



GOOBURRUM OUTSIDE SCHOOL HOURS CARE

PARENT & CAREGIVERS INFORMATION HANDBOOK



Welcome to the GOSHC Service



Welcome to Gooburrum Outside School Hours Care (GOSHC), GOSHC is a small not for profit Outside School Hour Care service, we were established in 2001 and are sponsored by Gooburrum State School P & C Association and run from the GOSHC Facility building. GOSHC offers a safe, caring and friendly environment, with engaging age-appropriate activities for school age children. The service has capacity for up to 30 children at any one time.

Hours of Operation

6:30am – 8:30am Before School Session

3:00pm – 6:00pm After School Session

6:30am – 6:00pm Vacation Care

Our Service Philosophy:

Gooburrum Outside School Hours Care provides a safe, caring and stimulating environment for all children in our care. Putting children at the centre of our agenda is our motivation.

In developing planned activities for our program, we recognize the importance of an understanding of child development and the importance of fun and play in this process. We aim to develop an environment of trust and partnership between parents and our staff to ensure that children see us as a team working collaboratively in the provision of their care.

Our service is inclusive in all respects, regardless of disability, gender, culture or race. Our aim is to develop the social, emotional and creative skills of the children in our care through art, craft, music, support with homework tasks, cooking, outdoor play and physical activity.

Regulatory Authority of the GOSHC Service

Australian Childhood's Education & Care Quality Authority (ACECQA)

Phone: 137 468

Email: ecec@dete.qld.gov.au

Relevant Laws and other Provisions

The laws and other provisions affecting this service include:

- Child Care Act, 2002
- All Quality Principles

Management Structure

*The Gooburrum P&C Association is the Approved Provider & Sponsor of this Service. **The Management Sub-Committee for GOSHC** discusses decisions to be passed on to the P&C. Current members of this Sub-Committee are:*

- Donna Edmunds *Coordinator GOSHC*
- Halli Cantrell *Principal*
- Jodie Hopkins *P&C President*
- Annika Warren *P&C Rep/ Parent Rep*
- *P&C Treasurer*

The Management Committee Meetings are held quarterly and are open to all interested parties. This Committee then reports to the P&C Association with motions to be discussed/ passed. Families are encouraged be involved in the Management of the Service by:

- *Attending monthly P&C Meetings*
- *Attending Management Committee Meetings*
- *Formal and Informal discussions with Staff*
- **The Management Liaison persons to contact are:**

Halli Cantrell, Principal (07) 41 557 999 or Jodie Hopkins P & C President – 0402 979 263

This child care service is licensed by The Office For Early Childhood and Education and Care, under the Education and Care Services Act 2013 and must comply with this Act and Education and Care Services National Law (Queensland) 2017, including, for example, the requirements relating to activities, experiences and programs, staff members' qualifications, numbers of staff members and children. The office For Early Childhood and Education Care Child Care Information Service contact number is:

Ph 3224 4225 or free call outside Brisbane 1800 637 711.

Staffing Structure of GOSHC

OUR CO-ORDINATOR: Donna Edmunds

- *Bachelor of Learning Management (Qualified Teacher)*
- *Certificate 3 in Child Care and Education.*
- *Currently studying Post Grad Neuroscience and Education.*

OUR EDUCATORS

Linda Weiss

- *Certificate 4 in Education Support*
- *Highly Experienced Teacher Aide / Educator*

Irene Zunker

- *Advanced Diploma in Early Childhood and Care*
- *Certified Supervisor Certificate (OSHC) Qld Dept Education*
- *Highly Experienced Educator in OSHC Services and Director in Childcare settings*
- *Teacher Aide Experience*

Chenae Cooney

- *Currently studying Bachelor in Education*
- *Enrolled nurse*
- *Experience in an Early Learning Centre as an Educator*

Staffing Ratio: *There will be a maximum of 15 children to 1 staff member at all times. Hence, bookings must be made prior to the day of arrival at the service, to enable appropriate staffing to be arranged in the best interests of all children.*

For school age care there shall at all times be at least 2 adult staff members, or 1 adult staff member and another adult at, or near, the centre, ready to help immediately if required (s.65).eg other school staff on the school site.

