

GyMEA Bay Care & Leisure Centre



Family Handbook

*Located on the grounds of GyMEA Bay Public School
205a GyMEA Bay Rd, GyMEA Bay 2227
(entrance at June Place)*

Phone: (02) 9524 3444 **Mobile:** 0408 210 705

Email: info@gymeabayoosh.com.au

Website: www.gymeabayoosh.com.au

ABN: 17 195 913 900

The Purpose of the GBOOSH Family Handbook

The GBOOSH Family Handbook was last updated June 2018 in order to comply with the requirements of the Australian Government's New Child Care Package (Child Care Subsidy) under the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017*.

This document:

- forms a significant part of the care agreement between the family & the provider, Gymea Bay Care & Leisure Centre Inc. Families may be subject to either a **Complying Written Arrangement, CWA** (for families receiving CCS) or a **Relevant Arrangement, RA** (for families who opt not to access/register for CCS).
- is an essential part of the Enrolment Process for all families. All parents/guardians must complete & sign a GBOOSH Booking Form acknowledging that they have reviewed this document in detail & understand the terms & conditions of using the services offered by Gymea Bay Care & Leisure Centre.
- is designed to complement the GBOOSH Centre *Policy, Procedure & Guidelines* document, also available on the GBOOSH website or a copy can be provided to families on request.

In addition to the online enrolment process, the GBOOSH Family Handbook & Centre Policies any further written communications distributed to families or received from families, can be considered an ongoing portion of the CWA or RA.

Centre Information Summary

Name of Approved Provider: Simon Locke

Provider Approval No: PR-00007076

Name of Service: Gymea Bay Care and Leisure Centre
205a Gymea Bay Road
Gymea Bay NSW 2227
Entry via June Place

Service Approval No: SE-00012147

Nominated Supervisors: Corinne Bochkareff, Cheryl Carroll, Kristin Garsheen

Educational Leader: Alyson Honey

Hours of Operation: Morning 7 – 9am
Afternoon 3 – 6pm
Vacation Care 7am – 6pm

Contact Number: (02) 9524 3444 Mb: 0408 210 705
Email: info@gymeabayooosh.com.au

Complaints and Grievances to: Nominated Supervisor/Director
Corinne Bochkareff (02) 9524 3444

Nominated Supervisor/Joint Co-ordinator
Cheryl Carroll (02) 9524 3444

Nominated Supervisor/Joint Co-ordinator
Kristin Garsheen (02) 9524 3444

Approved Provider
Simon Locke 0422 200 859

Regulatory Authority: NSW Department of Education and Communities
Early Childhood Education and Care Directorate
Locked Bag 5107, Parramatta NSW 2124
Ph: 1800 619 113
www.det.nsw.gov.au/ecec
email ecec@det.nsw.edu.au

Our Philosophy

At Gymea Bay Care and Leisure Centre we believe that play is an essential part of children's lives. We believe that through play, children are able to make sense of their world as they actively engage with people, objects, ideas and the environment. As educators, we believe in fostering, enhancing and celebrating children's play through collaboration, reflection and meaningful documentation.

We believe in creating a safe, stimulating, welcoming, friendly and fun environment where children, families and educators are treated with respect and where communication is positive, honest and open. We value the strong links between children, families, educators, the school and community in promoting a collaborative approach to our service provision.

We acknowledge and value diversity by respecting individual family practices, values, cultures, languages, traditions, additional needs and lifestyle choices. We endeavour to ensure that our programs reflect and include children's cultures, identities, abilities, additional needs and strengths in order to foster positive outcomes, children's feelings of self worth and a sense of belonging for all children in our care.

Our educators are valued individually and collectively for their commitment to ongoing professional development, their experience and their skills, which support, inform and enrich decision making about children's wellbeing and development. Our educators foster children's independence and nurture their imagination, interests and abilities. As professionals we examine experiences in our setting and reflect on these experiences from different perspectives, continually seeking to increase our professional knowledge.

We are committed to providing children with opportunities and experiences to connect with the natural world and understand their place within it and our centre is committed to sound sustainable practices in all its operations.

