

Eastwood Before and After School Care Centre

PARENT HANDBOOK 2021



Front cover illustrated by Bailey G., William D., William Z., Melissa C.

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Welcome to Ebascc

This booklet has been prepared by the Co-ordinator and Parent Management Committee to provide you with useful information about the Centre as well as to explain some of the conditions which apply to families using the Centre in order to ensure the smooth running of the service.

Definition of OOSH:

The term Out of School Hours Service (OOSH) refers to an organisation that provides care and recreation for school aged children before and after school and throughout the school holidays.

As an Out of school hour's service we aim to:

- Provide a wide variety of supervised play and recreational activities that assist in the social, emotional, creative and physical development of primary aged children.
- Promote and encourage equity and access throughout the whole organisation while providing equal opportunities for children, parents and staff.
- Enables parents/guardians to pursue work/study/training or other activities with the knowledge that their children are being well cared for in a safe and happy environment.

National Quality Framework for OSHC

EBASCC adheres to the standards outlined in the National Quality Framework (NQF), which provide our service with the standards from which we work. The Department of Education & Community sets the standards from National Law & Regulations to form NQF.

Our service is an Accredited Service, rated overall at Meeting the National Quality Standards and provides high quality Before and After school Care and Vacation Care for children from Kindergarten to Year 6. EBASCC staff are mandatory reporters to the Department of Community Services and are required by law to report any concerns about the safety, welfare and wellbeing of any child in our care.


COME AND MEET OUR FRIENDLY STAFF

Our staff are always here to help. If you have any questions in relation to EBASCC, Eastwood Public School, Family Assistance, other support and how your child is learning through play at EBASCC, please come and have a chat with any of our staff.

Our EBASCC Staff picture board is inside the Centre to help you learn our staff names. The board also indicates whom our Nominated, authorised and responsible supervisors are, along with First Aid and other qualifications.

“We look forward to working with you and your child, by complementing the care that is already provided by your family and Eastwood Public School.”

Centre Philosophy

We pay respect to the Traditional Custodians and First Peoples of NSW and acknowledge their continued connection to their country and culture 

An inclusive and holistic approach:

EBASCC overall rating is **Meeting National Quality Standards** for Before and After School Care and Vacation Care Service, for children from Kindergarten to Year 6.

We provide an ACCREDITED Before and After School and Vacation Care service for children from Kindergarten to Year 6. We are committed to the principles, practice and outcomes of the National Quality Framework for School Age Care (*'My Time, Our Place'*)

The Centre provides a developmentally appropriate program which presents self-selection, structured and unstructured choice and is inclusive for all children. The program is evaluated weekly to ensure all children's needs are met and that the program is ever evolving and engaging for each child.

At EBASCC, educators are continuously assessing children against the learning outcomes and extending children's learning through planned activities, experiences and spontaneous play which is designed to meet the learning outcomes of *My Time, Our Place*.

The Centre provides a safe, healthy and encouraging environment that is structured around equity for all children. The Centre provides a wide range of activities catering to the diversity of all children. The children are provided with adequate space indoors and outdoors and supplied with equipment for all children to engage with to a variety of skills at all developmental ages.

The Management Committee helps to ensure a professional educator's team with common goals, positive attitudes and positive interactions with all children, staff and families. Staff and Management encourage and offer support to provide the best possible interactions, encouragement and support in all aspects of the Centre.

The Centre strives for a level of excellence in childcare with each child's needs at the core of its philosophy.



Centre Responsibilities

Enrolment

We ask all our EBASCC families and new families to register with QikKids “My Family Lounge” parent portal and complete an enrolment form for all children.

Please visit: <https://www.ebascc.com/enrol> to enroll your child. You will be able to sign in and register on My Family Lounge DIRECTLY through our website.

You must add at least two contact person’s details with the correct contact number and emails in order to allow you to sign in to sign in and out roll, this is a requirement from the NSW Government.

