

# GREENWICH OUT OF SCHOOL HOURS INCORPORATED

## INFORMATION BOOKLET

EFFECTIVE Term 3, 2013

Annual membership fee per family \$ 20.00

Attendance fees per child	permanent	casual
Morning	\$ 10.00	\$12.00
Afternoon	\$ 16.00	\$18.00

**Late pick up fee \$1.00 for EVERY minute after 6.00pm**

Non notification fee \$ 15.00 per absence

Administrator Becklyn Pty Limited (Doug & Julie)  
ph: 9878 2651

**Direct debit is the Centre's preferred method of payment**

**Call us: 9436 1894**  
(answering machine out of hours)

**Log on: <http://www.greenwichoshc.com.au>**

Greenwich Out of School Hours Incorporated (GOOSH) provides before and after school and vacation care for the students of Greenwich Public School. The Centre is based in a large air-conditioned demountable building located in the grounds of the Greenwich Road Campus.

# GOOSH INFORMATION BOOKLET

## EFFECTIVE TERM 3, 2013

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### HOURS OF OPERATION:

GOOSH is open:

- school days - 7.00am to 9.00am and 3.00pm to 6.00pm; and
- vacation care and school development days - 7.00am till 6.00pm.

### Children cannot be dropped off at the Centre before 7.00am.

A GOOSH staff member ('Educator') accompanies the years 2-6 children on the school bus to the 2-6 site on Kingslangley Road (located off River Road) in the mornings.

An Educator(s) collects the years 2-6 children attending GOOSH from the 2-6 site and accompanies them on the bus in the afternoons.

In the afternoons, Kinder and Year 1 children make their own way to the Centre / GOOSH line in the playground from their classrooms.

New Kindergarten children are escorted to the Centre at their earlier finishing time in Term 1.

**ENROLMENT:** To enrol your child at GOOSH, you need to complete an Enrolment Form, which can be obtained from the Centre or our website. The Enrolment Form must be completed in full and your annual membership fee paid BEFORE your child can attend.

The enrolling parent 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 Enrolment Form identifies who may collect your child from GOOSH and contains a medical consent in case of an emergency.

Note:

- a minimum of 2 emergency contacts MUST be included on the Enrolment Form;
- the Centre Director MUST sight and be provided with a copy of any court order relating to the custody of children who attend GOOSH; and
- the Centre Director MUST be provided with any relevant medical action plan(s) and, if required, medication.

If all of the information requested on the Enrolment Form, including any applicable medical action plan, is not provided we will not be able to accept the enrolment of your child.

**PERMANENT BOOKINGS:** If a child is to attend GOOSH on a regular basis, it is preferable for the booking to be permanent to ensure their place at the Centre. There is a discount (compared to the casual rate) for booking your child or children in on a permanent basis.

A permanent booking must be paid for whether or not the child attends. It is not advisable to cancel a permanent booking for a week or 2's leave during a term because if there is a waiting list and you cancel your booking, your place will be given to the next person on the list.

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You need to complete a booking form, which can be obtained from the Centre or our website, when requesting a permanent booking.

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 Director.

To cancel a permanent booking, a booking form needs to be completed giving the Centre one week's notice of the cancellation.

No fee will be charged for permanent bookings that fall on a public holiday or School Development day.

**BOOKINGS FOR ROSTER AND SHIFT WORKERS:** Where a parent is involved with shift or rostered work, the Centre will endeavor to arrange permanent bookings for their children on a week to week basis. Parents should advise the Centre Director of their position and where possible, appropriate arrangements will be put in place to accommodate these situations.

**CASUAL BOOKINGS:** Casual bookings may be made by phoning, writing to or emailing GOOSH.

**Casual bookings are scarce. They must be applied for AND approved by the Centre Director BEFORE attending any morning or afternoon session.**

The Centre cannot accommodate additional, unexpected children (drop in's where no parent contact has been made). Where this occurs, we will contact the parent to come and collect the child immediately.

Casual bookings may be cancelled provided notice is given prior to 7.30am for a morning session or 3.30pm 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.

**WAITING LIST:** GOOSH has a number of afternoon and morning sessions that are almost full. You may need to go on a waiting list if you require a change to your attendance days or additional days.

Subject to the priority of access rules outlined below, places will be allocated at the start of each year in the following order:

- children already enrolled in a particular session at GOOSH at the end of the prior year;
- children who are requested to vacate a place at GOOSH to make room for a child with a higher priority;
- pre-school siblings of children who are already enrolled at GOOSH for a particular session;
- children on the previous year's waiting list; and then
- date order that an enrolment form is received.

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Positions on the waiting list will be determined by the priority of access guidelines which may not necessarily be the same as the length of time names have been on the list. This means that a family assessed as having a higher priority rating may jump ahead of the queue, even if another family has been waiting longer. This is a government requirement.

