

Gymea Bay Care & Leisure Centre



Quality Before school, After school & Vacation Care on the grounds
of Gymea Bay Public School

Family Handbook

Contact GBOOSH on:

Email: info@gymeabayoosh.com.au

Ph: 0408 210 705

www.gymeabayoosh.com.au

Gymea Bay Care and Leisure Centre
205a Gymea Bay Road
Gymea Bay NSW 2227
(Entry via June Place, Gymea Bay)

Phone: 0408 210 705

Email: info@gymeabayooosh.com.au

Website: www.gymeabayooosh.com.au

ABN: 17 195 913 900

Centre Information

Name of Service:

Gymea Bay Care and Leisure Centre
205a Gymea Bay Road
Gymea Bay NSW 2227
(Entry via June Place, Gymea Bay)

Phone: 0408 210 705

Email: info@gymeabayoosh.com.au

Website: www.gymeabayoosh.com.au

ABN: 17 195 913 900



Name of Approved Provider: Gymea Bay Care & Leisure Centre Inc

PMC: Sofia Adelmann, Eloise Chalker, Jillian Pancott

Provider Approval No: PR-00007076

Service Approval No: SE-00012147

Nominated Supervisors: Corinne Bochkareff & Kristin Garsheen

Educational Leaders: Kristin Garsheen & Cheryl Carroll

Approved Hours of Operation:

School Terms

BSC 7.00am - 9.00am Monday - Friday

ASC 3.00pm - 6.00pm Monday - Friday

School Holidays/Pupil Free Days 7.00am - 6.00pm Monday - Friday
Vacation Care

Complaints and Grievances to: **Corinne Bochkareff**, Nominated Supervisor/Director
M: 0408 210 705 **E:** director@gymeabayoosh.com.au

Kristin Garsheen

Nominated Supervisor/Joint Co-ordinator

M: 0408 210 705 **E:** info@gymeabayoosh.com.au

PMC: Sofia Adelmann, GBOOSH Management Committee

E: gboosh.committee@gmail.com

Regulatory Authority:

NSW Department of Education
Early Childhood Education & Care
Locked Bag 5107, Parramatta NSW 2124
P: 1800 619 113 **E:** ececd@det.nsw.edu.au
W: www.education.nsw.gov.au

GBOOSH Family Handbook

The purpose of the handbook

The GBOOSH Family Handbook forms part of the written care arrangement 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.
- it is the responsibility of the parent/guardian to seek clarification from the service should there be any questions or concerns arising from the information in this document. All enquiries should be submitted in writing to info@gymeabayoosh.com.au.



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.

Welcome to GBOOSH



Welcome to Gymea Bay Care and Leisure Centre (GBOOSH), we hope that your family and children enjoy their time at the service.

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 up to 180 children for before and after school care and up to 75 children for vacation care.

The Centre has a long history with GBPS operating for over 35 years on the site, both in the GBPS hall and within our own building purchased and maintained by the community. At present GBOOSH is working with the community to undertake a merger of its operations under the schools P&C Association.

As CCS approved service all GBOOSH policies and procedures are required to meet the National Laws and Child Care Regulations, as well as the Chils Safe Standards and National Quality Standards. GBOOSH been provided with an overall rating of MEETING the National Quality Standards following a rating & assessment visit from the Australian Childrens Education & Care Quality Authority (ACECQA). The Department also conducts regular spot checks of the service to ensure continued complianance and our focus on child safety is paramount above all else.

The outcomes of the framework for school aged care, My Time Our Place are deeply embedded in the daily program and practices. This ensures our recreational program is meeting the learning outcomes and supports children to build important life skills for the future.

Although GBOOSH operates separately from the school, we closely align ourselves with the school's core values and a commitment to providing a child safe environment, quality care and education focused on recreation and life skills.

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!

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GBOOSH Program

Philosophy

Gymea Bay Care and Leisure Centre acknowledges the Traditional Custodians of the Land on which we play and learn, the local Dharawal people and to all Aboriginal and Torres Strait Islander people of Lands across our nation. We pay respect to Elders past, present and emerging for it is on their land that we build our community.