The Enrolment form contains:

- Medical consent in case of an accident
- The authorisation of nominated adults who may collect your child.
- Notification of any court orders relating to custody or other issues. The Coordinator MUST sight and keep a copy of any such order affecting the custody of children in the centre’s care.
- An annual membership fee of \$20.00 per family and the first two weeks fees in advance are required upon enrolment (see fees section)
- Immunisation History Statement is to be uploaded onto Qikkids

Storypark

- EBASCC uses Storypark to document and support children’s learning. Storypark is used to record and communicate learning as it happens, via photos, videos, audio and observation within a secure online.
- It is compulsory for all parents and carers to accept Storypark invitation via parent’s email provided upon enrolment. This is EBASCC’s way of communicating daily activities and parent notification.

Waiting list

Priority enrolment is given to siblings, single parents and then on a first come first serve basis.

Priority of Access

The Federal Government has approved our service to provide the following:

Before Care: 150 positions

After Care: 250 positions

Vacation Care: 150 positions

EBASCC has a waiting list. If you require care or extra days you MUST complete an additional form and your family and your child’s name will be placed on the waiting list. As soon as a place becomes available, staff will contact you via email.

Government approval allows access for automatic deduction on fees through Child Care Subsidy. (CCS).

Our responsibility is to ensure the places are made using the priority of access guidelines as set down by the Federal Government. Therefore, our service will take children into care on the following basis.

PRIORITY 1:

A child at risk of serious abuse or neglect.

PRIORITY 2:

A child of a single parent who satisfies, or parents that both satisfy the work/ training/study test (under section 14 of the family assistance act).

PRIORITY 3:

Any other child.

Within each priority mentioned above, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families, which include a person with a disability;
- Children in families on lower incomes;
- Children in socially isolated families; and
- Children of single parents.

Please note: Should the service become full, a parent using care who is Priority 3 may be asked to vacate the place for a child in a Priority 1 or 2. Fourteen (14) days' notice will be given. If you have any other questions regarding Priority of Access, please contact the Centre Coordinator.

Operating hours

Hours of operation

BEFORE SCHOOL CARE: 7:00 am to 8:45 am

AFTER SCHOOL CARE: 3:10 pm to 6:15 pm

VACATION CARE: 7:30am to 6:15pm

Vacation Care available during January, Easter, July, and October school holidays. **During the Christmas and New Year period EBASCC shuts down for 2 weeks or as agreed by the committee.**

Pupil Free Day: Centre is open on all Pupil Free days from 7.30am to 6.15pm, functioning as Vacation Care.

Teacher strike days: Centre will operate as a Pupil Free Day if Eastwood Public School offers no teacher's supervision.

Correspondence

Messages may be emailed to ebascc@yahoo.com.au

The Coordinator may be contacted at the centre between 9:00am - 5.00pm on **(02)9874 2019**.

For general information on EBASCC visit our website <http://www.ebascc.com/>

Before and After Care fees

Membership \$20 per family per year

Permanent bookings

Permanent (Child attends same days each week) \$14.00 Morning sessions

\$19.00 Afternoon sessions

- If the child is to attend the centre on a regular basis, a permanent booking is required. Permanent bookings MUST be paid for, whether or not your child attends.
- If a permanent booking needs to be changed, staff should be advised and an additional change of attendance form needs to be filled in and requested days will be placed on the waiting list. Please note: if you would like to cancel the bookings, it is a permanent cancellation, and if you wish to re-apply, your child will be added to the waiting list.

Casual Booking Fees (Child attends irregularly)

\$17.00 Morning sessions

\$22.00 Afternoon sessions

If a child is to attend irregularly, then a casual booking can be made by approaching the Coordinator to determine if a vacancy exists for the day in question.

These bookings must be:

- Organised **at least 48 hours before** the required time.
- Requests must be written in the change of attendance form.
- Paid in advance or at the time of booking.

Casual bookings will not be accepted if there are fees outstanding are not guaranteed and based on availability.

Children will not be accepted without written confirmation and permission.

Children who turn up to the Centre without confirmation will be taken to school office.

Vacation Care fees

Vacation Care is offered in January, Easter, July, October and pre-Christmas holidays.

\$50.00 per day (base rate)

Plus, any compulsory excursion or incursion—

Prices vary daily depending on program.

Vacation Care forms are available three weeks prior to school holidays and booking period ends one week prior to school holidays commencing.

Enrolment requires the completion of a Vacation Care form online via “Casual Booking” on MyFamily Lounge payment in full upon booking. CCS will be deducted from the daily cost. Daily cost varies accordingly to daily activities.

