



Gymea Bay Care
& Leisure Centre



GBOOSH Family Handbook



GyMEA Bay Care & Leisure Centre

Our Family Handbook

The purpose of the handbook

The GBOOSH Family Handbook was last updated August 2022. With significant changes made in September 2021, 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 the annual enrolment form, acknowledging that they have reviewed this document in detail. Families must understand the terms & conditions of using the services offered by GyMEA Bay Care & Leisure Centre.
- is designed to complement the GBOOSH Centre Policy, Procedures & Guidelines documents, also available to view at the centre, via email or a hardcopy can be provided to families on request.
- is updated on an annual basis unless legislation/regulation or NQS changes require us to do so. Any amendments will be communicated to families via email or publication on the GBOOSH website.



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

Any information acquired by GBOOSH during enrolment is subject to strict confidentiality standards. Records will be stored as per legal requirements and in line with the Australian Privacy Principles. Information will not be disclosed to other parties without the expressed consent of families.





Centre Information

ame of Approved Provider:	GyMEA Bay Care & Leisure Centre Inc, represented by the GBOOSH Parent Management Committee and nominated Persons with Management and/or Control (PMC)
PMC:	Mark Badovinac (President) and Craig Manwarring (Treasurer)
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 & Skye Hunt
Educational Leaders:	Kristin Garsheen, Cheryl Carroll, Skye Hunt
Hours of Operation:	BSC Morning 7 – 9am (Monday – Friday during Term) ASC Afternoon 3 – 6pm (Monday – Friday during Term) Vacation Care 7am – 6pm (Monday – Friday during School Holidays)
Contact Number:	Mb: 0408 210 705 Email: info@gymeabayoosh.com.au Website: www.gymeabayoosh.com.au
Complaints and Grievances to:	Nominated Supervisor/Director Corinne Bochkareff E: director@gymeabayoosh.com.au Nominated Supervisor/Joint Co-ordinator M: 0408 210 705 E: info@gymeabayoosh.com.au Kristin Garsheen, Cheryl Carroll & Skye Hunt PMC: Mark Badovinac M: 0410 131 155 Craig Manwarring M: 0478 555 574
Regulatory Authority:	NSW Department of Education Early Childhood Education and Care Directorate Locked Bag 5107, Parramatta NSW 2124 Ph: 1800 619 113 www.education.nsw.gov.au/early-childhood-education Email: JCEC_Sydney.Region@det.nsw.edu.au

Welcome to GBOOSH

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

GBOOSH offers centre based care for school aged children from 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 (GBPS). We are licensed to accommodate 180 children for before and after school care and up to 75 children for vacation care.

The Centre has been operating for over 30 years at GBPS mainly within our own building and has a current overall rating of MEETING the National Quality Standards. The outcomes of the framework for school aged care, *My Time Our Place* are deeply embedded in the daily program and practices.

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 it can be accessed at any time on the GBOOSH website for future reference. Additional information and regular updates are communicated to families via email or 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!



About Us

Centre Management: 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 to operate under this model, it has to have the involvement of parents on the Parent Management Committee.

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

Due to licensing changes announced by the NSW Department of Education in December 2021 for parent-run OOSH services. GBOOSH is currently going through the process of investigating a possible merger with the GBPS P&C Association in order to remain eligible for the license to operate at GBPS.

Our Staff, GBOOSH Leaders and Educators: 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 is integral to the quality of care GBOOSH provides.

At present the centre operates with a team of professional qualified and/or experienced dedicated staff and educators including a Centre Director, 3 Coordinators, 1 Team Leader (vacant) and numerous permanent/casual Educators. All Educators are trained in first aid management including CPR, asthma and anaphylaxis management.

All staff are employed by the Director/Management Committee and their responsibilities are planned in consultation with the Committee, regulations and the National Quality Framework. The centre promotes a child safe environment and all staff must comply with the Working With Children Check (WWCC) as required by the Office of the Children's Guardian. GBOOSH leaders are required to complete annual Child Protection update training, all other employees are also encouraged to complete this training.



Enrolment Information

The Enrolment process: Enrolment must be completed for all casual (flexible), permanent (routine) and vacation care bookings before the child attends GBOOSH. The enrolment process can be completed via email with forms obtained by emailing the GBOOSH office. Please email the service info@gymeabayoosh.com.au for further information.

