

Gladesville Putney Before & After School Care Inc.



We all look after each other

FAMILY HANDBOOK

Gladesville Putney Before & After School Care Incorporated is an accredited non profit community based organisation. GPBASC provides care and recreation for school aged children.

A full copy of the GPBASC Policy Manual is available for parents to view at the centre on the sign in/out desk.

www.gpschoolcare.org.au

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TABLE OF CONTENTS

Centre Philosophy	3
Centre Aims & Objectives	3
Contacting the Centre	3
Centre Location	4
Hours of Operation	4
Approved Places	4
Current Fee Structure	4
Other Fees & Charges	4
Method of Payment	4
Changes to bookings	4
Family Assistance Office (FAO)	5
Child Care Benefit (CCB) & Child Care Tax Rebate	5
Absence Days	5
Additional Absence Days	5
Priority of Access Guidelines	5
Staff/Child Ratio	6
Enrolment Information & Procedures	6
Arrival & Departure	6
Authorisation to Collect	7
Child Protection	7
Confidentiality	7
Rules & Regulations	7
The Program	7
Transportation – Putney Public School	7
Homework	8
Food	8
Food Allergies	8
Asthma	8
Medication	8
Sun Policy	8
Occupational Health and Safety (OH&S)	9
Health & Safety	9
Bullying	9
Child Management	9
Complaints & Grievances	9
Feedback	10
History of the Centre	10
Management Structure	10
Parent Involvement	10
Staff	11
World Vision	11
The National Childcare Accreditation Council (NCAC)	11
Policies	12
Policy Statements	12
Team Members	18

Gladesville Putney Before & After School Care Incorporated

This handbook contains important information about the centre, please read and keep for future reference. Feedback on the contents of the booklet information would be appreciated.

Centre Philosophy

At GPBASC we believe in providing quality care in a safe and caring environment. We aim to respect individuality and promote positive interactions among children, families, staff and the wider community.

Our qualified experienced staff are committed in providing an anti-bias, age appropriate and fun program which encourages your child to grow and develop new skills, confidence and independence.

Centre Aims & Objectives

The Centre

- To provide a comfortable and supportive environment for parents, staff and children and strive for open communication and good relations between all parties.
- To provide a caring, friendly and welcoming environment.
- To ensure any transportation for children to and from school is safe.
- To provide a clean and safe environment.
- To have equipment and facilities that are suitable to the needs and abilities of the school aged child.
- To encourage good nutrition through the provision of nutritious snacks and by modelling healthy eating habits.

The Parents

- To help parents feel confident in the centre's quality of care for their child by keeping them informed and updated in issues relating to the service.
- To encourage feedback and input from parents in relation to the program, policies or other issues relating to the centre.
- To accept and value every family regardless of race, cultural background, religion, sex or ability.

The Children

- To provide a safe environment that will foster the child's self esteem with opportunities for self-expression and self-direction.
- To encourage individual interests that will foster children's independence and self-help skills.
- To develop and implement a balanced program that is stimulating, interesting and exciting which allows for opportunities to explore and develop new skills.
- To encourage children to participate in decisions about the centre by encouraging them to be involved in the planning implementation and evaluation the program.
- To help children appreciate and care for each other and their surroundings.

The Staff

- To create an enthusiastic and positive atmosphere for the staff therefore encouraging personal initiative and co-operation.
- To provide support and assistance where needed and provide relevant training and development.
- To become familiar with Accreditation Standards and strive to achieve High Quality Care in all 8 Quality Areas.
- To ensure staff are aware of all expectations and duties.

The Community

- To develop positive relationships with local schools, local councils and government and maintain open communication between the schools, neighbours and other relevant groups in the area.
- To keep up to date with any current issues in the local area and where possible participate in community events.

Contacting the Centre

Phone is the fastest and most reliable way of contacting the centre for urgent messages. Please leave a message on the answering machine if the phone is unattended.

Centre Location

Location	Old Sandstone Cottage on the grounds of Gladesville Public School, Victoria Road, Gladesville
Postal Address	PO Box 505, Gladesville 2111
Phone	02 9817 3977
Fax	02 9817 3977
Website	www.gpschoolcare.org.au
Email	info@gpschoolcare.org.au (for general enrolments, enquiries, bookings and cancellations) fees@gpschoolcare.org.au committee@gpschoolcare.org.au (for committee correspondence and enquires)

For private matters to be raised with the Parent Management Committee please put in writing and address to the Parent Management Committee marked 'private and confidential', PO Box 505 Gladesville, 2111.

Hours of Operation

Before School	7.00am to 9.00am
After School	3.00pm to 6.00pm

The Centre is closed during school holidays, public holidays and school development days.