Please direct ALL enquiries about the waiting list to the Centre Director.

**PRIORITY OF ACCESS:** The *CCB (Eligibility of Child Care Services for Approval and continued Approval) Determination 2000* requires that places be allocated in the following priority order: In practical terms, Priority of Access only becomes relevant when sessions are full and a waiting list introduced.

- First Priority - a child at risk of serious abuse or neglect;
- Second Priority - a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act;
- Third Priority - any other child.

Within these main categories, priority is to be given to children from:

- Aboriginal and Torres Strait Islander families;
- families which include a disabled person;
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold as set by the Government for the relevant financial year, or who or whose partner are on income support;
- families from a non-English speaking background;
- socially isolated families; and
- single parent families.

In certain circumstances where demand for places at GOOSH exceeds those available, government legislation requires a Priority 3 child to vacate a place at GOOSH to make room for a child with a higher priority.

Where this situation occurs, the Centre Director will work with the GOOSH families to achieve the best outcome possible.

**IF YOUR CHILD IS AWAY:** If your child will not be present at a pre-booked session, either a casual or permanent booking, **you MUST let the Centre know to avoid unnecessary confusion and concern.**

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.

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Note that a fee IN ADDITION TO the permanent booking fee will be charged for any *non notification* of absence from the Centre. If no notification is made in respect of a casual booking then the family will be charged the casual booking fee for that day.

**LATE PICK UP FEES:** The Centre closes at 6.00pm. A late fee of \$1.00 per child will be charged for each minute after 6.00pm until the child is collected.

**If a child is not collected by 6.45pm and we cannot contact the parents or emergency contact(s) then the staff have no option but to call the Department of Community Services and take the child to Chatswood Police Station.**

The school Principal and President of the Committee will be advised immediately if this occurs.

If a parent continually collects their child after 6pm, the child's place at GOOSH may be cancelled at the discretion of the Director and Committee members.

### PAYMENT OF FEES:

**From 1 January 2012, the only method of payment for new families is Direct debit (Ezidebit)**

#### **Direct debit (Ezidebit)**

The Product Disclosure Statement (pds) for Ezidebit can be obtained from the Centre. Please read the PDS and sign a *Direct Debit Request - New Customer Form* to use the direct debit facility.

For continuing families, **direct debit is the preferred option**, however payment can be made by:

#### **Internet banking**

Internet banking details can be obtained from the Centre. Please note that your GOOSH parent code MUST always be included in the description field; or

#### **A personalised deposit book**

Please call our administrator Becklyn to obtain an encoded deposit book if you would like to make deposits to the GOOSH account.

Where fees are not paid by way of direct debit, attendance fees MUST be paid in advance or by the end of the week of use.

**LATE PAYMENT OF FEES:** Overdue accounts are handled by our Administrator, Becklyn.

Accounts overdue by 3 weeks will receive a reminder notice by email. The family will have until the end of the week to rectify the situation.

Accounts overdue by 5 weeks will be sent a further email requesting immediate payment of all outstanding fees. The email will also indicate that the children's position at the Centre is now in jeopardy. To remain at the Centre all outstanding fees must be paid immediately and future fee payments must be paid by direct debit.

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If an account reaches 6 weeks overdue, the families' bookings and enrolment at the Centre will be CANCELLED. Legal action will be commenced and the cost of this action will be charged to the family's account. Becklyn will contact the family and advise them of their options.

Note that if the cancelled bookings are on a day where there is a waiting list, the places cancelled will be offered to those next on the waiting list.

If the family and children want to return to the Centre, the parents will have to fill in and sign a new enrolment form. All outstanding fees together with another full year membership fee must be paid prior to acceptance of the new enrolment. Future fee payments must be paid by direct debit. Note that if there are no places available on the relevant days requested, the family must go on the waiting list.

Repeat offenders will not be offered a place at the Centre.

**CHILD CARE BENEFITS:** Families may be entitled to claim Child Care Benefit ('CCB') in relation to their GOOSH fees. There are certain eligibility requirements required to be met in order to receive CCB, including an income test. Families need to contact the Family Assistance Office ('FAO') to register and claim CCB. Application forms are also available from the Centre.

Child Care Rebate ('CCR') is paid in addition to the CCB. The CCR is not income tested but is subject to a 'work, training, study test'. **Families must be assessed for CCB** (even at the zero rate) to receive the CCR. You don't need to lodge a separate claim for CCR as you will automatically be assessed when you claim CCB.

For further information on CCB or CCR, contact the FAO on 13 61 50 or [www.deewr.gov.au](http://www.deewr.gov.au)

To attend the Centre a customer registration number and a child registration number need to be provided on the Enrolment Form. If these numbers are not provided and you subsequently wish to receive CCB/CCR, our administrator, Becklyn will charge a fee (plus GST) for any re-work involved.

