

CHEVALLUM WONDERFUL OUTSIDE OF SCHOOL HOURS (WOOSH) CARE SERVICE

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PARENT HANDBOOK

Welcome to Woosh

The Chevallum State School Wonderful Outside of School Hours (WOOSH) Care Service provides Before and After School Care as well as Vacation Care for prep and primary school age children. The P&C association is the nominated licensee.

This child care service is licensed by the Early Childhood Education and Care. We are guided and legislated by The National Quality Framework (NQF) which operates under an applied law system, comprising the Education and Care Services National Law and the Education and Care Services National Regulations. The NQF applies to long day care, family day care, outside school hours care and preschools/kindergartens in Australia.

This document outlines most of the questions raised by parents regarding the Service. Please read in conjunction with the WOOSH Policy and Procedures Manual for full details.

Our Philosophy

Chevallum Woosh acknowledges the Gubbi Gubbi people as the Traditional Custodians of the Land on which the service operates. We recognise their continuing connection to the Land, Waterways and Community and pay our respects to their Elders, past, present and emerging.

We promote a love of learning in a natural setting, challenging children and young people to expand their knowledge by engaging in play-based experiences both planned and spontaneous. Our Program also encourages creativity, promotes positive physical and mental wellbeing, along with activities that enhance problem-solving, social and communication skills.

Children's needs, ideas and abilities are encouraged and nurtured through engaging in a hands-on environment that allows for flexibility and promotes equity and social justice. We encourage all families and children to participate in all aspects of our program, whilst recognising

and respecting the individual needs of each child.
Diversity and Culture is valued and celebrated. Children and young people are encouraged to learn about our diverse cultures through the daily program and celebrations of significant cultural days throughout the year.
We are supportive of all families and community connections. We value the relationship with the school community and endeavour to reach out and make connections within the wider community.
Our environment encourages children and young people to become environmentally responsible and sustainable within the many areas of the service.
We strive to build meaningful relationships with our families, children and young people. The relationships we build is key to creating an environment that is caring, supportive, safe, inclusive and engaging.
Management and Educators work together to create stability within the team and provide consistency of care for our families. We strive to be approachable, reflective and supportive as a team who are committed to continuous improvement.
Our Service embeds the National Principles for Child Safe Organisation promoting cultural safety and wellbeing to minimise any risk of child abuse or harm. We maintain our goals and professional learning ensuring that we are confidently providing a quality service for our families, children and young people.
Reviewed October 2025

Sources: All stakeholders, NQF, Code of Ethics, Education and Care Services National Law and Regulations

What are your hours of operation?

Before School Care (BSC)
6.30am – 8.30am

After School Care (ASC)
2.45pm – 6.00pm

Vacation Care
6.30am – 6.00pm

How will my child be supervised whilst WOOSH?

One of the most important elements in providing quality care is the staff. The WOOSH Service is provided by a team of people with varying degrees of experience and qualifications as required by legislation and regulations.

For part time and relief staff, experience in Child Care and/or recognised qualification is the minimum requirement. Staffing levels vary depending on the number of children in care.

At the service: 1 staff member for every 15 school aged children
On excursions: As assessed by the risk assessment but generally will be 1 staff member for every 8 school aged children
Swimming Excursion: 1 staff member for every 5 school aged children

It is a requirement that all staff members hold a Queensland Government (Blue Card Services) , Child Safety Training and at least one staff member on rosters at any time has First Aid Training.

Management direction for the Service is provided by the WOOSH Sub-Committee of the P&C Association.

How do I book/cancel a session at WOOSH?

Permanent bookings are made by completing an enrolment form via the online link. https://www.owna.com.au/enrol/wooshkidsclub.html Any changes or cancellations to the permanent bookings as per the enrolment form must be communicated to the Woosh staff with 2 weeks notice. To cancel a one off day from permanent bookings or we require **48 hours prior** to permanent booking. Otherwise, normal charges will apply.

If you book on a **casual basis,** we ask that you use the Owna app which you will be provided access for after enrolment. You will still be able to call or email however spaces will be limited to availability. To cancel a casual booking again we require 48 hours notice to a confirmed casual booking. Otherwise normal charges apply.
Absences from care can also be marked from your app. Or communicated via email or phone.

