



# Parent Handbook

Ph: 07 38902539

Mobile: 0498016918

Email: [goshc@gumdalesspc.org.au](mailto:goshc@gumdalesspc.org.au)

**Contents**

1.....	CONTACT INFORMATION
2.....	CONTENTS
3.....	GOSHC PHILOSOPHY
4.....	GOSHC APPROVED PROVIDER
5.....	ACCESS
5.....	ARRIVALS AND DEPARTURES
5.....	ABSENCES FROM CARE
6.....	BOOKINGS AND CANCELLATIONS
7.....	CHILD PROTECTION
7.....	COMMUNICATION WITH FAMILIES
8.....	DAILY ROUTINES
9.....	ENROLMENT
9.....	EXTRA ACTIVITIES
10.....	EXCURSIONS
10.....	FEES AND OVERDUE FEES
10.....	FOOD & NUTRITION
11.....	HOMEWORK
11.....	INCLUSION
11.....	ILLNESS AND INJURY
11.....	INFORMATION HANDLING
12.....	INFORMATION TECHNOLOGY
12.....	MEDICATION
12.....	MEDICAL CONDITIONS
13.....	NATIONAL QUALITY FRAMEWORK
13.....	PARENT CODE OF CONDUCT
13.....	BEHAVIOUR SUPPORT
14.....	STAFFING
15.....	SUN SAFETY
15.....	SUPERVISION
15.....	TOILETING
16.....	WATER SAFETY

### **Gumdale OSHC Philosophy**

*Gumdale OSHC (GOSHC) are committed to providing children with quality learning opportunities, delivered in a safe, secure and stimulating environment, while aspiring to deliver the highest standard of care. All our endeavours support the values and mission of Gumdale State School benefiting the educational experience of all students. GOSHC is owned and operated by the Gumdale State School P&C Association.*

*Gumdale OSHC believes that each child has the right to be an active member of the community in which they live, to express their opinions and to have their views considered in decisions that affect them.*

*We believe the best interests of the children and their right to play, learn and develop in a safe and nurturing environment, is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children.*

*We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions, we can build a foundation for successful lifelong learning.*

*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.*

*We acknowledge the important role that schools' play in children's education, learning and development and seek to develop complementary and supportive relationships based on collaborative partnerships.*

