



Samuel Gilbert Out of School Hours Care Centre

Located in Samuel Gilbert Public School

Postal Address: 22 159 Ridgescrop Drive, Castle Hill

0499 899 277

www.sgoosh.com

sgoosh@bigpond.net.au



Established in 1989

SERVICE HANDBOOK

Our service is located on Darug land at Samuel Gilbert OOSH.
We acknowledge, respect and celebrate the traditional owners of the land who lived and worked in this area.

WELCOME

We would like to take this opportunity to welcome you to Samuel Gilbert OOSH. We look forward to forming a partnership with you and your family.

INTRODUCTION

Our service is a not for profit community based Incorporated Association of which all of our families are members. Although we are supported and work closely with the school, we operate independently led by a voluntary Parent Management Committee. Their role is to direct the service to ensure the overall management is effective, supportive and all relevant legislation is adhered to. We provide a quality educational program and care to children who attend Samuel Gilbert Public School.

OPENING HOURS

Before School Care 7am-9am (breakfast provided 7am-8am). After School Care 2.55pm to 6pm (afternoon tea is provided). The service is closed during school holiday periods. The school carpark is accessible between the hours of 7am-8am and 3.30pm-6pm.

ENROLMENTS

Our service is currently licenced for 85 children in before school care and 145 in after school care. All areas of the enrolment form must be completed prior to commencement at the service, including medical conditions, individual care plans, dietary needs, behavioural requirements. An orientation session is required to be completed prior to commencement and your child/ren are required to visit the service. A non refundable one off membership payment is required \$25.00 per child or \$40.00 per family.

EDUCATORS

The Centre Manager and Nominated Supervisor of the service is Lesley Soper. Her qualifications are a background in the health profession, Certificate III & IV in centre based child care and a Diploma in Community Services OOSH pathway.

The Nominated Supervisor / Responsible Person on duty for each session is displayed at the sign in/ out area of the service.

There is a minimum of two educators present at all times. The regulations state a mandatory staff to child ratio of 1:15. The service employs a cook that develops the service menu and prepares afternoon tea. A photo of our educators is located at the carpark entrance of the service.

LOCATION (next to the school carpark and uniform shop behind the canteen)

We are located on the grounds of Samuel Gilbert Public School operating within a purpose built demountable. We also utilise allocated buildings within the school and play spaces such as the bush garden, oval, play equipment, sandpit and covered outdoor learning areas.

MANAGEMENT

The Parent Management Committee is elected at our Annual General Meeting. A representative from each family is expected to attend. The Committee meet twice a term (usually online). The date of committee meetings are posted in the monthly newsletters and beside the educators profiles at the carpark entry to the service.

Philosophy

OUR PHILOSOPHY STATEMENT

Our service promotes a strong sense of being and belonging through our diverse and engaging environment valuing play and leisure. We believe that all children are capable, competent, and active learners. We encourage all children to reach their full potential today and in the future.

Within our service, the best interests and needs of all individuals are equitably valued and supported. All children, educators and families are unique and respected, and have the right to meaningfully contribute to decision-making through collaborative partnerships. Children and families' thoughts or feedback are documented through a range of processes. We actively prioritise physical, social, and emotional wellbeing of all children to reinforce a culture of inclusion and self-growth.

We respect the natural world we live in and are committed to ongoing improvement. Embedded into our service, we value the importance of educating and engaging in sustainable practices, providing opportunity for children to develop into concerned and global citizens.

Through our safe environment, we provide opportunities and experiences that are supportive of exploration and spontaneity. Our broad learning areas and play spaces, such as our Gamarada Area, successfully contribute to this statement.

We value an inclusive, clean and nurturing environment, where children's needs are of utmost importance, and a high level of trust is displayed between educators and children. We encourage and facilitate learning in regards to nutrition and the importance of exercise, as well as provide healthy meals, and implement hygienic practices. We have a commitment to wellbeing, with our Be You committee embedding it within our regular practice via experiences, research and training for both educators, children and their families.