Approved Places

Before School Care	60 children
After School Care	75 children

Current Fee Structure

Permanent	Before School Care	\$9.00
Permanent	After School Care	\$15.00
Casual	Before School Care	\$10.00
Casual	After School Care	\$16.00

Other Fees & Charges

Annual membership fee, per family	\$55.00
Deposit Bond (refundable)	\$50.00
Non-cancellation fee for aftercare, per family	\$5.00
Late fee, after 6.00pm collection, per minute	\$5.00

Important Note:

Fees will be reviewed each term based on attendance and the centre's ability to meet the running costs. Families will be given at least 2 weeks notice of any changes in the fees. For further information please refer to the Fee Policy on the centre's website.

Method of Payment

- Option 1 By Fortnightly Direct Debit, from a nominated bank account or credit card (only Visa, MasterCard or Bankcard accepted); paying two weeks in advance. The Direct Debit (Ezidebit – Po Box 5839 West End, QLD 4101)) forms will be given to all families on enrolment.
- Option 2 The **Permanent** fees for the entire term can be paid in full by the first week of each term; by cash, cheque or EFT. **Casual** bookings can be paid per session by cash, cheque or EFT on the day of the booking.

Changes to bookings

- All booking are a charge including cancellations. Fees are waived for permanent and casual bookings when two weeks notice is given in writing.
- Fees for permanent bookings are to be paid two weeks in advance, Direct Debited from your authorised account. Causal booking will also be Direct Debited from your authorised account when applicable.
- Parents/Guardians are to notify the centre if their child will be absent on a day that they are booked into care, by phone, email or fax or in person by filling out a cancellation form.

Family Assistance Office (FAO)

Families must register for Child Care Benefit and the Child Care Tax Rebate by contacting the Family Assistance Office (FAO) on 13 61 50 and giving the Centre's Provider Numbers:

Before School Care: 555 007 010B

After School Care: 555 006 679J

Child Care Benefit (CCB) & Child Care Rebate (CCR)

To claim Child Care Benefit (CCB) or Child Care Rebate (CCR) you need to be assessed and approved for those payments by the Family Assistance Office (FAO). The FAO issues Customer Reference Numbers (CRNs) for you and your child/ren. You must provide the CRN and the date of birth of the parent who is claiming CCB and the CRN and the date of birth of your child/ren to your child care service. With this information, your child care service is able to report your child's attendance information through the financial year and, depending on the payment method you choose, receive Fee Reduction payments on your behalf. CCB is income tested, families can receive weekly fee reductions or as a lump sum payment at the end of the financial year. It is the family's responsibility to supply the centre with the Customer Reference Number (CRN), for the parent who is claiming CCB and the CRN for each child.

Absence Days

Each child is eligible for CCB for the initial 42 days absence from care across all approved child care services during each financial year (as per 4.8 in the Child Care Service Handbook 2009-2010). These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the family was charged for that care.

Additional Absence Days

Once the initial 42 absence days have been used, CCB is payable for any additional absences where:

- the absence relates to a day on which care would otherwise have been provided if the child was not absent and
- the absence is one taken for an additional absence reason and
- your service obtains and keeps the required documentation and
- you meet the requirements for recording attendance and absences and child care fees are charged.

Priority of Access Guidelines

We aim to provide places for school aged children needing care during their time out of school hours. We will not discriminate against any families needing care however; the centre adheres to the Department of Education Employment and Workplace Relations (DEEWR) priority of access guidelines as set in section 6.3 in the Child Care Service Handbook 2009-2010.

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*

Priority 3 – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$37,960 for 2009-2010, or who or whose partner are on income support
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

There are some circumstances in which a child who is already in a child care service may be required to leave the service.

When a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

- The person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy **and**
- The service gives that person at least 14 days notice of the requirement for the child to leave the child care service.

Staff/Child Ratio

The child/staff ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

- There shall be a maximum of 15 children to 1 staff member.
- There will be a minimum of 2 staff members present at all times.
- OSHC Co-ordinators are required to be qualified.
- OSHC services must employ staff on the basis of a minimum of 1 qualified staff member to every 30 children or part thereof.