We believe in creating an inclusive learning and recreational environment that meets children's developmental needs, interests and experiences, regardless of their gender, capabilities, strengths and circumstances. We are committed to providing a program that is developed and reflected upon collaboratively and in partnership with the children, families, educators and our community. We also value the strong links with our school in promoting a collaborative approach to our service provision.

We value and recognise the cultural diversity of our families. Cultural beliefs, heritage, customs and opinions are valued, respected and part of our curriculum.

As Educators, we ensure our practices and values guide a positive child safe culture. Our team is committed to ongoing professional development that enhances our skills. As professionals, we embrace reflection as a cornerstone of our practice. By examining experiences through diverse perspectives, we continually expand our understanding and refine our approach, ensuring that our knowledge remains current and relevant.

We endeavour to foster children's independence and nurture their imagination throughout our program and its planning. We are committed to providing an environment where children have the right to feel safe, valued, respected and heard. By nurturing children's independence and fuelling their imagination, interests, and abilities, we create an environment where every child feels empowered to explore and thrive.

We are committed to providing children with opportunities and experiences to connect with the natural world and understand their place within it. Our philosophy revolves around nurturing growth, both in children and in our commitment to sustainability. We foster a connection to nature by creating an environment for every child to flourish, and where the principles of sustainability are woven into the fabric of everyday life.

We comply with the Education and Care Services National Regulations, National Law, the National Quality Standards and Child Safe Standards to ensure a holistic approach to service planning, provision and reflection. As professionals, we are guided by the ethical responsibilities associated with the ECA Code of Ethics and the UN Rights of the Child.

GBOOSH Program

Philosophy cont.

Through the integration of the My Time, Our Place framework into our philosophy, we acknowledge and recognise the views and curiosities of our children by promoting a deep sense of self-worth and belonging within our service. We prioritise creating opportunities for children to experience belonging in meaningful ways. We foster a sense of ownership and agency through participation in decision-making processes, encouraging peer interactions and collaboration, and provide a nurturing environment where individual voices are heard and respected.

By embedding the principles of belonging, being and becoming, Gynea Bay Care and Leisure Centre strives to create a welcoming environment where we all feel connected. We embrace inclusion and diversity by celebrating each individual's unique journey as we lay the groundwork for a community where everyone can thrive and truly belong

Child Paramountcy Statement

GBOOSH is committed to ensuring that the best interests of the child are the primary consideration in all decisions, actions, and practices. All educators and volunteers are expected to actively consider and uphold this principle in daily practice, including in policy compliance.

Wonderful Joyful Happy Safe
Great Play Fantabulous Supportive
Caring Friendly Good Brilliant
Loving The Best Supportive Terrific
Awesome Nice Amazing Kind Fun
Exciting Understanding Spectacular
Helpful Excellent Perfect Lovely

*Thank you to staff, children and families who provided feedback on the GBOOSH Philosophy in 2024.
The above word jumble reflects the words children used when asked how they feel about GBOOSH!*

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 inline 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. Details of our current Management Committee Executive can be found on our website www.gymeabayoosh.com.au/aboutus



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 a merger with the GBPS P&C Association in order to remain eligible for the license to operate at GBPS.

Our Staff, GBOOSH Leaders & Educators

The centre operates with 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. Often, when educators are available, we exceed this ratio as we believe this is integral to providing a child safe environment and high quality of care.

At present the centre operates with a team of professional qualified and/or experienced dedicated staff and educators including a Centre Director, Joint Coordinators, 1 Admin Assistant and numerous permanent/casual Educators. All Educators are trained in child safe practices, 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, Child Safe Standards, My Time our Place 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 regular Child Protection update training, all other employees are also encouraged to complete this training.

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Enrolment Information

The Enrolment Process

An enrolment request 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 advance 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. However, under the Service's licence agreement students of GyMEA Bay Public School will receive first priority for bookings.

Families should not assume that completion of an enrolment request form is confirmation of placement, as each enrolment form must be reviewed for completion and to ensure the service is able to provide a safe environment for each applicant. Where medical conditions or specific needs have been noted, GBOOSH may need to make further enquires with external agencies in order to obtain further advice and support.

Availability of places is subject to existing enrolment numbers and staffing levels. During vacation care, availability may be impacted by limitations on operational space or activities being provided by an external provider.