Vacation Care Excursions

Excursions and incursions are scheduled twice a week on alternate days and are split between kindy – Yr 2 and Yr 3 - 6. Children are required to wear their EBASCC yellow t-shirt to excursions. Which is available on the day.

9am for incursions and by 8.00am for excursions

Pupil Free Day fees

\$50.00 + any special activity expenses.

On Pupil Free Days the Centre will be open for the full vacation care day (7.30am – 6.15pm). Before and After School Care sessions do not operate during the Vacation Care program with no fees charged.

Teacher strikes

During any term there is a possibility of industrial action by the Teachers Federation. On these days the Centre will operate as usual, i.e. **only** offering Before and After school care. If the school remains open, teachers will provide care for children who are at school on these days. **No refund of fees for permanent bookings will apply on these days.**

With adequate notice and staff availability, the centre **may** be able to provide care on Teacher Strike days if no supervision is provided by the school and **pupil free day cost will apply.**

Cancellation of bookings

The Centre staff must be informed if a place is no longer required ASAP with a **cancellation of attendance form completed two weeks prior** to cancellation. Otherwise the normal fees will be charged until written notification is made. **Please note – any cancellations of bookings are a permanent cancellation.** If care is required in the future, your child will be placed on the wait-list.

Late collection of children

A late fee of \$15 will be charged from 6:15 to 6:30pm, then \$2 per minute after 6:30pm.

If a child is not collected within a reasonable time limit after closing at 6:15pm and a parent or any emergency contact person nominated on the enrolment form cannot be contacted, the staff will have no alternative except to place the child in the care of the police at Eastwood Police Station (98585944) until contact can be made with a parent or emergency contact person.

Non-notification fee

\$10 per family per session If the centre is not informed of a child's absence for Before, After school or Vacation care session. **Please note- Notification of absence for before school care must be given by 7:15am, and for after school care must be given before 3.00pm. Notification of absence for a vacation care day must be given before the cut-off date on the vacation care form. Please note – any absences during vacation care without a Dr Certificate will not be credited to your account.**

Fees payment

Fees are to be paid in advance on a fortnightly or monthly basis; whichever is more convenient for the family. If for any reason you are unable to make timely payments, please discuss this with the Centre Coordinator **as termination of enrolment will result if fees are more than two weeks in arrears.** Reminder notices will be emailed to you by the Administrator when fees are one week in arrears.

The method of payment is via

“Debitsuccess” through QikKids (Direct Debit) will be mandatory in 2021 this is done via the enrolment page (please refer to EBASCC terms and conditions).

CASH PAYMENTS WILL NOT BE ACCEPTED. This minimises the security risks to staff and children when amounts of cash are not held on the premises. Receipts will be emailed weekly.

The fees schedule is subject to review each term in relation to total enrolment numbers and may be changed at any AGM with notice given in advance.

Payment of fees

Fees are to be paid in advance of your child’s weekly attendance. An invoice for the upcoming fortnight will be emailed out to all families at the beginning of each fortnight. Every parents/guardians’ will be debited every fortnight via direct debit.

If a parent/guardian payment fails to pay by the due date a non-payment of invoice fee will apply on their fortnightly invoice through Debit Success: The amount deducted will be 5% of your fortnightly fees.

1. The parent/guardian will be given an Unpaid Fees Notice and a late fee will be levied.
2. If still unpaid by the following week, the parent/guardian will be given an Urgent Unpaid Fees Notice and a second late fee will be levied, as well as a warning of suspension of booking.
3. If still unpaid, a Notice of Suspension will be issued, and the parent/guardian will be advised that their booking has been suspended pending payment and will only be reinstated once payment is settled and/or new Direct Debit details are submitted to the centre. The parent/guardian should make alternative care arrangements for their child during suspension.
4. If the account is left unpaid after suspension, the Director will pass on the account to the Management Committee for approval for the account to be passed onto a debt recovery agency which will incur further recovery costs.
5. Parents will be notified about it if the payment has bounced back.

Parent Entitlements for Child Care Subsidy (CCS) It is the responsibility of the parent/guardian to register for Child Care Subsidy (CCS) on their MyGov account. Information and forms can be accessed from the Family Assistance Office (FAO), through Centrelink, or families can call direct on 13 61 50.