Vacation Care enrolment vacancies will be available approx. 4 weeks prior to the holiday period to which the Vacation Care relates. Please be aware that any changes to the Vacation Care bookings must be communicated to the Co-ordinator as indicated by the booking form related to the vacation care. Otherwise, normal charges will apply.

If the Co-ordinator is not available by telephone, please leave a message on the services answering machine in relation to bookings and cancellations

What is the procedure for dropping off and picking up my child?

Children must be walked into the building and signed in by an authorised adult in the mornings for before school care. Children are not permitted to sign themselves in. Staff will sign children out as they are released for the school day.
For after school care our educators will sign the children in as they arrive and parents/carers are to sign them out on pick up. To help ensure child safety, a roll call is completed at the start of each afternoon session, if a child has been booked in and is not present within ten minutes, the following procedure will occur:

-The Co-ordinator or responsible person on shift will call the school office then physically look for your child.
- If unsuccessful, parents/guardians will be called. If the child is still not located all emergency contacts will be called.

- In the event that we cannot contact anyone or no phone calls are returned to the centre, the police will be called and we then follow the procedures as guided by the police and any related authorities.

Please ensure your children are aware of this rule, and attend After School Care promptly to avoid unnecessary concern.

During vacation care parents or carers must sign their children in on arrival as well as departure. Children will only be released to those identified on the enrolment form, or with written permission from the parent/carer, in which case identification will be required. In the event of an emergency where the parent/carer needs to give us permission over the phone, we will accept verbally the permission for another person to pick up children with the understanding they must provide photo identification.

To cover staffing and administration costs, fees will be charged for late cancellation or late collection – see schedule in this handbook. If a child is not collected by closing time, staff will use their discretion to:

1. Stay with the child at a penalty rate of $15.00 for first 5 minutes from 6:00pm, then Continues $15.00 per 15 minutes blocks until picked up.
2. Call the alternative contact person/s recorded on the enrolment form
3. Contact Police or the Dept of Child Safety if no other contact person can be reached.
4. Continued late pick ups will administer a warning letter, sent by the Co-ordinator as guided by the Sub-Committee and P & C with a second such letter resulting in suspension/expulsion from the service.

What Programs do you offer?

Before School Care

The flexible timetable is as follows:

6.30am – 8.00am	WOOSH opens, attendances are recorded. Breakfast can be provided until 8.00am Supervised activities inside and outside.
8.15am – 8.20am	5-minute call to tidy up time.
8.20am – 8.25am	Tidy up and group time in preparation for school.
8:30am	Children are signed out and prep children escorted to their room.

After School Care

After school care programs are tailored to suit the numbers and ages of children attending, the time they are expected to depart,

and the regularity with which they attend. The general timetable is:

2.45pm	Prep and Grade 1 children are escorted by their teachers to area outside Family J. Older children (Year 2-6) meet at Woosh building for sign in. All groups have sunscreen applied when UV is above 2.
2.45pm – 3.15pm	Attendance Roll Marked and fruit snack is served.
2.45pm – 4.15pm	Children's choice of inside activities or two other planned areas outside for recreational within the school. A sign will be placed on the door of WOOSH advising which area the children are in if no one remains inside building.
4.15pm-5.15pm	Afternoon tea is provided from 4pm then a choice of outside, hall games or inside play offered.
5.00pm-5.30pm	Groups come together inside. Resume play.
5.30pm – 6.00pm	Clean up, quiet play and activities.

Vacation Care

Vacation care programs are tailored to suit the numbers and ages of children attending, the time they are expected to depart, and the

regularity with which they attend. The general timetable for vacation Care is:

6.30am – 8.00am	Supervised activities and breakfast offered.
8.30am – 9.30am	Planned activities (craft/sport/bikes).
9.30am – 10.00am	Morning Tea .
10.00am – 12.00pm	Organised activities/incursions/free play
12.00pm – 12.30pm	Lunch.
12.30pm – 2.30pm	Organised indoor activities, library quiet space, hall games.
2.30pm – 3.00pm	Outside play/ organised activities.
3.00pm – 3.30pm	Afternoon Tea.
3.30pm – 5.30pm	Organised activities, inside/outside/hall supervised play.
5.30pm – 6.00pm	Quiet time and tidy up.