Families should make their own enquiries to ensure that GBOOSH is a suitable care environment for their family and is able to safely meet the individual needs of their child.

Bookings at GBOOSH will not be confirmed until a complete enrolment record has been received, where relevant this should include:

- **child and parent CRN details,**
- **medical action plans,**
- **an immunisation statement,**
- **Copies of supporting evidence, behaviour support plans or medical action plans; where a child has any medically diagnosed, allergy, condition which requires ongoing medication or any other diagnosed condition (including neurodiverse conditions where additional guidance, support or educator support may be required). When reviewing these enrolments GBOOSH may need to invite families to participate in a phone interview, site visit or complete additional risk assessments/transition plans to ensure we are able to provide a safe environment for all children.**



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Enrolment Information

Operating Hours

The Centre is open from Monday to Friday during the school term and during the school holidays, including pupil free days.

Approved operating hours are as follows:

- 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 approved care hours or late fees will apply. GBOOSH is not licenced to care for children outside of its operational hours.

The Centre is closed on all public holidays and for approximately 2-3 weeks over the Christmas and New Year period. Should Vacation Care bookings not achieve sufficient numbers to cover the cost of the program, GBOOSH may be required to review original plans and reconsider operating on reduced hours, reduced activities or even closure. GBOOSH will attempt to advise families of any changes as soon as possible.

While GBOOSH has one fixed site on school grounds, availability of all additional space including the school hall is negotiated with the NSW Department of Education and areas of use are subject to change.

Centre Policies and Procedures

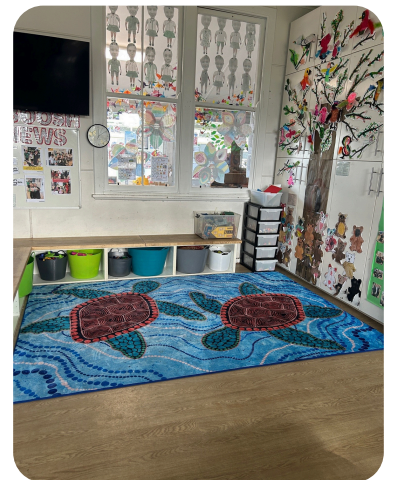
The centre policies are available for review via the email, or hard copies can be viewed in the foyer at the Centre.

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.

All our policies are reviewed every second year or as required in consultation with staff, parents and the Management Committee. Policies are aligned with all required legislation including the National Quality Standards, Child Care Regulations, Child Safe Standards and both national and state work health and safety requirements.

To support our focus on providing a safe environment for all participants, Risk Assessments are conducted on a regular basis to review all aspects of operations and potential emergencies.

Please ask the Director/Coordinators should you have any questions or would like a copy of a specific policy or risk assessment.



Enrolment Information

Child Care Subsidy and other fee assistance

GBOOSH is approved to administer Child Care Subsidy (CCS) to the fees of all eligible families. 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.

All families must register with the Centrelink/Services Australia to obtain a Customer Reference Number (CRN), for both yourself and your child/ren. You can then apply for the CCS online via the MyGov website or in person.

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

CCS cannot be applied to your account 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.

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, it is the account holder's responsibility to contact the CCS family information line to resolve any CCS discrepancies directly with the Government.

Families with special circumstances or children at risk may be eligible for Additional Child Care Subsidy.

Please discuss your family circumstances with the Centre Director, should you be eligible and GBOOSH will be able to assist with any applications or process approvals. All matters are treated with absolute confidentiality.

Please note, GBOOSH is not approved to deal with any funding associated with the NDIS.



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Enrolment Information



Fees & 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.

The Management Committee has determined that the following will apply from July 2026:

Permanent (Routine) Fees

- **BSC** Morning Session **\$24.86 per child**
- **ASC** Afternoon Session **\$35.86 per child**

Casual Fees

- **BSC** Morning Session **\$26.24 per child**
- **ASC** Afternoon Session **\$37.24 per child**
- **Vacation Care/
Pupil Free Day** **\$85.62 per child**

Other fees & charges

- **Annual Registration/Enrolment Fee: \$75.00 per account.** Payable in January/February each year OR on registration, this fee must be paid on invoice prior to booking confirmation.
- **Late pick up fee: \$5.00 per minute/per child after 6.00pm.**
- **Non-attendance/Notification Fee \$17.93** for failing to notify the service of child absences from care
- **Vacation Care Excursion/incursion or activity fees** are charged to the individual family account (per child) on days where a specific activity or event has been outlined on the program.

