



GOSFORD REGIONAL
COMMUNITY SERVICES

*PARENT INFORMATION
GUIDE*

Background

The Out of School Hours Care (OSHC) service (*"the Service"*) is auspiced by the Gosford Regional Community Inc. (GRCS). GRCS is the Approved Provider for the OSHC Service in accordance with the Education and Care Regulations.

GRCS is an incorporated, not for profit, association. It is registered as a charity with the *Australian Charities and Not-for-profits Commission* (ACNC) and has Deductible Gift Recipient status with the *Australian Tax Office* (ATO). The Centre was established in 1990 and operates from the Community Centre at 147 Maidens Brush Road. The Centre is governed by a volunteer Management Committee and is managed on a day-to-day basis by a full time CEO. It provides a wide range of services and support activities to the local community in addition to the OSHC service.

The OSHC service was first established in the early 1990s to address the needs of the local community. Over time it provided a service for up to 6 local schools from the Community Centre, including an outreach service at Narara and Lisarow. In keeping with the philosophy of Community Development these schools were encouraged to start their own services and we now concentrate on the local Wyoming Schools.

In 2012 the Centre had discussions with local schools about the possible relocation of the Service to school grounds and the Service moved to the grounds of Our Lady of the Rosary (OLR) in September 2012. The new location was approved in accordance with the Education and Care Regulations.

Enrolments are accepted from all local schools. Enrolments from other schools and satellite classes are also accepted subject to suitable transport arrangements. The Service has a long history of providing assistance to families with children who have additional needs and has a strong connection with the local Inclusion Support Service provider – KU Children's services.

The Service is approved by the Department of Education, Skills and Employment as an approved provider for Child Care Subsidy Scheme (CCS). As an approved provider the Service has been able to assist many local families experiencing temporary financial hardship under the provisions of Special Child Care Benefit (SCCB) now called the Additional Child Care Subsidy.

The Service is a member of the following networks and professional bodies:

- Central Coast OOSH Forum
- Central Coast Children's Multicultural Resource Centre
- Network of Community Activities
- Children's Services Central

Should you require any information regarding community resources or support networks, please speak with the Nominated Supervisor or contact the Community Centre directly. The Centre has available a list of local resources as well as topical information pamphlets for your information and assistance.

We are a locally based service with strong links to many community organisations and services and our logo reflects our strongly held belief:

"Your Children - Your Community"

Welcome

The management and staff are pleased to offer your child/children a place at our centre. We hope that your experience with us will be pleasant and beneficial for your child.

The information in this guide is intended to help you become more familiar with us and is provided as a simple guide to our Policies and Procedures. Our Policy and Procedures Manual is available at the service.

We appreciate your co-operation and for taking the time to read this information.

Service philosophy

Wyoming Community Out of School Hours Care:

- 1. Endeavours to provide an environment where children feel safe secure and respected in order to support the development of their confidence and self-esteem. Our educators foster independence and initiative which will nurture children's leadership skills and resilience.*
- 2. Encourage qualities of humour, fairness, sympathy and understanding to build respectful and trusting relationships.*
- 3. Fosters strong relationships with local schools, particularly our host school and value each other's contribution to the roles in our children's life. We aim to provide a community based, accessible and affordable service for local families.*
- 4. Nurtures children's optimism, happiness and sense of fun and actively promote the inclusion and participation of all children.*
- 5. Embraces diversity and endeavours to understand the cultures, traditions and lifestyle choices of families so we can better support the children in our care.*
- 6. Is continually seeking ways to develop a learning environment of reflective practice through collaboration with children, families and communities.*
- 7. Is committed to developing and nurturing an awareness and respect for the preservation of our natural environment.*

Location, Hours of Operation & Contact details

We are located on the grounds of Our Lady of the Rosary School, Glennie St Wyoming. Entry is via the Glennie Street Car Park, through the COLA to the School Hall. Our office is located at 147 Maidens Brush Rd Wyoming and our Postal Address is PO BOX 673 GOSFORD NSW 2250. Our contact details numbers are:

📞 Office Phone(BH): 02 4323 7483

📞 Mobile (AH): 0427 376 547

Please call this number if you are going to be late to pick up your child or if there is an emergency during operational hours.