What are your Health and Safety guidelines?

Nutrition

Here at WOOSH, your child's nutrition is our concern. The service recognises the important part that it plays in addressing the nutritional needs of children. As a service, we aim to promote healthy eating habits and attitudes to ensure long-term nutritional wellbeing. In conjunction with regular physical activity, WOOSH aims to contribute to every child's physical growth, capacity to learn and the development of a positive body image and self esteem.

Meals/Snacks

WOOSH can provide breakfast for Before School Care.
Afternoon tea for After School Care is provided and in line with national nutrition guidelines. As part of programmed activities, children may be involved in the preparation of food in a supervised and hygienic manner.

We have a wonderful organic garden we use produce from when available to make our healthy snacks.

If your child has special dietary needs, including allergies, please discuss arrangements for providing food with the Co-ordinator.

Illness

Children who are ill, are to remain at home. If your child becomes ill while at the Service, the parent or emergency care person will be notified. An illness is defined as:

- ☐ A temperature of over 37.5 degrees
- ☐ Intestinal disturbance by diarrhoea or vomiting
- ☐ Any undiagnosed rash or parasite
- ☐ Coloured discharge from nose, eyes or ears

If a child develops any of the above symptoms while at the Service, he/she will be moved away from the other children in a quiet, well ventilated area and given comfort by staff member.

Staff will assess the child's condition and if necessary administer appropriate first aid. If necessary, parents will be called and asked to take the child home as soon as possible.

Infectious Disease

The WOOSH Service keeps up-to-date information in relation to information about communicable and notifiable diseases.

If your child has been exposed to any communicable/notifiable disease, please notify the Life Co-ordinator as soon as possible. If your child is suspected of having an infectious disease they will be immediately excluded and parents/carers will be called to pick their child up. If your child is exposed at the Service to any infectious disease, you will be notified immediately.

For information regarding the exclusion times of diseases and illness you can refer to the Commonwealth Department of Health website at www.health.gov.au or the Queensland Department at www.qld.health.gov.au

Readmission

A doctor's certification may be required prior to readmitting a child who has been absent due to contagious disease, extended illness or injury. The Service may require that the child not return to WOOSH for at least 24 hours after a condition subsides.

Medication

Parents are asked to administer any prescribed medication to their child before or after attending the Service, rather than requesting staff to do so unless absolutely necessary.
Staff will only be permitted to administer medication to a child if it is:-

If medication is correctly labeled by a pharmacist as to:

Child's Name

Dose of Medication

Directions for Dosage

The service will endeavour to ensure that educators are witnessed by another person when administering medication to children.[1]

Only staff trained in First Aid will administer medication to your child.

Medical Emergencies

If a child's medical condition is assessed as serious or deteriorates and emergency medical attention is necessary, an ambulance will be contacted. All attempts will be made to notify the parents. Enrolment information will be handed over to emergency service operators. All costs incurred in obtaining medical attention for a child will be met by the parent/carer.

Other Emergencies

In the event of emergencies, parents or nominated Emergency Contacts will be telephoned to arrange collection of children. The service has regularly maintained basic fire equipment and an Evacuation and Lockdown procedure. Emergency evacuation and lockdown drills are practiced regularly with children at the Service.

Hygiene practices

For the ongoing and general health and wellbeing of children, we enforce strict hygiene practices for children and staff.

Please refer to our Policy and Procedures manual for further information.

Smoking

Smoking is not allowed in all areas utilised by the Service as per our Preventative Health Policy and relevant legislation.

Can my child bring personal equipment/toys to the Service?

Please do not bring any personal toys or other equipment to the Service as they may be lost or damaged. Our program provides a wide variety of materials for children to discover and use in support of the care program. In the event a child brings a toy or other personal belongings to school, WOOSH assumes no responsibility if the item is lost or damaged.

To ensure school uniforms are not damaged or dirtied, spare clothes may be requested for some programs – eg. Craft, water play.

What should my child wear?

