

Eastwood Before and After School Care (EBASCC) – Parent Handbook 2026

Welcome to EBASCC. This handbook has been prepared by the Co-ordinator, staff, and Parent Management Committee to provide parents and guardians with important information about the Centre's operations, policies, and procedures.

This service operates in compliance with all relevant Commonwealth and NSW legislation, including Department of Education regulations, the Education and Care Services National Law and National Regulations, and the requirements of the National Quality Framework (NQF) and National Quality Standard (NQS). ensuring that EBASCC provides safe, high-quality care for all children.

Definition of OOSH

Out of School Hours (OOSH) care provides structured and recreational care for children aged 5–12 years, including:

- Before School Care
- After School Care
- Vacation Care during school holidays

Our aim:

- Provide a variety of planned and spontaneous activities that support children's social, emotional, creative, and physical development
- Promote equity and access for all children and families
- Support parents and guardians in pursuing work, study, or other activities with confidence, knowing their children are cared for in a safe and engaging environment

National Quality Framework (NQF)

EBASCC adheres to the standards set out in the National Law, National Regulations, and the National Quality Standard. Services are regularly assessed by authorised officers from the NSW Department of Education.

Our service is accredited Meeting the National Quality Standards, providing high-quality care for children from Kindergarten to Year 6, both during school terms and vacation care periods.

Child Protection and Mandatory Reporting

All EBASCC staff hold valid Working with Children Checks and are mandatory reporters under the Children's Guardian Act 2019 (NSW).

Mandatory Reporting Procedures:

- **Immediate Action:** Any concerns regarding child safety, welfare, or wellbeing are reported within 24 hours: Effective from **1 September 2025** under the Education and Care Services National Regulations (as part of reforms under the National Quality Framework).
- **Documentation:** Observations, disclosures, or incidents are recorded factually in Incident/Observation Reports
- **Confidentiality:** Reports are only shared with relevant authorities; parents are not contacted if this may place the child at risk
- **Follow-Up:** The Coordinator ensures all reports are submitted and monitored in accordance with legislation

Parent Information: Families are encouraged to raise concerns. Staff will take appropriate action independently if risk to a child is identified.

Staffing

- Centre Coordinator / Nominated Supervisor: Linda Marinovic
- Assistant Coordinator: Sylvia Marinovic
- Permanent Staff: Esther Shin, Karen Graham, Sylvia Marinovic, Ellen Ryan

Staff Qualifications & Training

All EBASCC staff hold a current **Working With Children Check (WWCC)** and meet all legal and regulatory standards for suitability to work with children.

EBASCC maintains ratios of two above the regulatory requirements to ensure safety, supervision, and quality care.

Our team participates in **ongoing professional development** to ensure best-practice care and safety. Staff are regularly trained and certified in:

- Child Protection and Mandatory Reporting
- First Aid, CPR & Emergency Response
- Anaphylaxis & Asthma Management
- Safe Food Handling and Hygiene Practices

Most staff hold qualifications **above the minimum regulatory requirements**, maintaining an informed and safety-focused environment.

We also have **two accredited Food Safety Supervisors onsite at all times**, ensuring food handling, storage, and preparation meets strict hygiene and safety standards.

also employs over 40 casual staff.

A staff photo board is displayed at the Centre, indicating staff qualifications and responsibilities.

Parent Management Committee & Grievance Procedures

EBASCC is governed by a Parent Management Committee, and family participation is encouraged.

Meetings: Monthly, with a light dinner and child-minding available.

Grievance Procedure:

1. Discuss the matter with the Coordinator
2. If unresolved, refer to the Parent Management Committee
3. Contact the NSW Department of Education
4. Escalate to the NSW Ombudsman if necessary

Contact Email: admin@ebascc.com

Centre Philosophy

EBASCC is committed to providing high-quality, developmentally appropriate programs for school-aged children, guided by the **My Time, Our Place** framework and aligned with the **National Quality Standard (NQS)** and **Child Safe Standards**. Our philosophy ensures that children's social, emotional, creative, and physical development is supported in a safe, inclusive, and engaging environment.