We acknowledge the Darug people, the traditional custodians of this land that we live, work, and play on. Our service promotes a greater understanding of the Aboriginal and Torres Strait Islander culture and perspectives, through our daily program and practice. We encourage this learning through experiences focusing on art, sport, and language, as well as through excursions so we can enhance our connection to nature and the land.

Our team of educators are professional and cohesive and are supported by a dedicated management committee. Our service is committed to best practice in all areas and continuous improvement through reflective practices. This will be achieved by meaningful and constructive collaboration with children, educators, families, school, and the community.

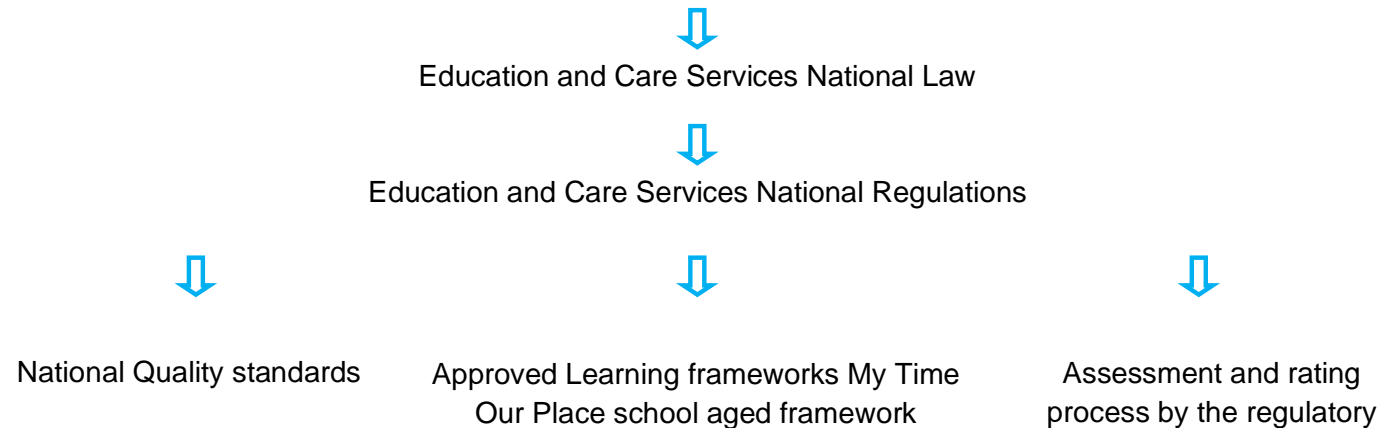


Continuous Improvement

Our services quality improvement plan is a working document which can be viewed at the sign in out area of the service, we always welcome your feedback.

For more information visit [My Time, Our Place School Aged Framework](#)

In January 2012 the accreditation system was revised within the child care industry with the introduction of the National Quality Framework.



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

Information related to the national law, regulations and Outside School Hours Care Framework can be found on the websites below :

<https://www.acecqa.gov.au/>

<https://www.acecqa.gov.au/nqf/national-law-regulations>

Enrolment

ENROLMENT KEY NOTES

The enrolment form contains authorisations in the event of an emergency. It must comply with the National Regulations by authorising persons who may collect your child/ren from the service. At least 2 emergency contacts are required to be nominated in the event that you are unable to pick up your child on time.

A copy of the services Medical Conditions Policy will be issued in the event that a child has a medical condition as per regulation 91. Associated forms will be provided for children who require support in relation to health, dietary or behavioural needs. The service must be informed of any court orders relating to the custody of the child being enrolled. The Centre Manager must sight the original legal authority document and file a copy in the families' file.

ABSENCES

Families must notify the service if their child/ren will not be attending After School Care prior to 2.30pm.

This can be done prior to the day or days of absence eg for a booked holiday.

- Email the service sgoosh@bigpond.net.au prior to 2.30pm
- Verbally to the Responsible Person
- Mobile Phone or SMS 0499 899 277, staff will confirm as soon as possible by return text

It is not the school's responsibility to inform the service if the child is signed out of school early and is also booked into after school care on that day. Educators cannot accept a sibling notifying an absence.

