

Eastwood Before and After School Care Centre

PARENT HANDBOOK 2025



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

Table of Contents

- Welcome to EBASCC
- Centre Philosophy
- Centre Responsibilities
- Parent responsibilities.....
- Children’s responsibilities.....
- Centre Policy.....

Welcome to Ebascc

This booklet has been prepared by the Co-ordinator, staff and Parent Management Committee to provide parents with information about the Centres operations and procedures and some of the conditions which apply to families using the Centre to ensure the smooth running of the service.

Definition of OOSH:

The term Out of School Hours (OOSH) refers to an organisation that provides care and recreation for school aged children 5-12 years old who attend Before and After School Care and Vacation Care.

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 school aged children.
- Promote and encourage equity and access throughout the whole organisation while providing equal opportunities for children, parents and staff.
- Enables parents and 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: (NQF)

The National Quality Framework provides a national benchmark for safety and quality in early childhood education and school aged services.

EBASCC adheres to the standards outlined in the National Quality Framework (NQF), The National Law and National Regulations and is then assessed by an authorized officer from the NSW Department of Education.

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.

Mandatory Reporting Children's Guardian Act 2019

EBASCC staff are mandatory reporters to The Office of the Children's Guardian- NSW Government Staff are required by law to report any concerns about the safety, welfare and wellbeing of any child in our care using the Mandatory Reporting Guide.

Staff

Centre Co-ordinator/ Nominated Supervisor: Linda Marinovic

Assistant Co-ordinator: Lynn Cui

Permanent Staff:

Esther Shin

Karen Graham

Sylvia Marinovic

Ellen Ryan

Ebascc also employs over 40 amazing casual staff members.

Our EBASCC Staff picture board is displayed inside the Centre to help you familiarise yourself with our staff. The board highlights our Nominated Supervisor and Responsible Person and lets parents and carers know which staff are current in First Aid and anaphylaxis and other qualification. Ebascc staff exceed the quality standards in staff ratios and health and safety.

“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 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.

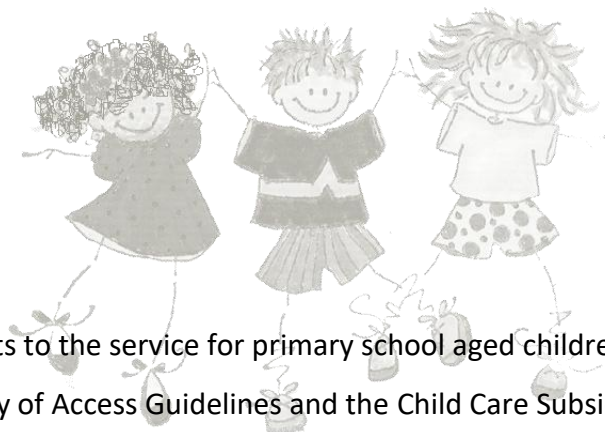
At EBASCC, educators are continuously assessing children against the learning outcomes and extending children’s learning through planned activities, experiences and spontaneous play which is designed to meet the learning outcomes of *My Time, Our Place*.

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.



Enrolment

Our service accepts enrolments to the service for primary school aged children. Enrolments will be created in line with the Priority of Access Guidelines and the Child Care Subsidy Scheme.

All EBASCC families are required to enroll through QikKids "My Family Lounge" parent portal and complete an enrolment form for all children and then you will receive an offer.

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 to allow you to sign in and out of the service using the Qik Kids digital system. This is a requirement set by the NSW Department of Education.

The Enrolment form contains:

- Medical consent and Allergy information.
- 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 paid in advance which is required upon enrolment (see fees section)
- Immunisation History Statement which to be uploaded onto Qik Kids

Waiting list

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

Priority of Access

NSW Department of Education has approved our Service to provide the following:

Before Care: 250 positions

After Care: 250 positions

Vacation Care: 250 positions

EBASCC has a waiting list application section on My Family Lounge. If you require additional care or need to cancel care you will be required to complete a Change of Booking Form and this is to be emailed to enrol@ebascc.com and as soon as a place becomes available, staff will contact you via email.

Please note that 2 weeks' notice is required not including the week it is submitted.

Our responsibility is to ensure that 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 "A New Tax System (Family Assistant) Act 1999 Updated

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
- 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 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 9.00 am

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

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

Vacation Care is available during January, Easter, July, and October school holidays. **During the**

Christmas and New Year period EBASCC will be closed for 3 weeks or as agreed by the Committee.