Refer: <https://www.humanservices.gov.au/customer/themes/families>

Child Care Subsidy Eligibility

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child.

These include:

- The age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet these criteria, such as children with a disability or medical condition in certain circumstances)
- The child meeting Immunisation requirements
- The individual, or their partner, meeting the residency requirements listed in the legislation. In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program. If parents are not eligible for CCS, and to their allocated hours per fortnight are exhausted, then full fees must be paid.

Refer: <https://www.education.gov.au/child-care-subsidy-activity-test>

It is the responsibility of the family to check their eligibility with the FAO.

Emergency and safety considerations

In the event of an emergency requiring medical attention for a child, the staff will contact a parent and/or the family doctor and take the child to the medical centre or call an ambulance, depending on the severity of the situation. Paracetamol may be administered if considered appropriate by the Coordinator. While every effort will be made by the Centre to respond immediately to the needs of a child in an emergency, staff must be indemnified from any responsibility for complications that may arise. Staff are trained in First Aid by St John's Ambulance.

Programming

EBASCC has a separate Kindy to year 2 (Junior) and Year 3 to Year 6 (Senior) program.

The programme is displayed on the Centre notice board located at the entry of the Centre. The program is implemented and evaluated by staff and children weekly. Children and parent suggestions are encouraged via Storypark.

Please note that children may have their photograph taken while participating in Centre activities. These photographs will only be used in Storypark or displayed within the service. They will not be used for any other purpose. The Centre will respect your child's privacy.

Please refer to Terms & Conditions – 8. Other Authorisations.

Other important documents, policies and procedures, including Child Protection and Anti Bullying policies may be found in the policy folder located on the entry-way table.

The day to day care of children who attend EBASCC is supervised by a qualified Coordinator with the assistance of other staff employed by the Parent Management Committee.

Homework sessions

The Centre is set up for children to complete homework on afternoons and a large table is free for children to use. However, children will not be forced and families are reminded that individual tutoring by staff is not appropriate. As it doesn't align with our Centre philosophy.

Sustainability

Our service is committed to ensuring policies and procedures developed as part of the program, minimise the impact on the environment and provide children with experiences of the natural world, helping them to understand their place in it and to take responsible action to preserve it.

EBASCC is also committed to establishing sound environmental practices relating to all operational aspects of the service. Educators will work collaboratively with the children and their community to develop and implement sustainable practices related to EBASCC program and routines, including (but not limited to):

1.1 Recycling food scraps,

1.2 Using recycled items in craft activities,

1.3 Recycling scrap paper for use, the child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts. United Nations Convention on the Rights of the Child (Article 31) 13

1.4 Maintaining the vegie garden and using the produce in the EBASCC menu

1.5 Establishing composting or worm farms for scraps;

1.6 Creating play spaces for children to interact with the natural environment

1.7 Undertaking regular reviews of sustainable practices within the service. We now use reusable plates and cutlery to further improve on our sustainability within our Centre,

Parent/ Guardians Responsibilities

The Centre aims to establish a positive relationship between staff and parents and to support parents in caring for their child.

Please view the program displayed at the entrance of the Centre for weekly menu and activities.

Day to day communication between parents and staff is encouraged via email at ebascc@yahoo.com.au

- Parents, children and staff are to treat each other with respect and greet staff on arrival and departure.
- Parents will receive emails from the Centre Coordinator, so please ensure all email addresses are current.
- Parents will be encouraged to organise behaviour plans with staff for their children while attending the centre.

- Supervision and behaviour management of children at the centre is the responsibility of Centre staff and expulsion of the child may result if parents attempt to discipline children other than their own.
- Parents are responsible for any costs incurred by their child through intentional/malicious damage to Centre, school or public property.

Signing your child in and out

It is a **legal requirement** that all parents or nominated guardians sign their children “in” and “out” each day by the electronic sign in and out. If a person not nominated on the enrolment form is to collect a child, the parent must notify the Coordinator beforehand and send notification via email or phone. No child will be released unless parental permission has been confirmed. This is most important for the safety of all children, insurance purposes and vital to the efficient running of the centre. The Centre must be able to account for all children at any time should an emergency arise. iPads will be available at both venues for senior and junior. Due to the split area, after 5:30pm Junior which is situated at the school hall will then return to the centre area

Non-notification fee

If your child is absent from EBASCC you must notify the centre via email ebascc@yahoo.com.au or phone/text 9874 2019/0478 739 977 in order to avoid a \$10.00 call fee charged to your account to check the whereabouts of your child.

