



Gymea bay Care &
Leisure Centre

ANNUAL

REPORT

AGM, 18 May 2022



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ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation GBOOSH would like to acknowledge the Traditional Custodians of the land on which we have the privilege to operate, to learn and to provide a service to the local community. We respect their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people who visit the service.



1. PRESIDENT'S REPORT

2021/2022 has been a challenging year for many businesses, whether you were operating a retail store, managing a restaurant or café, or like GBOOSH operating a childcare service. A big challenge for GBOOSH was just being able to keep the doors open for those in our community, with ever changing restrictions, staffing shortages, staff, children and families falling ill with COVID and school closures.

Thankfully the Management Committee, staff and the GyMEA Bay Community were able to stand up to all of these challenges, pulling together when times were tough, to push through another day, week or month. The continued support of GyMEA Bay Public School (GBPS) has been invaluable during this period, GBOOSH extends thanks GBPS Principal, Hendrika Green for her support and accessibility.

Prior to the pandemic GBOOSH was operating on its busiest days with ASC sessions up around 150-180 children and when families thought they were going to start returning to work for 2021, GBOOSH was expecting attendances to return to around 120 children. Unfortunately, with a spike in COVID cases and the emergence of new strains, family schedules were again in a spin as parents were returned to working from home and children to home-schooling for an unknown period of time.

A second wave of lockdowns and school closures in 2021 took a huge toll on many businesses throughout Australia. While GBOOSH was only able to offer limited work to its casual workforce during the Greater Sydney lockdowns, Government funding via the COVID-19 disaster payments provided support to individuals on reduced shifts. The Federal Government made temporary changes to the CCS legislation which allowed childcare services to waive the gap fee while continuing to claim CCS payments, as families worked from home. Tax breaks for small-medium businesses also allowed GBOOSH to access rebates to assist in supporting the service. While CCS rebate program did not go exactly to plan, GBOOSH thanks those families that continued to maintain their enrolment throughout the pandemic and release their valuable CCS funds to support the service during this time of need.

Effective communication has again been critical in 2021 and as we have had less face-to-face opportunities to communicate with families. The Centre has focused on regular email updates to families, when it came to implementing restrictions related to COVID 19 or changes to the programs and routines. The GBOOSH Management Committee continued to focus on online communication with virtual/hybrid meetings operating over the Microsoft Teams platform throughout the year.

At the end of 2021 GBOOSH was dealt another unexpected challenge with the NSW Government announcing significant changes to the eligibility requirements for OOSH licence agreements. This change means from October 2022, GBOOSH in its current structure as a parent-run service is no longer eligible to apply for a licence to operate an OOSH service. Behind the scenes the GBOOSH Management Committee and GBOOSH Leaders have been working to fully understand this change and the implications for the future of GBOOSH.

GBOOSH has now commenced active negotiations with the GyMEA Bay Public School P&C to explore the potential of a merger to allow GBOOSH to continue to operate at GyMEA Bay Public School. I encourage families to get involved in this process, as the alternative to a P&C managed operation is the complete wind-up of GBOOSH as we know it today. The licence for an OOSH service will then be publicly advertised by the NSW Government and the tender process for a new OOSH provider will commence.

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Our current Management Committee remains strong, and we would like to see GBOOSH survive this process to remain a not-for-profit, community focussed organisation. GBOOSH greatly appreciates the time and energy that Committee Members dedicate to ensuring the service continues to serve the needs of the local community with quality, affordable before school, after school and vacation care.

And finally, I would like to acknowledge the committed and dedicated GBOOSH team. Everyday the Leaders and Educators have shown up for work only to be confronted by new challenges and expectations. From changing health and hygiene practices, to access changes for parents, to revision of rosters and programs to allow for the impacts of COVID. Corinne Bochkareff, Kristin Garsheen, Cheryl Carroll, and Skye Hunt have done an outstanding job of leading their team through the ups and downs of 2021 all while ensuring that the quality of care and best interests of the children and their families were at the forefront.

Regards



Mark Badovinac

GBOOSH President/PMC

Parent Management Committee GyMEA Bay Care & Leisure Centre Inc

E: gboosh.committee@gmail.com



2. ABOUT GBOOSH

GyMEA Bay Care & Leisure Centre (GBOOSH) is a not-for-profit community-based organisation. While we work closely with & lease facilities from GyMEA Bay Public School, GBOOSH does not receive any funding or operational direction from the school.

