Welcome to Glenvale State School P & C Association
Outside School Hours Care

Glenvale State School  P & C Association
Outside School Hours Care

COORDINATOR: SUSAN HOBINS

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A BRIEF HISTORY
Glenvale State School P & C Association Outside School Hours Care (GOSHC) was designed by the parents, for the parents, to provide families with a care environment that offers fun, yet safe care for before school, after school, during the holidays and on pupil free days.

GOSHC is licensed under and must comply with the Education and Care Services National Law (Queensland) Act 2011.
It is also an Accredited Service with the National Quality Framework.

PHILOSOPHY
Glenvale OSHC service believes that each child has the right to be an individual, to express opinions and be pro-active in the OSHC community. We are committed to providing a service that is safe, supportive and nurturing where each child’s personal beliefs, cultural and religious heritage are valued and recognized within the program and the service as a whole.

We believe that children are active learners who, when given an engaging environment participate in meaningful play and interact with their peers and community members in a way which will form the foundations of lifelong learning.

Parents and families are considered the child’s primary caregivers and that respectful, collaborative relationships are formed with the intention of collaboratively supporting the child’s health and wellbeing.

GOSHC believes it is vital for all families to feel welcomed, to have their strengths recognized and participate in the OSHC community. We believe that families’ right to equitable access is delivered in the service delivery.

We value Australia’s Aboriginal and Torres Strait Islander cultures as a core part of the nations history, present and future.

Goals

- **Have a strong sense of identity** – GOSHC aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.

- **Be connected with and contribute to their world** – GOSHC demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.

- **Have a strong sense of wellbeing** – GOSHC aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.

- **Be confident and involved learners** – GOSHC aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.

- **Be effective communicators** – GOSHC aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

THE POLICIES AND PROCEDURES FOR GLENVALE OSHC CAN BE FOUND AT THE SIGN IN DESK.

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HOURS OF OPERATION  (Monday to Friday)

1a  Before School Care:  7.00 am – 8.30 am (to 8.45 am if Prep child)
1b  Before School Care - Activity Time only:  8.00 am – 8.30 am (to 8.45 am if Prep child)
2  After School Care:  3.00 pm – 6.00 pm
3  Vacation Care/Pupil Free Days:  7.00 am – 6.00 pm (dates advertised)

FEES

Enrolment Fee:  $15.00 – Annual Enrolment Fee per family

1a  Before School Care:  $10.50 (includes Breakfast) less CCB
1b  Before School Care after 8.00 am – Activity Time only:  $5.00 less CCB
2  After School Care: $18.00 (includes Afternoon Tea) less CCB
3  Vacation Care:  $40.00 Full Day (to be paid in advance)

Excursions incur an extra fee

ABSENCES:
CCB is paid for up to 42 days absence days for each child per financial year.

ADDITIONAL ABSENCES: Once all the first 42 absence days have been used CCB will also be payable for absences taken for these reasons:

- Illness (with a medical certificate)
- Non-immunisation (with written evidence)
- Rostered days off/rotating shift work (with written evidence)
- Temporary closure of school
- Periods of local emergency
- Shared care arrangements due to court order, parenting plan or parenting order(with documentation.
- Attendance at preschool
- Exceptional circumstances.
Morning Tea and Lunch are not provided at Vacation Care.

BSC & VC - Breakfast is provided before 8.00 am.
ASC & VC - Afternoon Tea is provided. (Lunches may be provided some days at Vacation Care - these will be advised in the Vacation Care Program).

FEE REDUCTION

Child Care Benefit (CCB) is available to eligible families by contacting the Family Assistance Office (Phone 13 6150). When you have provided the centre with your Customer Reference Number (CRN), your child/children’s CRN, plus Dates of Birth, this benefit can reduce the fees payable to the centre.

ENROLMENT AND BOOKING PROCEDURES

It is vital that for every child who attends, an Enrolment Form is filled out. It is the responsibility of the parent/guardian to ensure that the details on these forms are correct and updated when necessary by reporting to the Co-ordinator. New Enrolment Forms must be filled out at the beginning of each year for all children.

This form is to be accompanied by an Enrolment Fee of $15.00 which is paid once per annum per family for the duration of use of the program. It is non-refundable and must be paid on the child’s first day of attendance.

ATTENDANCE REGISTER AND GENERAL PROCEDURES

Signing in and out

Please ensure you sign the roll correctly, as the service can be fined $70.00 for each incorrect entry.

Roll

The correct procedure for signing the roll is as follows:

<table>
<thead>
<tr>
<th>Child’s Name</th>
<th>8.00 am</th>
<th>B SMITH</th>
<th>B Smith</th>
<th>4.00 pm</th>
<th>B SMITH</th>
<th>B Smith</th>
</tr>
</thead>
</table>

Before School Care

Parents/guardians are responsible to ‘sign in’ their child at the time of arrival and the Co-ordinator/Assistant will ‘sign out’ when the children are dismissed for school.