Enrolment Information & Procedures

- All enrolment enquires are handled only by the Director and/or Coordinator of the Centre.
- Enrolment forms must be completed **Each School Year** for every family that attends the Centre. Current families re-enrol during Term 3. Families that enrol to commence in Term 4 of a year will be current to Term 3 of the following year.
- This form is extremely important as personal details and medical information (including completed Anaphylaxis Action Plan, Allergy and or Asthma Management forms) are necessary if there is an emergency at the Centre or your child becomes ill or has an accident.
- All enrolments are offered as positions are made available.
- Children's enrolment forms will be filed together with authorisation forms, in alphabetical order. Relevant information will be transferred to the computer database.
- Medical information and emergency contact numbers will also be filed and left at all times in the first aid cupboard for staff. Confidentiality will be maintained at all times.
- The Centre's Enrolment Package and Parent Handbook will be given to each family upon enrolment, which will be handled only by the Director or Coordinator
- Families will be made aware of the Centre's Policy Handbook which is available at all times in the Centre for parents/guardian's to read.
- The Director or Coordinator must be immediately informed of any changes to address and phone numbers of either work or home, of either or both parents.
- **Children must be collected by 6pm.**
- The centre must be contacted if you are delayed. Any parent who collects their children after 6pm will be charged a late fee of \$5.00 per minute as set by the Parent Management Committee.
- If after half an hour the centre has not been notified by the parent and the nominated contact persons cannot be reached, the child will be taken to Gladesville Police Station.
- If late fees have been charged **three times** in a term, a letter will be sent to the parent informing them that the child's position will be made vacant.
- Parents/ guardians must advise the centre if their child will be absent on a day that they are booked into care. If the centre is not contacted the parents will incur a **non cancellation fee of \$5.00.**

Arrival & Departure

- All children must be accompanied by a parent/guardian or authorised person when signed in and out of the centre. The parent/guardian or authorised person must sign the actual times of arrival and departure on the roll sheet.
- Any parent instructing their child to arrive or depart without supervision will be contacted by centre staff. If the parent chooses not to comply with the centre policy, the Police will be notified and the child's place at the centre will be cancelled.

- 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.
- The parent/guardian or authorised person must ensure that a staff member is aware that they are taking the child from the centre.

Authorisation to Collect

- The staff must be informed if a child is to be collected by a person other than the parents, or the persons indicated on the enrolment form under “authorised persons”. The authorised person is required to give proof of identification to staff if they have not seen them previously.
- Children will not be allowed to leave the centre if the staff have not been given prior warning by the parent/guardian.
- Remember to notify the Centre if there are any changes to the collecting of your child. Children must be brought to and collected from the Centre by a responsible adult.
- Children who are dropping off or collecting their siblings from the centre must have written authorisation from their parents/guardian, (12yrs-16yrs).

Child Protection

We believe that the welfare of all children is of paramount importance and that the GPBASC has an obligation to defend the child’s right to care and protection. Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected. GPBASC will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the ***Keep Them Safe: A Shared Approach to Child Wellbeing reforms***. For further information please refer to the Child Protection – Keep them Safe Policy on the centre’s website.

Confidentiality

Access to personal information of Parents/Guardians using the service will be kept confidential by staff and committee parents. No information will be given out without written authority from the legal guardian or if there is a legal proceeding in process and written documentation is provided. All staff working in the service has the right to privacy. Committee parents and staff members will keep all issues concerning staff confidential.

Rules & Regulations

- Children are not permitted to bring chewing gum, aggressive toys or weapons, electronic games or musical devices.
- Families should clearly label their child/ren’s articles of clothing and other personal possessions.
- Staff cannot assume any responsibility for children’s clothing or other personal possessions. A lost property box is kept on the premises.
- All equipment must be treated with respect, if your child deliberately breaks or damages any school and/or centre equipment, you, the parent/guardian must pay to replace or pay to have fixed any such damage.
- Children must stay within the school grounds at all times, and play in the area that has been designated and under supervision by the centre staff.
- Centre rules for the children to follow are displayed at the centre. Upon commencement at the centre children will receive a Children’s Handbook.
- Children are required to wear appropriate footwear at the centre. Shoes may only be removed for activities that do not require shoes.

The Program

- The centre aims to provide a balanced, stimulating, interesting and flexible program with a variety of activities & opportunities for your children.
- A copy of the weekly program is on display on the notice board located in the hallway.
- The program is used as a guide to ensure your children are offered a variety of activities; however children are not made to participate. Free choice is encouraged and supported.
- Children will be encouraged to be actively involved in the planning, implementation and evaluation of the program, through discussions, conversations, group meetings and planning.

Transportation – Putney Public School

We believe that children travelling to and from school and excursions have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations. It is the

responsibility of all Putney parents to purchase Travel Ten's for their children to travel to & from the centre on the government buses (Travel Tens can be purchased from the centre or your local newsagent). For further information please refer to the Transportation Policy on the centre's website.

Homework

While we understand the importance of homework, it is best done at home, an area will be made available for children, however we do not set aside specific times and centre staff are unable to assist children with their homework.

Food

We aim to provide nutritious and varied food, of good quality in the centre. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation.

Before School Care:

- Breakfast is available between 7.00am - 7.45am.
- Cereal, toast and juice is available for breakfast.

