school grounds with the best areas to supervise the children is in the OSHC office for staff.

GOSHC policy reference: 2.20 Supervision of Children Policy

Toileting

Gumdale OSHC recognises the need to ensure the safety of all children whilst accessing toilet facilities and acknowledges that from time to time, children may require additional support and assistance. Thus, service management seeks to ensure that the personal health, hygiene and safety of children and educators is supported, through the consistent implementation of the following procedures to protect children from risk of harm or injury.

Educators shall check the toilet facilities for safety prior to the commencement of the daily program/s including before school, after school and vacation care. All children shall be actively supervised whilst accessing the toilet facilities. Educators shall observe practices to ensure that they are not placing themselves in a compromising situation while escorting children to the toilet area and shall ensure that a minimum of two children are escorted at any one time.

GOSHC policy reference: 4.9 Children's Toileting Policy.

Vacation Care

Gumdale OSHC operates Vacation Care during all school holiday periods. The Vacation Care program is released to families in Week 7 of each term. **All bookings are to be made via the My Family Lounge mobile device app.** If you would like your child to attend a programmed excursion, you must complete the additional excursion permission forms.

Our Vacation Care sessions fill up very quickly, so prompt booking of required days is advised. In the event that our service is fully booked, please turn your notifications on in My Family Lounge to be notified if a place becomes available.

Water Safety

Gumdale OSHC acknowledges that water activities are a significant part of our Queensland culture therefore we aim to provide children with experiences that are safe and fun. The service recognises that the safety and supervision of children in and around water is of the highest priority therefore children will be closely supervised at all times during water play experiences.

A comprehensive risk assessment of the venue and activity will be conducted to determine the required educator to child ratio. At least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance and immediately available in an emergency.

GOSHC policy reference: 3.13 Water Activities and Safety Policy

We are pleased you have chosen us to share in your children's outside school hours care journey. We look forward to getting to know you and your child throughout their time in primary school. We look forward to having a long and rewarding relationship with you and your child as you both embark on this adventure, and we trust that you will enjoy your experience with us.

- Gumdale OSHC Team -