✉ Email: leigh-anne@grcs.org.au

🌐 Website: www.wyomingcc.org.au

Our service's operational hours are:

📅 Before school care: 6.30 am – 8:30 am

📅 After school care: 3.00 pm – 6.30 pm

📅 Vacation care: 6:30 am – 6.30 pm

Enrolment and Contact details

- ✚ The Wyoming OSHC service is provided for children who attend school and who require care out of school hours either during Term time or during School Holidays and adheres to the Priority of Access Guidelines issued by the Australian Government.
- ✚ To attend the OSHC service children must be able to toilet themselves independently and follow basic instructions related to their safety and wellbeing. The safety and wellbeing of both children and staff is of equal importance. Anti-social behaviour including biting, spitting, hitting, racist taunts, bullying or wilful damage to property or equipment will not be tolerated.
- ✚ The Wyoming OSHC service accepts enrolments of children with additional needs. If substantial additional support is required enrolment will be dependent on how many other children with additional needs attend on a given day and/or an assessment by KU Children’s services. Parent/guardian approval will be obtained prior to any outside assessment.
- ✚ Parents complete a comprehensive online enrolment form when the child is enrolled. It is essential to your child’s wellbeing and safety that you keep us informed of any changes to your telephone numbers, email address and emergency contact numbers.
- ✚ Details of authorised nominees are included on the form and parents are asked to inform the Centre immediately of any change. Children will only be given into the care of a parent of the child or an authorised nominee. An authorised nominee must be over 18. No child is released into the care of any person not known to staff without photo identification.
- ✚ In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Centre that a person other than an authorised nominee will collect the child. If this occurs, the person will be asked to provide photo identification before the child is released into their care.

Fees & Accounts

Fees are reviewed regularly and approved by GRCS’s Board of Management. The service uses a Direct Debit system in order to keep costs as low as possible and the option of a weekly, fortnightly or monthly payment schedule is available.

Standard Daily fee per child as of 14th October 2019

Before School Care	\$ 22.30
After School Care	\$ 39.00
Vacation Care	\$ 73.50

Surcharges:

Equipment Levy	\$7.50 per child per term
Casual Booking Surcharge	\$5.00 per child per week
No Show Fee After School Care ⁱ	\$20.00
Late pick up fee	\$15.00 per 15 minutes or part thereof
Overdue Account Fee	\$10.00 per week per a/c if more than 2 weeks in arrears

Standard fee is based on payment being made via the Hubworks I-Pay Direct Debit system. Payments made outside the direct debit system attract a \$4.50 surcharge per attendance.

No Show Fee. This fee is charged where an absence for After School Care is not notified prior to 12 noon. Where an absence is not notified considerable staff time is spent trying to locate the child and contacting parents and/or emergency contacts and in some cases notifying the Police that a child is missing. A simple phone call before 12 noon will avoid this charge being levied.

Late Pick Up Fee. The service operates until 6:30 pm which is later than many other similar OSHC services. If a child is picked up after this time this fee is applied. It is understood that sometimes delays are unavoidable, but if you are going to be late, please arrange for a friend or family member to collect your child so that our staff can go home to their families. Please note that if there is no contact by parents/carers by 6:45 pm, and we cannot make contact, appropriate children's services may be notified.

Our preferred method of payment is by direct debit. The Centre pays the administrative costs for this service unless a credit card is used. Your fees are uploaded via the HubDebit system to your bank account or credit card each Wednesday for the current week. Casual or additional fees are loaded the following week. It is your responsibility to ensure funds are available as all default costs are recoverable and will be added to the account. Alternatively, you may pay your fees by direct deposit to our account however please note the fees above. If you choose this method of payment your fees must be paid a minimum of one week in advance, with two weeks fees payable on enrolment. Fees are due on the Friday prior to the week of attendance and late fees are charged if accounts are overdue. If fees are more than 2 weeks overdue enrolment may be suspended. If more than 4 weeks overdue they may be referred to a collection agency with all costs added to the account. Using the direct debit system avoid such embarrassment.

Child Care Subsidy Scheme (CCS)

Your fees are reduced by the amount of your Child Care Subsidy. The amount of the Subsidy is calculated by the Centrelink and based on income and activity. If you have confirmed your current details using your Centrelink online account through MyGov, and provided accurate information at enrolment, your CCS is automatically deducted from your fees. This is done at the end of each week when the attendance records are uploaded to Centrelink. The final amount may change from the estimate if an adjustment to your notified percentage or some other factor has been taken into account by Centrelink. The Service has no control over these matters and does not determine the amount of the CCS.

Financial hardship

If you are experiencing financial hardship, please contact the Service as soon as possible. We can offer you assistance and you may be eligible for up to 6 weeks fees at no cost. Please do not leave this until your account is in arrears as any assistance cannot be backdated. The matter is handled confidentially "in house" and information is not available to staff or other users of the service.

Bookings and Attendance

To ensure accounts and bookings are accurate all bookings and changes to bookings must be made to the office located at the Community Centre. Notification can be by phone (4323 7483) during business hours or by email to leigh-anne@grcs.org.au Changes cannot be made by staff members at the service location as they do not have access to the records data base to adjust the information.