After School Care:

- The centre provides afternoon tea for Gladesville School children between 3.10pm – 3.30pm and for Putney School Children between 3.40pm – 4.00pm.
- The centre promotes balanced and healthy eating practices by offering a variety of homemade snacks, light meals, fresh fruit and vegetables.
- Fresh fruit, vegetables and drinking water is available every afternoon.
- The weekly menu is displayed on the notice board in the hallway at the centre and can be viewed on our website.

Food Allergies

- The centre aims to provide nutritional food that meets the safety and dietary requirement of all children. Therefore where a child is at risk of having an anaphylactic reaction 'trigger' food will not be kept at the centre e.g. nuts or eggs.
- Parents must provide a signed action sheet with a photo of their child if they are anaphylactic.
- Children with an Epi-pen are to give the pen to a permanent staff member when they arrive at the centre. The Epi-pen will be kept in the first aid cupboard.

Asthma

- Parents are to fill out the Child Asthma Record Form for children who have asthma.
- Children with Asthma medication are to keep medication in school bag when they are at GPBASC or hand to a staff member to store in the first aid cupboard.

Medication

- Parents who wish medication to be administered to their child at the centre will complete relevant medication forms.
- Medication will only be administered from its original packaging and by authorised staff member.
- Where medication for treatment of long term conditions such as asthma, epilepsy, or ADHD is required, the centre will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage as prescribed and how the condition is to be managed.
- For further information please refer to the centre's Medication Policy on the centre's website.

Sun Policy

- Children are required to wear a hat that protects their face and ears. Children are also required to wear shirts that cover their shoulders and necks and wear enclosed shoes.
- Children who do not have a hat must play in a sheltered area. Staff are to enforce the '**No hat, play in the shade**' rule.
- An SPF 30+, broad spectrum, water resistant sunscreen is available at the centre all year round.

Occupational Health and Safety (OH&S)

- All staff employed at the centre are made aware of safe work practices.
- All staff have the shared responsibility to assess any risks which may hinder the health & safety of children, staff, parents and visitors.

Health & Safety

- Fire drills and lockdowns are practiced regularly; with evacuation plans displayed around the centre.
- A fully stocked and updated first aid kit is kept in a designated area at the centre. A minimum of one staff member present at all times will be currently qualified in first aid. All permanent staff are required to have a current first aid certificate.
- Parents/Guardians will be contacted if their child becomes ill, seriously injured or extremely upset.
- Parents will be informed if there are any infectious diseases in circulation.
- Children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Payment of fees will be required for children excluded during an outbreak of a vaccine-preventable disease.

Bullying

The centre promotes a zero tolerance to bullying. We believe every child has a right to feel safe and secure in the before and after school care environment. We view any intimidating behaviour from one child to another as an act of bullying. It is the aim of the centre to encourage and support the victim to deal with bullying situations and provide clear consequences for those who bully.

Child Management

- We aim to provide an environment where all parents, staff and children feel safe, cared for, relaxed and which encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.
- GPBASC rules have been devised by children and staff and are displayed at the centre. The rules work in conjunction with the centre guidelines. We expect parents to be aware of these rules and guidelines and actively encourage their children to remember them whilst in care:
 - We treat other people the way we would like to be treated ourselves (Be Respectful).
 - We will act in a safe, considerate and co-operative manner (Be Caring).
 - We listen to and speak respectfully to each other and the GPBASC staff (Be Proud).
 - We stay within the GPBASC play spaces (Be Safe).
- For further information please refer to the Child Management Policy on the centre's website.

Complaints & Grievances

- The centre promotes a positive environment for all staff, families and the management committee. We will do this through addressing all work related problems, complaints or concerns as quickly and effectively as possible. The highest standards of confidentiality will be practised at all times.
- Parent grievance's are to be raised in the first instance with the Co-ordinator or Director.
- We will support parent's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.
- We encourage parents to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with the Parent Management Committee, either in writing or verbally.
- The Management Committee will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organised with the Coordinator and parent to resolve the problem.
- The parent's complaint is to be recorded and dated indication the issue of concern and how it was resolved.
- The Coordinator or Management will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Coordinator will write personally to the parent.

- If any complaint cannot be resolved internally to the stakeholder's satisfaction, external options will be offered such as an unbiased third party.
- For further information please refer to the Complaints & Grievances Policies on the centre's website.

Feedback

- Comments and constructive criticism, which can be used to improve the centre operations and benefit staff, children, and their families is always welcome.
- Feedback forms are available, and kept on the sign in/out desk or downloadable on our website.

History of the Centre

The centre was originally established by a group of working parents for Gladesville Public School in 1979, it was located in the old sandstone cottage which was in desperate need of restoration.