'Childhood is a time to be, to seek and make meaning of the world'

My Time, Our Place, Framework for School Age Care in Australia, DEEWR. 2011



Welcome and Introduction

Welcome to Gymea Bay Care and Leisure Centre (GBOOSH), we hope that your family and children enjoy their time here and that their involvement with the centre will be a long and happy one.

GBOOSH offers centre based care for school aged children from 4.5-12 years old. The centre provides before and after school, vacation care and pupil free day care on the grounds of Gymea Bay Public School. We are licensed to accommodate 120 children for before and after school care and up to 120 children for vacation care.

The Centre has been operating for over 25 years at Gymea Bay Public School and has a current overall rating of EXCEEDING the National Quality Standards. Although we operate separately from the school, we closely align ourselves with the School's core values and a commitment to quality in childhood and education. At our centre we aim to create a caring, stimulating, happy and safe environment, where children can freely choose amongst a wide variety of supervised play and recreational activities and experiences.

This handbook provides families with important information about the centre and its day to day operations. Please read it carefully and keep for future reference. Additional information and regular updates can be found on the Centre's website www.gymeabayoosh.com.au.



Please feel free to approach the Centre's Director, Coordinators or Educators with regards to any questions, concerns or enquiries that you may have.

They will be more than happy to help!

Centre Management Structure

The centre is a not for profit organisation, incorporated and run by an elected volunteer Management Committee of working parents. The Centre is managed in line with all relevant legislative requirements under the *National Quality Framework (NQF)* for school age children and the *Education and Care Services National Regulations*. For the centre to continue, it has to have the involvement of parents on the Parent Management Committee.

A monthly Parent Committee meeting takes place at the centre on the second Wednesday of each month. Notices and agendas of these meetings are available from the centre and all parents are encouraged to come and support the service.

Parents are welcome at the centre at all times and are encouraged to become involved in the centre's activities.

Educators and Staff

The centre operates with appropriate staff to child ratios of 1 educator to every 15 children when at the centre, or 1 educator to every 8 children when on excursions, with a minimum of 2 educators at the centre at any given time. We often, when educators are available, exceed this ratio as we believe this aids in the continuum of quality care.

At present the centre operates with a team of professional qualified and/or experienced dedicated staff and educators including a Director, 2 Coordinators, 2 Assistant Coordinators, 2 administration support staff and numerous permanent and casual Educators. All Educators are trained in first aid management and it is a requirement of the centre that at least 2 Educators who are trained in Asthma and Anaphylaxis Management are on duty at all times.

All staff are employed by the Director/Management Committee and their duties are planned in consultation with the Committee and the National Quality Framework. The centre complies with the Working With Children Check as required by the Commission for Children and Young People.

Centre Policies

The centre policies are available for review at the Centre or on the GBOOSH website. It is important that all parents are familiar with the policies. Please ask the Director/Coordinators should you have any questions or would like a copy of a specific policy. All our policies are reviewed annually or as required in consultation with staff, parents and the Management Committee.

Hours of Operation

The Centre is open from Monday to Friday during the school term and during the school holidays, including pupil free days. The Centre is closed on all public holidays and for 2 weeks over the Christmas and New Year period.

Morning session: 7:00am – 9:00am

Afternoon session: 3:00pm – 6:00pm

Vacation Care: 7:00am – 6:00pm

Please ensure that your child/ren are dropped off and picked up during these hours.

Core office hours are 9.00am – 2.30pm. All enquiries can be made via email, on the telephone, in person or through the centre's website.

Please be mindful that staff are busy attending to the arrival/departure of children between 7.00am – 9.00am & 2.45 – 4.00pm. This is a busy transition time & the office may not be available to take bookings or enquiries at these times, email or phone messages are preferred at these times.

