



# Greenwich Out of School Hours Inc

## ***FAMILY HANDBOOK***



***Greenwich Public School  
Greenwich Road  
Greenwich, 2065***

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### *About Greenwich Out of School Hours and Vacation Care*

Greenwich out of school hours (GOOSH) is located on the grounds of the Infants campus at Greenwich Public School in Greenwich Road.

The Service offers before and after school care as well as vacation care for primary aged school children. The Before and After School care operates during the school term and vacation care is offered for each of the school holiday breaks, most of the summer holiday break as well as pupil free/staff development days. The Centre is open 50-51 weeks of the year and closes for a period of time over the Christmas Holiday.

The centre is currently licensed for 150 children a day for before and after school care and vacation care and is operated by the GOOSH Parent Management Committee.

GOOSH aims to provide a caring, safe and stimulating learning environment for all children attending before and after school care, vacation care or School Development (pupil free) days.

### *CONTACT DETAILS*

Address: Greenwich Out of School Hours  
72A Greenwich Road (best entrance via Chisholm Street – directly behind the school)  
Greenwich, NSW 2065

Phone: (02) 9436 1894

Email: [greenwichoosh@bigpond.com](mailto:greenwichoosh@bigpond.com)

Website: [www.greenwichoshc.com.au](http://www.greenwichoshc.com.au)

Webserver: <https://www.becklynweb.com.au/greenwich/>  
*(the webserver is used to enrol your child/children, making bookings – permanent and casual and booking vacation care)*

## HOURS OF OPERATION

Greenwich Out of School Hours (GOOSH) operates before school and after school during the school term as well as vacation care during the NSW Public School Holidays and Pupil Free Days.

### *Before & After School Care Hours*

#### *Monday to Friday*

**Morning:** 7.00am – 9.00am                      **Afternoon:** 3.00pm – 6.00pm

*Monday to Friday - (except for Public Holidays – such as Australia Day, Good Friday, Easter Monday, Queen's Birthday, Labour Day etc)*

**Vacation Care:** 7.00am – 6.00pm

GOOSH is also open to new Kindergarten children in January vacation care the year they are starting school between the hours of 7:00am and 6:00pm.

At the start of first term, new Kindergarten children have an earlier finishing time of 2.30pm and GOOSH caters for this as needed with the children dropped off to the service by their teachers.

## SERVICE MANAGEMENT

### Management Committee

The GOOSH association is a not-for-profit incorporated association established to provide before and after school plus vacation care at Greenwich Public School.

Each enrolling parent / guardian automatically becomes a member of the GOOSH association when they are given a place at the Centre and their annual membership fee is paid.

The non-enrolling parent / guardian can apply to become a member of the association.

The Centre is run by the management committee of the GOOSH association. The Management Committee meets at least once each term in the GOOSH building, between weeks 4 to 6. The Committee decides matters of policy, fees, staffing and all subjects relating to the running of the Centre.

### **Committee Members elected August 2020:**

**President:** Janet Tyler  
**Vice President:** Lena Spark  
**Secretary:**  
**Treasurer:** Elizabeth Martin  
**Committee members:** Debbie Dixon  
Megan Rose  
Rachel Waterhouse

If you need to contact any of the committee members, please do not hesitate to ask the Centre Director for contact details.

**New parents are always welcome on the Committee.** Parents with any problems, suggestions or queries are welcome to present these to the meetings.

## SERVICE ADMINISTRATOR

The Centre has employed a Service Administrator, Becklyn, to handle all administrative matters (this includes all accounts) and to liaise between the Committee, staff, and parents. Their contact details are below.

*Becklyn Pty Ltd*

*Phone: 02 9878 2651*

*[www.becklyn.com.au](http://www.becklyn.com.au)*

*[info@becklyn.com.au](mailto:info@becklyn.com.au)*

Becklyn also attend the committee meetings to present the previous terms accounts and offer financial advice moving forward.

## STAFF TEAM

Our staffing team is made up of a group of educators who are enthusiastic and passionate about children, their safety and wellbeing. They are dedicated to providing a fun, stimulating learning environment for all children who attend GOOSH.