Pupil Free Day: Centre is open on all Pupil Free days from 7.30am to 6.15pm, operating as part of our Vacation Care program.

Teacher strike days: Centre will operate as usual if Eastwood Public School offers no teacher's supervision on site. Children must be at school to attend Ebascc on these days

Correspondence

Messages are to be emailed to admin@ebascc.com or text sent to 0478 739 977

The Co-ordinator may be contacted at the Centre between 9:00am - 5.00pm on **0478 739 977**

For general information regarding EBASCC visit our website

<http://www.ebascc.com/>

[Account enquiries: accounts@ebascc.com](mailto:accounts@ebascc.com)

[Enrolment enquiries: enrol@ebascc.com](mailto:enrol@ebascc.com)

Before and After Care fees

Membership \$20 per family per year

Permanent bookings

Permanent (Child who attends same days each week)

Before School Care: \$18.00

After School Care: \$25.50

- Children attending the Centre on a regular basis are considered a permanent booking. Permanent bookings MUST be paid for 2 weeks in advance via direct debit, regardless of the child attendance.
- If a permanent booking needs to be changed, staff should be advised via email and a Change of Booking Form is required. Please be aware that a permanent cancellation and if you require the care again you must then complete another form.

Casual Booking Fees (Child attends irregularly)

Before School Care: \$24.00

After School Care: \$35.00

- Requests must be sent via email or text message.

- There is no guarantee of a casual booking however staff will try their best to ensure a position.

Casual bookings will not be accepted if there are fees outstanding.

Children will not be accepted without a request from carers and must be confirmed by staff.

Children who turn up to the Centre without notification will be taken to School office and parents will be called to collect.

Vacation Care fees

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

\$95.00 per day Incursion Day

\$120.00 Excursion Day

Vacation Care forms are available on the website and emailed to parents on Friday afternoon of week 7.

Enrolment

To book Vacation Care you will be required to log into My Family Lounge and go into the calendar and book "Casual Booking" on the dates required in the appropriate group so either Juniors or Seniors. Fees are then deducted from your designated bank account before a week before the commencement of the Vacation care period.

Vacation Care Excursions

Excursions and incursions are scheduled 3 x 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.

Children are to arrive at the service by 10am for incursions and by 9.00am for excursions.

Parents will be required to purchase yellow t-shirts for children to wear on excursions at the cost of \$5 and this will be charged to your account, t-shirts are to be taken home at the end of the day and worn on all excursion days.

Any changes to your bookings must be done on My Family lounge before the cut-off date. If your child is sick during the Vacation Care period and Dr Certificate is provided to staff then fees for that day/days will be refunded to your designated direct debit account.

Pupil Free Day fees

These days (also known as pupil free days) are days when teachers, school leaders and support staff can hone and improve their skills. Children do not attend school on these days. While three days are scheduled over the Christmas/New Year break, an additional three days are scheduled throughout the school year.

On Pupil Free Days the Centre will be open as a vacation care day (7.30am – 6.15pm). Before and After School Care sessions do not operate during the Vacation Care period and Before and After Care fees are not 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, only offering Before and After school care only for children who have attended school. If the school remains open, then the 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 costs will apply.**

Cancellation and change of bookings

The Centre staff must be informed if you decide to cancel or change your child's attendance. Parents are required to complete a **change of attendance form which can be found on the website and then this is to be completed and sent via email to enrol@ebascc.com and completed two weeks prior** to cancellation. If the form is not completed and submitted, we assume attendance remains the same and the normal fees will be charged until written notification is made. **Please note any cancellations or change of bookings are permanent changes.** If care is required in the future, you must complete the change of booking form again or place your child on the waiting list to be offered a place in the future.

Attendance cannot be change via Myfamily lounge and will only be approved by staff once change of booking form is received.

Late collection of children

Parents must notify the staff by phone call if they are running late to collect children so that the staff are aware and that the children can be notified. Ebascc mobile 0478 739977

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 by 6:15pm and a parent or any emergency contact person nominated on the enrolment form cannot be contacted, the staff will be required 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 of attendance fee

Parents are to notify the staff by phone (0478 739 977) or by email(admin@ebascc.com) if your child will not be attending either Before School care by 8.30am and After Care by 3pm or Vacation Care by 9am.

A fee of \$10 per family per session will be charged if the Centre staff are not informed of a child's absence for any sessions in advance and are required to call you.