PARENTS MUST LET THE CENTRE KNOW AS EARLY AS POSSIBLE IF YOUR CHILD AND OR CHILDREN ARE NOT GOING TO ATTEND A BOOKED SESSION. Note: Do not pass on a message with a sibling OR rely on the school office to advise the centre. Notification can ONLY be accepted by the parent/guardian who has made the booking.

Contact details

It is the responsibility of parents to ensure that all contact details are correct and up to date. Any changes can be submitted via online on MyFamily Lounge. Please note this is the parent's responsibility.

Parent Committee

A Parent Management Committee runs the Centre. **The Centre cannot operate without a committee so it is very important that all parents become involved.** Parents are informed of meetings in advance and are welcomed and encouraged to attend monthly meetings. Light dinner and child-minding will be provided.

If you would like to join the committee, please contact the Centre Coordinator for more information. Thank you.

Grievance Procedure

At EBASCC we take all grievances seriously and we go to great lengths to ensure that appropriate action is taken to remediate the concerned situation. EBASCC staff ensure that the needs of all families are recognised and that families are not discriminated from sharing in their child's experiences at the Centre. We feel that parents and families should work together with staff on a variety of outcomes ensuring that children receive superior quality of care.

Please feel free to discuss with the Co-ordinator or staff any issues you may have regarding your child. Sometimes discussions can make things seem significantly less serious and lead to an eventual resolution.

Please be assured that any discussion will remain confidential.

If you feel your rights are not being respected, or have any complaints or concerns about the Centre please:

1. Talk to the OOSH Coordinator in person or phone 9874 2019.
2. Talk with the OOSH management Committee President (number available on request).

If you are still not satisfied with the outcome then email ebascc@yahoo.com.au

If you are not satisfied after using the above steps you can contact.

NSW Education

Ph: 1800 619 113 (toll free) or 02 9176 2100

Email: ececd@det.nsw.edu.au

Postal Address

NSW Education

Early Childhood Education Directorate

NSW Department of Education

Locked Bag 5107

Parramatta NSW 2124

If you are still not satisfied after following the steps outlined above, contact the Ombudsman in your state or territory.

Remember the best way to deal with an issue is to tackle it straight away, so always talk to your child's carer or their Coordinator before you do anything else. No matter how angry or upset you are, try and take a positive problem-solving approach as this is more likely to help you get the outcome you are hoping for.

If you wish to discuss any aspect of the Centre's programme or its functioning, please do not hesitate to contact the Centre Coordinator/any member of the Parent Management Committee.

Email: manger@ebascc.org, committee@ebascc.org

Parent/ Guardians Responsibilities

Medication

If a child has a condition that requires medication, the appropriate Medication Form must be completed and signed by the parents, as centre staff cannot administer prescribed medication without authorisation. Any medication must be clearly labelled with the child's name and administering instructions.

Refer to EBASCC's Terms and Conditions - 7. Medical acknowledgments and consent

Child Medical action plan

If your child has, asthma, anaphylaxis or any other chronic medical condition please notify the Coordinator immediately.

IT IS A REQUIREMENT THAT EBASCC IS PROVIDED WITH THE CHILD'S ACTION PLAN AND RISK MINIMISATION PLAN, the plans are filed for staff access only, as needed.

EBASCC staff are trained in asthma and anaphylaxis prevention and treatment.

Sun Safety policy

"No hat, we play in the shade today!"

The aim of the Sun Safe policy is to promote among children, staff and parents/caregivers:

- Positive attitudes towards skin protection
- Lifestyle practices
- Personal responsibility for and decision making about skin protection
- Awareness of the need to reduce levels of exposure to the sun

EBASCC staff will encourage children to:

- Wear hats
- Use sunscreen SPF30+ Broad-spectrum which will be supplied by Centre
- Remain in the shade if possible
- Avoiding outside activities according to recommendations on the UV Index Forecast.