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

Casual (Flexible) bookings: Where a session is requested for a child to attend the service on an irregular basis, this is subject to availability. Casual bookings can only be made one week in advanced by email, text or phone call. These bookings may be cancelled without charge if more than 48 hours notice is provided.

Vacation Care booking: Where days of care are required during the school holidays or pupil free days. Families must complete the enrolment process as well as the Vacation Care Booking form that is available around week 7 of each term. Children do not have to attend before or after school care or attend the school to enrol for vacation care.

Bookings at GBOOSH will not be confirmed until a **complete** enrolment record has been received, this includes child and parent CRN details, medical action plans and an immunisation statement.

Child Care Subsidy (CCS): All families must register with the Centrelink/Services Australia 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.

CCS are payments from the Australian Government that help you with the cost of child care. You must receive these as reduced child care fees which will be applied directly to your GBOOSH account. Please note that as the Government has direct link in access to GBOOSH's CCS database the Government may at any time make adjustments to, cease payment of or retract CCS funds from your account. Any outstanding balance as result of these remains payable to GBOOSH and it is the account holder's responsibility to contact the CCS family information line to resolve any CCS discrepancies directly with the Government.

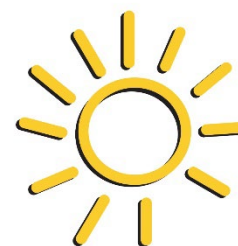
You can apply for the CCS online or in person through Centrelink. To apply online, visit the MyGov website.

To be eligible for the CCS, families must meet the activity requirements, combined income thresholds and children must also meet immunisation requirements as per the Australian Government Schedule.

Centre Policies and Procedures: The centre policies are available for review via the email, at the Centre or by requesting a copy from the centre. It is important that all parents are familiar with the policies.

Parents should be familiar with the service's policies and procedures as these will be the guide for GBOOSH staff and the actions they take to handle all situations which arise.

Please ask the Director/Coordinators should you have any questions or would like a copy



of a specific policy. All our policies are reviewed every second year or as required in consultation with staff, parents and the Management Committee.

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 approximately 2 weeks over the Christmas and New Year period.

Morning session (BSC):	7:00am – 9:00am
Afternoon session (ASC):	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.

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.



Fees and charges: 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. Due to the ongoing impacts of COVID 19 the Management Committee has determined that fees will be increased from 1 July 2023.

The fees from 1 July 2023 are:

Permanent bookings		Casual bookings	
Morning session	\$19.10	Morning session	\$20.15
Afternoon session	\$27.55	Afternoon session	\$28.60

Vacation Care: \$65.75 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 account holders are required to pay an **Annual Registration/Enrolment fee** of \$50.00 per calendar year. This will be charged to the first invoice for the calendar year and must be paid on invoice.

Families should note that CCS is not payable on late fees, annual enrolment fees and other fees as specified by the Australian Government.

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 2 weeks before the commencement 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 suspension or termination of a child/children's placement at the centre being considered if payment agreements cannot be reached.

Fees may be paid via direct debit or manual deposit into GBOOSH's bank account. Please refer to your parent statement for details.

Absences: The centre must be notified if your child/ren are sick or will not be attending for any other reason on your booked days for both morning and afternoon sessions. This can be done via email, via phone or text message. This allows the centre to update the attendance roll and if possible offer the vacancy to other children on the waitlist.

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 inform GBOOSH directly.

GBOOSH staff will always seek to identify the whereabouts of children who have not arrived for an afternoon session, and we have not been notified of their absence. This leaves the centre understaffed whilst someone is out searching. **Please ensure you advise the centre in advance when possible.**

Please note: if your child can not be found and all avenues have been exhausted, including attempts to contact the school and all listed contacts. Should the Responsible Person feel concern for the whereabouts of the child, Emergency Services (Police) will be contacted to assist in the search until the child is located OR the parent can confirm the location of the child.

For CCS purposes families are entitled to 42 absence days per child each financial year. These missed sessions can be for any reason (eg. holidays, illness, appointments or closure due to public holidays) and will not require proof. Your statement will indicate how many absent days your child/ren have utilised. 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 electronic sign in/out system the next time you are at the centre. Once you exceed the 42 days of allowable absences no further CCS will be paid by Centrelink on any additional absences, therefore the system will automatically charge your account at the full fee rate.