Fees payment

NEED TO REVIEW

Fees are debited on a weekly, fortnightly or monthly basis; this is to be indicated on the Debit Success form on enrolment. If for any reason you are having difficulty with finances and making payments, please discuss this with the Centre Coordinator or Accounts manager in person or via email **as termination of enrolment may result if fees are more than two weeks in arrears**. A non-payment notice will be emailed to you by the Administrator if your direct debit fees cannot be processed.

Payments are made through "Debitsuccess" through QikKids (Direct Debit) this is done via the enrolment page on My Family Lounge.

CASH PAYMENTS ARE NOT ACCEPTED

The fee's structure is subject to review at the end of each Term and is determined in relation to the total enrolment numbers and expenditures incurred by the service and will be reviewed at monthly Committee Meetings. Fees may be increased at the Annual General Meeting with notice given to families in advance.

Payment of fees

Fees are debited 2 weeks in advance. An invoice for the upcoming fortnight will be emailed out to all families at the beginning of each fortnight. Every parents/guardian will be debited every fortnight via direct debit.

If a parent/guardian payment fails 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 if payment is unable to be processed.

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 Centlink (MYGOV) Services Australia, or families can call direct on

13 61 50.

Refer: [https://www.humanservices.gov.au/customer/themes/families
servicesaustralia.gov.au](https://www.humanservices.gov.au/customer/themes/families/servicesaustralia.gov.au)

Child Care Subsidy

The childcare subsidy scheme is financial assistance offered by the Australian Government to help you with the cost of childcare.

To receive this benefit, you must:

- Register with Centrelink and be issued with a Customer Reference Number (CRN) for both you and your child.
- Provide your CRN to Ebascc at time of enrolment
- Confirm your child's enrolment via the MYGOV app when you've received confirmation of your enrolment form Ebascc.
- Provide a valid medical certificate for absences exceeding 42 days per year (CCS payable for up to 42 allowable absences per child each financial year)

For more information contact Service Australia on 13 61 50

Emergency and safety considerations

Parents are required to inform staff of any allergies, medical conditions or other information that is relevant to their child's safety by completing the enrolment form correctly and supplying staff with all the medication and medical plans and a photo before the child's first day at Ebascc.

In the event of an emergency requiring medical attention for a child, the staff will contact the emergency contact indicated on the enrolment form and with permission either verbal or written if needed will take the child to the Medical Centre or in the case of an emergency call an ambulance, depending on the severity of the situation. Paracetamol may also be administered by a staff member trained in First Aid if considered appropriate by the Co-ordinator with parental permission. While every effort will be made by the staff to respond immediately to the needs of a child in an emergency, please be aware that staff will be indemnified from any responsibility for any complications that may arise. All permanent staff and most casuals have been trained in First Aid and CPR by Hills Training and have Anaphylaxis, Asthma and Child Protection Training.

Programming NEEDS UPDATING

Ebascc operates in two separate areas till 5.30pm.

Kindy to Year 2 (Junior) School Hall

Year 3 to Year 6 (Senior) Ebascc main building

Children are to be signed out in their designated areas

The program is displayed on the Centre notice board located at the front entry of the Centre on a white board at the Juniors area. The program is implemented by staff and evaluated by staff and children weekly and then learning stories and pictures posted on Story Park. Children and parent suggestions are encouraged via Storypark and by email to program@ebascc.com.

Please note that children may have their photograph taken while participating in Centre activities.

These photographs will only be used on Storypark or displayed within the Service. They will not be used for any other purpose. The Centre will always respect your child's privacy.

Homework

The Centre has space for the children to complete homework during the after-care session and a large table is available for children to use on request. Children will not be asked to do homework and

families are reminded that individual tutoring by staff is not available. Ebascc is a play-based environment and fun is encouraged.

Sustainability

Our Service is committed to ensuring policies and procedures that focus on sustainable practices within our Service and are incorporated as part of the weekly program, we try to minimise our impact on the environment and provide children with experiences of the natural world, helping them to understand their place in it and to take every effort to preserve it. We take pride in our sustainable garden and add sustainability activities to our weekly program.

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 the 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 to use for activities
- 1.4 Maintaining the vegie garden, using the produce, and using it for cooking activities.
- 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 admin@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 and please notify if there is a change of email through My Family Lounge and update details.
- Parents will be encouraged to communicate with staff if a behaviour plan is necessary.

- Supervision and behaviour management of children at the Centre is the responsibility of Centre staff and parents are not to 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.