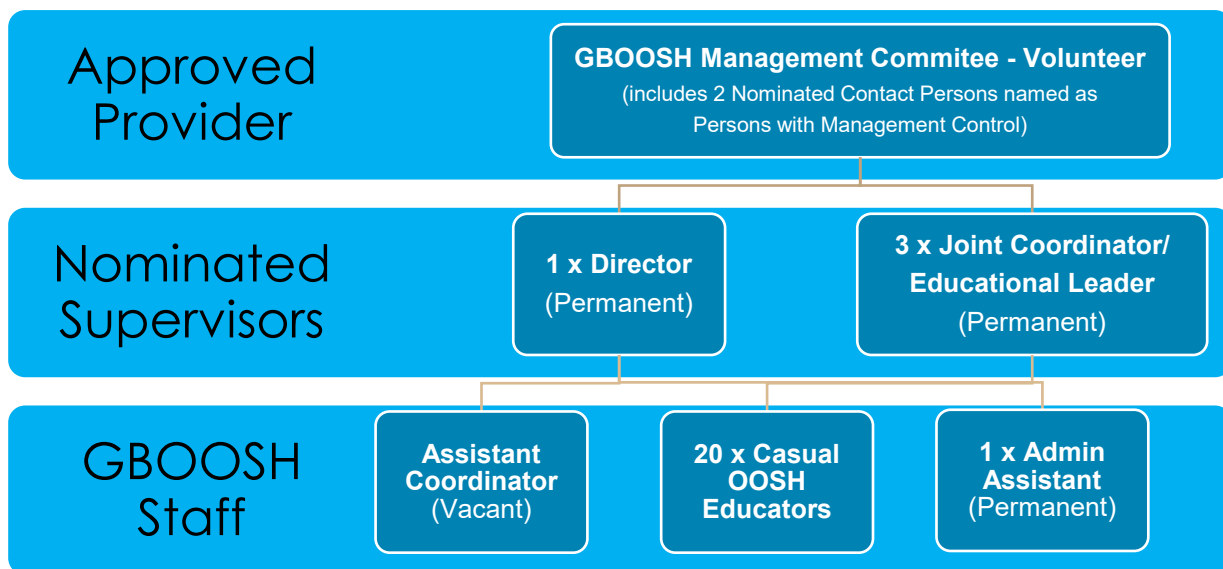
GBOOSH currently employs around 25 permanent, part-time & casual staff members, as well as a dedicated team of volunteer parents on the Management Committee. Our volunteer parent committee assists the Director and Coordinators to manage the operations of the service & determine the future directions of the service.

Due to the structure of the service, without the members of the Management Committee the centre would be unable to continue its operations as a community-based service with families as the key stakeholders. For this reason, GBOOSH continues to encourage the active participation of any parents who can spare a few hours a month on the committee.

GBOOSH is approved to offer 180 places per session in BSC & ASC, with approval for 75 places in Vacation Care. The Centre currently runs Before School Care (BSC) and After School Care (ASC) sessions every weekday during school terms as well as a Vacation Care (VAC) program during school holidays.

Due to the Centres articles of association it is not legally allowed to trade without a volunteer parent management committee. This means if a minimum committee cannot be formed then the centre must cease to operate with the resultant impact being a loss of before and after school care for the 300 or so families that depend on it each year, as well as loss of employment for permanent staff.

With changes to the eligibility criteria for OOSH licences announced in December 2021, GBOOSH is now exploring how it can adapt to meet these requirements and if not, what this will mean for OOSH services and the GyMEA Bay Public School Community.



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GBOOSH – VISION MISSION and VALUES

- **Mission Statement:** To serve our school and the wider community's needs with an affordable, high quality out of school hours (OOSH) care service
- **Vision:** Our team will lead the OOSH industry through innovation and renewal, constantly challenging ourselves and the 'norm'.
- **Our Values:**
 - To put the needs of our children first
 - To maintain integrity, honesty & openness in all of our pursuits
 - To listen, learn, reflect & continuously improve
 - To be pro-active community and corporate citizens
 - To strive to provide a superior and joyful learning environment

THE GBOOSH TEAM 2021

GBOOSH Management Committee/Approved Provider	
<u>Executive Committee Positions</u>	
President/PMC	Mark Badovinac
Vice President	Alecia Brooks
Treasurer/PMC	Craig Manwarring
Public Officer	Taryn Fisher
Secretary	Heather Vincin
<u>General Members</u>	
	Emma Davie
	Rania Saunders
	Dione Hart
	Sejal Dayal