Under the Family Assistance Law, GBOOSH is approved to administer Child Care Subsidy (CCS).

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

Families with permanent bookings must pay for each day they have booked. This includes illness, family holidays, public holidays which fall in term time. 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. Fees may be paid via direct debit or manual deposit into GBOOSH's bank account. Please refer to your parent statement for details.

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.

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Enrolment Information

Absences from care

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.

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. Failure to notify the service at least 1 hour prior to commencement of the session, families will be charged a non-notification fee. This fee is 50% of the standard session fee.

GBOOSH staff have a duty of care 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.

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.



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Enrolment 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.

If your family is experiencing extenuating circumstances which prevent your child from attending care, please speak to the Nominated Supervisor so we can best support your family and any extended periods of absence.

As noted previously if your child does not attend their final sessions of care, Centrelink may retract any estimated/paid CCS from your GBOOSH account.

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 Dr's Certificate is supplied and fees can then be credited to your account.

Please note that 'swapping days' is not possible, however additional days may be booked as needed through casual bookings.



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Health & Safety

Statement of Commitment to Child Safety

GyMEA Bay Care & Leisure Centre (GBOOSH) is committed to child safety, and we demonstrate this through implementation of the Child Safe Standards in everything we do.

GBOOSH is committed to providing a safe, welcoming environment for all staff, children and their families. An inclusive and diverse environment that is free from discrimination or judgement.

GBOOSH has a zero tolerance of child abuse, all allegations and safety concerns will be treated seriously and consistently in line with our policies and procedures

Providing a Child Safe Environment

GBOOSH aims to provide a safe environment for our whole community including children, staff and families.

Under the regulations, GBOOSH is required to operate with a minimum child to staff ratio of 1:15. With sessions operating with up to 180 children, it is important for families to consider how their child may adapt to the challenges of an OOSH environment including transition times, open spaces, high volumes of adults and children within one area, loud and overstimulating settings.

On occasion the service may request additional information about your child to assist in identifying how we may be able to best support their time at GBOOSH. If GBOOSH is unable to obtain essential information or support to ensure a safe environment, it may be necessary for the service to temporarily suspend the care arrangement until this can be addressed. It is a requirement of enrolment, that families keep GBOOSH updated on changes to your child's needs, medical conditions, diagnosed conditions or your family situation.

As part of our commitment to child safety GBOOSH has a number of policies in place to support its processes for ongoing review of child safe practices and assessment of risks. Our policies cover everything from the initial enrolment process, behaviour management, physical environment, governance and management of the service, educational program and practice.

Copies of all policies are available to families in the centre foyer or by request. If you would like to request a copy of a policy, please email the service info@gymeabaygoosh.com.au.

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Health & Safety

Managing Medical Conditions

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

As part of your enrolment, GBOOSH 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 medical action plan/risk minimisation plans provided and you must supply any necessary medication to manage your child's condition.

An action plan completed by your child's GP must be provided as part of your enrolment. 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.**

If your child requires ongoing/regular medication to support a medical condition you will need to complete the relevant medication forms to support this.

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 under the regulations the service must suspend/terminate the child's position until all of the medical requirements are met to ensure a safe environment of everyone.

Administration of 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 clearly labeled, in original packaging which includes the child's name, dosage details and frequency of dose. Items should be labelled with pharmacy labels stating these details. Without these details GBOOSH is unable to administer any medication or pharmacy product. 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. Medications will be administered by the Nominated Supervisor and witnessed by another GBOOSH employee.

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 inline with GBOOSH policy.

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Health & Safety

First Aid and Medical Emergencies

Under the service's policy all GBOOSH educators must be trained and maintain a qualification in First Aid for use in an education and care setting.

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 by the Nominated Supervisor/Responsible Person on Duty for further discussion.

Major injuries/illness may require a parent or nominated contact to collect the child as soon as possible.

Unwell children should be kept at home for their safety and to prevent illness being passed on to others. In major outbreaks of contagious illness the centre may need to take further action to reduce spread, such as centre closures or reduced attendance numbers.