Permanent bookings are made by School Term and unless a change is notified will roll over into the new term and the New Year. Two weeks' notice is required for changes to Permanent Bookings. Fees are paid for absences and CCS is paid for up to 42 absences per year. Additional days may be approved in special circumstances. If children do not attend during the notice period, and do not return to the service, full fees will be charged as CCS is not payable in these circumstances.

Fees are charged for casual bookings cancelled with less than 24 hours' notice.

If a child who is booked into the service does not arrive and the child is from:

- OLR SCHOOL: a staff member will check with the school office to see if they attended school that day or perhaps went home during the day. A staff member will ring the parent (and any other contact if the parent is not reached).
- OTHER SCHOOLS: If another child who attends the same school is there for that session they will be asked if the missing child was on the bus. If yes, Busways will be contacted and asked to assist to locate the child. A staff member will ring the parent (and any other contact if the parent is not reached). If possible one of the administrative staff from the Centre will retrace the bus route by car.
- If a child is not found and no contact can be made with the parent or their nominee, the Authorised Supervisor will ring the Police and report the child as missing. The Authorised Supervisor will continue to try and make contact with the Parent or Nominee.

If a parent/guardian does not notify the Service that a child is not attending when booked, a "No show" fee, in addition to the service fee, will be charged in all cases. Repeated failure to notify will result in the child's enrolment being cancelled. The stress caused to staff, parents, and children by a failure to notify of an absence is significant and parents are asked to be mindful of this and provide notice when a child is not attending the service. Please advise friends not to offer to take your child home when they are meant to be attending ASC.

Arrival, Collection and Departure

For Before School Care and Vacation Care:

On arrival the child/children should be taken to the school Hall and signed in via the Electronic Sign In system. You will be provided with a password to use this system. Please do not leave your child without seeing one of the staff. For Before School Care, children attending OLR are signed out between 8:15 and 8:30 and go into the COLA. Children from other local schools are walked to the Bus Stop outside OLR and put onto the school bus. A staff member signs out all children.

NOTE: If your child attends OLR, and they arrive at school prior to the School's approved drop off time of 8:15, staff from the OSHC service are not responsible for their supervision or welfare. Due to insurance obligations children may not come into the hall, no matter what the weather condition and our staff have been instructed not to intervene or assist any child who is not signed into the service. Our service offers an affordable and safe option if you need to go to work/study early each day. Please consider your child's safety and wellbeing in making a decision about what time they arrive at school.

For After School Care:

Children attending After School Care from Our Lady of the Rosary walk to the School Hall immediately class is dismissed and a staff member signs the attendance roll with the time of arrival.

Children attending the After School Care service from other local schools arrive by School Bus and alight at the Bus Stop at OLR. They are met at the Bus Stop by a staff member who signs them into the service, noting the time of arrival.

On Departure, please notify a staff member that you have arrived and then sign your child/children via the Electronic Sign system.

We feel it is very important for children to learn to be responsible for tidying up after themselves. This is an important part of your child's overall development. Staff are employed to supervise, encourage, and support children, not to clean up after them. We would ask parents to support staff in this matter and if your child is engaged in a messy activity or has any equipment out when you arrive, please take a couple of minutes to encourage the child to clean up their share of the mess or put toys away.

Medication and Illness

The Service has comprehensive policies on the issues of Medication, Medical conditions and Illness. The Medication Policy was emailed to you when you enrolled. Full details are contained in the policy manual and a copy of the particular policy can be provided on request. Due to the legal implications a summary of these policies is not included in this booklet.

Please note that no medication will be administered to any child unless the Policy is complied with in every way. Similarly there are significant requirements for children who have allergies or are asthmatic.

If you suspect your child has an infectious condition or early symptoms of illness, they should be kept at home until you have had the symptoms checked by a medical practitioner. This protects both your child and other children and staff at the centre from unnecessary exposure to illness. Signs and symptoms to be alert for include:

- ✓ A high temperature or fever
- ✓ A severe cold, sneezing or a runny nose
- ✓ If a child seems sick without obvious symptoms e.g. Tired, irritable pale or lethargic
- ✓ Vomiting and/or loose bowel motion
- ✓ Rashes – any irritation you cannot identify
- ✓ Red, swollen or discharging eyes.

Personal Hygiene

The service recognises the importance of correct hygiene principles in minimising the spread of disease and infections during toileting; close cooperation with parents to ensure that toilet training and toileting are positive experiences for the children both at home and at the Centre; and, a calm, positive and affirming response to toileting accidents. Children will be supplied with a change of cloths if an accident occurs, and the family will be asked to replace these items with new ones. If replacement clothing has not been supplied with in a week, the family will be billed \$10 for purchase of replacement items.

