

# 2024 PARENT & FAMILY HANDBOOK



# EBASCA

EPPING BEFORE AND AFTER SCHOOL CARE ASSOCIATION

PHONE. 9868 2201

EMAIL. [parents@ebasca.com.au](mailto:parents@ebasca.com.au)

NB! EBASCA is an independent business and service – we are not associated with any other entity



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## — FEES & CHARGES —

### Registration Fee

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**\$40 per family** (\$20 from the beginning of Term 4)

This fee is charged to family accounts at the time of enrolment, and then at the end of Term 4 in readiness for the following year. This fee is non-refundable and applies for the calendar year.

### Bond

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**\$160 per family**

This bond applies to all families. It is a “one-off” payment and will be refunded to you when your child leaves the service. Refunds are processed after final payment of your account, once all subsidy calculations have been finalised with Centrelink. This bond payment applies regardless of whether your child attends the centre on a permanent or casual basis.

### 2024 Attendance Fees:

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#### Permanent Booking:

Morning Session:	\$21.00 / child (7.00am to 9.00am)
Afternoon Session:	\$29.00 / child (3.20pm to 6.30pm)

#### Casual Booking:

Morning Session:	\$23.00 / child
Afternoon Session:	\$32.00 / child

Fees are reviewed by the Management Committee, and are subject to change at any time throughout the year. Families will be given two weeks notice of any changes before they take effect. Fee increases are most commonly introduced at the start of each year.

## A fine of \$15.00 applies where –

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- ◆ Parents **fail to contact the Centre to inform us of an absence** and Centre staff need to contact you to ascertain your child's whereabouts.
- ◆ Parents/Additional contacts **fail to sign** in or **sign-out** their child(ren) on the iPad.
- ◆ Children arrive for a casual booking when a **booking has not been prearranged**.
- ◆ Unauthorised persons are found to be using a parent's PIN for sign in and out ie you have **shared your Kiosk credentials** with another person and they action an **unauthorised sign in/out**
- ◆ If your child is **collected late**, i.e. after 6.30pm, **a fee of \$25 per 15 minutes** or part thereof will apply per family.

## — OUR CENTRE PHILOSOPHIES —

### **The Children...**

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We believe it is important to foster positive social and emotional development in all children. Each child is valued as an individual and unique in their personality, interests, cultural background and stage of development.

By demonstrating respect for each child we hope to foster an attitude of confidence, kindness and respect for others in the children here at EBASCA.

We believe that play is a vital component in every child's development regardless of race, age and gender. Play provides children with the opportunity to express their interests and strengths as well as explore new skills, which may otherwise remain undiscovered.

We value the children's opinions and ideas. This will be the cornerstone for all our decisions made in regards to programs and activities.

We are committed to creating an environment that is safe, supportive, inclusive and fun where the children can grow in confidence and self-esteem.

### **The Community...**

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We believe that it is important for the children to be aware of what it means to be a responsible member of the community. We encourage acceptance and respect for differences and the importance of taking care of the people around us.

We encourage respect for cultural diversity. We also promote the importance of taking responsibility for ourselves and our environment.

### **The Centre...**

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We believe that our centre should be a safe, clean, stimulating and homelike environment where the children are free to select from a range of indoor and outdoor activities. A child's relaxation time is so important, so we hope the environment is able to support the need for rest and play.

The Centre will promote the importance of play by encouraging the children to interact in a positive manner, allowing them to freely explore their surroundings and engage in safe play options.

We aim to provide a space that is interesting, dynamic and welcoming for children and families alike.

## The Management Committee...

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We aim to provide a quality service and will ensure that we operate according to the legal requirements of a Service Provider. The Management Committee will ensure that decisions are made according to the Centre's constitution and in the best interests of the service.

Parents are encouraged to join our Management Committee! New members are able to join at our Annual General Meeting each year.

## The Family...

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We believe it is our responsibility to support parents and families in nurturing their children as they grow and develop. We respect family confidentiality and privacy. It is important to acknowledge the uniqueness of each family and the significance of their culture, customs, language and beliefs.