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

Important note regarding emergency medical

management: *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 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.



Emergency Procedures

The service displays its emergency evacuation procedures around the centre, as well as in documented policies. GBOOSH practices emergency drills and procedures on a regular basis. Many of the procedures are aligned with those of the school to assist the children and staff, with the main assembly point being located on big back grass.

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 neighbouring 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.

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Health & Safety

Signing in/out of care

Regular roll checks



Under the Regulations a parent/guardian or authorised contact (over the age of 16 years) **MUST** sign each child in/out of care. Children may not be released from care without a parent/guardian or authorised contact being present to collect them.

GBOOSH is not authorised to allow children to leave the grounds without handover to an authorised person, this includes external activities which are not directly provided by the school or GBOOSH.

Changes to authorised contact persons must be communicated to GBOOSH by a parent/guardian in writing. On arrival at the service new contact persons must provide photo ID to the Responsible Person on Duty.

GBOOSH has a duty of care to ensure every child booked in for a session of care is accounted for. Therefore if your child does not arrive for a booked session of care, GBOOSH will make all necessary attempts to contact the listed parent/guardian or authorised contact. Should GBOOSH be unable to contact an adult or confirm the whereabouts of the child, decision may be made to contact emergency services for advice and support.

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.

Enrolment records, including sign in/out records are subject to confidentiality and privacy rules, these may be subpoenaed by legal process. It is critical that families do not share their pin codes with other family members, each family member should sign out using their unique code to keep sign in/out records compliant with CCS. If you need to add a contact to your account, please email the GBOOSH office and we will create an additional sign in.

Leaving the premises unaccompanied

Under the Regulations once signed into care children must be escorted from the premises by a nominated parent or contact person over the age of 16 years.

When leaving the centre children are not permitted to run ahead, and **MUST** walk alongside parent/contact person to prevent injury or accidents.

Under the centre's behaviour management policy attempts by children to abscond from the service without a parent or contact person present will have serious consequences. This may include suspension of care arrangements or termination of placement.

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Sun safety and outdoor play

GBOOSH enjoys using the outdoor spaces at both GBPS and on Gymea Bay Oval. Regular safety checks are completed by staff in outdoor spaces and where possible children are encouraged to play in shaded areas.

If appropriate, from time to time children may attend supervised activities on the neighbouring sports oval, this is conducted under excursion ratios (1 Educator: 8 Children). All families are asked to provide permission to play on the oval during the enrolment process.

GBOOSH is a Sun Smart Service under the Cancer Council program 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 that any sunscreen sensitivity should also be included on the child's enrolment request 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.

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. Educators are not responsible for lost clothing or toys children bring to the centre. As such, please discourage your children from bringing 'precious' items to the centre.

During Vacation Care children should bring a full brimmed hat, a set of spare clothing and a jumper to all sessions. Clothing should suit the weather/seasonal conditions.

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 clearly labelled with child's name, this includes lunch boxes and drink bottles. There is a lost property area located at the sign in/out desk.

Health & Safety

Use of electronic devices & phones

While we respect the right of parents /carers to allow children to own mobile phones, smart watches or tablet devices, these are to be left at home or in the GBOOSH office and not used at the centre without prior arrangement with the Nominated Supervisor.

Unless specified in the program use of electronic devices, including phones or smart watches, are not permitted while at the centre.

The use of mobile phones and electronic devices including parents taking photographs of their own child with others is NOT PERMITTED and can have serious consequences. Under no circumstances are parents/guardians permitted to take photos of children whilst on site at GBOOSH. Other staff and students may be in the background, compromising their privacy, safety and security. Please refer to the centre's policy in this regard.

To ensure a safe environment for children and all workplace participants, GBOOSH staff and families must follow strict policies and procedures relating to digital technology, including restrictions on access to their personal phones and other devices.

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. If you have any questions, please speak to the RPD.

GBOOSH appreciates families in supporting these requirements to ensure a safe environment for everyone.

Programming & 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** and the National Quality Framework. These frameworks assist 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 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 other areas of the school as required. 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, this is displayed as the Daily Story in the main room at the centre. GBOOSH does not have a process for electronically displaying photographs, observations or reflections via online programs or social media. This enables GBOOSH to be able to sensitively address any parental concerns about confidentiality, identity protections and security of personal information.