A \$10.00 non notification fee will be issued for more than 3 non notifications per year. Not informing the service results in unnecessary concern and confusion. A roll is marked in each session to ensure that all children are present at 4:30pm, and 5pm in the afternoon and from 8.25 am in the morning.

SESSION BOOKINGS

Fees are to be paid for the days the child is booked into the service, including times when the child is absent due to illness or holidays and for those public holidays falling in the school term. Fees are not payable for staff development days when the service is not operating.

Casual bookings may be available depending on availability. For families not enrolled in the service requiring casual care will be required to pay a membership fee, complete an enrolment form and attend an orientation session prior to attending. Casual bookings may be cancelled provided 24 hours' notice is given prior to the booked session, no fee will apply. Casual bookings will not be accepted if fees are outstanding.

CANCELLATION OR CHANGE OF DAYS

To cancel a booking or change of days please complete a form available on the website or at the sign in out area or on our website. All families are required to update their complying written agreement (CWA) for all enrolment changes.

[Complete this Form -
https://www.sgoosh.com/images/forms/2021changeofdaysexitquestionnairejune.pdf](https://www.sgoosh.com/images/forms/2021changeofdaysexitquestionnairejune.pdf)

Enrolment (cont.)

CHILD CARE SUBSIDY

Families may be eligible for Child Care Subsidy (CCS) on their fees. On enrolment each member is required to inform the service of their Customer Reference Number (CRN) for each person applying for child care and for each child. Sign into your Centrelink online account through myGov, more information can be found at <https://www.education.gov.au/ChildCarePackage>.



If you have not received Child Care Subsidy previously or if you are having difficulty in this area contact Centrelink through the Department of Human Services to register your details and be assessed for individual eligibility benefits. The contact number is 13 61 50. The service can provide information brochures in this area. <https://www.humanservices.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>

FEES

Current fees 2024:

Membership fee: \$25.00 per child
or \$40.00 per family

Booked session

Before School Care: \$13.00 per child

After School Care: \$21.00 per child

LATE PICK UP

The service closes at 6.00pm. A late pick up form is required to be completed by families who arrive after this time. If you are going to be late please arrange for an authorised person to pick up your child prior to 6pm and inform the service. If no contact has been made by 6.30pm the nominated supervisor on duty will be required to contact a Management Committee Representative and the Castle Hill Police station. Please note the authorised person will be required to have identification on arrival to the service.

1st occasion \$10.00 per 1/4 hour or part thereof
2nd occasion \$20.00 per 1/4 hour or part thereof
3rd occasion \$40.00 per 1/4 hour or part thereof
4th occasion Service Membership will be terminated.

Fees

Fee payments for all enrolments are paid fortnightly in arrears via direct debit via your nominated bank account or credit card.

Direct debit is the only means of payment through ipay/hubhello

Families will be provided with a statement of fees charged (regulation 168) this is for your information only.

Families must log in to hubhello and enter their bank/credit account details, a password and directions will be provided on enrolment. Alternatively, a direct debit form will be required to be completed.

Families will be required to ensure their debit limits are set to cover their regular fees and possible additional fees such as late pickup or non-notification of absences.

Credit card or debit card fees are outlined in the ipay section of the enrolment form including insufficient funds charges.

SGOOSH does not accept cash or cheques.

Families will receive an invoice fortnightly prior to fees being deducted from their account, any charges of fees will be shown.

NON PAYMENT OF FEES

Families are encouraged to discuss any difficulties in paying fees with the Centre Manager prior to fees being due. The Centre Manager in consultation with the Management Committee will review an individual request. If no previous arrangements have been made the following will apply:

Fees will be issued 2 weeks in advance with a payment due date noted. If payment has not been received by this date a reminder will be sent with 14 days payment period required.

If an account remains overdue the member will be informed by correspondence from the Management Committee that their enrolment is at risk of or will be ceased and considered vacant for the beginning of the next school term if payment has not been finalised immediately.

The service will then attempt to recover the outstanding debt through an authorised debt collection agency.