GBOOSH Employees	
GBOOSH Leadership Team/Nominated Supervisors	
Director	Corinne Bochkareff
Coordinator/Educational Leader	Cheryl Carroll
Coordinator/Educational Leader	Kristin Garsheen
Coordinator/Educational Leader	Skye Hunt
Casual Employees	
Jayde Jensen	Daniel Johnson
Brendan Garsheen	Brooke Bentley
Christian Bennett	Jessica Mackay
Alyson Honey	Keira McKay
Jacqui Cowell	Michael Crisafulli
Steph O'Neill	Niamh Lennon
Caitlyn Anderson (Resigned - teaching)	Anne West (on leave)
Madeleine Knight (Resigned)	James Sabbagh (Resigned – health care)
Melissa Donnelly (Resigned – health care)	Sam Redwin (Resigned - teaching)
Alison McAvoy (Resigned - ECT)	Jessica Daunt (Resigned - teaching)
Daniella Polaskova (Resigned - relocation)	Amelia Nugent (Resigned- teaching)
Rebecca Redwin (Resigned – teaching)	Isabella Membrey (Resigned- teaching)
Clare Peach (Resigned)	Daniela Aroney (Resigned- admin)
Jenna Lennon (Resigned – law)	Olivia Burden (Resigned)
Tiffany Peters (Resigned – teaching)	Matthew Thomson (Resigned – police force)
Luisa Palisi (Resigned- teaching)	Luke Porter (Resigned- teaching)
Charlotte Driver (Resigned- nursing)	Zoe Felton (Resigned- teaching)
Madison Aroney (Resigned- teaching)	Matthew Staples (Resigned- teaching)

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3. THE YEAR IN REVIEW

Our Team

With a significant reduction in attendance numbers due to a second wave of COVID 19 and resulting lockdowns enforced across NSW, the Centre operated with a reduced team through out much of 2021. Despite advertising for additional staff in late 2021 it has proven challenging to engage enough staff to return GBOOSH to full capacity.

As school gradually returned to normal attendance in October 2021 and families started to return to their workplaces, the casual team members enjoyed an increase in shifts available and larger groups of children to engage with. The team is continuing to grow to allow for families returning to workplaces and therefore children returning to more permanent, consistent days of care.

Currently the permanent staff team consists of GBOOSH leaders, Corinne Bochkareff, Cheryl Carrol, Skye Hunt and Kristin Garsheen who work a variety of individual contract hours across the week. The team has been flexible in managing their hours throughout the last 12 months to adapt to the ever-changing attendance numbers, as well as managing their off-floor responsibilities such as administrative tasks, quality assurance, programming, rostering and management responsibilities. Scheduling some time working from home for all leaders during COVID lockdowns and reduced attendance numbers allowed for a block of uninterrupted time for leaders to devote to their off-floor responsibilities and some online training opportunities.

While the Director role is mostly performed as a remote role, the GBOOSH leaders are in constant contact on a daily basis and Corinne attends the Centre every 2-3 weeks to touch base with staff, get involved in the daily practices and attend to onsite meetings with staff, the school and parents as required. With ongoing improvements to GBOOSH's HR software, accounting and IT systems, this will further enhance the teams' overall capabilities to work from home as required.

The team has found new ways to use technology to meet remotely both internally and also with external parties such as our HR consultant, accountant and community networking groups.

Through the partnership with Employment Innovations GBOOSH leaders have been able to expand their knowledge of HR practice and improve procedures such as the performance management and recruitment process. This has ensured we use our time and resources more effectively to recruit, train and employ quality candidates.

The GBOOSH leaders would like to extend thanks to all GBOOSH staff in 2021 for their ongoing commitment and flexibility. With many changes to attendance numbers, staff falling ill with COVID, general operations and restrictions there were numerous changes to the rosters and daily practices. Our team is motivated by ensuring we do our best to support the community, particularly those families who are frontline workers, while providing quality outcomes for children. The current GBOOSH management structure allows our leaders the autonomy to make day-to-day decisions to ensure the smooth operation of a quality service while being able to meet the constantly changing needs of the community and health recommendations.



GBOOSH Operations Update

Operations at GBOOSH were severely impacted by the COVID-19 lockdowns and ongoing spread of the virus. Attendance numbers in before and after school care reached an all-time low during July, August and September 2021, with some sessions having as little as 5 children attending due to the closure of schools and a return to home schooling for the majority of children across NSW.