We believe that it is essential to work as a partnership, in collaboration and cooperatively with parents to ensure their child's well-being.

We respect parents' individual views and ideals. We encourage feedback from parents on our practices and programs, so our Centre is truly reflective of family expectations and needs.

Educators aim to develop a positive relationship with parents and families based on open communication.

We acknowledge that families come in all 'shapes and sizes', so where *parents* are referenced throughout this document, we recognise that this may also include grandparents, foster parents, single parents, adoptive parents and legal guardians.

## The Educators...

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It is our belief that all Educators should be valued for their individual skills, abilities and contributions within the child care environment. The strength of our team, and the richness and variety of their respective skillsets, are the cornerstone of our success in delivering quality care and education for the children of our school community.

Educators undertake a variety of different roles while at the centre - a teacher, secondary caregiver, authoritarian figure as well as a support network and friend to the children. We aim to foster nurturing and respectful relationships with the children under our care.

We understand the importance of play and its necessity in providing the stepping stones for cognitive, emotional, physical and emotional development. We will support the children as they grow and learn.

## — ABOUT OUR CENTRE —

The Centre is a not for profit organisation and is incorporated in its own right. The Centre provides both before and after school care during the school term for students enrolled at Epping Public School. Our Centre is led by a parent run, volunteer management committee. EBASCA is not associated with any other childcare service – we operate independently.

### Location:

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From 2022 EBASCA operates from a dedicated classroom space on the grounds of **Epping Public School**. The new EBASCA classroom was allocated to the service under the BASC Reforms Program in 2021. Our classroom (with the yellow doors!) is located nearest Gate 5 along Norfolk Rd.

The classroom is our 'home base' for morning and afternoon sessions. We also make use of the school hall, school library, adjoining playground areas and AstroTurf sports field.

### Hours of Operation:

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During the **school term the centre is open from 7.00am to 9.00am and 3.20pm to 6.30pm**, Monday to Friday. We do not operate for vacation care.

<b>NOTE.</b>	There may be occasions where the service will have to close temporarily due to confirmed COVID cases or insufficient staffing levels during this time of pandemic. Temporary closures may be necessary at short notice for an unspecified period. The Management Team will communicate with families as to our ability to re-open and our capacity to fill our roster.
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During the school year there is the possibility of an **Industrial Action by the Teachers Union**. The Centre will only be open during our normal hours. If there is no teacher supervision after 9.00am (i.e. when our morning session concludes) EBASCA will not be open for morning care. In the event of an all-day strike, the Centre will be closed for the day.

### Your Management Team:

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The day-to-day operations of the centre are managed by **Brigitte Carroll** (Centre Director and Nominated Supervisor) alongside **Heather Men** (Centre Coordinator) and **Tegan Mahoney** (Team Leader). The Management Team is supported by our Administration Officer **Crestina Monteiro**. Our Educational Leader is **Gabriella Aston**.



Brigitte and Heather spend 30% of the week with the children and the remainder in the office working on preparation, administration and planning.

**The Management Team are also supported by group of permanent and casual staff – together we are your team of Educators!**

Please address your queries and questions to Brigitte, Heather or Crestina. You can talk to any of our Educators about your child's day at the Centre.

## **Enrolment:**

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To enrol your child you must complete an **enrolment form on My Family Lounge**, pay the **\$40.00 registration fee and the \$160.00 bond payment**. The enrolment application can be completed on QKENrol (our enrolment web-based application).

<https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=10449>

OR

**visit the Epping Public School website** – this link is available on the Before and After Care page.

<https://epping-p.schools.nsw.gov.au/>

From the main page navigate to –

'Supporting our students' → 'Parents, carers and the community' → 'For Parents' → 'Before and After School Care'

Select the 'Register' option and complete your application. Be sure to also **submit a Booking Request** at this stage. Alternatively, you can simply **join the waitlist** and when we make an offer for care you can then finalise your enrolment.