Health and Safety

CHILD PROTECTION

The service follows strict guidelines to ensure the children's safety at all times, this includes child safe committee, checklists, procedures, audits and training and education to children, educators and families.

All children must be registered to attend the service. We provide a safe, supportive environment, regular training for educators, development of a comprehensive orientation process including health and safety. Procedures are in place to ensure audits and risk assessments are attended to. All of our permanent educators have obtained current child protection training and are considered mandatory reporters. Educators are required to report suspected abuse or neglect to the relevant authorities.

The service has a strong commitment to educator professionalism and complies with the Working with Children Check as required by the NSW Office of the Children's Guardian and National Police Checks.
www.kidsguardian.nsw.gov.au

PRIVACY AND CONFIDENTIALITY

The service complies with the Commonwealth Privacy Act 1988. All families' files, correspondence and personal information are considered to be confidential and kept in a locked filing system within the office. Information is not utilised for any purpose other than operating the service nor shared externally with others. <https://www.oaic.gov.au/privacy-law/privacy-act/>

SIGNING IN AND OUT

Only authorised persons identified on the enrolment form are to sign children in and out of the service. Children are to be signed in and out of the service by a nominated person as per the enrolment form. Children are not allowed to sign the roll. The service reserves the right to refuse to let a child leave if we feel it is a breach of our duty of care and is detrimental to the child's welfare and safety or the correct authorisation has not been advised.

EMERGENCY PROCEDURES

Emergency evacuation procedures for both children and educators are displayed at both exits of the main building. These plans and procedures have been prepared in consultation with the appropriate authorities, educators and children.

Lock down and evacuation procedures are practiced and documented 4 times a term in both morning and afternoon sessions. To ensure the safety of all children procedures are regularly explained to children and support and feedback is sought after all practices.

FIRST AID

A minimum of two educators with a current accredited first aid certificate including annual CPR, Asthma, and Anaphylaxis is staffed at each session.

Health and Safety(cont.)

NUTRITION This service is a "Nut Free Zone"

Our menu can be found on the [service website](#) and displayed above the sign in and out area. Please ensure you advise the service verbally and through the enrolment form of any special dietary requirements your child has. A dietary care plan will be required to be completed in consultation with our service cook and Centre Manager. The breakfast menu is also displayed daily on a white board for children and families to view. The menu changes every 3 weeks with consultation amongst the educators, children and families. This service provides opportunities for children to experience a range of nutritious food and to learn about healthy food choices. A qualified nutritionist regularly reviews our menus providing advice and feedback. In addition to this, we value the input of children and families which is achieved through regular surveys. Breakfast is available from 7am-8am. A variety of healthy options such as cereal, toast, yoghurt and fresh fruit is offered. Children are encouraged to self serve and prepare food when practical. Afternoon tea runs from 3.20-3.45pm and consists of fruit/vegetables and a snack followed by a light snack at 5pm.

For more information see the link below Australian Dietary Guidelines <https://www.eatforhealth.gov.au/guidelines>

SUN PROTECTION

The UV index app is utilised in the morning and afternoon prior to the children attending the service.

Children assist educators to discuss and display the required sun protection. The air quality app is also checked and displayed daily. The service is a recognised Sun Smart service as identified by the Cancer Council NSW and our commitment to sun protection. The service adopts the Sun Smart play in the shade and sunscreen use. The service utilises Aldi Ombra and Cancer Council sunscreen SPF50.

Please supply an alternative sunscreen if your child is unable to use this sunscreen. If you choose for your child not have sunscreen applied in the afternoon after 3pm a hat and play in the shade will be encouraged.



ALLERGIES/MEDICAL CONDITIONS

Within the enrolment form families are requested to inform the service of any special requirements needed for their child/ren. Separate forms and the required equipment will be requested prior to the child commencing at the service eg. asthma kit. Items such as allergy plans must be completed by a General Practitioner, outlining the procedures, medication type and amount required. For all medical conditions the services Medical Conditions Policy will be issued along with individual health care plans, communication and risk minimisation forms to be completed in consultation with medical, families and service educators. Please ensure plans are renewed as per indicated on the allergy plans and medications are replaced promptly when advised that they are nearing their expiry date. Failure to do so may result in your child being unable to attend until rectified.