Key Principles:

- **Child-Centred Learning:**
 - Children are provided with opportunities for **self-selection, structured, and unstructured choice**, promoting autonomy, decision-making, and engagement.
 - Programs encourage creativity, problem-solving, and collaboration, supporting holistic development.
- **Continuous Reflection and Evaluation:**

- Programs are **reviewed and critically reflected upon weekly**, with learning outcomes identified and extended in accordance with the *My Time, Our Place* framework.
- Feedback from children, families, and staff informs ongoing program improvement.
- **Safety and Inclusion:**
 - EBASCC maintains a **safe, supportive, and inclusive environment**, where children of all abilities, backgrounds, and cultures feel valued and respected.
 - Policies and practices embed **equity, diversity, and child protection**, ensuring all children are safeguarded and empowered.
- **Professional and Collaborative Staff Practice:**
 - Staff demonstrate **professionalism, positive interactions, and collaborative practice** with children, families, and colleagues.
 - Educators engage in ongoing professional development to enhance skills in **child development, behaviour guidance, digital safety, and health and safety practices**.
- **Partnerships with Families and Community:**
 - EBASCC actively encourages family involvement, recognising parents and guardians as partners in supporting children’s learning and wellbeing.
 - Engagement with the wider school and community enhances program opportunities and sustainability practices.

Objective:

To provide a high-quality, child-focused program that fosters confidence, curiosity, and respect for self, others, and the environment, while upholding professional, ethical, and legal standards.

Enrolment

EBASCC enrolments are managed **online via My Family Lounge**: <https://www.ebascc.com/enrol>. We follow **Child Care Subsidy (CCS) and Family Assistance Law**, as well as the **Education and Care Services National Regulations (Regulations 90–96)** to ensure safety, equity, and compliance.

Enrolment Requirements:

Families must provide the following information and documentation to secure a place at EBASCC:

1. Emergency Contacts:

- Minimum of **two nominated emergency contacts** with current phone numbers.
- Contacts must be available in case parents/guardians cannot be reached.

Submission of Medical Action Plans & Enrolment Forms

Families must provide the service with current and authorised Medical Action Plans for children diagnosed with asthma, anaphylaxis, allergies, diabetes, epilepsy, or any other medical condition requiring management. These plans must be:

- Completed and signed by a medical practitioner
- Current (within the recommended review period stated on the plan)
- Updated immediately if medication, dosage, or health management requirements change

In addition, a completed EBASCC Enrolment Form must be submitted before a child commences care. The enrolment form must include all relevant medical details, permissions, emergency contacts, custody notes, and any risk minimisation strategies required to support the child's wellbeing.

No child may attend the service without the required enrolment documentation and up-to-date medical management plans.

2. Authorised Collectors:

- Names and contact details of all adults authorised to collect your child.
- Children will **only be released to nominated adults** listed on the enrolment form.
- Children must be signed in and out every session they attend, if a child is not signed out and the parent cannot be contacted to find the child's whereabouts the child will be suspected missing and police will be contacted.

3. Legal Orders:

- Any court orders affecting custody or access must be **sighted and retained by the Coordinator**.

4. Fees:

- Annual **membership fee** of \$20 per family.
- First **two weeks' fees paid in advance** to confirm the booking.

5. Immunisation Records:

- **Immunisation History Statement** uploaded to QikKids.
- Families must update records as new vaccinations are received.

Waiting List & Priority of Access:

- Priority is given according to **Child Care Subsidy Priority of Access Guidelines**:
 - Child at risk of serious abuse or neglect.
 - Child of a single parent meeting work/study requirements.
 - Any other child, in order of application date.
- Within each priority group, preference may be given to:
 - Aboriginal and Torres Strait Islander children.

- Children with disabilities.
- Children from lower-income or socially isolated families.
- Children of single parents.
- **Priority 3 children may be asked to vacate a place** for Priority 1 or 2 children with **14 days' notice**.

Additional considerations: Aboriginal and Torres Strait Islander children, children with disabilities, socially isolated families.

Operating Hours

Service	Hours
Before School Care	7:00 am – 9:00 am
After School Care	3:10 pm – 6:15 pm
Vacation Care	7:30 am – 6:15 pm
Pupil Free Days	7:30 am – 6:15 pm

Approved Places

EBASCC is licensed to provide care for up to **250 children** in accordance with the **Education and Care Services National Regulations** and the approved **service capacity**.

- **Before School Care (BSC): 250 places**
 - Care is available from **7:00 am to 9:00 am** on school days.
 - Children must be signed in by an authorised adult each morning.
- **After School Care (ASC): 250 places**

- Care is available from **3:10 pm to 6:15 pm** on school days.
- Children must be signed in at the designated table by the front gate until 5:30 pm; after 5:30 pm, sign-in occurs inside the Centre.
- **Vacation Care: 250 places**
 - Care is provided during NSW public school holidays: **Summer (January), Autumn (Easter), Winter (July), Spring (October)**.
 - Operating hours: **7:30 am to 6:15 pm**.
 - Includes incursion and excursion activities with prior booking through My Family Lounge.

