

GUMNUT HOUSE

SCHOOL AGE CARE

PARENT HANDBOOK

BOOKLET PART B

Compiled by Gumnut House Greenbank P & C and Staff from S.A.C

GREENBANK STATE SCHOOL PARENT'S & CITIZEN'S
ASSOCIATION

GUMNUT HOUSE GREENBANK
OUTSIDE SCHOOL HOURS
CARE

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Welcome to Gumnut House Greenbank School Age Care Service. Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Your Director is Natalie Philp (Adv Dip Child Care & Education). Your Coordinators are Mrs Carol Desnica (Diploma Children Services) and Mrs Livia Sheppard (Bachelor of Science, Graduate Diploma in Education). We also employ a number of part / time and casual staff. Photos of all educators are located on the wall in the sign-in area. Our educators hold a wide range of qualifications related to the care of children, they all hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

Our service is licensed by State Department of Families and we undertake the Outside School Hours Care Quality Improvement process and are committed to the principles of the quality improvement framework.

We hope that you find this information package helpful and informative.

Enclosed you will find information which outlines for you how our service is run. Please use this checklist below to ensure you have received and completed the relevant information.

Your package has 3 sections, please ensure you have received Part A / Part B & Part C

- Part A - Gumnut House Greenbank Enrolment Form
- Part B - Gumnut House Greenbank Family Handbook
- Part C - Policies

Centre Philosophy & Goals
Interaction with Children Policy
Protection of Children Policy
Educator Ratio's
Behavioural Support & Management Policy
Anti-Bias and Inclusion Policy
Inclusion of children with additional needs
Anti- Bullying Policy
Use of Photographic and Video images of children
Promoting protective behaviors Policy
Reporting Guidelines and directions for the reporting
of disclosures and children in harm
Roles & Expectations of Educators
Parent participation Policy
Drills & Evacuation
Harassment & Lockdown Policy
Bomb threat Policy

Quality Compliance Policy
Observational recording policy
Water safety Policy
Complaints Handling policy
Medication Policy
Sun Safety Policy
Food Handling Policy
Workplace Health & Safety

Gumnut House Greenbank S.A.C

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1.3 Our Sponsor/Licensee

Gumnut House Greenbank is sponsored/licensed by Greenbank State School P&C Association.

Parent participation is encouraged throughout all aspects of the service; the committee supports the Educators and sponsor/licensee with the day to day running of the service. The parent committee meetings are held monthly on the second Tuesday of each month on site, 7.00pm until approx 9.30pm.

Policy and management issues should be directed to the P&C via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, responding to emails, adding suggestions to whiteboard or completing surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

1.4 Policies and Procedures

Gumnut House Greenbank SAC has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read at any time. For easy referencing a copy is kept on the Parent/Guardian Information table.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Details in this manual are correct at the time of printing. Policies and procedures

are subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the service. A meeting will take place if time permits before your child commences. This is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Parent 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.

Information will be required from the parent/guardian. Refer **Enrolment Policy** for details.

1.9 Photos

On occasion your child may be photographed participating within the day to day activities we provide at Gumnut House Greenbank School Age Care Service. These photos may be used within the service on walls etc as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

1.10 Priority of Access and Non Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children aged between Prep and Year 7. Prep children are able to commence care from the first day they are eligible to attend a State School.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services Section 6.3. These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

First priority	A child at risk of serious abuse or neglect
Second priority	A child of a single parent who satisfies, or have parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act
Third priority	Any other child

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be reentered into the program when a place becomes available.

See Access Policy.

1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Information Handling (Privacy and Confidentiality) Policy**. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

1.12 Parent Code of Conduct

Educators are available for parents to speak briefly to at all times when the service is open. Longer, more confidential appointments can be made to speak with the Coordinators or Director. If you wish to speak to someone other than the Coordinator or Director you can follow the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- **There will be no swearing or raised voices**
- **Educators have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if person does not respond to request to leave the premises**

Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Director or Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. In emergencies faxed letters of authorisation can be sent to service through the school. If you require your child to attend activities within the school grounds, written authority must be given. Staff will not be available to escort children to these activities due to staffing ratios. Parents should consider this when enrolling children in these activities. The Educators will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care is received. If children who are booked in to the Service for care have not arrived within fifteen- twenty minutes of expected arrival, parent/guardian will be contacted on the telephone numbers provided. Parent will be also charged a \$5.00 fee for not phoning the centre to inform of their child's absence.

Refer Arrivals and Departures Policy.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for Educators. If there is an emergency and you are unable to collect your child on time, please contact the service, If your child is not collected on time, a late fee of \$10.00 will be charged immediately after 6.00pm, with a further \$1.00 payable every 1 minute thereafter. The correct time will be recorded on sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police to collect children who are still at the service. Other payable miscellaneous fees : If parents fail to contact centre in regards to a child's absence the parent will be fined \$5.00 each time.