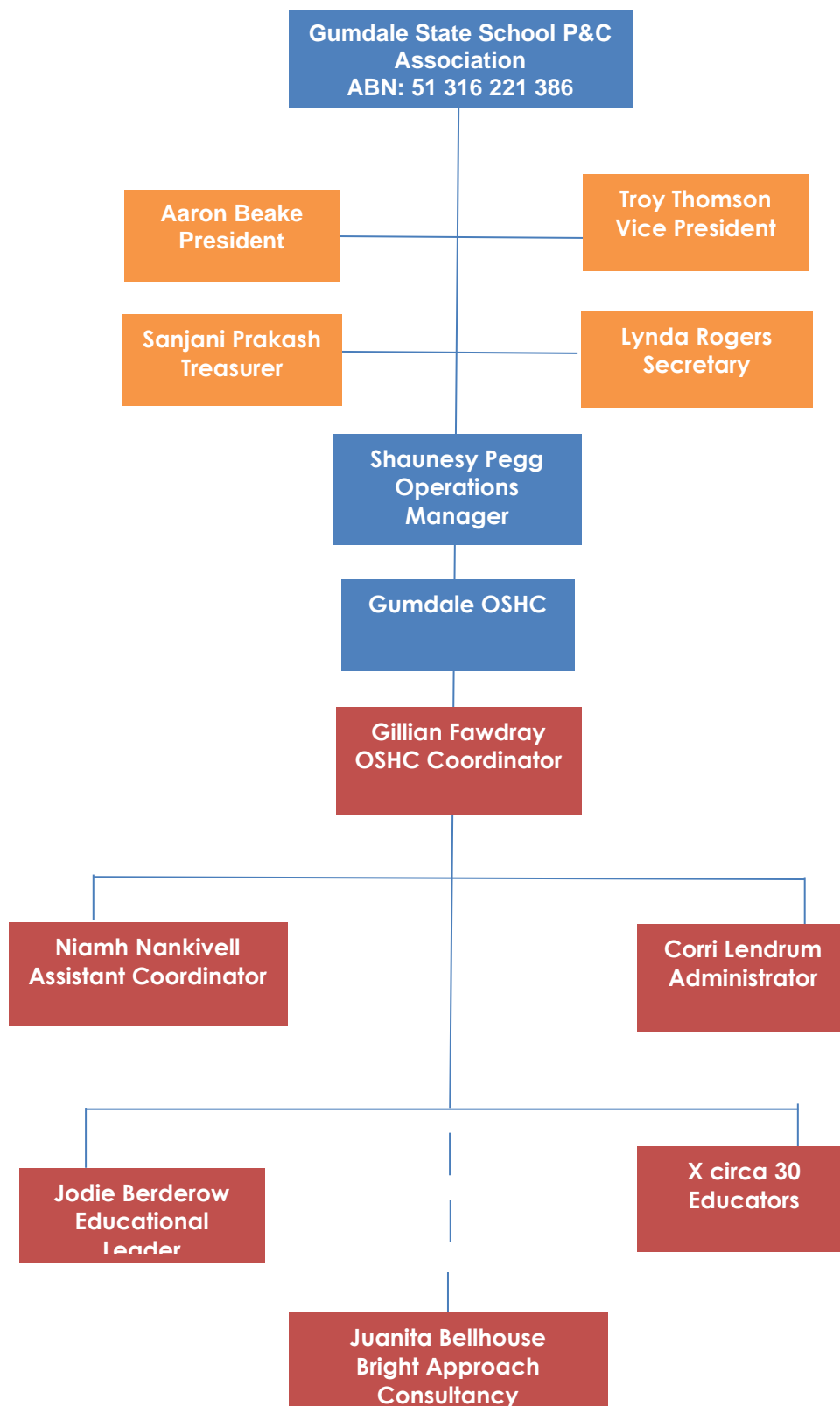
*We acknowledge through all aspects of service delivery, the intrinsic worth and strengths of all children and their families, and their right to equitable access and participation in the community.*

*The service believes that children have the right to have their individual and cultural identity recognised and respected. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. We seek 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.*

*We value ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children.*

### **Gumdale OSHC Approved provider**

The approved provider of Gumdale OSHC is the Gumdale State School P & C Association. The organisation structure is as follows:



\*Bright Approach Consultancy are engaged by the P&C to provide external specialist OSHC support & audit/compliance services i.e. no direct reports

**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*

**Arrivals and Departures****HOURS OF OPERATION**

**Before School Care:** 6.00am-8.45am, **After School Care:** 2.45pm-6.00pm

**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. All children will be signed in and 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).

**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*

### **Bookings and cancellations**

All bookings are made via our QK Enrol system and an enrolment form must be completed prior to your child's first attendance.

To make a **permanent** booking, email [goshc@gumdalesspc.org.au](mailto:goshc@gumdalesspc.org.au) with your request.

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

All permanent and casual bookings made will be charged. 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 APP.

**Non-cancellations of bookings whereby staff are required to contact families regarding an absent child will incur a \$5.00 fee.**

The following cancellation periods apply:

**BSC and ASC** – 5 business days to cancel a permanent or casual booking via the My Family Lounge app. 2 weeks written notice required to end or alter a permanent booking on and ongoing basis.

**Vacation care** – 5 business days to cancel a permanent or casual booking via the My Family Lounge app.

The following booking periods apply:

**Before school care**- Bookings can be made up until **5pm** on the day before the session.

**After school care**- Bookings can be made up until **10am** on the day of the session.

**Vacation care**- Bookings can be made up until **5pm** on the day before the session. Vacation care bookings will have a cut off date, and late fees will apply for bookings made after the advertised date.

**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.*

### **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.

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

## Daily Routines

<b>Before School Care Routine 6-9am</b>	
6am Staff:	Set out iPads, answer any emails, unlock kitchen and toilet, empty dishwasher, complete playground check.
6-8am Staff:	Nominated staff (on job board) will prepare afternoon tea snack and fruit platter, to store in fridge until the afternoon. Another staff member will take children for active play (hall/courts/playground/oval), depending on child interest. Note: some young children struggle with separation anxiety and families may need staff support to settle their child/ren into OSHC.
6-8am Children:	Children sign into OSHC and come into the kitchen. We provide breakfast (cereals, toast, toasties, or every fortnight a special breakfast option). They have free time to play with OSHC equipment, including active play outside the OSHC building.
8-9am	Roll is completed. Staff to ensure areas are tidy before children leave. Then children go to class and staff assist children as needed. All children must be in class by second bell, 8:50am. Once finished, and OSHC pigeon hole checked, staff return to OSHC (and kitchen) to tidy any residual mess. Additional time can be spent completing readings.