Sun-safe Clothing

The Service has signed up to the Cancer Council's Sun Safe in Out of School Care Policy. Children attending Vacation care are required to wear clothing suitable for the conditions and activity. The Service has a No Hat No Play policy during the summer months.

Daily Programs, Routines and Homework

Both Before and After school care sessions are programmed in compliance with the National Quality Framework and My Time Our Place. Our program is changed weekly and is on display at the Service. Although the routine remains relatively unchanged, the daily activities change weekly whilst maintaining some flexibility to cater for the children's individual interests and variations in the weather.

Although homework is considered a very important part of a child's education, staff do not force the children to do homework. If parents request homework to be done, we will encourage this activity when possible, keeping in mind that adequate supervision is a priority for all children attending the Service. If a child wishes to complete his/her homework, a suitable area will be made available.

If you wish to organise for a Tutor to attend the service to provide assistance for your child a quiet space will be arranged. Any tutor must provide a copy of a Working with Children check and current Police Check and you will be required to sign an indemnity to leave your child/children under their sole supervision during the time they are at the Service.

Nutrition and food

Water is always available for the children each session. Please inform us of any food allergies so we can be aware to watch if necessary and to adjust the menu appropriately. The Service is Nut Free and you are asked not to send foods with your child that contains nuts.

Children are encouraged to provide feedback on what they might like for both breakfast and afternoon tea. Wherever possible these requests are accommodated within our menus.

Before School Care:

A substantial, nutritious and varied breakfast is included in your Before School Care fee. Cereal, Toast, Fruit, Yoghurt, Muffins, Milo and Juice are available. Special days are organised periodically.

After School Care: Afternoon tea consists of:

- ✓ A large fresh fruit platter. We obtain our fruit each week from Fresh Options to ensure we provide the freshest seasonal fruit available.
- ✓ A savoury item. This might be pasta or noodles, a vegetable slice or muffins, mini pizza or nachos etc.

Vacation Care: Food is not provided during Vacation Care but a supply of fruit is generally on hand if someone is very hungry. Please send enough healthy food for the whole day as active children are hungry children. Fast food such as McDonalds, Subway, KFC etc. is not permitted to be brought into the Centre.

General Rules and Behaviour

The following rules were developed collaboratively by the children and staff. Your support in ensuring children are aware of the rules is appreciated.

- ✓ Listen and do what the staff ask you to do without argument.
- ✓ Respect each other's culture.
- ✓ Look after resources & equipment & help to pack up when asked.
- ✓ Respect other people's property.
- ✓ Stay in the boundaries – where supervisors can see you.
- ✓ No running inside or on steps or ramps.
- ✓ Say please and thank you.
- ✓ Wash your hands after going to the toilet and before eating
- ✓ Use a tissue when needed and put it in the bin
- ✓ Do not leave food scraps and rubbish lying around.

The children are responsible for their own belongings and staff will ask the child to leave the item in their bag or hold the item until the end of the day. Our staff are not responsible for children's clothing, toys, or other personal possessions. Lost property is kept for one week. OLR uniform items are taken to lost property, other items are, if appropriate, taken to a local charity outlet. Children are discouraged from bringing personal possessions to the centre, e.g. toys, electronic games etc., as they may become lost or broken and are often the cause of arguments.

Child Protection

Our staff take their responsibility very seriously and attend regular training and professional development. Staff working in our service are Mandatory Reporters under current Child Protection legislation and have completed "*Identify and respond to children and young people at risk*" training. All staff have Working with Children checks, and these may be viewed on request.

There is considerable evidence to show that social networking sites are often used to groom children. Any contact by a child in our care via social networking will be rebuffed and immediately brought to the attention of the Nominated Supervisor who will discuss the matter with the child's parents.

Our policies preclude our staff from accepting job offers for babysitting or other casual out of service care from parents who attend our service.

Feedback

Your feedback is important to us whether it is negative or positive. We aim to provide quality care at all times and our Quality Improvement Plan is on display. Your comments will be taken into account and may influence our future programming, planning or policy-making.

Should you have concerns, questions, or queries, please feel free to talk to the Nominated Supervisor. We are here to assist you in whatever way we can so that your child's stay at the centre will be a happy and positive one. Similarly, if issues arise with other children attending our centre please speak with the supervisor who will attempt to deal with the whole issue. At no stage should any parent try to resolve issues with other children or their parents while at the Service.

Finally, *Thank You* for the very real privilege of caring for your child/children. We look forward to many positive and happy times with both children and their families.

Leigh-Anne Burkett
Nominated Supervisor
Wyoming Community OSHC

“Your Children - Your Community”