Capacity Management:

- EBASCC experiences high demand and may reach full capacity, especially during Vacation Care. To avoid disappointment, families are encouraged to submit bookings early, as places are allocated in accordance with our enrolment and priority of access guidelines.
- Families are encouraged to **book early** to secure a place.
- In line with **Priority of Access guidelines**, children with higher-priority needs may be offered places over existing bookings if necessary, with **14 days' notice**.
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Contact Details:

- Admin: admin@ebascc.com
- Accounts: accounts@ebascc.com
- Enrolment: enrol@ebascc.com
- Phone: 0478 739 977 (Coordinator 9:00 am – 5:00 pm)
- Website: www.ebascc.com

Fees and Payments

Membership: \$20 per family

Permanent Bookings:

- Before School Care: \$18.50
- After School Care: \$26.50

Casual Bookings:

- Before School Care: \$25.00
- After School Care: \$36.00

Vacation Care:

- Incursion: \$95
- Excursion: \$120

Late Fees:

- \$15 (6:15–6:30 pm)
- \$2/min after 6:30 pm

Child Care Subsidy (CCS): Families must register via MyGov. CCS covers up to 42 allowable absences per year.

Health, Safety, and Child Wellbeing

Medication and Medical Needs:

- Medication stored securely; action plans accessible
- ASCIA forms required for allergies/anaphylaxis
- Asthma inhalers/spacers required on site
- Children may not attend without required medication

Illness & Infectious Diseases:

- Fever $\geq 38^{\circ}\text{C}$, vomiting/diarrhoea \rightarrow 48-hour exclusion
- Head lice \rightarrow treated before return
- COVID & respiratory illnesses \rightarrow follow NSW Health guidance
- Immunisation and medical documentation required

Sun Protection:

- Hats required outdoors; SPF 30+ sunscreen applied on arrival and every 2 hours
- UV Index ≥ 3 \rightarrow sun-safe measures, ≥ 8 \rightarrow indoor play
- Families may opt-out with prior written advice
- Cancer Council SunSmart guidelines

Programs

EBASCC offers **structured and flexible programs** tailored to the developmental needs of school-aged children. Programs are designed to **support social, emotional, creative, and physical development**, aligned with the **My Time, Our Place (MTOPI) framework** and the **National Quality Standard (NQS)**.

Junior Program (Kindergarten – Year 2)

- Located in the **School Hall**, providing a welcoming, age-appropriate space.
- Activities include:
 - Arts and crafts
 - Creative and imaginative play
 - Physical games and sports
 - Sensory and exploratory activities
 - Social skill development, cooperation, and confidence building

Senior Program (Year 3 – 6)

- Located in the **EBASCC Main Building**, designed for older children's interests and developmental needs.
- Activities include:
 - Team sports and games
 - STEM challenges and problem-solving projects
 - Creative projects and arts

- Leadership and peer collaboration opportunities
- Encouragement of independence and critical thinking

Program Communication and Display

- Daily and weekly programs are **displayed on Centre noticeboards** and accessible via **Storypark** for families.
- **Children's photos are taken for internal use only**, in line with privacy policies and parental consent.

Homework Support

- Optional quiet spaces are available for children to complete homework.
- Staff **do not provide individual tutoring**.

Sustainability and Environmental Awareness

- Programs integrate sustainable practices including:
 - Recycling and composting
 - Gardening and plant care
 - Use of reusable materials
- Children are encouraged to learn about **environmental responsibility** and develop **sustainable habits** through hands-on experiences.

Program Review and Learning Outcomes

- Programs are **reviewed and critically reflected upon weekly**.

- Children's learning outcomes are **identified, monitored, and extended** based on the MTOP framework.
- Activities are **adapted according to children's interests, feedback, and developmental needs** to ensure engaging, safe, and inclusive experiences.

Objective

To provide a **dynamic, developmentally appropriate program** that fosters curiosity, creativity, independence, and positive social interactions while maintaining compliance with **NSW regulations, ACECQA standards, and Child Safe practices**.

Behaviour & Safety

At EBASCC, we are committed to providing a safe, supportive, and inclusive environment. Our Behaviour Guidance Policy ensures that all children can learn, play, and interact positively.

Expectations for Children:

- Remain within designated areas at all times.
- Wear appropriate footwear and sun-safe hats outdoors.
- Use respectful language and demonstrate positive behaviour towards peers, staff, and visitors.
- Follow instructions from staff promptly and safely.

Behaviour Support:

- Positive guidance strategies are used to teach children about appropriate behaviours, empathy, and problem-solving.
- Staff provide consistent feedback, reinforcement of positive behaviour, and opportunities for children to reflect on their actions.

- Individual behaviour plans are implemented when necessary to support children requiring extra guidance.
- Suspension or permanent exclusion is considered only as a last resort when all other strategies have been exhausted and the safety or wellbeing of children or staff is at risk.