In 1989 an establishment grant of \$100,000 was secured by an active group of Putney Public School parents and the newly elected member of Gladesville Mr Ivan Petch. The purpose of the grant was to establish a centre within the Putney School's grounds. However, a school community decision as to how and where the centre would be located could not be reached; as a consequence, a joint schools committee was elected with representation from parents and Citizens Associations of both Gladesville and Putney Public Schools. It was decided to use the \$100,000 grant to restore the old stone cottage on the grounds of Gladesville Public School for the purpose of a shared facility to be known as Gladesville Putney Before & After School Care.

Management Structure

- The centre is managed by an incorporated association, Gladesville Putney Before & After School Care Incorporated and managed by a volunteer team of parents who have equal representation from both schools and together comprise the management committee.
- Parents who are members of the centre are encouraged to nominate for the committee. Office bearers and committee members are elected every year at the Annual General Meeting (AGM).
- The management committee includes a president, vice president, treasurer, secretary and at least three other committee members. The committee accepts responsibility for the overall right of the service, ensuring the objects of the constitution and any instruction formed through a 'general meeting' of members are carried out efficiently.
- Although the parent committee manage the centre they must adhere to the guidelines set out for out of school hours care by the:
 - The National Standards of Out of School Hours Care
 - Family and Community Services and Indigenous Affairs (FACSIA)
 - Department of Education, Employment and Workplace Relations (DEEWR)
 - NSW Community Services (formerly DOCS)
 - The Family Assistance Office (FAO)
 - Workcover – Occupational Health & Safety (OH&S)
- The Director and Co-ordinator make the committee's job easier by making many of the day to day decisions. For committee correspondence and enquiries email committee@gpschoolcare.org.au. For private matters to be raised with the Parent Management Committee please put in writing and address to the Parent Management Committee marked 'private and confidential', Po Box 505 Gladesville, 2111.

Parent Involvement

The centre actively encourages parent involvement and participation at all levels in the operations of the service. Involvement can include;

- Being a member of the parent management committee.
- Attend the AGM
- Offer suggestions about the service, equipment and centre staff.
- Sharing and/or assisting staff plan cultural cooking, craft and other activities.
- Sharing information about your child with the centre staff, your child's interests, hobbies, fears, family activities, break-ups, bereavement or if the family pet runs away affects children in many different ways. The centre staff can assist if they know what is happening outside the centre hours. Please inform staff of any incidences so we can offer additional support, if needed.

Staff

- One of the most important determinations of adequate care in Out of School Hours Care (OSHC) is the number of staff who work in the service, as this will affect the quality of their interactions with the children.
- **There shall be a maximum of 15 children to 1 staff member.**
- **OSHC Co-ordinators are required to be qualified.**
- **OSHC services must employ staff on the basis of a minimum of 1 qualified staff member to every 30 children or part thereof.**
- All staff are employed:
 - To apply a positive attitude to their work, and the centre in general.
 - To provide a supportive and cooperative relationship with all children and their families.
 - To ensure the program is flexible to accommodate for the different ages and stages of development.
- All staff are encouraged to attend training courses, as the centre believes that the quality of the service is developed through continual training and development of the staff.

World Vision

GPBASC sponsors two school aged children. A child from Vietnam since March 2003 and in 2010 began sponsoring another child from Tanzania. Due to privacy laws we are not able to provide any other details. However more information, photos and letters can be found on notice boards at the centre.

The National Childcare Accreditation Council (NCAC)

- Outside School Hours Care Quality Assurance (OSHCQA) aims to provide school age children in outside school hours care throughout Australia with high quality care that promotes learning and development with particular emphasis on play, social interaction and recreation. OSHCQA is a Commonwealth Government initiative linked to Child Care Benefit funding approval for outside school hours care services. The National Childcare Accreditation Council Inc (NCAC) has administered OSHCQA since its inception on 1 July 2003.
- Gladesville Putney Before & After School Care Inc was accredited in December 2009 for a third time with a rating between good and high quality surpassing the satisfactory level to pass. The centres Accreditation Quality profile can be viewed at the centre and on the website.
- An Accredited service is required to continue its self-study and continuing improvement cycle until its next Self-study Report is due for submission. The Accreditation period is 2.5 years between submission of Self-Study Reports.
- Parents, children, committee and staff are expected, by NCAC to assist with all areas of accreditation.
- Newsletters, literature and signs displayed at the centre will help everyone get a better understanding where we are at with accreditation.