**All bookings are subject to availability.**

**The registration fee and bond is charged per family**, regardless of permanent or casual booking arrangements. The Centre cannot accept your child(ren) without the payment of these fees. Applications for enrolment will not be confirmed until the registration fee has been paid. Your re-enrolment at the commencement of the following year will not be accepted where there is an outstanding debt on your account.

### **NOTE.**

#### **VERY IMPORTANT!**

The Centre must be informed of any court orders relating to the custody of your child. The Centre Director **MUST** sight and keep a copy of any such order affecting custody of children in the Centre's care.

We have no right to **refuse natural parents** access to their child/ren, unless the Centre has been provided with a court order or equivalent, specifying limited/no access for the parent in question.

Please note that **EBASCA is a separate entity to the school** and we are not privy to the legal information you supply the school. We must be informed of all special circumstances relating to your child and any custody arrangements that affect their care.

## Contacting Us

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You can call us at the centre on **9868 2201** to advise of absences, and to speak to a member of the Management Team or our office staff.

Alternatively you can email us at [parents@ebasca.com.au](mailto:parents@ebasca.com.au)

The Management Team can be contacted at this email regarding change of bookings, absences and general queries. Please contact us between **9.30am and 2.30pm**. After this time we are away from the office preparing for the afternoon session.

Educators at the front desk at the classroom are available to answer questions about your child's time at the service. Queries regarding invoices, bookings, accounts and enrolment status should be directed to our office staff (via phone or email).

## Priority of Access – Prioritising Vacancies

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There are **no mandatory requirements for filling vacancies**, and providers can set their own policies for prioritising who receives a place. However, as vacancies in a service arise, **providers are asked to consider prioritising children** who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This reflects the Australian Government's intention to help families who are most in need, and support the safety and wellbeing of children at risk in accordance with the [\*Framework for Protecting Australia's Children 2009 -2020\*](#).

Prior to 2<sup>nd</sup> July 2018 The Australian Government implemented "**Priority of Access Guidelines**" for allocating places. These guidelines were applicable on the old system to Child Care Benefit approved childcare.

Under the current Child Care Subsidy (CCS) Priority of Access criteria no longer applies, as dictated by the government. However, you can still **indicate your Priority of Access status on the enrolment page on QKenrol**.

We will take this into consideration when allocating bookings.

**First Priority:** a child at risk of serious abuse or neglect

**Second Priority:** a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'

**Third Priority:** any other child.

In addition to the aforementioned criteria, EBASCA observes the following criteria in the allocation of bookings for enrolled families.

Siblings of children enrolled at EBASCA will be given first preference for the enrolment intake for the new year with 'like for like' bookings allocated (providing availability permits) at the time of confirming enrolments in Term 4

New and current families will be offered places for care based on their position on the waitlist ie in order of application, bearing in mind the start date for the year of care requested

In the event that a Priority 1 enrolment requires a booking immediately and we have reached maximum capacity the Management Team will undertake to secure additional emergency care placement as per Regulation 123 (5) (6)

In the event that licencing numbers are lowered, most recent enrolments at Priority 3 level will be required to vacate their allocated sessions in order for EBASCA to remain compliant with adjusted licencing numbers

All decisions regarding placement of bookings for enrolments are at the discretion of the Management Team

## — BEFORE & AFTER SCHOOL CARE BOOKINGS —

### Permanent Bookings

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If your child will attend the centre on a regular basis a permanent booking can be made (subject to availability). **Permanent bookings are charged for both attendances and absences.** This includes absences due to holidays taken during term time. There is a small discount (relative to the casual booking rate) for booking your child(ren) on a permanent basis.

The **minimum length for a permanent booking is one term** (i.e. 10 weeks). If you require any care less than this period your booking will be treated as casual.