Schedule of Fees

The Centre aims to provide a quality service which is affordable for all families. Fee levels will be set by the Management Committee each year on completion of an annual budget in accordance with the centre's required income. The fees currently set from 1 July 2018 are:

Permanent bookings		Casual bookings	
Morning session	\$14.00	Morning session	\$15.00
Afternoon session	\$19.00	Afternoon session	\$20.00

Vacation Care: \$55.00 per day, plus excursion/incursion as indicated on the program.

Late fees: Late collection of your child/ren will incur a fee of \$5.00 per minute per child after 6pm.

All families are required to pay an **Annual Registration/Enrolment fee** of \$50.00 per family, per calendar year. This will be charged to the first invoice for the calendar year.

Children may attend care on a routine (permanent) basis or casual/flexible care.

Families with permanent bookings must pay for each day they have booked. This includes family holidays, public holidays which fall in term time and sickness. If a child has a prolonged illness (more than 2 weeks) then alternative arrangements may be made with provision of a medical certificate. Centrelink provides Child Care Subsidy for 42 absent days per year, once you have exceeded this amount full fees are payable on any additional absences.

Fees are payable two weeks in advance. A statement will be emailed out to families weekly and must be paid by the due date stated on the invoice.

Vacation care fees must be paid for 3 weeks before the commencement of the start of the vacation care period. Accounts will be emailed accordingly. After this date any booked days must be paid for, including excursions and incursion, unless a doctor's certificate is provided.

Parents with overdue fees will be contacted by email and/or telephone with possible termination of a child/children's placement at the centre being considered.

Payment Options:

- Direct Debit – parents may elect to have payments deducted on a weekly or fortnightly basis from their nominated bank account or credit card. DDR forms can be found on the centre’s website or by request from the GBOOSH office.
- Direct Deposit – can be made into the centre’s bank account via internet banking. The Centre’s banking details can be found on your weekly statement issued via email.



Child Care Subsidy

All families must register with the Family Assistance Office to obtain a Customer Reference Number (CRN), for both yourself and your child/ren, this is a legal requirement. Government subsidy cannot be paid unless your CRN’s are provided to our Centre, families must also maintain an active MyGov account in order to confirm changes to their attendance patterns or income estimates.

Child Care Subsidy (formerly Child Care Benefit (CCB) and Child Care Rebate (CCR)) are payments from the Australian Government that help you with the cost of child care. You can choose to receive these as an annual lump sum payment or as reduced child care fees throughout the year.

You can apply for the CCS online or in person through Centrelink. To apply online, visit the [Department of Human Services](#) website.

To be eligible for the Child Care Subsidy a child must also meet immunisation requirements.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule, or have an approved exemption from the immunisation requirements.

Priority of Access

Whilst we understand that many of families are in need of care, and although we are an inclusive environment, we are only licensed to cater for a certain number of children.

To ensure the system is fair the Australian Government has provided some guidelines around of *Priority of Access -prioritising vacancies* which all approved child care centres must abide by. These guidelines are as follows:

Providers are asked to consider prioritising children who are:

- *at risk of serious abuse or neglect*
- *a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment*

If necessary the Centre may ask you to supply documentation to support custody arrangements and/or your ability to meet the activity test e.g. a letter from your employer.

The GBOOSH *Policy, Procedure and Guidelines* document outlines the Centre’s policy, after application of any Government guidelines, placement is then allocated as follows:

- children attending the school*
- Siblings of children attending the school*
- Current days of attendance as at the last day of Term 3*
- Date & time your enrolment form was received & signed off by a GBOOSH staff member at the service*

Under special circumstances it may be necessary for families to vacate their position to make room for a child with a higher priority of access rating. This unfortunately is a government requirement and out of the centre's control. Should this happen you will receive as much notice as possible, but at a minimum of 14 days notice.

Enrolment and Bookings

Enrolment must be completed for all casual, permanent (routine) and vacation care bookings before the child attends GBOOSH.

Permanent (Routine) Bookings: Where a child attends the service the same days every week all year. Please indicate the days and sessions of care required on your enrolment booking form when enrolling. These can be weekly or fortnightly bookings.

Casual(Flexible) bookings: Where a session is requested for a child to attend the service on an irregular basis which is subject to availability. Casual bookings can only be made one week in advanced by email, text or phone call.