The 8 Quality Areas and area principles are as follows:

Quality Area 1 - Respect for Children

- 1.1: Staff foster self esteem and confidence in children
- 1.2: Staff respect the diversity of children's backgrounds and abilities and accommodate the individual needs of each child
- 1.3: Children are treated equitably

Quality Area 2 - Staff Interactions and Relationships with Children

- 2.1: Staff communicate effectively with each other and display professionalism, teamwork and mutual respect
- 2.2: Staff create a responsive and inclusive atmosphere and relate to children in a warm and friendly manner
- 2.3: Staff guide children's behaviour in a positive way

Quality Area 3 - Partnerships with Families and Community Links

- 3.1: The service is responsive to the interests of families and encourages participation in the operation of the service
- 3.2: The service actively seeks to build links with the community
- 3.3: The service is responsive to diverse community needs

Quality Area 4 - Programming and Evaluation

- 4.1: Programs reflect a clear statement of service philosophy and a related set of service goals
- 4.2: Programming caters for the needs interests and abilities of all children
- 4.3: Staff work collaboratively with children to plan and implement experiences
- 4.4: Programs are evaluated regularly

Quality Area 5 - Play and Development

- 5.1: Programs encourage children to initiate and participate in play and recreational experiences
- 5.2: Programs support physical development
- 5.3: Programs support the development of life skills
- 5.4: Programs support creative and aesthetic development

Quality Area 6 - Health, Nutrition and Wellbeing

- 6.1: Balanced and healthy eating is promoted by the service
- 6.2: Staff implement effective and current food handling and hygiene practices
- 6.3: The service acts to control the spread of infectious diseases
- 6.4: The service plans to meet the individual health requirements of children

Quality Area 7 - Protective Care and Safety

- 7.1: The service has effective policies and procedures on protective care
- 7.2: The service promotes a safe environment for the children and staff
- 7.3: The service promotes occupational health and safety

Quality Area 8 - Managing to Support Quality

- 8.1: Management ensures the service operates within relevant legislation
- 8.2: Management and staff support each other and communicate effectively
- 8.3: Management has effective strategies for communicating with families
- 8.4: Management has effective recruitment, orientation and induction processes for staff
- 8.5: Management provides and facilitates professional development opportunities for staff
- 8.6: Management ensures that grievance and complaints procedures are adhered to

Policies

- Policies and procedures are put in place to ensure the safety and protection of children, staff and visitors. They set clear guidelines for everyone involved in the centre to follow. Although some of the policies and procedures are unique to our centre, others have been put in place as per the appropriate legislation and or act.
- Policies and procedures are reviewed on a regular basis.

The following pages are only an overview of our policy statements. A full copy of the GPBASC Policy Manual is available for parents to view at the centre.

Policy Statements

Hours of Operation

We aim to meet the needs of the parents in our local community who work or study, by operating days and hours that allow them to reasonably get to and from work or place of study.

Service Access

We aim to provide places for school aged children needing care during their time out of school hours. We will not discriminate against any families needing care however; priority of access will be determined by the Department of Education Employment and Workplace Relations (DEEWR) and placement on our waiting list.

Enrolment

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

Fees

We aim to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the Centre's required income.

Dropping Off and Picking Up

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and well being of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children.

Absent & Missing Children

We aim to ensure the safety and welfare of the children by ensuring clear communication and co-operation between the centre, parents and the school.

Maintenance and Records

We aim to ensure that all appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all clients, staff and management of the centre, by ensuring that records and information are kept in a secure place and only be disclosed to people who have legal right to know.

Policy Development & Review

We aim to provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently. Management will ensure that all individuals are aware of relevant policies and have free access to the policy booklet.

Participation and Access

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained. Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the centre.

Complaints Procedures

We believe that parents have 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 fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Roles of Management

We aim to provide a quality centre and will ensure that we operate according to the legal requirements of a managing body. The Management will ensure that decisions are made in a proper way, according to the centre's constitution and in the best interests of the service.

Financial Management

We aim to provide a quality service that meets the needs of the children by providing them with the resources they need and meet the needs of the parents by providing affordable care.

Security

We aim to ensure the proper security of the building and staffs by ensuring measures are in place regarding entry and access to the building.

Building Equipment and Repair

We aim to provide a safe and secure environment through proper and immediate attention to all aspects of building and equipment repairs and maintenance.

Storage

The centre will provide safe and secure storage facilities for all indoor and outdoor equipment; ensuring relevant equipment is accessible to the children to encourage independence. Dangerous objects and all confidential records should be made inaccessible to children and all persons except those permitted to access them.

Heating, Ventilation and Lighting

We aim to provide a quality environment by ensuring adequate provision and maintenance of heating, ventilation and lighting in the centre.

Pest Control

We aim to provide a clean and safe environment by ensuring that every effort is made to maintain a vermin free centre. We will endeavor to do this with the minimum use of chemicals.

Indoor Environment

We aim to provide a comfortable and safe indoor environment that allows flexibility and access to a variety of quiet, active, group and individual activities. We will ensure that only the number of children that can comfortably fit into the building space will be enrolled.

Outdoor Environment

We aim to provide a safe and secure outdoor environment where children have access to a variety of activities, in which children are encouraged to participate.

Staff Selection

We believe that staff are the most valuable asset to the quality of the centre and that high quality staff are imperative to the smooth running of the centre. We aim to employ the best possible staff for the position through fair advertising and selection processes.