**All cancellations/reduction of days for permanent bookings must be advised in writing via email** – please contact our Office Assistant at [parents@ebasca.com.au](mailto:parents@ebasca.com.au)

You can submit a Booking Request on your QikKids enrolment (select *Edit Current Bookings*) to join the waitlist if you need to add days to your current booking pattern (subject to availability).

Permanent bookings falling on a **public holiday are non-chargeable.**

**To cancel your child's permanent booking written notification is required.** If you need to cancel your child's care at EBASCA we require one week's written notice. You will be charged for all sessions occurring for one week from the time we receive written notice. Notice can be given via email ([parents@ebasca.com.au](mailto:parents@ebasca.com.au)).

If your child is **absent on their first and/or last days of care CCS will not apply** for charges ie you pay the full fee. This rule is implemented by the Child Care Subsidy System.

### Casual Bookings

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If your child will **attend occasionally a casual booking can be made.** Casual bookings are only accepted if there are places available for the particular session required. In the event that we reach maximum capacity with permanent bookings there will be no casual vacancies.

If you are waiting for an offer for a permanent booking you can make casual bookings, providing your enrolment is completed and the registration fee paid in full.

All casual bookings can be made using the **My Family Lounge App**, or emailing us at the centre during usual business hours. Casual bookings are available on the app two weeks in advance.

If you need to arrange a casual booking on the day of care required, please call the centre to ensure we have availability for your child. If a casual morning booking is required parents must contact the centre prior to arrival to ensure there is availability for your child. If you arrive with your child without making enquiries as to availability, you risk being turned away for care.

A \$15.00 charge will apply in addition to the casual session fee if parents fail to arrange a casual booking and/or your child arrives unaccompanied for a morning or afternoon session.

**You must arrange your child's casual booking PRIOR to arrival.**

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### **In relation to casual bookings –**

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- ◆ Casual bookings cannot be made more than 2 weeks in advance.
- ◆ If you cancel a casual booking within 24 hours of the requested session you will be charged the full fee for that booking. The My Family Lounge app will either allow you to cancel a booking or mark absent, depending on the time in relation to the booked session.
- ◆ No charge will apply if the booking is cancelled more than 24 hours before the day of the session.

## Arrivals and Departures

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All children must be signed in upon arrival for morning care, and signed out at pick up time in the afternoons, **by a parent or guardian, or an “Additional Contact Person” listed on the enrolment form.** Failure to sign in/out attracts a penalty fee of \$15.

While we are nearby to the front gate of school grounds, **Educators will not send your child to meet you at your parked car** on Norfolk Rd when it's time to go home. In the mornings you need to accompany your child to the classroom for sign in. This is an important safety measure.

**Sign-in and sign-out occurs on our iPad set up at the front door of our classroom** – the entry at the ramp. The sign in/out action on the iPad is a **two-step process** – you need to CONFIRM!

Your phone number is your sign in/sign out code, with a personalised 4 digit pin you will set up yourself when you first visit the centre.

### NOTE.

**Do not share your sign in/out credentials with other people. If you are found to be allowing other people to sign in/out your child using your number and PIN you put your child's booking at risk. Penalty fees apply!**

Although Educators will be at the centre before 7.00am preparing for the morning session, the **sign in iPad will only be made available at 7.00am.** Children cannot be signed in before this time – do not ask the attending Educator for an early sign-in.

Before dismissing the children at 9am Educators conduct a roll call to ensure all children signed in are accounted for. We also conduct regular headcounts throughout our sessions.

In the afternoons children walk directly to EBASCA from their classroom when the teacher dismisses them at 3.20pm. **Educators collect the kindergarten children from the teacher.**

**The children are not permitted to leave school grounds under any circumstances!** Please talk to your child/ren about safely moving between their classroom and EBASCA by staying on school grounds. They should not exit the school gate to walk along the footpath on Norfolk Rd to re-enter EBASCA.

EBASCA staff will not allow a child to leave the service until they've been signed out by a parent/guardian/additional contact person.

Once your child has been signed out from the afternoon session they cannot return to the centre later that same afternoon i.e. if you sign out your child to attend an extracurricular

activity, doctor's appointment etc, they cannot return to the centre when that activity is finished.