Vacation Care booking: Where days of care are required during the school holidays or pupil free days. Families must fill in the Vacation Care Booking form that is available on the website in week 5 of each term. Children do not have to attend before or after school care or attend the school to enrol for vacation care.



The Centre uses QK Enrol, an online process, for enrolment. Please see the GBOOSH website *Enrolment & Forms* page for enrolment information, guidance, tutorial videos and the link to enrol. GBOOSH families are responsible for updating relevant enrolment information by logging into QK Enrol annually, when there are changes to the family's circumstances, or upon request by the Centre. The online Enrolment Form, Booking Form & Family Handbook all form part of Complying Written Agreement (CWA) between the service & the individual family.

Each year, families must re-enrol for the following year. Notices and instruction will be emailed to all families in regards to re-enrolment.

Under the current Regulations a child's enrolment must contain information regarding:

- Child and parent details including DOB, CRN; and
- Child's emergency contacts, additional to the parents/guardian; and
- Personal, medical and custodial details for each child; and
- Any additional special requirements relating to the child; and
- All completed tick boxes for authorisations.

You must also upload:

- Child Immunisation Statement for each child; and
- Necessary action plans – risk minimisation plans, anaphylaxis, asthma, allergy; and
- If a child is subject to an access order or agreement, the parent must up load or provide a copy to the centre plus any subsequent alteration registered by the court.

Assistance with the enrolment process can be provided to families if required, eg. an interview can be organised in the parent's first language. Special arrangements can be made for families without internet access.

GBOOSH will email confirmation of enrolment, start date and places to each family. This email correspondence also forms part of your ongoing CWA.

Where individual parents hold separate accounts Enrolment procedures MUST be completed by EACH parent. (One single set of Healthcare Action Plans may be provided).

Please note that no positions can be offered or confirmed until ALL steps in the enrolment process

have been completed. This includes submitting all necessary forms & documentation as above.

Please contact the GBOOSH office if you have any questions regarding the enrolment process & to confirm we have received your child's enrolment.

Your Child's First Day

The first day can be frightening even for the best of us. To assist your child to settle more easily please allow 5-10min with them, engaging in an activity and getting to know the educators and routines.

When it comes to saying goodbye your child may become upset – this is quite normal. Please say goodbye, say where you are going and that you will be back for them later and leave quickly. While we know this is may be hard for the parent/guardian also, we have learnt from experience that dragging out your departure only leads to the child's distress. Please feel free to ring the centre to find out how your child is settling in. Whilst your child may become upset they will quickly become involved in one of the many activities provided as well as meeting new friends.

Arrival and Departure

Access to the Centre & Parking:

Entrance to the centre is through the school gate via June Place. Please note that all other gate entrances may be locked. No parking is permitted on school grounds, including the school staff car park. Parents are reminded that when parking on June Place this should be in accordance with the road rules & please respect the residents by not blocking driveways & footpaths.

All children must be accompanied to and from the centre, signed in and signed out, by a parent or authorised adult as indicated on your enrolment form.

Children will not be released to any other person unless written permission is provided by the parent. Persons picking up children must be over 16 years of age, this includes authorised persons and older siblings of the child.

Children are not to leave the centre unaccompanied unless written permission from their family has been negotiated with the Director/Coordinator.

Children, under no circumstances, are to be left at the centre at any time prior to 7am and must be picked up before 6pm as we are not licensed to care for children outside of these hours.

Electronic sign in:

The service uses a digital sign in/out program called QK Kiosk. When you sign your child/ren in and out, your name and the exact times are recorded and automatically updated in our childcare management software program. The system enables parents to countersign/confirm anytime that an educator may have had to sign a child out or was absent which helps us comply with regulations.

If you require assistance with QK Kiosk please see a staff member in our office, we can also reset your PIN number if you have forgotten it.

Each parent or authorised person will have their own log in details. Please do not share these with another person, especially your child/ren. If you wish for someone on your current collection list to be able to sign your child in/out please let office staff know.