Infectious Disease

The Centre reserves the right to temporarily request children and staff to stay away from the Centre when suffering from infectious illness such as measles, diarrhea, chicken pox, conjunctivitis, etc. A doctor's certificate will be requested when the child returns to the Centre (in line with Health Department Guidelines). Please see the policies and procedures manual for detailed information about illness and exclusion periods. Where information is provided about the occurrence at the centre of an infectious disease, that information shall be available to parents/guardians of children in a way that is not prejudicial to the rights of individual staff or children.

The Centre aims to ensure that the appropriate health and hygienic practices are observed, and that staff have access to current information provided by relevant authorities to minimise the health risks to children.

Parents are reminded that children with infectious diseases such as Mumps, Measles, Diphtheria, Poliomyelitis, Tetanus, Whooping Cough, Rubella and Covid19 should **NOT** be sent to the Centre until the required number of days has elapsed.

Head lice

Head Lice outbreaks occur in child care centres. It is extremely important that we act fast when head lice outbreaks occur. If a head lice outbreak occurs, the centre will inform parents and we ask that you to please check and treat your child's hair promptly to avoid further outbreak. **Refer to EBASCC's Terms and Co**

Confidentiality

All matters pertaining to the Centre are confidential, and are not discussed with unauthorised personnel. This includes:

- Information pertaining to any child enrolled at the Centre and/or that child's family.
- Information about any of the staff or Committee members and/or their families.
- Information on issues relating to the running of the Centre.

Idle discussion does nothing but undermine the staff's relationship with parents and is detrimental to the good name of the Centre. The privacy of others should be respected at all times.

We encourage 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.

Refer to EBASCC's Policy-Governance and Management of the Service including confidentiality of record.

Children's Responsibilities

At EBASCC we believe that the child to staff ratio is an important factor in determining the quality of care that we provide. We will ensure positive staff, child and parent interactions and safe care by maintenance of the minimum standards outlined in the National Standards.

The staff to child ratios as outlined in the Standards will be met at all times:

- 1.1.1 There will be a maximum of 15 children to 1 staff member.
- 1.1.2 There will be a maximum of 8 children to 1 staff member for excursions.
- 1.1.3 There will be a maximum of 5 children to 1 staff member for swimming.

The staff to child ratios as outlined in the Voluntary Code of Practice will be adhered to at all times:

Children's Rules

Children must stay within the school and within EBASCC boundaries as indicated by orange cones or nominated staff.

Children are to stay within their age group area i.e. Junior or Senior unless given special permission to.

Children must be accompanied by a staff member when going to the toilet or bubblers.

NO HAT, PLAY IN THE SHADE (Children must bring a hat every day).

Shoes must be worn at all times.

Bad language and inappropriate behaviour will not be tolerated at any time.

Consistently bad behavior may result in

Expulsion from the Centre.

Respect EBASCC staff at all times.

Respect EBASCC property at all times.

Respect other children's belongings and be kind and tolerant of others.

Any intentional or malicious damage to the Centre, school or public property incurred by a child at the Centre will not be tolerated. Any repairs or cost of replacement are sole responsibility of the parents. Parents should ensure that their children are aware of and understand these requirements before enrolling them at EBASCC

EBASCC maintains the same rules of behaviour and safety as those upheld by Eastwood Public School to ensure that all children are kept safe and happy and have consideration for others.

"Children are encouraged to talk to staff in regards to any issues and concerns they have."

The Centre's policy is not to exclude children but to guide children in positive ways so that they can become active and responsible citizens.

At EBASCC we guide children in developing the understanding that they are responsible for their own actions and while at the Centre and in life there are consequences to inappropriate actions and behaviours.

Ultimately, our Centre aims to foster inclusion, not exclusion. If the aforementioned courses of action fail and every attempt has been made to ensure that all children's rights are maintained (as per the UN Convention on the Rights of the Child which is displayed in child friendly language at the Centre) then the child may be suspended from the Centre. If following suspension and an extensive behaviour management plan is not followed then and only then will the child be permanently excluded from the Centre.

Incident forms are completed by staff in collaboration with children and parents are informed of incidents upon arrival to collect their child.

Discussions are held with parents on arrival at the Centre, away from other parents and children. Parents are then given the opportunity to express their thoughts concerning the issue and asked to sign the incident form for the Centre's records.

