

GUMNUT HOUSE

**OUTSIDE SCHOOL HOURS
CARE**

PARENT HANDBOOK

GREENBANK STATE SCHOOL PARENT'S & CITIZENS ASSOCIATION

GUMNUT HOUSE

OUTSIDE SCHOOL HOURS CARE

12-24 Goodna Road, Greenbank Queensland 4124

Phone 3297 7450 ABN: 84085952607

Welcome to Gumnut House Outside School Hours Care Service. Thank you for enrolling your child with us. Our Educators look forward to caring for your children and forming meaningful and lasting relationships with you and your family. Your Director is Carol Desnica (Diploma Children's Services), the Coordinator is Sam McGraw (Diploma in Children's Services). Assistant Coordinators are Liz Cook and Emily Jane Lewis (both Diploma qualified) We also employ several part time and casual Educators. Photos of all Educators are located on the front wall at Gumnut House. 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 Office of Early Childhood Education and Care. 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.

Compiled by Gumnut House Greenbank P & C and staff from OSHC

Gumnut House OSHC

1.3 Our Licensee

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

Parent participation is encouraged throughout all aspects of the service; the committee supports the Educators and 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 – 6.30pm to approximately 8.30pm.

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 families to participate in several ways, responding to emails, providing feedback via our family Facebook page or completing surveys. Your participation not only allows you to have your say, but it is also ensuring that our service is the best it can be.

1.4 Policies and Procedures

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

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 can attend the service. We are happy to arrange a meeting with you to answer any questions about the service and for you to provide us with any information that may help us make his/her time with us enjoyable, particularly in the first 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 staff and programming.

Information we will require from the parent/guardian. Refer **Enrolment Policy**

1.9 Photos

On occasion your child may be photographed participating in the day to day activities we provide at Gumnut House OSHC. These photos may be used within the service, on walls, in programming folders/books, on our Gumnut House Facebook etc. as part of our programming process. The children take great pride in having their day to day experiences at Gumnut House 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/guardians 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 backgrounds, gender, or abilities. We primarily provide care for primary school aged children aged between Prep and Year 6. Prep children can commence care in January of the year they commence 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 nondiscriminatory 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 Assistant 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 authorized guardian who has enrolled the child. Please see the Director about accessing these records.

1.12 Parent Code of Conduct

Educators are available for parents to always speak briefly to when the service is open. Longer, more confidential appointments can be made if you wish to speak with the Director. If you wish to speak to someone other than the 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 a person does not respond to the request to leave the premises.**

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 for any person other than those stated on the enrolment form to collect the children from the Centre. Please advise the people collecting children that they will be required to provide proof of identity (photo identification). In emergencies emails of authorization can be sent to the service. 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 authorization detailing time of departure indicating a release of Duty of Care is received. If children who are booked into the Service for care have not arrived within fifteen – twenty minutes of expected arrival, parents/guardians will be contacted on the telephone numbers provided. Parents will also be charged \$10.00 fee for not phoning the Centre to inform of their child's absence. **Refer to 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 \$50.00 will be charged immediately after 6.00pm, with a further \$2.00 payable every 1 minute thereafter. The correct time according to the Centre Ipads will be recorded on a late pick-up notice. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Director/Coordinators will contact the police to collect children who are still at the service. Other payable miscellaneous fees: If parents fail to contact the Centre regarding a child's absence, a charge of \$10.00 will be added to the account 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 parent/guardian and Police as quickly as reasonably possible. **Refer Arrivals and Departures Policy.**

As part of our commitment to quality care for the children at Gumnut House OSHC, 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.

2.4 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 are acknowledged and will be considered in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and wellbeing 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 the Department of Health.