**Co-Directors:** Mel Seeney (on maternity leave till June 2022)  
Kirsten Conlon

**Educational Leader:** Kirsten Conlon

**Certified Supervisors:** Maddi Hughes  
Eloise Richardson  
Emily Fardell  
Freya Kelly

**Casual Educators:** Julia Drummond  
Dillon Tallentire  
Olivia Lane  
Liv Rooney  
Anika Rooney  
Manon Perkes  
Angus Elliot  
Josie Brakey  
Anna Paul  
Lauren McKibbin  
Charlotte Karslake

By law, the Centre must adhere to a 1:15 ratio so 15 children for every one Educator. Given the number of children at the Centre, GOOSH tries to average an 1:12 or 1:13 ratio during term time.

**Term Time:** As Greenwich Public School is situated on 2 separate campuses, educators will transport the Years 3 – 6 on the Public Bus (Lane Cove – 265) to the Kingslangley Campus. At least 2 educators will travel with the children to the other campus for child protection purposes. After school, educators will collect the Years 3-6 children from the Kingslangley campus and transport them back to GOOSH on the school bus – 702.

**Vacation Care:** During vacation care excursions off premises, the Centre adheres to a 1:8 ratio.

## ENROLMENT

The Centre uses an electronic enrolment, re-enrolment and booking system accessed via our website. Parents are given a parent login/password for this purpose. Your login details and password should be kept confidential and not provided to other parties (including those who may pick up your child from time to time).

Existing families, including any siblings starting school the following year, will be given priority re-enrolment for a fixed time period in the beginning of Term 4 each year. After this period, enrolment will be open to new families (i.e. kindergarten and new families commencing at the school the following year).

Enrolments can only be approved when:

- Online enrolment form is completed
- An Authorised Nominee has been added (an authorised nominee can not be the parent/guardian of the child being enrolled)
- Immunisation schedule is provided - An ACIR (Australian Childhood Immunisation Register) Immunisation History Statement which shows that your child is up to date with their scheduled immunisations
- Medical action plans are provided (i.e. asthma, anaphylaxis or allergy plans, etc)
- Risk Minimisation Plans and Medical Communication Plans are completed
- Court orders relating to custody of children are provided
- Annual membership fee is paid

Once enrolment is approved, bookings can be made for before and after school sessions and vacation care. All bookings are subject to availability of places.

## PRIORITY OF ACCESS

Our Centre follows the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require the care based on work and study commitments. The guidelines are as follows:

- First priority is given to children at risk of serious abuse or neglect.
- Second priority is given to a child of a single parent who is, or of parents who are, working, studying, or undergoing training, either full time or part time.
- Third priority is given according to the date and time of a completed/approved enrolment.

This means that when the Centre is full those families who are a lower priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

## BOOKINGS

**Bookings should be added, amended, and cancelled via the website.**

A *permanent booking* can be made if a child attends the Centre on a regular basis. Permanent bookings are charged whether your child attends the session or not - this is to hold your place. No fee will be charged for permanent bookings that fall on a public holiday or School Development day.

Subject to a place being available, permanent bookings may be transferred from one day to another in the same week (Monday to Friday). Transfers will only be accepted between similar sessions, ie you cannot change a morning session to an afternoon session. (Please discuss all transfers with the Centre Directors).

Any changes to permanent bookings must be made by 9am on the Friday of the week prior to the date of care.

Cancellation of a permanent booking needs to be completed through the webserver. One week's notice of the cancellation is required; therefore, the cancellation must be processed one week before the date it is to take effect from.

A ***casual booking*** can be made if occasional care is needed. Bookings must be made by 12 noon on the day prior to care being required. If urgent care is required, contact the Centre by phone. Acceptance of casual bookings will be dependent on availability of places within the license requirements and the staff to child ratio.

Casual bookings may be cancelled if prior notice is given - before 8.00am for a morning session or 3.00pm for an afternoon session. If the appropriate notice is not given, payment for that session is still required.

Casual bookings will not be accepted if fees are outstanding.

## **FEES**

The Centre is run as a not-for-profit organisation. Fees are set to ensure affordability, whilst ensuring operating costs are met and sufficient resources are maintained.

### **Family Membership Fees**

\$30 Family Membership Fee per annum

(This fee is charged when first enrolling and when re-enrolling for the following year).

### **Before and After School Fees**

|                                 | <b><i>Morning Session<br/>(per child)</i></b> | <b><i>Afternoon Session<br/>(per child)</i></b> |
|---------------------------------|---|---|
| <b><i>Permanent Booking</i></b> | <b><i>\$13</i></b>                            | <b><i>\$21</i></b>                              |
| <b><i>Casual Booking</i></b>    | <b><i>\$16</i></b>                            | <b><i>\$24</i></b>                              |

(Prices are subject to change).