Activities & Experiences at GOSHC include but are not limited to:

- ❖ *Art and Craft*
- ❖ *Nature Play*
- ❖ *Cooking*
- ❖ *Sports*
- ❖ *Music*
- ❖ *Science*
- ❖ *Assistance with Homework*

Things children need to bring: for Before and After School Care

- ❖ *Hat*
- ❖ *Covered in shoes*
- ❖ *Pencil case and Homework*
- ❖ *Breakfast / Afternoon Tea*

Things Children Need to Bring: for Vacation Care

- ❖ *Hat*
- ❖ *Covered in shoes*
- ❖ *Water bottle*
- ❖ *Meals for the day: Morning break, lunch and afternoon tea*

Enrolling at GOSHC

Enrolment paperwork is available from the Gooburrum State School office or from the GOSHC facility during operating hours.





GOSHC processes to be followed:

Before School Care Sessions (available 0630am-830am)

GOSHC opens at 0630am. Parents are to sign children in to the facility upon arrival. Children are signed out at 8:30am and dismissed by GOSHC staff. Prep children are escorted to the Prep classroom.

After School Care Sessions (available 3pm-6pm)

Children are collected from the small undercover area at 3:00pm by GOSHC Staff.

Parents collect children at their chosen pick-up time from GOSHC facility, and are to sign child(ren) out. GOSHC closes at 6pm.

Vacation Care (available 0630am-6pm):

Parents bring children into the GOSHC building for drop off and sign them in.

Parents collect children at the desired time from the GOSHC building, signing them out.

GOSHC closes at 6pm during Vacation Care.



Current GOSHC Fees:

Before School Care (AM) \$27 for permanent / pre-arranged bookings
(an additional fee of \$5 will be charged for casual bookings)

- *Timeframe this fee covers: 6:30am-8:30am*

After School Care (PM) \$33 for permanent / pre-arranged bookings
(an additional fee of \$5 will be charged for casual bookings)

- *Timeframe this fee covers: 3:00pm-6:00pm*

Vacation Care: \$65 per day for permanent / arranged bookings *(an additional \$5 per day will be charged for any casual bookings)*

Payments are to be made regularly on a weekly or fortnightly basis. Please discuss any issues in this regard with the service Co-Ordinator. Accounts are emailed to parents.

Fee Payment Methods

1. Internet Banking – (Preferred Method)

Account Name

Gooburrum State School Parent & Citizens Association

BSB: 064 403

Account No: 1067 1888

Please leave a reference name upon payment eg Smith GOSHC

2. Use the Qkr! app to make payments for GOSHC.

- This app can be downloaded to your phone from the app store.
- Then, within the app, search for Gooburrum State School.



(You will be required to set up your payment method/ card details.)

Once in you will find the GOSHC section which you can tap, then pay the fee for your child(ren).

Important notes re payments:

1. Sessions are charged as a whole session, not as an hourly rate.
2. For all sessions pre-booked, if you do not give 24 hours notice of cancellation of the booked session, you will be charged the full amount.

Childcare Subsidy is available to eligible families.