Refer Arrivals and Departures Policy.

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, Educators will assess the situation immediately and will call the police and parent/guardian as quickly as reasonably possible.

Refer Arrivals and Departures Policy.

2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow, these rules are developed with input from the children themselves to give them a sense of ownership over what happens within "their" space and are displayed prominently throughout the service.

2.8 Illness and Injury

The Service actively strives to avoid injuries occurring at the Service and to minimize the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re inclusion of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health.

The Director or a Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified Educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital if ratios permit a staff member will ride with the child. The cost of the ambulance is the parent/guardian's responsibility. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Illness and Injury Policy, General Health and Safety Policy and Infectious

2.9 Medication

In the case of your child/children requiring medication whilst in our care, please supply written authority from the parent/guardian stating the drug, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. All medication will be administered by the Director/Coordinator or staff member nominated by them and will be recorded in a Medication Register which will be signed off by another witness. Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form. ***Refer Health and Wellbeing Policies.***

2.10 Daily Routines

Children are signed in by parents each morning. If your children have not yet had breakfast they may have some supplied by the service however breakfast time ceases by 7.45am each morning. Morning routine can consist of children completing home work, reading, playing board games, using computers or watching appropriate TV. Year 6 and 7 children are allowed to leave the premises and go to school at 8.20am if they have written permission from the parent. All other school age children may leave at 8.30.am. Prep children are walked up to the prep building at 8.45 am by staff.

Children are signed in by a staff member immediately after school. A light, nutritious snack will be served at 3.15pm, followed by other activities. A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. If, by any chance, you have a concern with a student or volunteer please see the Director

Refer Volunteers Policy.

2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- Names of the persons who are in charge

Children are required to have footwear for ALL excursions. Children MUST wear a hat and sun screen (provided by parents) at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. Also please remember no child will be allowed to partake in excursion unless all costs have been paid prior to the event.

2.17 Clothing

During Before school and After school care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Children wear shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn on excursions when there is exposure to the sun for a short period of time.

Refer Preventative Health and Well Being Policy.

2.18 Babysitting

The service does not encourage or endorse 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.

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. Fee schedule is printed in the Family Handbook at the front of this package. The Management Committee will set fees based on the annual budget (**see Service Policy**) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and Service Policies and Procedures. Parents will be notified of any changes via parent information board

Gumnut House Greenbank charges a Facilities Fee to all families, which is payable upon enrolment form being handed in.

Accounts are issued fortnightly and payment is due **no later than the following Friday**. Payment can be made directly to Director by cash / credit card or using our direct credit facility. Receipts will be issued at the request of the parent.

Fees outstanding for more than four weeks will result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, attending the service when a place becomes available.

A debt collection agency will be appointed to recover monies outstanding for more than four weeks. Contact the Director to discuss payment of outstanding fees. Confidentiality is assured.

Please check the current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

3.2 Childcare Benefit (GCB)

Childcare Benefit is a payment made to families to assist with the costs of child care. Australian residents using child care provided by approved child care service may receive Childcare Benefit. CCB is based on an income assessment. This can be applied for through the Family Assistance Office. All childcare details are confidential stating your entitlement. You must also ensure you have contacted Family Assistance Office to link your child with this service. Please ensure you register the Provider Number for all of the components of care you require from us (Before, After and Vacation care) even if you may not require it at present. Failure to do this will result in paying full fees until Child Assessment Notice has been received by the Service.

3.3 Bookings

At Gumnut House Greenbank we attempt to cater to all families with regard to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days need and we will try to accommodate, but due to restricted Child Care Benefit places there may be some days we will have to refuse care to casual bookings. Please also be aware that casual bookings incur an extra \$2.00 fee per session booked.

3.4 Attendance

Please notify the Coordinator promptly if your children will not be attending on a particular day. All permanent bookings are required to be paid for if your child is absent. We will endeavor to fill their place with a casual booking, however this is only if our numbers are at full capacity.

Gumnut House Greenbank S.A.C

Section

4

Important Contact Numbers

Centre Contacts

Gumnut House Greenbank	32977450
Greenbank State School	33803222

Emergency Numbers

Police	55460144
Ambulance	1300 360 455
Fire Station	55469000

General Departments

Immunisation Registrar	1800 653 809
Office for Early Childhood Education and Care	38847813
Family Assistance Office (FAO)	136150

Health

Child Health Care	38901879
Department of Health	131304

Counselling and Support

Lifeline	131114
Poisons Information Centre	131126
Domestic Violence Service	1800 811 811
Translating / Interpreting Service	131450
Multi- link	38084463
PPP Parenting Program	1300 301 300