## **VACATION CARE**

Vacation Care fees are dependent on the activities each day and are detailed on the program. Our minimum fee for activities is \$55 and our maximum fee is \$80.

## **CHILD CARE SUBSIDY (CCS)**

On 2nd July 2018, the government amalgamated Child Care Benefit (CCB) & Child Care Rebate (CCR) into one payment now known as the Child-Care Subsidy (CCS).

### ***To claim CCS, families must:***

1. Complete their eligibility assessment with Centrelink or via their MyGov account
2. Provide the centre with CRN's and dates of birth (matching Centrelink records) for all children attending the service, plus for the guardian / parent registered to receive CCS
3. Confirm each child's enrolment at the service via their MyGov account



Once all the above steps are completed, any CCS a family is entitled to receive will be returned to the centre on a weekly basis and will appear as a credit on the family account. This will mean that invoices from the centre will be for the gap fee only.

More information on how to apply for CCS can be found at:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/complete-your-child-care-subsidy-assessment>

## ABSENCES

CCS will continue to be paid for up to 42 absences for all types of approved childcare, per child, per financial year. Absences are counted on a per day (or part day) basis i.e. where a child is away for one out of two sessions on a day, 1 absence will be recorded.

Once these 42 days have been exceeded, families may be entitled to CCS payments for further additional absences in certain circumstances. More information regarding these “Additional absences” can be found at: <https://www.education.gov.au/new-child-care-package-frequently-asked-questions> - in the expandable absence section

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

## NOTIFYING THE CENTRE OF ANY ABSENCE

If your child will not be present at a pre-booked session, either a casual or permanent booking, **you MUST let the Centre know ASAP to avoid unnecessary confusion and concern**. Where possible, please update the GOOSH website through the Becklyn Webserver using your username and password.

A roll is called in each session to make sure all children are present and accounted for. Educators are under instruction to carry out a search for any child not reported absent and not present at roll call.

Note that a fee IN ADDITION TO the permanent booking fee, will be charged for any *non-notification* of absence from the Centre. A casual booking will still be charged a *non-notification fee* if the centre has not been notified in advance.

## HOW TO PAY YOUR ACCOUNT

### *Before & After School Care*

All families using Before/After School Care are required to pay their fees via Direct Debit (Ezidebit). As part of the enrolment process all families are required to submit a Direct Debit form (online).

### *Vacation Care*

All families using Vacation Care are required pay their Vacation Care fees via Direct Debit – the same way fees for the term are charged. The Direct Debit gets charged after each Vacation Care period.

You should receive an email within a week of your payment to notify you that your payment has been received and processed. If you do not receive the notification, please contact Becklyn. Statements are emailed fortnightly by Becklyn. Any applicable Child Care Subsidy will be applied to your account.

*\*Failure to pay fees after four (4) weeks may result in suspension of OOSH use, and casual bookings will not be accepted if your account is overdue.*

## OTHER FEES



### ***Late Collection Fee***

The Centre closes at 6:00pm. Please ensure your child is picked up at or before 6:00pm. If children remain after 6:00pm, we are not covered by insurance, and staff shifts are extended.

A late collection fee of \$1.00 per minute applies and will be charged to your account. Staff would appreciate a phone call if you are running late so we can inform your child that everything is alright. Consistent late collections may result in cancellation of your child's enrolment.

### ***Non-Notification Fee***

The Centre has incorporated a Non-Notification Fee into its policies. It's important that the Centre is notified by phone call, email, a message on the answering machine or online that a child is going to be absent from OOSH. If the Centre is not notified that a child will be absent from an After-School Care or Vacation Care session, a \$15 Non-Notification Fee will be charged.

## **PHILOSOPHY**

GOOSH aims to provide a caring, safe and stimulating learning environment for all children attending before and after school care, vacation care or School Development (pupil free) days.

The principles of the GOOSH service are:

- Children's physical, intellectual, emotional and social needs are met in a safe, caring and supportive environment.
- The best interests of the child are the most important concern.
- Care is provided in a way that:
  - protects the child from harm;
  - respects the child's dignity and privacy;
  - promotes the child's wellbeing; and
  - provides positive experiences for the child.
- Programs are meaningful, educational and acknowledge the importance of play and leisure in a child's life.
- Freedom of choice in experiences is balanced with age appropriate programming and opportunity for child-initiated planning.
- Children, parents, staff and relevant community members are treated with respect and their views in relation to the proper operation of GOOSH are considered and valued.
- Parents are primarily responsible for the upbringing, protection and development of their children. To the extent possible, GOOSH aims to support parents in that role.
- Open discussion with everyone is welcome on all issues relevant to GOOSH's operation.