Conditions of Employment

We aim to provide a flexible, harmonious working environment that ensures the rights of employees are met at all times. All staff will be employed under the appropriate awards and conditions, taking into consideration Equal Employment Act, Income Tax Assessment Act, Superannuation Act, Industrial Dismissal Act, and Health, Safety and Welfare Act.

Staff Orientation

Staff orientation is an important process in ensuring staff is fully equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for all employees in the centre. Providing a clear understanding about the service and its operations and expectations within the centre.

Staff Professionalism

The professional attitude and behaviour of the staff is of utmost importance to the provision of a quality service with a positive reputation in the community and the standard of care provided for the children and families in the centre. We aim to provide clear guidelines to the staff regarding the expectations for their professional behaviour in the centre.

In-service Training & Development

We believe that the quality of the service is developed through continual training and development of the staff. We aim to provide staff with encouragement and support to further their skills in the out of school hours field.

Staff Review & Appraisal

We aim to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. An appraisal system will be conducted to provide avenues for discussion and improvement.

Grievance Procedures

We aim to maintain a positive environment for all staff, families and the management committee. We will do this through addressing all work related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practised at all times. A full copy of the Grievance Policy & Complaints Procedure can be viewed on our website.

Disciplinary Action

We aim to provide a quality service through the professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work. Should staff fall below clearly identified standards, then we will address this in a swift and considerate manner.

Relief Staff

We aim to continue the quality of care in the centre by the employment of fit and proper persons for relief staff. A work agreement clearly outlining their duties and expectations will be given to all relief staff employed.

Volunteers / Students / Visitors

We aim to ensure the safe and proper care of the children in the centre by having clear guidelines for any person who enters the centre or is involved with the children in any way. Specific guidelines will be developed for all volunteers, students and visitors in the centre.

Staff / Child Ratios

We believe that the child/staff ratio is an important factor in determining the quality of care that we provide. We aim to maintain positive staff, child and parent interactions and quality and safe care through ensuring that we meet the minimum standards outlined in the National Standards.

Communication

We aim to maintain positive and open communication between all parties involved in the centre. Staff, parents and committee members will be made aware of appropriate communication avenues and procedures.

Confidentiality

Access to personal information of Parents/Guardians using the service will be kept confidential by staff and committee parents. No information will be given out without written authority from the legal guardian or if there is a legal proceeding in process and written documentation is provided.

All staff working in the service has the right to privacy. Committee parents and staff members will keep all issues concerning staff confidential.

Maternity Leave

We believe that staff are the most valuable asset to the quality of the centre and that high quality staff are imperative to the smooth running of the centre. We aim to provide a working environment that builds and supports a long term commitment of staff and reinforces their dedication and contribution to the centre through a paid maternity leave of 6 weeks inclusive of the 52 weeks award maternity leave.

Occupational Health & Safety

The staffs acknowledge that they have a shared responsibility for keeping the centre building and grounds safe for all children, staff, cleaners, parents and visitors. In acknowledging this responsibility, the staff give the highest priority to health, safety and welfare.

Hygiene and Food Handling

We aim to provide a healthy and hygienic environment that will promote the health of the children, staff and parents. All people in the centre will follow preventative measures in infection control. The centre will provide a SMOKE-FREE environment as research indicates that the risk to passive smokers is considerable. In the interest of the health of staff & children both in the long term and the immediate consequence to staff & children who suffer from lung sensitive conditions it is necessary that staff & children are not exposed to this risk. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practises.

Food & Nutrition

We aim to provide nutritious and varied food, of good quality in the centre. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation.

Hazardous Material

We aim to provide an environment that is safe with no risk to the health and well being of the children, staff or parents. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous and that all hazardous materials will be stored appropriately.

Hazard Reporting

All hazards must be reported using the GPBASC Hazard Report Form. This will ensure that the hazard can be fully assessed and controlled.

Transportation

We believe that children travelling to and from school and excursions have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations. It is the responsibility of all Putney parents to purchase My Bus 1 tickets for their children to travel to & from the centre on the government buses (My Bus 1 tickets can be purchased from the centre or your local newsagent).

Animals

Although animals are not a necessary part of the program, we believe that animals can be a valuable source of learning and enjoyment for the children. Any animals that enter the centre must be safe and present no danger to the children in any way. Staff will ensure that everyone in the centre will treat with respect and in a humane way all animals, at all times. Strict supervision will be maintained.

Sun Protection

We aim to ensure that all children attending the centre will be protected from harmful rays of the sun. All staff must model appropriate sun protection behaviour and enforce the sun protection policy.

Emergencies

We aim to provide an environment that provides for the safety and well-being of the children at all times. All children and staff will be aware of, and practised in, emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately undertaken. A full copy of the Emergencies Policy & Procedure can be viewed on our website.