Child Care Subsidy (CCS) will not be paid for absences once a child has ceased care or prior to commencement of their first enrolled day of attendance (this is called cessation of care). 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. GBOOSH is unable to waive penalties associated with Cessation of Care as these are determined by the Australian Government. Please refer to the CCS legislation on the Services Australia website for more information.

Cancellation of bookings: GBOOSH requires a two week notice period for cancellation of permanent bookings. This should be sent via email and the centre will respond to confirm the end date of bookings and any payment required.

Casual BSC/ASC bookings may be cancelled without charge if more than 48 hours notice is provided. Casual bookings with less than 48 hours notice will be marked as an absence and will require payment for the booking.

Cancellation of vacation care bookings will be charged as an absence unless a Doctor Certificate is supplied.

Health & Safety

Medical Conditions: The centre supports children with all medical conditions to participate fully in the day-to-day service program. Relevant medical conditions include asthma, anaphylaxis, allergies and any other medical diagnosis which may impact your child's time or safety when at the service.

As part of your enrolment the service requires families to advise the service of all relevant information regarding your child/ren's 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 diagnosed medical conditions, please complete the relevant health management/risk minimisation plans found on the website and you must supply any necessary medication to manage your child's condition.

*An action plan completed by your child's GP must be uploaded as part of your enrolment. As this is a requirement under the Regulations, **GBOOSH will be unable to confirm a child's booking until all medical documentation and medication has been received.***

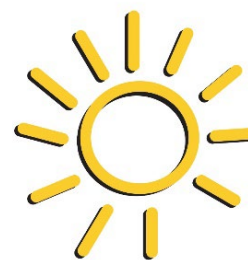
Parents will be contacted on a regular basis to review their child's risk minimisation plan and replace any expired medications. If this process is not completed the service may suspend/terminate the child's position until all of the medical requirements are met.

First Aid: Under the service's policy all GBOOSH educators must be trained in First Aid for use in an education and care setting and maintain this qualification. Educators will apply any necessary general first aid, however if a more concerning injury or an injury to a sensitive area (such as the head) is sustained the parent will be contacted for further discussion.

If the matter is urgent the service will contact emergency services or your child's medical contacts for further attention. Major injuries/illness may require a parent or nominated contact to collect the child. Major incidents will require parents to sign an incident form and may require a report to the Department if medical assistance is required.

If your child has no known allergies (as disclosed on their enrolment form) and is observed to be having an allergic/anaphylactic/asthmatic reaction, under the Child Care Regulations Educators are authorised to administer the appropriate first aid. This may require administering the standard recommended dosage of an inhaler/reliever medication or an adrenaline auto injection device (Epipen) from the service's first aid kit.

Medications: The Centre is able to administer prescribed medications for children on completion of a medication form. The medication must be brought to the centre in a clearly labeled packaging which includes the child's name, dosage details and frequency of dose. If requested by the Nominated Supervisor a Dr's letter may be required to support ongoing administering of medication.



Medications should be handed to the Nominated Supervisor/Responsible Person on Duty for safe storage away from children. If permission is provided for a child to self administer, this will need to be witnessed by a GBOOSH staff member and medication must still be stored in line with GBOOSH policy.

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. It is important to indicate on your enrolment form any allergies or dietary requirements of your child.

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

BSC: 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.

ASC: 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 notice board. The current ASC menu is NUT FREE and offers gluten and dairy free options.

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.

Sun safety and outdoor play: GBOOSH enjoys using the outdoor spaces and both GBPS and on Gymea Bay Oval. If appropriate children may from time to time attend activities on the neighboring sports oval, this is conducted under excursion ratios (1 Educator: 8 Children).

GBOOSH is a Sunsafe Service and requires children to bring a hat to wear outdoors everyday. Children will be supplied with sunscreen at regular intervals, particularly during Vacation Care. Sunscreen brands vary depending on availability so if your child requires a specific sunscreen, please pack this in their bag and advise staff. Note of this should also be included on the child's enrolment form.

Children must wear appropriate sun protection at all times, therefore t-shirts should cover shoulders, NO SINGLETS or sleeveless shirt/dresses. If engaged in water/messy play children must wear a rash shirt or spare t-shirt over their swimmers.