You should also contact Becklyn, to check the formality of your enrolment so that you can receive your CCB/CCR entitlements.

**SIGNING ON AND OFF:** Parents must sign their children in and out of Centre on the sheets provided. This is vital since the Educators must be able to account for all children at all times. Children cannot sign themselves in and out.

**EDUCATORS:** The staff at the Centre includes:

- the Centre Director who runs the Centre on a day to day basis;
- the Centre Manager (2nd in charge) who assists in the day to day running; and
- a number of assistants for the morning and afternoon sessions.

**The Centre Director is Emily Fleming.**

**The Centre Manager is Emma Morris.**

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The Centre generally averages a maximum of 15 children for every one Educator. For smaller sessions, there is always a minimum of 2 staff at the Centre.

During vacation care, for excursions off premises, the Centre generally averages a maximum of 8 children for every one Educator.

**MANAGEMENT:** The Centre is run by the GOOSH association. The association is a not for profit incorporated association.

The purpose of the GOOSH association is to provide before + after school and vacation care for children who attend Greenwich Public School or primary school children who live in the local area. The Centre is managed by a committee of parents on a non profit basis. The Committee decides matters of policy, fees, staffing etc.

The Committee usually meets in the fourth week of each term in the GOOSH building.

### **Committee Members elected June 2013:**

President	Angela Pearson
Vice President	Catherine Marshall
Secretary	Khal Sadiq
Treasurer	Indrik Kalnins
General member	Nicole Lovegrove
General member	Richard Hawkins

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.

**ADMINISTRATOR:** Becklyn Pty Limited (Doug and Julie) has been engaged to manage all administrative matters and to liaise between the Committee, staff and parents.

All queries in respect of fees and CCB should be directed to Becklyn.

**FIRST AID:** The Centre requires all Educators to have a current first aid certificate. New staff without a current first aid certificate shall undertake first aid training within 3 months of commencing at the Centre.

At a minimum, one staff member rostered on will have:

- a current approved first aid qualification, and
- undertaken anaphylaxis management training, and
- undertaken emergency asthma management training.

Educators with a current first aid certificate will administer first aid for minor accidents or to help stabilise the injured person where the injury is more serious and an ambulance has been called.



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**MEDICATION / ALLERGIES:** Parents MUST inform the Centre Director of any allergies or other medical condition your child has at the time of enrolment or on subsequent diagnosis. Any changes in 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.

If a child has a condition which requires medication however occasional, parents MUST complete and sign the relevant form.

Parents MUST 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 with a child who has been diagnosed with anaphylactic reactions MUST provide the Centre Director with an EPIPEN.

**SUN PROTECTION:** All children are required to wear hats and apply sun screen.

**FIRE DRILLS:** The Centre has a fire emergency procedure, which is clearly displayed for all to see. A fire drill will be carried out at least twice every term and once during each vacation care.

**FOOD:** A light breakfast is served each morning until 8.00am.

A nourishing afternoon tea is provided each day. Birthday cakes are most welcome at the time of your child's birthday.

**HOMEWORK:** A supervised homework period will be provided for the children each afternoon. We are unable to provide 1:1 reading or tutoring but general supervision will be given.

**TOILETS:** Toilets are located in the Centre building in addition to the school toilets.

**CHILDREN'S BEHAVIOUR:** No bad language or behaviour will be tolerated at anytime.

Specifically:

- Consistent bad behaviour or language will result in the parents being contacted and a written warning issued. A maximum of 2 warnings will be issued and the booking will be cancelled if there is a further incident.

The school Principal and President of the Committee will be advised if a warning is given.

- Where the Director and Committee members feel that a child's behaviour is dangerous or causes undue distress to other children at the Centre, the booking can be cancelled immediately with no previous warnings.

The school Principal will be advised if this occurs.

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- Where the Director and Committee members feel that a parent's behaviour is dangerous or causes undue distress to other children or Educators at the Centre, the booking can be cancelled immediately with no previous warnings.

The school Principal will be advised if this occurs.

**POLICIES:** There are a number of policies relating to the running of the Centre. These are available to be viewed at the Centre upon request.

**GENERAL:** The rules and policies summarised in this information booklet are strictly enforced. Application for variations to these policies should be discussed with the Centre Director or the Committee. Changes will only be made if the Centre Director and the Committee agree to alter the relevant policy.

We welcome any Parent/Guardian to come and share any special skill or knowledge they might have with the children or to join us on our vacation care days and excursions. To arrange this please call the Centre to arrange a time.

If there are any points you are unclear about or have any comments or concerns do not hesitate to contact the Centre Director, our Administrator or a member of the Committee.

The Centre Director and Committee hope that you and your children find GOOSH to be a happy and secure environment.

**The Management Committee  
GREENWICH OOSH**