Similarly, we cannot accept children for care in the afternoons if they leave school grounds at the end of the school day to attend an activity/class. Once your child leaves school grounds, we cannot accept them for care.

Please note children attending school-run classes after 3.20pm on school grounds i.e. Hindi class, Chinese lessons etc. can attend EBASCA for the after care session once the class is finished, providing of course a booking is already in place. This is possible since the child has not left school grounds. Parents must advise of timings for these classes in writing.

**If your child is away from school due to illness they cannot attend EBASCA.** An absence from school also means an absence from EBASCA.

**NB: It is your responsibility to inform us of any absences for your child.  
If you call the school office you also need to call us – messages are not shared  
between as we operate separately.**

Under the National Laws and Regulations children can only be signed out by persons nominated and listed by the parent/legal guardian on the enrolment form. Persons not known to EBASCA Educators will be asked to present photo ID before they sign out any child.

<b>NOTE.</b>	<b>Persons not listed as an Additional Contact will not be permitted to collect your children. We cannot release your child(ren) to unlisted persons.</b>
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# HEALTH & WELLBEING

## COVID19 Protocols and Procedures

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In response to the COVID19 pandemic we have introduced a number of protocols in an effort to maintain a safe environment for children, staff and families. It's important to note that as the COVID situation evolves so too does our response. Our current procedures include -

- Temperature checks are conducted for each child as they arrive for morning and after care. If your child presents with a temperature of 37.5 degrees or higher they cannot remain at the service
- Parents are not permitted to enter the classroom. This area is a 'high traffic' area, so we ask parents to wait outside the front door when delivering and collecting children.
- Indoor areas will be well ventilated by keeping windows and doors open
- Educators are encouraged to wear masks for the duration of their shift
- If your child is unwell or has any cold or flu systems, please remain at home. Kindly keep your child at home until symptoms have resolved.
- Where a child is presenting with **symptoms of illness you will be contacted to collect your child from the centre.**

As per the Public Health (COVID-19 Vaccination of Education and Care Workers) Order 2021 all Educators on site have received 2 doses of a COVID-19 vaccination. The Management Team has sighted evidence of vaccination status for all Educators.

Educators will be in attendance at the service only if fit and well. We conduct thorough **cleaning each session** with an emphasis on daily sanitising. Hand sanitiser is available for parents as they sign in and out at our iPad. The children **wash hands** with soap and water as they arrive at the service, and before and after eating food.



## Hand Washing

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As we manage our response to the current COVID-19 pandemic, handwashing is one of our main defences in protecting ourselves and each other at EBASCA.

When you arrive for morning care please remind your child to wash their hands as they enter (handwashing sink is right by the front door!) Handwashing will be encouraged throughout the morning, including after eating breakfast.

Children also wash hands as they arrive at the centre, and before & after eating afternoon tea. Educators remind children to wash hands regularly during our sessions.

Please help us by teaching your child good handwashing techniques at home!

## Nutrition and Food

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**Before School Care:** The Centre serves **hot breakfast until 8.15am**. The children can choose from a range of healthy options including cereals, wholemeal toast, yoghurt, scrambled eggs, omelettes, smoothies (in summer), porridge (in winter), chilled water, milk and Milo. We also serve pancakes, croissants and French toast for the occasional treat. Hot breakfast ends at 8.15am - any child who needs breakfast after this will be served cereal.

### **After School Care:**

A variety of healthy options are available for afternoon tea across the week, including wholemeal and wholegrain sandwiches, fruit and vegetable platters, muesli and yogurt, pasta, sushi and toasted sandwiches. We offer a different option each afternoon, inclusive of vegetarian options. Dietary requirements due to medical and cultural observances are catered for, according to information provided on your enrolment form.

Afternoon tea is served at 3.40pm each day after roll call. A light snack is also offered around 5.45pm – this might be cheese and crackers, popcorn, fruit and vegetables or rice cakes. In the summer months we will offer ice blocks as an occasional treat.