The Director/Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Only Educators fully qualified in first aid will administer First Aid. 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 accompany 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 Diseases.**

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 name of the medication, dosage, dates, and times to be administered. All medication must be supplied in its original container with the child's name clearly labelled with the child's name. This includes all nonprescription medication such as PANADOL COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. All medication will be administered by an Educator who has a current First Aid Certificate and will be recorded in a medication registrar which will be signed off by another witness. Children who become ill at the service will be provided with a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) or via email, 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 professionals to ensure immediate action in the case of an incident. A risk minimization plan will be developed in consultation between the parent and the service. Please ensure the service is aware of this by detailing all relevant information on the enrolment form.

Refer Health and Wellbeing Policies.

2.10 Daily Routines

Children are signed in by parents each morning. If your child/children have not yet had breakfast, they may have some supplied to them by the service, however breakfast time ceases by 8.30 each morning. The morning routine can consist of children completing homework, reading, playing board games, using Ipads, outdoor play or watching appropriate TV. Children are allowed to leave Gumnut House and go to school at 8.30am if they have written permission from the parent. All other children are signed out at 8.45am. Prep children are walked up to the Prep classrooms at 8.45am by Educators every morning.

Children are signed in by Educators immediately after school at 3.00pm. A light, nutritious snack will be provided for the children on arrival at 3.00pm, followed by other activities. A variety of structured activities such as cooking, craft, sports and music are organized daily. Opportunities for unstructured spontaneous play are also available to all children. Parents are, unless otherwise instructed, to sign children out at pick up.

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. All visitors to our Service will also be required to sign our visitors' book. If, by 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, challenges, 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/guardians before a child may attend any excursion. Parent permission forms will include the following information:

- The date of the excursion
- Proposed destination, map of 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 enclosed footwear for ALL excursions. Children MUST always wear a hat and sunscreen during outdoor activities. The Service does provide hats for excursions. We do ask that children attending excursions wear red shirts on the day. Parents are asked to 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.

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 craft or sport activities, so if you have a child who may possibly need more than one change of clothing throughout the day, could you please pack extra clothes for them.

Children always wear shoes when playing outside. Hats must also be worn during outdoor activities or play. Appropriate sun-safe clothing should be worn on excursions where there may be exposure to the sun. We ask that all children attending excursions please wear a red shirt. **Refer Preventative Health and Well Being Policy.**

Payment of Care

3.1 Payment of fees and outstanding fees

Gumnut House OSHC charges a Family Levy to all families which will be charge to the account.

Accounts are issued weekly, via Kangaroo time. Fees are typically debited every Monday. **Direct Debit is our only option of payment**

Fees outstanding for more than two weeks will result in enrolment being terminated until fees are cleared. If there is a waiting list in place at this time, your child will be placed onto the waiting list and 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/Coordinator to discuss payment of outstanding fees. Confidentiality is assured.

3.2 Childcare Subside (CCS)

Childcare provided by approved childcare services may be entitled to Childcare Subsidy which is paid directly to the service to reduce fees. It is based on an income assessment and is applied for through Centrelink.

The child's enrolment must be confirmed through MYGOV in order for the CCS to be activated and applied to your account.

3.3 Bookings

At Gumnut House OSHC we attempt to cater for all families regarding days needed for care. It helps in our planning for Educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted places there may be some days we will have to refuse care to casual bookings. **If casual bookings are made, it is the parent's responsibility to contact the school/class teacher to inform them of the booking.**

3.4 Attendance

Please notify the Service promptly if your child will not be attending on a particular day. If absences are not emailed or phoned through to Gumnut House (for After school care only), a phone absence enquiry fee of \$10.00 will be charged to your account. 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.

Important Contact

Numbers

Centre contacts:

Gumnut House Greenbank

3297 7450

Greenbank State School

3380 3222

Complaints or concerns:

admin@gsspandc.com

gumnut.director@gsspandc.com

Bookings and enquiries:

gumnuthouse@gsspandc.com

Gumnut house 2025 fee structure

BSC – permanent – \$24

BSC – casual – \$27

ASC – permanent - \$27

ASC – casual - \$30

Vacation care – \$60

Vacation care late booking fee - \$70