When an incident occurs at the Centre, staff ensure that all children are safe, medical attention and first aid is applied when necessary, and children

are comforted and supported. Following an incident- regardless of its severity- children are moved to a quiet, safe area and questioned as to their understanding of events and why such behaviour is inappropriate. Consequences of inappropriate actions and decisions are explained in a developmentally appropriate manner. Children are involved in an open mediation conference with a supervisor to ensure that all children's opinions and version of events are recognised. Following such discussion children are given time to reflect and are diverted to participate in an alternative activity. We believe that this is an effective means of ensuring that all children's views are respected and valued.

If similar incidents continue, behaviour plans are developed and all necessary practices are put into place to avoid the behaviour from continuing. Staff will then talk to school teacher(s) and principal, refer parents to school counsellor and/or other agencies. A staff member is assigned to an individual child in order to implement and consolidate behaviour plans, daily behaviour evaluations are completed by child and staff member, and a daily communication book is developed and used as a communication tool between staff and parents. This book is then sent home every night and over weekends to bridge the gap between Centre

Centre Policies

Below is a summary of our Policies. For more detail, please see the policy section noted below. Parents and families are welcome to read the EBASCC Policy and Procedures manual in detail.

Nut Free Policy

EBASCC is a **Nut Free Centre** and does not serve any food containing nuts or peanuts as it presents dangerous consequences for children with allergies/anaphylaxis. Parents are asked to respect other family's food and dietary restrictions and ensure they do **NOT** send their children to EBASCC with any food containing nuts. (i.e.: **NO** Nutella, peanut butter, confectionery with nuts/peanuts etc.)

Medications/First Aid

The Centre will ensure at all times that at least one educator who holds a current first aid qualification will be in attendance every session and be available in an emergency.

A fully stocked and updated first aid kit will be kept in a designated area in the Centre. This will be easily accessible to all staff.

Educators will document any first aid treatment given in the first aid log book. Serious injuries will be recorded on an incident/injury Record. The record will be completed ASAP after the incident. If possible, when we notify the parent/guardian in person, we will ask them to read and sign the record. The Regulatory Authority will be notified of any serious incident, injury or trauma.

Children are to wash their hands prior to eating, preparing food and after all dirty tasks such as toileting, cleaning up any dirty items, wiping a nose or after handling an animal. Children will also be reminded not to share drink bottles or food.

Fire drill/Emergency lock down

EBASCC has an emergency evacuation and lock down procedure, which is clearly displayed for all to see. These procedures are carried out twice every term to ensure all children understand how to keep themselves safe in an emergency.

Food and Nutrition

EBASCC aims to provide nutritious and varied food of good quality, taking into account any allergies, cultural restrictions and dietary requirements. The majority of food will be in the form grains, cereals, fruit and vegetables with sweets available only occasionally. High standards of hygiene will be maintained throughout all food preparation. Parents are encouraged to provide their children with food that is nutritious and well balanced.

EBASCC is a Nut Free Centre

Child Protection

All EBASCC staff have a "duty of care" towards the children in the centre. All staff have a Working with Children Check completed. All volunteers and students complete a Working with Children declaration.

Volunteers/Students

EBASCC takes student volunteers (e.g. Duke of Edinburgh or work experience volunteers) as part of its program. Volunteers and students are insured under their school/college and are required to sign a Working with Children Check Declaration. Volunteers are **NOT** left in charge of supervising the children at any times and are not part of the staff to child ratio.

Refer to Staff Policy

Extra-Curricular Activities

Our insurance policy only allows EBASCC STAFF to drop off and pick up children between the Fire station on Rowe Street and NAB Bank on Rowe Street.

Parent/families that require extra-curricular pick up and drop off service need to complete and return the extra-curricular permission form in full **which includes a \$55 per term / per session plus GST**

No pick up or drop offs after 5:30pm

Forms to be completed every term

It is parent responsibility to ensure children are aware they must attend extra-curricular activities and cooperate with staff in leaving the service and returning on time.

If for some reason there is inadequate staff at the centre, parents will be informed and other arrangements for taking the children out of school grounds will need to be organised.

Kindergarten pick up

EBASCC will be responsible for picking up Kindergarten children from Term 1, 2 and 3 for After School Care. EBASCC will allow children to stay for Before school care until School starts at 9:10am.