### **NOTE.**

**All dietary restrictions or considerations, allergies and intolerances must be noted on the enrolment form under the CHILD INFORMATION section**

## Medication

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If your child is well enough to attend EBASCA and is taking medication, the following must be observed:

Medication must be handed to an Educator by the parent or guardian. Children should not carry their medication in their school bag – this is not secure medication storage.

Medication must be labelled with the child's name and instructions (doctors label).

Please include appropriate measuring spoon/syringe for liquid medications.

The person collecting the child is responsible for the collecting the medication – please see the Educator at front desk.

Parents/Guardians must complete a Medication Form granting their permission for an EBASCA Educator to administer medication to their child. These forms are available at front desk.

Medication will be administered only when we have written permission from the child's parent/guardian. This written authorisation must specify:

Type of medication and dosage, in it's original packaging, labelled with pharmacist sticker detailing child's name

The date and time the medication is to be administered,

Parent/Guardian name and signature

This permission form also acts as a **Deed of Indemnity for Educators to administer medication** to your child(ren). Medication will not be administered without written authorisation.

Children will not be given any medication that is prescribed for another person. The medication must be in the prescribed bottle/packet and should be labelled with the Doctor's instructions. We will not administer medication that is out of date.

If your child suffers from Asthma or Anaphylaxis an Action Plan **MUST** be supplied, as well as the accompanying medication (Epi-Pen or Ventolin) before your child commences care. You can request this from your GP (doctor) then upload the plan to your enrolment page.

The Management Team will contact you to establish a Risk Minimisation Plan for your child's medical condition / health care need.

## First Aid

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**Educators with a current First Aid certificate will care for your child should they sustain an injury while under our care.** Parents will be informed of any major health problems or accidents that occur at the Centre by a member of the Management Team or the Responsible Person for the session. All permanent Educators hold a current First Aid Certificate, as well as number of casual Educators.

### NOTE.

All incidents at the centre that require first aid, no matter the severity, must have a corresponding incident report that a parent or guardian must sight and sign with 24 hours of the incident.

## Illness

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If your child is unwell **they should remain at home** to recuperate and minimise the spread of germs.

### NOTE.

The Centre's policy on Infectious Diseases and Illness addresses criteria for exclusion of sick children, according to exclusion periods listed in *Staying Healthy: Preventing infectious diseases in early childhood education and care services* (5th Edition).

A copy of this document, along with our policy on Infectious Diseases and Illness is available at the centre for your perusal.

Where a child is presenting with **symptoms of illness you may be required to collect your child from the centre.** Where your child is unwell with an Infectious Disease (as listed in *Staying Healthy*) we require a **doctor's certificate** to confirm your child is fit to return to school/care.

## Accidents

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In the case of a serious accident, Educators will follow the Centre's First Aid policy. If the child requires medical attention the following procedure will apply:

An ambulance will be called, if required.

The child's parents will be notified.

If possible, an Educator will accompany the child to hospital or doctor if the parents are not in attendance

An Educator will stay with the child until a parent arrives.

The Management Team will complete an incident report to be submitted to the regulatory authority (NSW Early Childhood Education and Care Directorate, Department of Education and Communities) in accordance with Section 174 of the Education and Care Services National Law Act 2010.

## Evacuation and Lockdown Procedures

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The centre has evacuation and lockdown procedures in place for the safety of children, families, visitors and Educators. **Drills are completed once every 3 months.** If you happen to be present during an evacuation or lockdown event when delivering or collecting your child to the centre please **follow Educator instructions** for your safety.

## Sun Protection

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We insist on all children being appropriately protected against the sun, especially during the summer months. Please make sure your child brings a hat to wear at school and EBASCA time. We enforce a '**not hat, no play**' rule.

**Sunscreen is available at the centre** for the children to use if needed. The children apply the sunscreen themselves.

We provide the new **kindergarten children with an EBASCA hat** to wear at the Centre for before and after care sessions. This hat is kept at the centre, and is **laundered regularly**.