Children will generally wear a school uniform to Before and After School Care. Closed in shoes are required.
During Vacation care, **tops with sleeves and broad brimmed hats are compulsory** and during swimming**, swim shirts (rashies) are also compulsory.**

How does the Service manage behaviour?

We aim to create positive relationships with children making them feel safe, secure, and supported within WOOSH. Behaviour guidance situations are handled with empathy and connection. Educators will follow the WOOSH Behaviour Guidance policy if students exhibit inappropriate behaviour. These will range from minor to major and sever behaviours can result in possible suspension/expulsion of the student from the service.

Model conduct by parents and carers is vital whilst at the Service. Staff members have the right to ask a person to leave the premises

if they feel intimidated in any way, or in the interests of the children in their care. Police will be called if a person does not respond to a request to leave the premises.

Can I be involved in the Service?

The service welcomes parent and carer involvement in the Service. Woosh has a Sub-Committee that you are welcome to join to become an active member, the Sub-Committee and the service report to the P & C which has monthly meetings, which you are also invited to attend. The service publishes a blurb in the school newsletter which is issued on a fortnightly basis.

If you have particular skills, cultural knowledge or experience, or other services which may be incorporated into programmed activities, or assist in efficient running of the WOOSH service, please discuss with the Co-ordinator.

How can I raise concerns about the Service?

If you have any issues or concerns regarding your child of the service, please see the Co-ordinator in the first instance or if he/she is unavailable please see Woosh staff. While the service encourages parents and carers to enquire about their child or the Service, please be brief during sessions as it is the staff's primary purpose to care for the children. Appointments may be made for lengthy enquires.

If concerns cannot be resolved at the Co-ordinator level, concerns with the WOOSH service can also be raised via the Complaints and Grievances handling Policy.

How is my information managed?

All information is kept strictly confidential as per our information Privacy Policy. Personal information is stored in a lockable filing cabinet in the Co-ordinator's office. Parents and carers may have access to their information, upon request to the Co-ordinator. Please ensure ALL relevant information is provided on the Enrolment Form, and any changes are advised, so the best possible information is available to staff caring for your child.

What are the fees for care?

Before School Care 6.30am – 8.30am Short Morning Care 7.30am-8.30am	$33.50 per child per day. $22.00 per child per day
After School Care 2.45pm – 6.00pm	$40 per child per day.
Casual BSC or ASC	Additional $5
Vacation Care	$82 per full day/ work day $118 for Excursions $102 for Incursions Afternoon tea provided only. (lunch provided when indicated on program).
Late Collection No Show Without Notice Fee	$15.00 for the first 5 minutes after 6:00pm (Continues $15.00 per 15 minutes blocks until picked up) $10 per session- The fee is charged if your child is booked in to attend after school care and does not attend and no notice has been given.

Note all fees are subject to change as set by the P & C.
A permanent booking is at least one regular day per period during the term eg. every Monday morning, Thursday and Friday afternoon of every second week. A casual booking is on an "as needed" basis, i.e. not permanent.

Please note that the Department of Family and Community Services offers rebates on WOOSH fees as "Child Care Subsidy". Please see the Co-ordinator for more details. Further information in relation to fees can be accessed in the WOOSH Policy and Procedures manual.

Fees for casual Before and After School Care are payable after each week of care provided by the Service.
Fees for permanent bookings are required to be paid at least 1 week in advance via Direct Debit set up through your Owna log in.
Fees for Vacation Care are to be paid weekly in advance.

Parents are advised that if fees are not paid by the due time, recovery action may be taken and/or suspension from the Service will be enforced until arrears are rectified. Parents with financial difficulties can approach the Co-ordinator to arrange a payment plan in most instances.

Where can I get more information?

General	WOOSH Policy and Procedures Manual
Early Childhood Education And Care	Information Service 1800 637711 www.communities.gov.au
Crisis Care	Outside Brisbane Contact number 1800 177 135
Child Care Subsidy	Family Assistance office 13 61 50 www.familyassist.gov.au
Support for Parents	Parents Helpline

	1300 30 1300
Support for Children	Kids Helpline 1300 30 1300 1800 551 800 – 24 hours
Quality Assurance Council	National Childcare Accreditation 1300 136 554 www.ncac.gov.au
Child and Family Connect	13family

WOOSH Contact Details

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