Early Sign Out for Before School Care

If a parent wishes for his/her child to be signed out of Before School Care before 8.30 am, he/she must inform a staff member in writing of the time that he/she wishes the child to leave.
After School Care
The Co-ordinator/Assistant will ‘sign in’ children once they arrive after class. Parents/guardians are responsible to ‘sign out’ their child at the time of departure.

Vacation Care
Parents/Guardians are responsible to ‘sign in’ for each of their children at the time of arrival and to ‘sign out’ each of their children at the time of departure.

Absence
The Co–ordinator must be informed if a child is not attending an ASC program that they have been booked in for by 9.00 am on that day. Failure to do so will result in fees being charged to your account. Some exceptions will be overlooked at the discretion of the Co-ordinator or Parents and Citizens’ Association Executive Committee.
Failure to cancel any Before school care bookings the previous day will result in fees being charged.
Failure to cancel vacation care bookings within 2 weeks prior to the start each vacation care period will result in fees being charged including excursion costs.
The Co-ordinator can be contacted between 7.00 am – 6.00 pm on 0408 717 616, or a message can be left on the Message Bank Service or via text message alternatively email 
goshc@glenvaless.eq.edu.au.

Payment of Fees
Payment of fees for new families is by the Ezi-debit direct debit payment system. A bond of $50 is payable prior to commencement at OSHC. Fees must be paid within 7 days or children’s places will be suspended.

As this is a non-profit organisation, we require the payment of fees to allow us to continue to provide the service.

If a Collection Agency is required or Legal Action is undertaken, you will be liable for any expenses associated with the recovery of monies.

Late Pick-up Administration Fee
The Service closes nightly at 6.00 pm in accordance with its Licence provisions. All parents will be given one verbal warning for a late pick up. All late pick ups thereafter will be charged at $1.00 per minute per child for the first five (5) minutes after 6.00 pm, then $5.00 per minute per child thereafter. These late fees will be billed to your account and are to be paid within seven days.

Band/ Sports Practice – Late Arrival/ Early Sign Out
The Co–ordinator must be informed in writing if a child will be late arriving to a program that they are booked in for. The child must first report to the Co–ordinator to inform them when they will arrive. If you wish for your child to be signed out earlier than 8.30 am in the morning, then the Service requires you to inform them in writing. Activity Release Forms are available at your request.
Complaints

The Service invites comments and complaints from children, parents/guardians, staff and the community, to ensure that the Service is providing its service in keeping with these Policies and Procedures and other applicable requirements. The Service respects and considers all complaints which require a resolution seriously and attempts to find a satisfactory resolution wherever possible.

Procedures for Complaints

The Co-ordinator shall be the first contact for all complaints. This can be done by direct contact or in a written manner. However, you have direct access to the Parents and Citizens Association Executive Committee, and the Co-ordinator will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Co-ordinator;
- the complainant is not comfortable to take the complaint to the Co-ordinator;
- the complainant is not satisfied with the Co-ordinator’s handling of the complaint;
- the complaint is about a matter of Management and Administration Policy.

Privacy

In order to protect children and better provide its services, the Service seeks and deals with personal and sensitive information relating to families, children and others. The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Guidelines for Children

It is the responsibility of the Parent/Guardian to ensure each child attending the program is aware of the following guidelines.

1. Children are to be signed in promptly and need to report to a staff member to be signed in.
2. Children are NOT to leave the school grounds until the person collecting them has signed them out.
3. Children are to be polite to the staff and other children in attendance.
4. Children will be respectful to staff and other children as well as equipment belonging to the program or the school.
5. Children must adhere to school rules and play only in areas directed by GOSHC Staff.
6. Children are to be responsible for returning equipment to its proper place after they have finished using it and for cleaning up equipment they have been using.
7. **At all times children must wear closed in shoes. This includes Vacation Care.** Sneakers, boots or school shoes are all acceptable. Not acceptable are: thongs, sandals or any shoe that has an open area on top. This is for Health and Safety reasons and is enforced in the interest and well-being of your children.
Sun Smart

At GOSHC we are Sun Smart. Children are required to wear sun smart clothing. Preferably a t-shirt or dress with sleeves and a wide brim hat (no caps or tennis shades) are required in the summer months. Singlet tops are not encouraged. GOSHC Staff are not able to apply sunscreen to your child unless you have given us written permission (included in Enrolment Form).

Parents: Please do not hesitate to ask for information about the activities and experiences the service offers, our Philosophy and our Goals.

We hope you enjoy your time with our service.

Our door is always open to discuss any issues with you.

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