This philosophy statement links to the Greenwich Public School Vision and School Rules. It provides the foundation for all GOOSH activities, policies and procedures.

We are committed to the National Quality Standard for School Age Care and the "My Time, Our Place" framework.

## **CENTRE ROUTINE**

### Before School Care

| <i>Monday To Friday</i> | <i>Routine</i>                           |
|-------------------------|--|
| <i>7am</i>              | Centre Opens                             |
| <i>7.00am – 8.00am</i>  | Breakfast and free play                  |
| <i>8.00am – 8.30am</i>  | Outside play as well as free play inside |
| <i>8.20am</i>           | Years 3-6 leave for bus to Kingslangley  |
| <i>9.00am</i>           | Kindy-Year 2 go to school                |

### After School Care

| <i>Monday To Friday</i> | <i>Routine</i>  |
|-------------------------|---|
| <i>3.10pm</i>           | Staff collect Kindy – Year 2 from the COLA<br>Staff collect Years 3-6 from Kingslangley |
| <i>3.15pm</i>           | Afternoon tea served under the COLA   |
| <i>3.20pm</i>           | Bus Departs Kingslangley with Years 3-6   |
| <i>3.30pm</i>           | Years 3-6 arrive from Kingslangley and are served<br>afternoon tea                      |
| <i>4.00pm</i>           | Communication with all children under the COLA  |
| <i>4.10pm – 5.00pm</i>  | Planned activities in designated areas – indoor,<br>equipment, netball court and COLA   |
| <i>5.00pm</i>           | Pack up time  |
| <i>5.15pm</i>           | Snack served inside   |
| <i>5.30pm</i>           | Quiet activities inside   |
| <i>6.00pm</i>           | Centre Closes   |

### VACATION CARE ROUTINE

| <i>Time</i>                      | <i>Routine</i>   |
|----------------------------------|--|
| <i>7.00am</i>                    | Centre Opens   |
| <i>7.00am – 8.00am</i>           | Breakfast and free play                                  |
| <i>8.30am – 10.00am</i>          | Indoor and Outdoor play                                  |
| <i>10.00am</i>                   | Morning Tea under the COLA                               |
| <i>10.15am – 12.00pm/12.30pm</i> | Planned activities begin or Incursion begins             |
| <i>12.00/12.30pm – 1.00pm</i>    | Lunch under the COLA                                     |
| <i>1.00pm – 3.00pm</i>           | Planned afternoon activities begin                       |
| <i>3.00pm</i>                    | Pack up time   |
| <i>3.15pm</i>                    | Afternoon Tea under the COLA (this is provided by GOOSH) |
| <i>3.45pm</i>                    | Free play indoor and outdoor                             |
| <i>5.00pm</i>                    | Pack away time and calm activities                       |
| <i>5.15pm</i>                    | Afternoon snack (provided)                               |
| <i>5.30pm</i>                    | Movie and quiet time activities                          |
| <i>6.00pm</i>                    | Centre Closes  |

*On excursion days, the children will leave the Centre around 9.30am so it is important that all children have arrived at GOOSH by 9am. The children will be back from excursions around 2.30pm or 3.00pm.*

### CENTRE PROGRAM

The program is based around children's interests which is critically reflected on by educators and provides children with opportunities to develop emotionally, socially, culturally, physically and creatively while having fun doing so.

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

[illegible]

Afternoon tea is provided for all children attending after school care. The weekly rotating menu developed in collaboration with a qualified nutritionist is changed for winter and summer seasons and offers fresh, nutritious, home-cooked food every day. Fresh fruit and vegetables are offered alongside the meal and children can choose what they would prefer to eat.

We are a nut free service, so please ensure that all packed food does not contain any nuts. This also includes peanut butter and Nutella in sandwiches etc.

On 1 January 2012, the National Quality Framework (NQF) was established, applying to long day care, family day care, preschool (or Kindergarten) and outside schools hours care services in Australia. This consists of key requirements that were phased in between 2012 and 2020, including staff qualifications, Educator to child ratios, and other key staffing arrangements.

### ***National Quality Framework (NQF):***

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- a national legislative framework
- a National Quality Standard
- a national quality rating and assessment process
- a new national body called the Australian Children's Education and Care Quality Authority.

### ***National Quality Standard (NQS):***

The National Quality Standard sets a new national benchmark for the quality of education and care services.