Health and Safety (cont.)

INFECTIOUS DISEASES

If a child presents to educators unwell the authorised person will be contacted. We are unable to cater for children with an infectious disease eg. covid-19, measles, mumps, chicken pox, whooping cough and headlice. The service should be notified if your child contracts an infectious disease and may request a doctor's certificate prior to returning to care. We will follow the guidelines recommended by the health authorities as to any exclusion periods for specific infectious diseases. Guidelines & the Infectious Disease policy that families are required to adhere to are issued on enrolment. In the event of an infectious disease occurring at the service families will be notified and further information through website links and or fact sheets provided. The public health unit may also be required to be notified by the service.

INCIDENT/INJURY & TRAUMA

An enrolment form will be completed fully prior to the child/ren commencing at the service. This will include consent for educators to seek medical attention, doctor and dentist contact numbers and a record of your Medicare number. If your child requires urgent medical attention an ambulance will be called and an authorised person contacted as soon as practicable. Incident forms are completed in the event of an accident or incident and discussed with families either immediately or on pick up of the child. If a serious incident occurs educators are required to follow the procedures of notification to the Department of Education and Communities as per the National Regulations.

MEDICATION

The service will adhere to the National Regulations in regards to the administration of medication at the service. In the event that your child requires medication at the service the service will follow strict policies and procedures including the completion of medication forms. Medication must be in its original packaging, chemist label, name and dosage. Medication forms can be found on the website or requested from the service educators.

IMMUNISATION

A copy of your child's vaccination record will be requested as per the enrolment form. In the event of an outbreak of a vaccine-preventable disease either within the service or the school, children who are not immunised will be required to stay at home for the duration of the outbreak, for their own protection. Immunisation details may affect claims for the child care subsidy.

STAYING IN BOUNDS

We are fortunate to have free use of many areas of the school grounds.

The centre itself is not enclosed. We have expectations that children will be responsible and stay in these designated areas. Each session (morning/afternoon) children are informed by staff which areas are open. If families have concerns with their child wandering and going out of bounds, this must be communicated to the team of educators.

Educational Program

"Our service is located on Darug land at Samuel Gilbert OOSH we acknowledge, respect and celebrate the traditional land owners of the land who lived and worked in this area"

EDUCATIONAL PROGRAM

Our educational programs are posted at the sign in out area and on our website <https://www.sgoosh.com/our-program/our-program>. The programs are child centred, stimulating and maximise opportunities for enhancing and extending each child's learning and development. The approved learning framework My Time, Our Place: Framework for School Age Care in Australia guide the development of programs, pedagogical practices of educators and are a reflective approach to assessment and planning for individual children. <https://www.education.gov.au/my-time-our-place>. The framework helps services to develop opportunities for school aged children to participate in leisure and play-based activities that respond to their needs, interests and choices.

Experienced and or qualified educators are employed to provide quality education for our children. Educators are committed to programming and implementing a variety of experiences that are educational, facilitate fun, excitement, discovery and play within a safe and nurturing environment.

Our educators will continually seek to develop the service by the ongoing evaluation and critical reflection of programs, and practices in accordance with the My Time, Our Place School Aged Learning Framework, Education and Care National Regulations, Quality standards, The OOSH code of professional standards and the UN Convention on the Rights of the child and the child safe standards.

Samuel Gilbert OOSH value being committed to the environment and educational sustainable practices through services practices and community programs such as composting and recycling. We also value children's uniqueness, individuality and right to engage in free play and meaningful learning opportunities. Community involvement, charity work and integrating of the children between grades is also a strong value of ours.



Educational Program (cont.)

INCLUSION SUPPORT

Inclusion support assists education and care services to include children with additional needs alongside their peers. The Inclusion Agencies assist eligible services to build their capacity to provide and embed inclusive practice into their delivery of programs.