Sign in/out procedure:

Morning Session (BSC):

- The child is signed in by the parent/authorised person.
- The Parent/authorised person must ensure that an educator is aware of the child's presence.
- An educator will sign out the child to attend school around 8:30 am, when School staff are on duty in the playground. Children may leave prior to 8.30am to attend other school based activities, only if parents provide written consent. **Kindergarten children** - for terms 1, 2 & 3 are signed out and escorted to their classrooms at 8:40am by an educator who will remain with the children until the school bell rings at 9:00am.

Afternoon Session (ASC):

- Kinder children are picked up in the kinder area by two educators and escorted to the centre for terms 1, 2 & 3.
- All children are signed in by an educator upon arrival at the Centre.
- Parent/authorised person can sign out their child any time up until 6:00pm. This includes children leaving the Centre to attend an activity outside of GBOOSH, a Nominated person (over the age of 16 years) must collect the child from the Centre.

Late Collection of Children:

Children must be collected from the centre by 6pm as the service is not licensed to care for children after that time.

If a parent knows that they are going to be late, they must ring the centre and also arrange, if possible, for another authorised person to collect their child ASAP.

Parents collecting children after 6pm will be charged a late fee of \$5.00 per minute per child after 6pm, continual late pickups may result in cancellation of the child's placement at the Centre.

At 6.05 pm, if we have not been contacted by a parent/guardian, educators will begin contacting children's parents or emergency contacts to arrange immediate pickup.

If staff are unable to make contact with an authorised person by 6.30pm they will contact the afterhours number for the Department of Families and Community Services who will advise them what to do next.



Notification of Absent Children

The centre must be notified if your child/ren is/are sick or will not be attending for any other reason on your booked days, both morning and afternoon sessions. This can be done via email, via phone (an answering machine operates if no one is available to answer the call), text message or in person at the office. Please note that the school does not inform us if your child is away from school, it is the responsibility of the parent/guardian to do so.

Educators will always look for children who have not arrived for an afternoon session and we have not been notified. If you have not notified of an absence, this leaves the centre under staffed whilst someone is out searching. **Please ensure you advise the centre**

For CCS purposes families are entitled to 42 absence days per child each financial year. These can be for any reason and will not require proof. Your statement will indicate how many absent days your child/ren have encountered, if they are absent for both the morning and afternoon session on the same day this is classed as 1 absent day. If your child/ren are absent, it is a requirement for CCS purposes that families countersign each absence as



proof of the allowable 42 absent days through CCS, this can be done on the QK Kiosk the next time you are at the centre.

Child Care Subsidy (CCS) will not be paid for absences once a child has ceased education and care or prior to commencement. If your child is booked in to start at GBOOSH on your nominated start date and they are absent on that day, under family assistance law, you will **not** be eligible to receive CCS for the day's your child is absent up until they actually start.

Changes or Cancellation of Bookings

GBOOSH requires two weeks' written notice when cancelling your child's permanent bookings or making changes to a booking. Casual bookings require a minimum of 48 hours' notice to be cancelled or they will be charged as an absence.

If you have advised GBOOSH that your child will leave the service on a particular day, but your child is absent on their last session(s) of care, under family assistance law, you will not be eligible to receive CCB & CCR for all of the days they are absent and must pay the full fee.

Medication

To ensure that educators, children and parents are not compromised, medication must be in its original packaging and will only be administered with the explicit written permission of parents or, in the case of an emergency, will be administered by a medical practitioner.

Parents/guardians who require medication to be administered to their child, or require their child to self-administer medication at the service, must complete a medication form. Medications must be provided in the **original** container showing name, dosage, doctor's name and expiry date. No non-prescription medicines will be administered, including herbal medicines, unless prescribed by a doctor. All medications will be checked by a staff member/educator, and then double checked by a second staff member/educator, before administering to ensure correct dosages are given.