### ***The National Quality Standard is divided into seven Quality Areas:***

1. Educational program and practice.
2. Children's health and safety.
3. Physical environment.
4. Staffing arrangements.
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Leadership and service management.

### ***The National Quality Standard aims to promote:***

- The safety, health and wellbeing of children.
- A focus on achieving outcomes for children through high-quality educational programs.
- Families' understanding of what distinguishes a quality service.

### ***National Quality Rating and Assessment Process:***

Approved services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care. In January 2017, the Centre underwent the National Quality Framework Assessment and Rating process. The purpose of the assessment was to determine at what rating level the Centre meets the 7 Quality Areas defined in the Framework.

### ***The Centre's ratings were as follows:***

|                              |  |           |
|------------------------------|--|-----------|
| <b><i>Quality Area 1</i></b> | Educational program and practice                         | Meeting   |
| <b><i>Quality Area 2</i></b> | Children's health and safety                             | Meeting   |
| <b><i>Quality Area 3</i></b> | Physical environment                                     | Meeting   |
| <b><i>Quality Area 4</i></b> | Staffing arrangements                                    | Meeting   |
| <b><i>Quality Area 5</i></b> | Relationships with children                              | Exceeding |
| <b><i>Quality Area 6</i></b> | Collaborative partnerships with families and communities | Meeting   |
| <b><i>Quality Area 7</i></b> | Leadership and service management                        | Exceeding |

The Centre was given a final overall rating of 'Meeting' the National Quality Standard. We are committed to continuous improvement, so we can provide a high-quality service to our children, families and the community.

## **IMPORTANT POLICIES AND PROCEDURES**

### **Sign In/Sign Out Procedure**

It is a legal requirement that every child in attendance at the Centre is signed in (in the morning) and signed out (in the afternoon) by a parent/guardian or authorised nominee who is aged 18 years and over. Children cannot sign themselves in or out of the Centre.

Responsibility cannot be taken by the Centre if a child is not signed in or out. Children are not to be left at the Centre at any time prior to the opening hours of the Centre. The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the Centre and that any special needs are communicated.

Family members must notify the Centre of any custody arrangements or court orders that impact on the collection of children.

The enrolment form identifies who may collect your child from GOOSH. Any authorised collector added on the enrolment form can collect your child from any session while at GOOSH – but GOOSH must be informed when this will be happening.

If someone who is not nominated on the enrolment form is collecting a child or children from GOOSH, parents must notify the Centre in writing. If a person collecting a child is unknown to the Educators, identification will be requested when signing out.

If a person who is not on the collection list arrives to collect a child, verbal authorisation will be sought from the parent / guardian before the child can leave the service. The Educators will request identification from the person collecting the child and a copy will be kept in the child's file. Written confirmation from the parent / guardian should be provided to GOOSH the following day.

If a child is not picked up on time every effort will be made to contact the parent or authorised persons nominated on the enrolment form. If after 30 minutes, no contact has been made with parents or authorised persons on the emergency list then Community Services will be notified for follow up action.

## MEDICATION

In line with the Education and Care Services National Law and Regulations, we are only able to administer medication to your child if the following conditions are fulfilled:

A Parent / Guardian or Authorised Nominee with permission to consent to administration of medication has completed a "Permission to Administer Medication Form" including details of time and dosage.

***The medication must be in its original container with the label that indicates doctor details and that the medication is prescribed for that child.***

***The medication is before its use-by or expiry date.***

***A second Educator witnesses the dosage and administration of the medication.***

Non-prescription medication will only be given if accompanied by a Doctor's Certificate, stating dosage and schedule of administration.

In the case of an emergency, medication may be administered with the permission of a registered medical practitioner or medical emergency services, should a parent be non-contactable.

In the case of an asthma or anaphylaxis emergency, medication can be administered without any authorisation. If this occurs, the child's parent and emergency services would be contacted as soon as possible following administration.

Medication (excluding Asthma puffers) must be given directly to the Certified Supervisor on shift and not left in the child's bag.

## **Medical Conditions and Medical Management Plans:**

Parents (in conjunction with a Medical Practitioner) of any child with a medical condition, such as asthma, allergies, anaphylaxis, diabetes or haemophilia are required to complete an Asthma, ASICA Allergy or Anaphylaxis Action Plan as well as a Medical Risk Minimisation Plan and Medical Communication Plan before enrolment at the Centre can be confirmed.