Regular roll calls: GBOOSH completes regular roll calls during sessions to ensure all children are accounted for and any children who have left the service have been signed out correctly. If your child is still signed in but has not been marked at a roll call, the parent observed collecting the child will be contacted to verify the collection time so that the roll can be updated prior to the end of the session. Please assist staff by ensuring children are signed out correctly on pick up.

Emergency procedures: The service displays its emergency evacuation procedures around the centre as well as in documented policies.

In following the services' emergency management plans if deemed necessary or advised by the school or Emergency Services that it is unsafe to remain in/on the premises children will be relocated to a designated safe place either within the school grounds or neighboring property. Should this action be required, GBOOSH Leaders will contact parents as a matter of urgency to alert them to the location of all children.



Programming and Planning

Daily programs: 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 2 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 3–6 program from the GBPS hall, GBOOSH also has access to use the GBPS music room for quite indoor play. Inclement weather, staffing matters and other activities in the hall may require these locations to be revised temporarily.

The Educators record a summary of activities and observations and this is displayed as the Daily Story in the main room at the centre.

Program planning and activities: All GBOOSH Educators assist the Educational Leaders to plan and program activities for sessions. A variety of activities are planned and aimed to engaged children of various ages, interests and abilities.

When selecting to book vacation care days, families should review the program to ensure the planned activities are suitable to their child and family's needs and values.

From time-to-time the program may include the use of electronic devices, viewing of a movie (all selected movies are rated G or PG and supervised by an Educator) or involve travel to an external venue. As GBOOSH is an inclusive environment where children are offered a variety of activities to engage in, children are encouraged to make some independent decisions about their chosen activity.

Families must understand that GBOOSH staff are unable to exclude particular children from activities on request, unless it is critical to the child's safety. However, should a child not wish to engage in a particular structured activity, there will usually be alternative experiences and free play available.

Parents should discuss any concerns about activities or theme days with the Nominated Supervisors prior to booking, in order to make an informed decision and appropriate choices for their child.

Behaviour Management: The Centre implements a fair & consistent behavior management program & has a clearly documented policy for behaviour management. Both parents and children should be familiar with the policies and expectations of behaviour at GBOOSH.

All staff are provided with training in this area to assist them in effectively guiding & supporting appropriate behavior 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 may be invited to meet with GBOOSH staff/GBPS representatives to discuss, develop strategies to manage their child's behaviour and to sign any documented behaviour issues.

A documented behaviour management plan will be developed in consultation with the GBOOSH leaders, parents and child. If the child has a diagnosed condition which impacts their behavior, other professionals may be engaged by the parent to provide reports containing triggers and strategies to assist GBOOSH staff to safely manage as situations where behavior or emotional responses may escalate.

Ongoing behaviour issues which breach the center's policies, demonstrate risk to staff, the child or other enrolled children may result in suspension or termination of the child's place at the service.

Clothing and children's personal equipment: As GBOOSH supplies all the required resources and equipment for activities we discourage children from bringing their own special toys which can result in disappointment if these are lost or broken.



During craft experiences or messy play educators will endeavor to have children protect their clothing using paint shirts during activities whenever possible. If you are worried, please have children bring along old clothing to change into for messy play. During Vacation Care children should bring a full brimmed hat, a set of spare clothing and a jumper to all sessions.

Where necessary the program will specify any equipment, outfits (such as dress up days) or clothing (such as water play days) which is required for a theme day. Please ensure all clothing is labelled as it common for children to

have the same items at times. Enclosed shoes are required to protect children's feet in vacation care, thongs or sandals are not permitted.

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.

Use of devices and phones: While we respect the right of parents /carers to allow children to bring mobile phones or tablet devices to school or vacation care, these are to be left in children's bags and not used at the centre without prior arrangement with the Nominated Supervisor. GBOOSH has a centre phone **0408 210 705** which children can use should they need to contact parents or that parents can ring to speak to their child/ren.

Children are not permitted to charge devices at the centre and must only play appropriate age rated games. The use of social media or online games is not permitted while attending the centre.

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.

Educators are not responsible for loss or damage of devices. Children are requested to leave their devices in the GBOOSH office while attending an excursion or other activity.



Feedback, Grievances and Complaints

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 0408 210 705.
2. Email the Director at director@gymeabayoosh.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:

Email: gboosh.committee@gmail.com

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

GBOOSH welcomes feedback and suggestions from families as this assists the service in best meeting the needs of its community and ensuring we are always striving to improve and develop as a service.