Medical Conditions

The centre supports children with all medical conditions to participate fully in the day-to-day service program. As part of your enrolment the service requires assistance from you, in advising the Coordinators all relevant information regarding your child/ren medical conditions. The medical conditions policy, along with a risk minimisation plan, will be made available to those who identify that their child has a medical condition to ensure their safety at the centre. If your child has any of the below medical conditions, please complete the relevant health management & risk minimisation plans found on the centre's website. Your completed action plan must be uploaded as part of your online enrolment process.

Anaphylaxis

If your child has anaphylaxis please complete a red action plan found on our website. Please note that you **MUST** provide the centre with an EpiPen/Anapen and other relevant medications as indicated on the action plan on the days in which your child/ren attends.



Allergic Reactions

If your child suffers from any allergies such as bee stings, food, grass, sunscreen etc. please complete a green action plan found on our website. Please note that you **MUST** provide the relevant medications as indicated on the action plan on the days in which your child/ren attends.



Asthma

If your child suffers from asthma please complete a blue Asthma Care Plan found on our website. Please note the centre keeps a blue reliever puffer (Ventolin) with disposable spacers onsite, however, if you require a different type of puffer or wish to bring your own please supply to the Centre on commencement of enrolment.



Accidents and Illness

Educators will endeavour at all times to avoid accidents and injuries at the centre through consistent effective supervision and through the setting of the play space and equipment.

Should a child be injured or become ill at the Centre, every attempt will be made to contact the parent / guardian for further directions. However, the coordinators may need to seek medical advice in an emergency and consent by the parent / guardian for this will be requested on the enrolment form.

Appropriate first aid measures by educators will ensure that the child is cared for immediately. All educators at the centre hold a first aid qualification; this is a part of their conditions of employment. Parents will need to have signed the consent to obtain medical treatment as part of the enrolment procedure.

Any time an incident, injury or illness occurs at the centre an 'Incident, Injury, Trauma and Illness' report is completed by educators detailing the circumstances leading to the incident, treatment and action taken, and is required to be signed by Parents/guardian upon arrival or within 24 hours of the incident. If the accident is deemed serious – the child had to seek medical attention by a professional practitioner – you need to contact the centre so we can notify the regulatory authority as soon as possible following the incident.

Program and Observations

A wide variety of activities are planned at the centre each week, including inside, outside and spontaneous experiences. A weekly program, menu and routines are located on the children's notice board near the entrance of the main room.

Our programming and experiences are based on the My Time, Our Place Framework for School Aged Care. The framework assists educators to provide children with opportunities to maximise their potential and develop a foundation for future success in life. Our centre acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place.



The centre keeps written observations of children to assist with programming, planning and subsequent evaluation of our program, thus ensuring that the children's needs are being met and assist with behavior management. These records are confidential. Parents may view their own child's observation records. No educators or Management Committee may give information on matters relating to children to a person other than the parent / guardian.

The ASC program is divided into 3 main areas in order to best cater for each individual age group, maximise supervision & ratios.

The Kindergarten–Year 2 program operates from the main GBOOSH Building, Years 3-4 program from the GBPS hall & Years 5-6 program from the main building or outdoors. During inclement weather the areas may need to be revised.

Behaviour Management:

The Centre implements a fair & consistent behaviour management program & has a clearly documented policy for behaviour management. All staff are provided with training in this area to

assist them in effectively guiding & supporting appropriate behaviour of children at the Centre. In instances where children are not meeting the expected behaviour this will be documented, particularly if this is an ongoing issue. Parents will be asked to sign any documented behaviour issues & may be invited to meet with staff to develop strategies to manage their child's behaviour.

GBOOSH Dollars program:

To promote positive behaviour in the Centre GBOOSH implements a rewards program for children called GBOOSH Dollars. The program aims to support positive behaviour, increased awareness of the values of participation & helping others. Educators award children with 'dollars' which can be banked or saved to purchase prizes from the prize board.

Children in Kindergarten to Year 3 are able to 'bank' their dollars in the GBOOSH Bank located in the GBOOSH office. Children in Years 4 – 6 are expected to manage & store their own dollars.