The Action Plan, Risk Minimisation Plan and Medical Communication Plan will advise the staff of the actions they should take should your child become unwell with a medical condition. Any change to the diagnosis, recent allergic reactions or concerns must be communicated to the Centre Director as soon as possible.

### **Parents MUST:**

Provide the relevant information to the Centre Director, including their child's Action Plan/Medical Action plan - signed by a medical practitioner, and risk minimisation plan;

Complete and sign the relevant form if the child has a condition which requires medication however occasional; and

Provide GOOSH with the appropriate medication for each child. Children with asthma are also encouraged to carry an asthma puffer in their school bag. Parents / Guardians with a child who has been diagnosed with anaphylactic reactions MUST provide the Centre Director with an EPIPEN.

### **UNWELL CHILDREN**

If a child becomes ill or develops symptoms at the Centre, the parent will be contacted and asked to take the child home – we would request that this take no longer than 30 minutes. The child who is ill will be comforted, cared for with adult supervision until the child's parent or other authorised person takes them home.

If the child has a fever the parent will be informed and asked for permission to give paracetamol. Paracetamol will not be given without permission. There is a paracetamol permission clause on the Enrolment Permission Form.

If your child has a fever, we do request they do not return to GOOSH for 24 hours to ensure they have recovered.

Children will be excluded from the Centre if they are ill with any contagious illness (including diarrhoea, chicken pox, and conjunctivitis) or have head lice. This period of exclusion will be based on the recommendations outlined by the Department of Health.

The Nominated Supervisor has the right to refuse access if concerned about the child's health or wellbeing.

### **ACCIDENTS**

In the event of an accident involving a child at the Centre, staff with first aid qualifications will attend to the child. Appropriate first aid will be administered, the family will be notified of actions taken, and an incident report will be completed. In the case of serious accidents, an ambulance may be called.

Every care will be taken to ensure the safety and wellbeing of the child. In the event of an accident, all medical expenses are the responsibility of the child's parent/guardian. This includes the cost of an ambulance.

### **CHILDREN'S BEHAVIOUR**

No bad language, dangerous, abusive or disruptive behaviour will be tolerated at GOOSH.

Where a child exhibits challenging behaviour, then a behaviour management plan may be developed in consultation with the Centre Director and the parents / guardians.

The aim of the behaviour management plan is to maintain the rights and dignity of the child while protecting those around them.



Where children continue to exhibit dangerous, harmful, abusive or disruptive behaviour, GOOSH will apply a 3-strike policy. The parents will be contacted, and a written warning issued. A maximum of 2 warnings will be issued and the booking will be cancelled, or a suspension imposed if there is a further incident.

The Greenwich Public School Principal and President of the Management Committee will be advised if a warning is given.

Parents / Guardians should display respect for all people while at the service and should never use aggressive or threatening language or behaviour to intimidate or humiliate staff, children or other visitors.

### SUNSAFETY

The Centre's Sun Protection policy requires the use sun safe practices like wearing a hat and sunscreen during mid-high UV index periods – once the UV index reaches 3 or over.

The Centre provides SPF 50+ broad spectrum sunscreen (usually Cancer Council) for children to apply during these periods. If your child has sensitive skin, please advise an Educator, and supply an appropriate sun protection cream.

### EMERGENCY PROCEDURES

The Centre has an evacuation drill procedure and a lock down procedure, which is clearly displayed. An emergency evacuation drill and lock down drill will be carried out every 3 months and at least once during each vacation care.

### ELECTRONIC DEVICES

The Centre's Electronic Devices policy states that children are not permitted to use their mobile phones or other electronic devices while at the centre. Please refrain from sending your child's electronic devices with them as we cannot be responsible for any loss or damage that may occur if it is in your child's bag.

### GRIEVANCES/COMPLAINTS

We believe that parents play an important role in the Centre and we value their comments.

We aim to ensure that parents feel free to communicate any concerns they have in relation to the Centre, staff, Management, programs, or policies, without any negative consequences. Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, first talk to either the Centre Director, or address this in writing to the Committee President of the Management Committee.

### POLICY MANUAL

The Centre's Policies are available in the Policy Manual which is located at the Centre.

If you have any questions, please do not hesitate to contact the Centre Director or members of the GOOSH Management Committee.

### FAMILY AGREEMENT

Signing the Enrolment and Permission Forms means families are agreeing to the terms and conditions of Enrolment. This means the family has read and understood the Family Handbook and is agreeing to follow all Centre Policies and Procedures.