This flowed into vacation care and unfortunately for the first time in GBOOSH history the service needed to make decisions to temporarily reduce operational days for the September 2021 vacation care period down to just 2 days per week. This was the result of ongoing restrictions, many families spending time in isolation and very limited need for care as families continued to work from home whilst caring for children.

Obviously, a reduction in attendance resulted in financial impacts for the service, however tax cuts, reduced operational costs and ongoing approval to access CCS funding during extended absence periods helped provide some financial relief.

The GBOOSH team would like to extend thanks to all GBOOSH families for their patience, flexibility and support throughout 2021, with a particular mention to our very active and supportive Management Committee. Many families generously supported GBOOSH in accessing their CCS payments throughout lockdowns and were proactive in communicating with GBOOSH about their changing care needs and bookings.

MPB – Multipurpose Building

The construction of a new GBOOSH building (aka the Multi-Purpose Building MPB) on the grounds of GBPS continued to be a high priority for the Centre and in 2021 it was hoped we would be able to establish an MPB sub-committee to push forward with its progress. However, ongoing COVID lockdowns prevented the Management Committee from meeting face-to-face for most of the year and the need to constantly deal with the impacts of COVID meant there was little time to explore this project.

A further barrier to progress on the MPB is the announced changes to OOSH licencing requirements beyond 2022. A change in business structure for GBOOSH, if it is successful in merging with the GBPS P&C, will mean significant changes to the business entity and ownership of assets, impacting the potential of GBOOSH to legally acquire a second building onsite to which would be in the best interest of the service and GBOOSH could have exclusive use of during its operational hours.

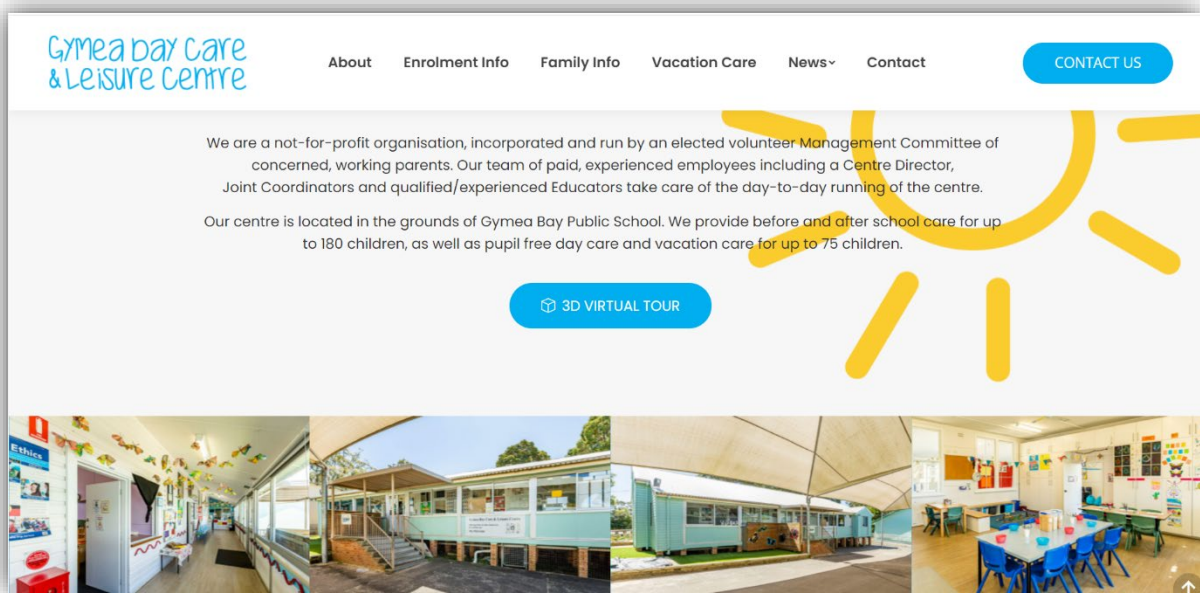
As we await further advice from the school, GBPS and NSW Department of Education on the future of GBOOSH this project will remain on hold.



Our Community: GBOOSH Community

GBOOSH has continued to strive to improve our links with the community and promote our reputation for providing a high standard of care to both the GBPS community as well as other local families.