Meals

Our Centre aims to be a nut and egg free environment. We have children that suffer from severe allergies to nuts and eggs, including anaphylaxis, that regularly attend the Centre. It is important to indicate on your enrolment form any allergies or dietary requirements your child may have and include the relevant action plan that can be found on the centre's website.

The centre promotes children's nutritional needs, good eating habits and takes into account cultural considerations and children with food allergies.

Morning session: Breakfast, which includes a selection of cereals, toast, spreads & fruit is offered to children at before school care from 7am to 8am. The last call for breakfast is at 7:50am, after this time no toast orders can be taken, children can choose from cereals/fruit to eat. After 8am if a child has arrived without having breakfast they will be offered a piece of fruit.

Afternoon session: A variety of nutritious afternoon teas are offered at the centre each day. The menu is displayed each week on the weekly program on the children's noticeboard. The current ASC menu is gluten free, nut free & egg free.

Vacation care: The centre provides breakfast (a selection of cereals, toast and spreads) from 7am-8:30am. Children are to bring with them a healthy packed lunch and a morning and afternoon tea snacks.

Clothing and Toys

Educators will endeavor to have children protect their clothing during activities whenever possible. If you are worried, please have children bring along old clothing to change into. Please make sure all clothing, along with children's other items, are labelled with child's name. Educators are not responsible for lost clothing or toys children bring to the centre. Please discourage your children from bringing 'precious' items to the centre. There is a lost property area located at the sign in/out desk.



Mobile Phones and Electronic Devices

While we respect the right of parents / carers to allow children to bring mobile phones to school or vacation care, we must insist that these are left in children's bags and not used at the centre. We have a land line telephone which children can use should they need to, or that parents can ring to speak to their child/ren.

Children may play their electronic devices (e.g. Ipads, tablets etc) between the hours of 5:30pm and 6pm during term time and in vacation care between 7am and 8:30am and 5pm and 6pm only (except if indicated on the program). Children are not permitted to charge devices at the centre and must only play appropriate age rated games. Educators are not responsible for loss or damage of

devices. If required, children are able to leave their devices in the GBOOSH office while not in use or while attending an excursion or other activity.

Inappropriate use of mobile phones and electronic devices including photographing others is unacceptable and can have serious consequences. Please refer to the centre's policy in this regard.

Donations

It is important to remember that we are a not-for-profit organisation and that we rely on the community for donations. Donations are welcomed of any kind, including paper for the children to draw on, fabric off cuts, cardboard boxes, pencils, toys and games etc. are all very much appreciated. Donations are also in the form of participating in the monthly Committee Meetings, working bees or even assistance in professional services that we currently are required to pay for e.g. handy man work.

Grievance/Complaints Procedure

Please feel free to discuss with the Director/Coordinators or staff, any issues you may have regarding your child. Sometimes, discussion can make things seem a whole lot less serious and lead to a resolution. Please be assured that any discussion will remain confidential.

Should you feel that your rights are not being respected, or if you have any other complaints or concerns about the centre, please:

1. Talk to the Director/Coordinator in person or telephone 9524 3444 / mobile 0408 210705.
2. Email the Director at director@gymeabayooosh.com.au
3. If you are not satisfied with the outcome, or feel that your rights were not respected, please contact the president of the management committee or place your complaint in writing and forward to:

President of Management Committee
Gynea Bay Care & Leisure Centre
PO Box 537
Gynea 2227

Important references

The Centre's policies, procedures, programs & documentation, including the Complying Written Agreement (CWA) between the parent & the service must meet the requirements of:

- ***Education and Care Services National Regulations*** (current edition released February 2018)
- ***Child Care Secretary's Rules 2017***
- ***National Quality Framework*** (ACECQA, 2012)
- ***My Time Our Place (MTOPI)***
- ***Child Care Provider Handbook***

The Management Committee, Educators and children of Gymea Bay Care and Leisure Centre welcome you and your family to our centre; we hope you enjoy your time here!



If you have any questions or concerns please speak with the Centre Director or Coordinators.

GyMea Bay Care
& Leisure Centre