This service works collaboratively with the Inclusion Support team and may be required to access inclusion support subsidy to assist children with additional needs.

The service develops an inclusion support plan in consultation with educators, children and an inclusion support facilitator assigned to a service to build their capacity to provide and embed inclusive practice into their delivery of programs.

A copy of our inclusion support plan and policy is available at the sign in out area.

CHILDREN'S SAFETY

Entry is allowed to the lower half of the car park before 8am and after 3.30pm.

The speed of the carpark is 5kph, failure to utilise the car park safely could result in families not being able to utilise the space.



CHILDREN'S BEHAVIOR EXPECTATIONS

At this service children learn to interact socially with care, empathy and respect. The following guidelines are embedded within our service. Our service operates best when children, families and educators demonstrate the following values healthy, hygienic, respectful, safe and learning.

The dignity and rights of children at the service will be supported by fostering independence, responsibility and guidance in appropriate individual choices to manage behaviour. Individual children will be supported to develop skills and self-regulate their behaviour whilst preserving their self esteem and confidence. In the event of repeated disruptive behaviour observation and support plans will be developed in consultation with the child, families, educators and professionals.

Collaborative Partnerships with Families and Communities

PARTNERSHIPS WITH FAMILIES

We believe that families have a very important role to play within the service. There are a number of ways in which this can occur these include though are not limited to, joining the Parent Management Committee or attending meetings (twice a term), donating goods, washing dramatic play clothes and toys, contributing to charity fundraising, supplying compost, working bees, reviewing policies, assisting at special events eg. BBQ's, volunteering skills within our program or simple online surveys and providing feedback.

Information is available to families in regards to community services and resources to support parenting and family wellbeing at our sign in out area, articles posted in newsletters, emails and on the service website.

LOCAL AND WIDER COMMUNITY

We work daily with the children in developing a sense of community connection and social responsibility. One of the ways we achieve this is by supporting organisations within our school, local and wider community eg. Biggest Morning Tea, Smith Family, RSPCA, Buy a Bale and the Starlight Foundation to name a few.

We work closely with the school participating in the P&C meetings, cooking and serving at the kindy BBQ and Family Day breakfast, operating stalls at the school fetes. Baking items for the election day and fete cake stalls.

We have built connections with the local youth liaison police officer, rural fire brigade, state fire service, Castle Hill Bunnings, Castle Hill Men's Shed, Castle Hill library, Castle Glen Child Care Centre and departments within the local council.

CONCERNS

Should you encounter any concerns with the service we ask families to contact the Centre Manager as soon as possible. A feedback /concerns/compliments form is available at the sign in out area and on our website. The Management Committee Presidents contact number and the Regulatory Authority contact details are available at the sign in out area. Email our Management Committee sgoosh@bigpond.net.au.

Contact the NSW Early Childhood Education and Care Directorate on 1800 619 113

Testimonials

"The care that your team provide for the kids is truly the best! Thank you" - **Lauren**

"I would like to affirm the centre and the staffs continued level of care for our students. Our OOSH goes above and beyond any centre I have been in contact with in my 24 years of accessing child care." - **Louise**

"Thanks for all of your help over the years my boys have loved going to OOSH" - **Suzanne**

"Can I take this opportunity to thank you and your wonderful staff on a great first week of school. I was nervous for my daughter who doesn't know anyone at OOSH. But after her first afternoon, she couldn't wait to return" - **Tracy**



"Colin adores OOSH, it's his favourite part of school. The activities that you do, the socialisation for them with all the grades has been so beneficial for him and he thoroughly enjoys it. It has most certainly assisted with his transition to school and I am very grateful for everyone's efforts." - **Katie**

"We always feel so welcome at OOSH. Everyone is always so kind, inclusive and friendly. Thank you for all you and the team do for our children." - **Louise**

"Thanks again for all you do. I am amazed at the wide variety of activities and the staff's friendly smiles each time I visit. Thank you" - **Alexandra**

"Noah absolutely loves OOSH, which makes my life wonderfully easy and guilt free" - **Lauren**