Parental Involvement:

- Staff communicate regularly with families regarding behaviour incidents, strategies used, and progress.
- Collaboration with parents ensures consistency between home and the Centre, supporting children in understanding expectations and consequences.

Our Goal:

- To promote self-regulation, respect, and social responsibility in all children while maintaining a safe and positive environment for learning and play.

No Phone Policy – Staff and Families

EBASCC has a strict **No Phone Policy** to ensure the safety, supervision, and engagement of all children while at the Centre. This policy aligns with NSW Department of Education guidelines and the updated regulations on the safe use of digital technologies in children's services (effective 1 September 2025).

Use of Personal Mobile Phones and Devices

Personal mobile phones and other devices capable of capturing images or videos may only be used in emergencies or with prior written approval from the Coordinator. At all other times, mobile phones and devices must be securely stored in the staff cupboard.

- Phones and devices are not to be used while caring for children or supervising activities.
- This includes all permanent, casual, and volunteer staff.

For Families:

- Parents and guardians are requested to keep personal mobile phones and devices in pockets or bags while dropping off or collecting children.
- Communication with staff should occur via official Centre channels:
 - Email: **admin@ebascc.com**
 - Phone: **0478 739 977**
- The policy ensures that children receive full attention, supervision, and protection of their privacy.

Related Policies:

- Digital Safety / Device & Online Safety Policy
- Photo, Media & Privacy Consent Policy

Emergency Procedures

EBASCC is committed to ensuring the safety and wellbeing of all children, staff, and visitors in the event of an emergency. All procedures comply with the Education and Care Services National Regulations (Regulations 97–98) and NSW Department of Education guidelines.

Emergency Drills:

Evacuation and lockdown drills are conducted at least once every three months.

Drills are designed to familiarise children and staff with safe and efficient procedures, ensuring everyone knows their responsibilities in an emergency.

How Staff Conduct Drills:

- Staff prepare children by explaining the purpose of the drill and providing clear instructions.
- Staff model calm and controlled behaviour to encourage children to remain composed.
- During drills, staff lead children to the designated muster points, ensuring no child is left behind.
- Staff check roll calls against the daily attendance list at the muster point to confirm all children are accounted for.
- Staff debrief after drills to identify improvements and address any concerns or questions from children.
- Detailed records of all drills are maintained, including date, time, duration, observations, and any follow-up actions.

Evacuation Procedures:

In the event of an emergency requiring evacuation (fire, gas leak, structural risk, uninvited guest), children and staff will leave the building in a calm and orderly manner.

Primary Muster Points:

- Covered Outdoor Learning Area (COLA)
- School Oval (secondary muster point if COLA is unsafe)

Educators take attendance once at the muster point to ensure all children are accounted for.

The Coordinator or delegated staff member will contact emergency services as required.

Lockdown Procedures:

In the event of a lockdown (security threat or other critical incident), children and staff remain in secure areas until the situation is resolved.

- Doors are locked, lights are turned off, and children are kept calm and quiet.

- Staff communicate with the Coordinator and emergency services as appropriate.

Parent/Guardian Notification:

If a lockdown prevents parents from collecting children, families are notified via email and, where possible, phone.

Parents are asked to follow instructions and not attend the Centre during a lockdown, to avoid compromising safety.

Non-Negotiable Requirements:

- Children are never left unsupervised during drills or actual emergencies.
- Staff follow all procedures strictly to ensure the safety of all children.

Objective:

To ensure children, staff, and visitors are prepared for emergencies, minimise risks, and maintain calm, safe, and coordinated responses during all incidents.

Photography, Media, and Privacy

EBASCC is committed to protecting the privacy and safety of all children and families in accordance with the **Privacy Act 1988 (Cth)** and NSW Department of Education guidelines.

Parental Consent:

- Families must provide **opt-in or opt-out consent** for all photography, video, or digital media involving their children.
- Consent forms are collected at enrolment and can be updated at any time.

Use of Media:

- Images and videos are for **internal use only**, including sharing with families through Storypark or Centre displays.

- **No images are posted on public social media or external websites** without explicit parental consent.

Storage and Security:

- All digital media is stored securely on password-protected devices and/or servers.
- Images and videos are **deleted promptly if consent is withdrawn**, in line with best practice for privacy and data management.

Staff Responsibilities:

- Staff must **not use personal devices** to capture or store images of children (refer to the No Phone Policy and Digital Safety Policy).
- Only authorised staff may access media for program documentation and reporting purposes.

EBASCC is committed to providing a safe, engaging, and inclusive environment where every child can thrive. We look forward to welcoming your family in 2026.