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 behaviour management. These records are confidential. Parents may view their own child's observation records.

No GBOOSH leaders or employees may give information on matters relating to children to a person other than the parent/guardian, with exception of legal subpoena or written request from relevant Government agencies.



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Programming & Planning

Program planning for 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.

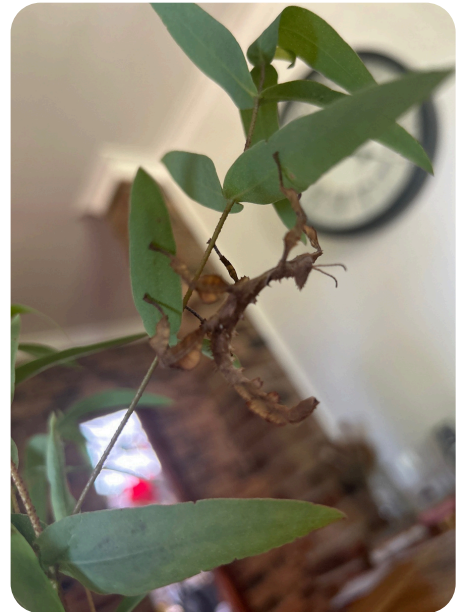
When selecting to book vacation care days, families should review the program to ensure the planned activities are suitable to their child and family's needs and values.

From time-to-time the program may include the use of technology, 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.

Risk assessments are conducted on a regular basis to ensure that safety concerns as addressed prior to any experience and best efforts can be made to minimise potential risks.



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Programming & Planning



Inclusion and Additional Support

GBOOSH endeavours to provide an inclusive environment, aiming to support the needs of as many children and families in the community as possible.

In some circumstances, GBOOSH is able to access limited assistance for children with additional needs following an application process under the Government's Inclusion Support Program (ISP) with GBOOSH's Inclusion Professional.

The Nominated Supervisor may identify potential eligibility for funding during the enrolment process and will contact families to discuss the ISP, providing the necessary application forms and information on the ISP.

Supporting documentation from specialist practitioners working with the child are required to support the application, along with permission forms allowing the service to share personal information with the necessary government agencies.

To support the safe inclusion of all children, GBOOSH may offer a conditional or trial enrolment period where:

- there are complex or multiple needs, or
- a risk assessment has determined that additional strategies may be needed to manage risks in the care environment, or
- a transition/trial period is recommended to determine whether the child's needs can be safely met within the current capacity of the service.

Funding is subject to approval from the Inclusion Development Fund Manager with restrictions. Funding approval may apply to specific sessions, days and hours of care. It is important to note that there is currently no 1:1 funding available to OOSH services.

It is important that all families make enquiries with the service to ensure GBOOSH is suitable and able to cater for the individual needs of their child, including any physical or environmental factors to ensure a safety for all.

Please speak to the Centre Director if you require any further information.

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Programming & Planning

Behaviour Management

The Centre implements a fair & consistent behaviour 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 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 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 may be developed in consultation with the GBOOSH leaders, the school, parents and the child. If the child has a diagnosed condition which impacts their behaviour, other professionals may be engaged by the parent to provide reports detailing triggers and strategies to assist GBOOSH staff to safely manage as situations where behaviour or emotional responses may escalate.

Ongoing behaviour issues which breach the centre's policies, demonstrate risk to staff, the child or other enrolled children may result in suspension of the care arrangement or termination of the child's place at the service until effective strategies can be put in place to help ensure the safety of all involved.

Parents should also be aware of their own personal conduct when onsite at GBOOSH. Communication with GBOOSH staff and other parents should be respectful at all times and free from any inappropriate language.



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Feedback, Grievances & 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, so your concerns can be thoroughly investigated and addressed either in writing or by arranging a meeting.
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 to the Management Committee by forwarding to:

Email: gboosh.committee@gmail.com

**President of Management Committee
GyMEA Bay Care & Leisure Centre
PO Box 537
GyMEA NSW 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.

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*We look forward to welcoming
you and your family to our
service!*

Gymea Bay Care & Leisure Centre



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