<b>After School Care Routine 3-6pm</b>	
<ul style="list-style-type: none"> <li>2:30-3pm</li> <li>Staff:</li> </ul>	<ul style="list-style-type: none"> <li>Afternoon Tea (prepared in the morning session) needs to be set up, activities ready, and our school pigeon hole checked. Staff prepare for planned activities. If free, assigned readings can be completed.</li> </ul>
<ul style="list-style-type: none"> <li>3-3:30pm</li> <li>Children:</li> </ul>	<ul style="list-style-type: none"> <li>Arrive at 3pm. Children are signed in by staff member (and when the UV is 3 or above, apply sunscreen). Children then put away their bags and wash hands at designated station before getting food. First arrivals can volunteer as servers where appropriate. Other jobs are completed immediately following roll call.</li> </ul>
<ul style="list-style-type: none"> <li>3-3:45pm</li> <li>Staff:</li> </ul>	<ul style="list-style-type: none"> <li>During afternoon tea, staff should be spread around the different areas. 3 sign in areas will have 3 educators signing in with other staff helping to supervise the eating area and a 'floater' to address any parents, phone calls and/or absentees.</li> <li>After snack, the dishwasher needs to be loaded and kitchen areas cleaned.</li> </ul>
<ul style="list-style-type: none"> <li>4-5pm</li> <li>Staff</li> </ul>	<ul style="list-style-type: none"> <li>Staff Members are spread across a range of areas doing different activities.</li> </ul>
<ul style="list-style-type: none"> <li>5-6pm</li> <li>Staff</li> </ul>	<ul style="list-style-type: none"> <li>Group games.</li> <li>Free Time; include children cleaning up OSHC.</li> <li>By close ensure: all areas ready for the next day, outside equipment is brought inside, and all doors locked.</li> </ul>



## **Enrolment**

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](mailto:goshc@gumdalesspc.org.au). Please note booking requests will not be processed until we have received the online submission of your enrolment form.
8. To make a casual booking, download the My Family Lounge App, select the session (note, the after school care roll is broken up into age groups) 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.

## **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 Activities Escort Form.

The Coordinator 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 personnel, 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 and Overdue Fees**

### Permanent Fees

Before School Care \$18.00

After School Care \$23.00

Vacation Care \$55.00

Vacation Care - Incursion Day \$65.00

Vacation Care - Excursion Day \$75.00

### Casual Fees

Before School Care \$21.00

After School Care \$26.00

Vacation Care (booking after the notified deadline): \$65.00

Vacation Care – Incursion Day \$75.00

Vacation Care – Excursion Day \$85.00

*All fees are before any Child Care Subsidy discounts are applied.*

Fees are to be paid fortnightly, one week in arrears and one week in advance via direct debit. Please note that there is an annual administration fee of \$35 automatically added to your account. If the direct debit has failed, your account will incur a late fee of \$15 from GOSHC, and a \$14.95 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.

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 15 minutes and \$1 per minute thereafter.

**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/Families 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 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.

**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.

**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 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.

**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.

Medical Management Plans including Action plans are to be updated every year. Risk Minimisation plans are to be developed in consultation with the parent/guardian and OSHC leadership team. Medication that is supplied for your child must be in date.

**GOSHC policy reference:** *4.17 Medical Conditions Policy*

## **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.

**GOSHC policy reference:** *10.1 Managing compliance with the National Quality Framework (NQF)*

## **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.

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

## **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.

**GOSHC policy reference:** *2.6 Behaviour Support and Management Policy.*

## **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 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.

Parents/guardians will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible, and in particular covers the shoulders. No singlet tops.

**GOSHC policy reference:**

### **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.*

## **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 look forward to supporting your child and family during their school age years.

The GOSHC Team