Each child has their own hat (no sharing!) This coloured hat helps us distinguish the kindergarten children as we supervise, and is also a fun **welcome gift** when they first join us!

## Work Health & Safety (WH&S)

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We have comprehensive policies and procedures relating to Work, Health and Safety. **Regular checks, risks assessments and maintenance** are carried out to ensure a safe and healthy workplace for Educators, children and parents. WH&S breaches are reported to the school for action.

# GENERAL INFORMATION

## Parking

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There is **no parking available on school grounds for parents**. Please park on Norfolk Road when you arrive to drop off and pick up your children. Gate 4 and Gate 5 are the nearest to the EBASCA classroom.

## Signing In and Signing Out

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Parents must **sign their children in and out on the Kiosk (sign in iPad)**. This is a legal requirement and essential for insurance and compliance purposes. The Centre must be able to account for all children in the event of an emergency. **Roll call is completed using this record** for morning and afternoon sessions.

If you arrive after roll call in the mornings you cannot sign in your child as they will not have spent any time under our care, so they will be marked as absent. Likewise, if you arrive to collect your child before roll call starts in the afternoons your child will be marked absent. **Our records must reflect a child's attendance at the service accurately** ie if they have spent time under our care.

**In the mornings you must accompany your child to the centre to sign in** – do not drop them off from the street. In the afternoons you are required to collect your child from the centre and sign them out. We will not send a child to meet you at your car or walk home unaccompanied. Failure to sign in/sign out your child will attract a \$15 penalty fee.

If your child has an extracurricular activity on school grounds before attending EBASCA in the mornings please send an email to the Management Team, detailing your child's expected time of arrival at the centre. An Educator will sign your child in when they arrive at the centre.

**EBASCA does not accept responsibility for your child until their arrival.** Please inform the band/music tutor that they need to send your child directly to EBASCA at the conclusion of the lesson. Also, your child must come directly to see an Educator when they arrive to the hall. Please communicate this to your child.

## Emergency Contacts and Authorisations

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If you cannot collect your child from the centre and you intend to send someone else (grandparent, neighbour, relative etc) this **person MUST be listed as an Additional Contact on your enrolment information**. Any person arriving at the centre will be asked to present photo ID. If this person cannot verify their identity we cannot release your child.

If you send someone to collect your child from the centre and their name does not appear on our sign out Kiosk **we cannot release your child**.

If one of your Additional Contacts does not speak English please ensure they understand the procedure for collecting your child from the centre (i.e. bring photo ID, present themselves to an Educator, and signing out using phone number and PIN at iPad). Again, if we cannot confidently verify this person as an Additional Contact we cannot release your child from our care.

**Do not share your sign out number and PIN to other persons.** If you are found to be sharing these details your enrolment may be cancelled – accurate sign out actions must be observed at all times. This is a serious consideration for the centre so all instances of non-compliance will be treated as such. Penalty fees apply.

## Change of Details

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**Parents must ensure that their contact details are kept up to date.** You can update your information on the **My Family Lounge web application** at any time. We must have your correct information on file – especially contact numbers, health information and emergency contacts.

**Be sure to save AND submit all changes! Without submitting your updates the information will not transfer to the main QikKids system.**

## Fees

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**Invoices cover 2 weeks of care** and are sent via email. Your accounts are in arrears. Payments are made via **direct debit**.

Direct debits are managed through our software program QikKids, via third party provider Debit Success.

Please note a **dishonour fee** of \$19.95 is charged by Debit Success where insufficient funds prevents debit of fees. This is a separate fee to that associated with your bank. Full details are listed on the enrolment form under the Direct Debit section.