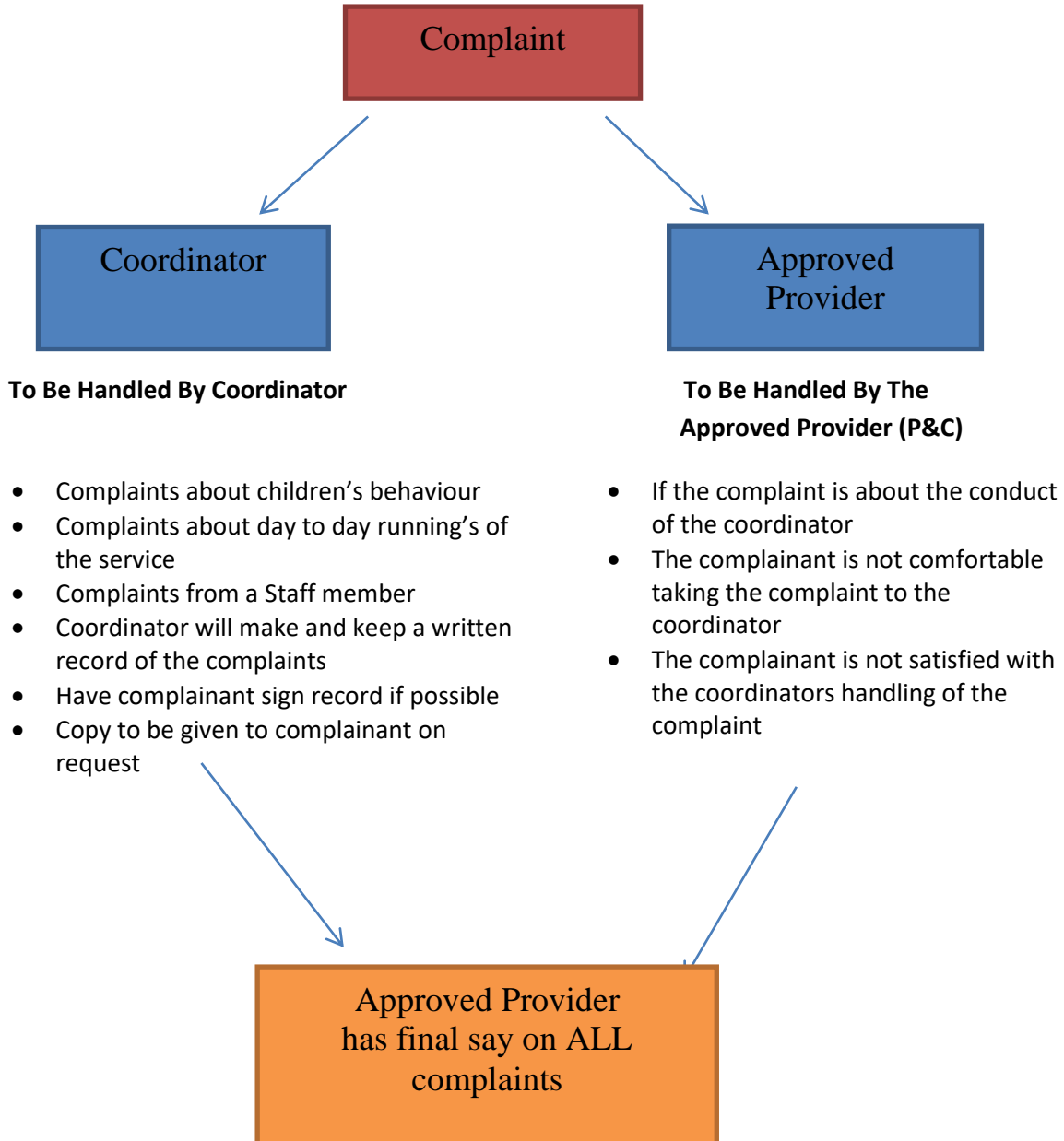
Contact: Family Assistance Office

Ph 136 150

Gooburrum Outside School Hours Care CCB ID: 1-6PX-315

Complaints Flowchart

If you have a complaint/ grievance please follow the procedure outlined in this flowchart



The P&C President- Jodie Hopkins

0402 979 263

PLEASE ALSO SEE THE COMPLAINTS HANDLING POLICY IN THE GOSHC POLICIES & PROCEDURES MANUAL (9.5)

Child Care Subsidy:

For the most current information visit:

<https://www.servicessaustralia.gov.au/child-care-subsidy>

To get Child Care Subsidy (CCS) you must:

- care for a child 13 or younger who's not attending secondary school, unless an exemption applies
- use an approved child care service
- be responsible for paying the child care fees
- meet residency and immunisation requirements.