It is a legal requirement that all parents, guardians and or nominated persons sign the children “in “at Before School and “out” at After School Care each day at the electronic sign in and out table. 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 in both areas for seniors and junior. Due to the split area, juniors will then return to the Ebascc Centre at 5.30pm.

Non-notification fee

If your child is absent from EBASCC you must notify the Centre via email admin@yahoo.com.au or phone/text 0478 739 977 in order to avoid a \$10.00 call fee charged to your account as staff must take time out the daily routine to check the whereabouts of your child and then call.

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 before the session start time.

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- Family involvement and communication?

Ebascc is a Not-for-Profit Incorporated Service that is managed by a Parent Management Committee.

The Centre cannot operate without a committee, so it is very important that all parents become involved. Parents are informed of monthly meetings in advance via email and all families 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- Feedback and complaints ?

At EBASCC we take all grievances seriously and will 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 any other staff any issues you may have regarding your child. Open discussions are encouraged and lead to an eventual amicable 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 0478 739 977
2. Talk with the OOSH management Committee President (number available on request).

If you are still not satisfied with the outcome, then email admin@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: eecd@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 NSW.

Remember the best way to deal with immediately, please contact the 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- Medical conditions?

If a child has a condition that requires medication, the medication and allergy section on the enrolment form must be completed correctly and signed by the parent. Parents are to supply Ebascc with the medication and be aware that Centre staff cannot administer prescribed medication without authorisation. Any medication must be within the used by date and be clearly labelled with the administering instructions and an Action plan with photo.

Child Medical action plan

If your child has an allergy, we ask that you supply:

A medical action plan from a doctor detailing signs and symptoms

Any medication, such as Epi pen

All children's allergy, health and emergency information is made available to all the educators

THE STAFF WILL MAKE A RISK MINIMASATION PLAN FOR PARENTS TO REVIEW AND SIGN, the plans are filed for staff access only, as needed.

Most EBASCC staff are trained in Asthma and Anaphylaxis prevention and First Aid 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 home from the Centre when suffering from infectious illnesses such as measles, diarrhea, chicken pox, conjunctivitis or any other infection diseases. A doctor's certificate will be requested when the child returns to the Centre in line with Health Department Guidelines.

When information is provided about an outbreak of an infectious disease, the information will be available to parents/guardians by email without disclosing personal information.

The Centre aims to ensure that appropriate health and hygienic training and practices are adhered to 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 Centre's. 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.

Confidentiality

All matters relating to the Centre are confidential, and are only discussed with staff, committee members and relevant authorities if necessary.

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.

The privacy of others will be always respected.

We encourage positive and open communication between all parties involved. Staff, parents and committee members will be made aware of appropriate communication avenues and procedures.

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 always met:

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 always adhered to:

Children health and Safety

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 always worn.

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

Consistently bad behavior may result in

Expulsion from the Centre.

Always respect EBASCC staff.

Always respect EBASCC property.

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 the 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 regard 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 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 schoolteacher(s) and principal, refer parents to school counsellor and/or other agencies. A staff member is assigned to an individual child 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 always ensure 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 by completing an Incident/Injury form. Serious injuries will be recorded to ACECQA. The account will be completed immediately after the incident. If possible, when we notify the parent/guardian in person, we will ask them to read and sign the Incident/Injury form.

Children are to sanitise hands when they arrive at service and 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 staff and children do emergency evacuations and lock down procedures every 3 months, procedures are 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. **These are carried out by the Health and Safety Officer.**

Food and Nutrition

EBASCC aims to provide a nutritious menu for Before, After Care and Vacation Care with a variety of nutritious food which considers any allergies, cultural restrictions and dietary requirements. High standards of hygiene will be maintained throughout all food preparation. When parents are required to provide food during Vacation Care, they are encouraged to provide their children with food that is healthy and preferably not wrapped in plastic.

All staff are trained in food safety and two permanent staff have Food Handling Certificates clearly displayed in kitchen area.

Child Protection

It's every child's right to be safe and protected from all forms of abuse, violence and exploitation. It's the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children and families who access our service.

Educators and management have a legal responsibility, as mandatory reporters, to take action to protect and support children they suspect may be at significant harm.

All Ebasc staff have current Working with Children checks and are mandated by the Children Guardian to be mandatory reporters.

For further information, please contact:

The Office of the Children's Guardian kidsguardian.nsw.gov.au

Department of Communities and Justice djc.nsw.gov.au

Child Protection Helpline 13 21 11