First Aid

We believe that first aid equipment and facilities should be available to all staff, children and visitors in the centre and while on excursions. All staff will be encouraged to undertake first aid training as part of their conditions of employment to ensure full and proper care of all is maintained.

Accidents

We will ensure the safety and well being of staff, children and visitors, within the centre and on excursions, through proper care and attention in the event of an accident. The centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation. Parents or emergency contacts will be informed immediately where the accident is serious.

Death of a Child

Staff in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstance as the death of a child, the staff will follow guidelines as set out in the policy manual.

Illness & Infectious Diseases

We aim to provide a safe and hygienic environment that will promote the health of the children. As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health, parents will be asked not to bring sick children to the centre and to collect children who are unwell. All care and consideration will be given to the child who becomes ill while at the centre. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health (refer to Medical Forms folder).

Immunisation

We respect the right of individual parents whether to immunise or not to immunise their children. However children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Proof of immunisation will be sought at the enrolment stage and recorded in the enrolment form.

Allergies

We aim to provide safe and effective care of children by ensuring that staff are fully aware of reactions to, and management of, any child's allergies.

Asthma

GPBASC staff members will administer first aid using provided asthma medication for children who have asthma. A signed note is to be kept on the premises at all times.

Medication

We aim to ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children. To ensure the interests of staff, children and parents are not compromised medication will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. Specific consideration will also be given to children who are carrying medication in their school bags.

HIV/AIDS/Hep B and C

We respect the right for all children to be loved and cared for and aim to provide a safe and secure environment for all children in the centre. We will not discriminate against any child or families' right to achieve that care as outlined in the law. We believe that HIV/AIDS and Hepatitis B and C are best dealt with by preventative measures and will ensure that clear guidelines are given to eliminate the risk of spreading the diseases and ensure the safety of all staff and children. Proper confidentiality will also apply.

Child Protection- Keep them Safe

We believe that the welfare of all children is of paramount importance and that the GPBASC has an obligation to defend the child's right to care and protection. Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected. GPBASC will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the ***Keep Them Safe: A Shared Approach to Child Wellbeing reforms.***

Child Management

We aim to provide an environment where all parents, staff and children feel safe, cared for, relaxed and which encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

Anti-Bullying

We believe every child has a right to feel safe and secure in the before and after school care environment. We view any intimidating behaviour from one child to another as an act of bullying. It is the aim of the centre to encourage and support the victim to deal with bullying situations and provide clear consequences for those who bully.

Daily Routines

We aim to provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative and emotional development. As the centre is the child's time for play and leisure, this will be reflected in the daily routines.

Written Programs

We aim to develop and implement a balanced program that is stimulating, interesting and exciting which allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. Our centre's program will reflect the cultural diversity of today's society. Children are encouraged to be actively involved in the planning implementation and evaluation of the program.

Gender Equity and Inclusion

We aim to help the children develop their full potential regardless of their gender. All children will be treated in the same manner and provided with the same access to all materials and equipment.

Cultural Relevance & Anti-Bias

We aim to recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful inclusion of a variety of cultural activities in the program. All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

Excursions

Parent's permission will be sought for all excursions. Children on excursions will be ensured proper supervision and care, for the full duration of the excursion. All National Standards and staff/child ratios will be maintained.

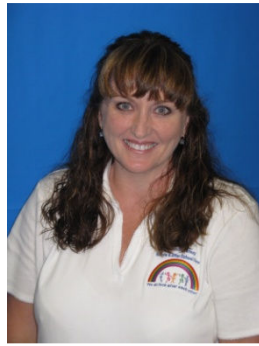
TV & Movie

We aim to provide TV & movies as part of the program of activities after thoughtful consideration relating to the content and message of the film.

Team Members



MEGAN
Director



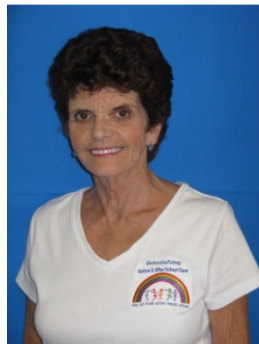
JODIE
Coordinator



NATALIE
Assistant Coordinator



CRISTY
Assistant Coordinator



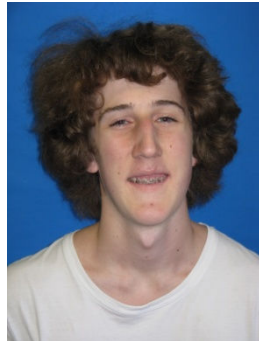
WANDA
Team Member



CLAIRE
Team Member



SAMANTHA
Team Member



NICK
Team Member



AMANDA
Team Member