Read the full conditions under [who can get it](#).

CCS replaced Child Care Benefit and Child Care Rebate when they stopped on 1 July 2018.

Use the official [Payment and Service Finder](#) to estimate how much Child Care Subsidy (CCS) you may get.

The subsidy is paid directly to your child care provider to reduce the fees you pay.

You may be eligible if you or your partner meet all of the following:

- care for your child at least 2 nights per fortnight, or have 14% care
- are liable for fees for care provided at an approved child care service
- meet the [residence rules](#).

Your child must also meet both of these:

- [immunisation requirements](#)
- not be attending secondary school unless an exemption applies.



FAQ's



Who can use this service?

Gooburrum Outside School Hours Care is available to all enrolled students from Prep-14 years. GOSHC services are also open for enrolment to children not attending Gooburrum school

When can a child start using the service?

When all appropriate paperwork has been completed and received by the Coordinator. Children beginning Prep in a given year are eligible to attend GOSHC from January 1 in that year that they will begin Prep.

What are the expectations of Parents and Caregivers?

- To be familiar with procedures outlined
- Address any concerns with staff in a polite manner
- To keep the service informed of any changes in personal details etc
- To let the service Co-Ordinator know if there are other siblings listed on the family assessment notice who are attending another approved long day care service, family day care service, or in home care service and how many children are attending these services.

What are the expectations of children?

- For the 'Expectations for Behaviour' to be met at all times. Parents will be contacted by the Co-Ordinator should their child's behavior not be meeting expectations.
- See the Behaviour Expectations Matrix in the GOSHC building which aligns with the expectations for behaviour for Gooburrum State School.

What Policies does the Service have?

- Please speak to the Co-Ordinator in the first instance.
- A full copy of the Policies and Procedures is kept at the Service and is available for review.
- These Policies and Procedures are reviewed annually at a Management Committee Meeting and presented to a P&C Meeting for approval.

Homework Policy:

The Service will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. Please discuss with staff as required.

Procedures

- Staff will aid the children with projects and homework to the extent possible.
- Staff will not take responsibility from parents/guardians eg to check and finalise or sign-off on homework.



Overdue fees Policy

If there are outstanding fees of over \$50.00, or where no payment has been made in at least 1 month:-

In the first instance, the Co-ordinator will remind the parent verbally and record when the parent has agreed to pay the account;

If no payment has been received when agreed, written notification by the Management Committee will be sent;

If no arrangements are made on the parents' behalf at this point, the parent will be contacted by the Management Committee where the terms of payment are discussed and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;

When a family's account is continuously falling in arrears the Management Committee may, at its discretion, enforce a payment of two weeks in advance to enable bookings to continue;

The Management Committee may, at its discretion, exclude the child temporarily or permanently from further attending the Service if the parents have not met the requirements as advised to them by the Management Committee under the previous paragraph.

A debt collection agency may be used if payment of fees has not been received.



In the case of an emergency when a Single Staff Member is in the GOSHC Facility with up to 15 children in attendance:



Staff member will phone 000 in the first instance if deemed required for the child(ren) involved. If there are other staff on the school site request assistance in supervising the other children at GOSHC eg – a school staff member, by phoning the school office 41 557 999 or the Principal on mobile phone. Call another GOSHC staff member for emergency back-up attendance.

- In all instances of emergency the P and C President Jodie Hopkins and School Principal Halli Cantrell must be contacted as soon as practicable by the Co-Ordinator, once safety is ensured for the child(ren) involved in any emergency.*

We are proud of the service we provide to the Gooburrum State School community and of our efforts helping to support children and families in the local community.



The GOSHC Service acknowledges the traditional owners and custodians of the land on which this service operates. We value their culture, history and stories and their connection to this place.