In August 2021, GBOOSH launched a fresh new website, this has not only improved the availability of access to information to our existing families but a fresh new way to promote our service to the wider community. This platform was critical to new families enrolling for care in 2022 as we were unable to physically open up the Centre to visitors for our usual orientation process, the increased technology of the website allowed these families to view a 3D virtual tour and share all aspects of the GBOOSH environment with their children through photographs.



The website will continue to enhance opportunities to engage with our community with added functionality of a calendar, contact page and the ability to post regular news and content updates.

As a not-for-profit entity GBOOSH's focus on providing an essential service for many families in our community has never been more important than in 2021. During the months of the Greater Sydney lockdown, the public health order defined those essential workers whose children would still be eligible to access schooling and childcare. This required services to ask families to declare their employment status and employer in order to prioritise the limited care available. GBOOSH thanks all families for dedicating many months to schooling and caring for their children during this time which helped to keep infection numbers to a minimum and protect our community as we all worked towards achieving vaccination targets.

As a parent run service GBOOSH relies on the dedication of our volunteer parent management committee members to oversee the management of the service, participate in making high level financial and operational decisions, as well as making plans for the future. This year has required our members to devote some additional time as we navigated the challenges of COVID-19 and adapted our normal procedures to the ever-changing

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environment around us. We thank all of our members for their support and commitment, without their guidance and support we could not have successfully navigated these uncharted waters.

As we work towards understanding and implementing the many changes that are now being imposed on OOSH services in order to be eligible to obtain a licence agreement we encourage our families to get involved in the service via the Management Committee. Participation of more families in this process will determine the objectives of the new entity, develop the future plans for the service and ensure the service continues to meet the ongoing needs of its community.

Our Community: GyMEA Bay Public School

GBOOSH enjoys a strong and open relationship with GyMEA Bay Public School working closely with the Principal and Senior staff to strive for a seamless collaboration between school, GBOOSH & home. Information sharing and meetings between GBOOSH, GBPS staff and parents has been paramount in building a consistent approach across both areas and achieving better outcomes for families and children.

The leadership team at GBOOSH has worked closely this year with GBPS Principal, Hendrika Green and GBPS support staff to work cooperatively with families in need of some extra support, managing behaviour and medical conditions.

It has been critical to ensure that throughout the pandemic we maintained these open lines of communication on matters such as ongoing COVID case management, access requirements on school grounds, distribution of COVID test kits and ongoing participation of the school Principal in online Management Committee Meetings.

Our Community: Local Community Links

COVID restrictions allowed for limited connections across communities during 2021. However, GBOOSH leaders actively engaged in networking opportunities via online platforms to participate in:

- St George and Sutherland Advocates Meetings,
- SSONG (Sutherland Shire OOSH Networking Group) Meetings,
- Inclusion Support Program such as Yarnin for Inclusion,
- Network of Community Activities Members Meet, and
- NSW Department of Education (Early Childhood Education Care Directorate) updates.

In 2022, GBOOSH hopes to be able to embrace more opportunities to engage with the community, including being able to extend invitations to community members to share their services, skills and knowledge with the staff, families and children of GBOOSH.



4. IMPROVEMENTS & CHALLENGES

Highlights from 2021

GBOOSH is proud to have made some significant achievements in 2021;

- Providing access to online meetings, webinars, training and workshops for staff.
- Ongoing improvements to GBOOSH's financial management procedures including development of a draft budget have led to savings and clearer financial reports.
- Successful applications for inclusion support (ISS) funding has allowed GBOOSH to continue to provide inclusive care to children with additional needs in BSC, ASC and Vacation Care.
- Development and registration of a COVID Safe Plan to enable GBOOSH to be recognised as a COVID Safe Business and ensure practices were implemented against the Public Health Order.
- Improvements to HR processes and documentation to ensure GBOOSH is compliant with the most recent changes to Fair Work Legislation and is in the process of reviewing its documented policies.
- Establishment of a paperless onboarding processes.
- Ongoing improvements and upgrade of appliances within the Centre to improve the efficiency and effectiveness of daily cleaning procedures as well as the longevity for appliances for the future.
- Increased flexible working arrangements to support GBOOSH leaders to complete some of their roles remotely, including participating in video and phone meetings during restricted operations or temporary closure periods.
- Continued use of technology to assist the GBOOSH Parent Committee to maximise attendance at meetings by conducting hybrid meetings with a mix of face-to-face attendance as well as participants signing in via Microsoft Teams.
- Successfully navigating the challenges of COVID-19 to continue operating within required guidelines and providing a safe environment for children and their families.

Challenges of 2021

The challenges of 2021 came in many shapes and sizes, many were related to the ongoing impacts of COVID 19.

- COVID 19 restriction changes including restricted access to the school site for families and mandatory vaccination requirements for staff and restrictions on travel between local government areas.
- Limited need for care during COVID lockdowns resulting in reduced program days.
- Inability to provide Vacation Care to the broader community due to Government restrictions.
- Inability to plan for staff absences due to illness and isolation requirements resulting in sudden temporary closure of the service for some sessions of care.
- Workforce shortages.
- Unsuccessful migration to a new CCS software provider and parent portal.
- Resource and supply shortages of general groceries left the Centre having to make last minute changes to menu items or planned activities.
- Financial impacts of COVID-19 and the requirement to recover significant CCS funds from the Government after CCS errors across the system retracted funding.

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Plans for 2022 and the future

Initiatives and improvements for the coming year include;

- Continued recovery and growth following the challenges of 2020/2021 and the fall out of COVID-19.
- Working with GBPS on improvements and developments to the physical environment surrounding GBOOSH.
- Engaging with external activity providers to bring back extra-curricular activities such as sports programs, dance, music and other interest areas for children.
- Continued improvements to GBOOSH's HR programs, practices and GBOOSH policies through work with Employment Innovations.
- Continued improvements to GBOOSH's financial management practices working in partnership with Two Sides Accounting.
- Successful recruitment of additional team members to allow GBOOSH to increase attendance numbers to full capacity.
- Engaging in discussion (and hopefully successful negotiation) with the GBPS P&C of a merger arrangement to maintain GBOOSH as a community-based entity into the future. The final outcome being successful negotiation of a new licence agreement for GBOOSH securing its future for the next 8 years.
- Ongoing development and training for employees, in particular our leadership team.
- Review of GBOOSH's philosophy, vision and values to align it with the changing future of the organisation.
- Development of a Reconciliation Action Plan.
- Provision of professional development opportunities for staff including child protection and first aid refresher training.
- Continuing to reflect on the Centre's practices, policies and procedures using ACECQA's Self-Assessment Tool and measuring against National Quality Framework.
- Increased opportunities to engage face-to-face with families, return of family social events, orientations and meetings.

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5. AUDIT REPORT

The GBOOSH Management Committee made a determination in 2021 to engage the services of a new auditor for this financial year. After many years with the same auditor appointed it made sense to seek the advice and feedback of another provider.

The Audit Report has been executed by Trent Atlee from the Maher Group. A copy of the audit report may be obtained from GBOOSH on request.



6. ACKNOWLEDGEMENTS

- The GBOOSH Management Committee volunteers of past and present.
- Mark Badovinac – for volunteering his time as GBOOSH President, a named Person with Management Control as Approved Provider and to attend to maintenance repairs at the service.
- Craig Manwarring – for volunteering his time as GBOOSH Treasurer and as a named Person with Management Control as Approved Provider.
- GyMEA Bay Public School – ongoing support of GBOOSH and sharing their facilities with the service.
- Matthew Bauer – donation of IT equipment and his time to install it.
- Geoff Snellgrove – for volunteering his time to attend to maintenance repairs at the service.
- SW Projects – construction of our bag storage, handwashing facilities and ongoing projects to improve the physical GBOOSH environment.
- GyMEA Bay P&C Association – for supporting the school community & working with GBOOSH to explore their ability to support GBOOSH into the future.
- Sarah Turchett, Inclusion Support Professional, Big Fat Smile – for her assistance with our ongoing inclusion support funding applications.
- Produce to Plate – for supplying our weekly fruit & vegetable orders.
- Hello Pro Photography – for supplying photos for the new GBOOSH website.
- Miles Design – for development of the new GBOOSH website and its ongoing maintenance.
- Taren Cleaning Supplies – for supplying GBOOSH cleaning and bathroom products.
- Brendan Carey Electrical – for attending to electrical maintenance.
- Ideal Cleaning & Upholstery Service – for their attention to detail in the daily cleaning of our service.
- Two Sides Accounting – for providing our bookkeeping & accounting services.
- Employment Innovations – for providing their HR consultancy services.
- Network of Community Activities – for supporting the OOSH sector and providing ongoing advice and assistance to GBOOSH.
- The families and children of GBOOSH – they inspire our purpose, direction and creativity.
- The GBOOSH employees – without the amazing commitment and dedication of our Coordinators and Educators, GBOOSH would not be able to provide high quality OOSH care everyday.

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