**NOTE.** Cash and cheques are not accepted as payment options.

If payment has not been received the following steps will be taken:

1. If the balance of your previous account has been brought forward to the following invoice a reminder will be sent that your account is overdue.
2. If your account is still outstanding at the conclusion of the school term your child(ren)'s permanent booking will be cancelled for the following term and casual visits will not be permitted until the account is settled in full.
3. Outstanding accounts at the end of Term 4 will see your child's enrolment suspended for the new school year ie re-enrolment and bookings cancelled
4. If your account has not been settled after a period of one term the matter will be referred to the Management Committee to consider debt recovery action.

If you are **experiencing difficulties in settling your account please speak with the Director** (Brigitte), or submit a letter to the Management Committee. We are more than happy to discuss the matter with you and to negotiate a manageable solution.

Any queries relating to your account and/or invoice can be directed to:

 [parents@ebasca.com.au](mailto:parents@ebasca.com.au)

## Service Documentation

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EBASCA is required to maintain **policies and procedures** for the operation of the service. Approved providers (the Management Committee in our case) must ensure their education and care services have policies and procedures covering a range of areas set out in regulations 168 and 169 of the National Regulations.

We are also required to maintain a **Quality Improvement Plan**, which outlines the services progress through improvement planning and identifying areas of growth and strength.

Parents are welcome to view these documents at any time. Please let us know if you'd like a copy emailed to you. Alternatively, you can peruse these documents at the service – please ask the Educator stationed at front desk (please note these folders cannot leave the premises).

## Child Care Subsidy (CCS)

On 2 July 2018 the Child Care Subsidy replaced the Child Care Benefit and Child Care Rebate. The Child Care Subsidy is paid directly to services to be passed onto families.

Three things determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income determines the percentage of subsidy they are eligible for
- An activity test determines how many hours of subsidised care families can access, up to a maximum of 100 per fortnight, and
- The type of child care service determines the hourly rate cap.

The following 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 13 or under and not attending secondary school)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements
- the applicant is responsible for paying the child care fees

To apply for the Child Care Subsidy, you will need to provide details, including:

- Combined family income
- Activity level of parents
- Type of child care service

From 11 July 2022 a child who hasn't attended care at least once in the previous 26 weeks will no longer be eligible for CCS ie CCS is cancelled by Centrelink. This rule will apply on an ongoing basis from this date. Families will need to submit a new CCS claim if their child re-commences care.

### What you need to do

- ✓ Sign into your Centrelink online account through **myGov** 
- ✓ Select **Complete your Child Care Subsidy** assessment task.
- ✓ Work through the steps to **provide new information** and **confirm** your current details.

**APPLY FOR CCS HERE**

<https://www.servicesaustralia.gov.au/child-care-subsidy>



## Absenteeism

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If your child(ren) will not be present at a before or after care session (casual or permanent) you can mark their absence on the My Family Lounge app – quick and easy!

Alternatively, you can call or email us. Please note that you will be prompted to confirm an absence marked by the service when you next sign in/sign out your child via the iPad. The Educator at front desk can assist you.

Roll call is conducted at the conclusion of each morning session and at the beginning of each afternoon session to make sure all children are present. Educators will carry out a search for any child not present at roll call. This is a time-consuming and stressful task, which can be avoided, so please mark absences before the morning session concludes and before the afternoon session starts.

### NOTE.

### VERY IMPORTANT!!

**Inform the centre as early as possible if your children are absent for a booked session. Record the absence yourself via the My Family Lounge App or call 9868 2201.**

If your child is absent for the afternoon session and we have not received word from you (the parent/guardian) centre staff need to contact you to ascertain your child's whereabouts. On these occasions you will be charged a fine of \$15.00 for each instance of "no notification" of an absence.

**Absences for after care must be noted on the app, or advised by phone or email, before 3.20pm on the day of care.**

## Absences and Child Care Subsidy

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### Initial 42 days absence

Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence.

In response to the COVID19 pandemic children will have 10 extra allowable absences for the 2022–23 financial year. This is on top of the standard 42 allowable absences.

If a state or territory restricts access to child care in a region for more than 7 days, more absences will be provided.

### Additional absence days

Once 42 absence days (+10 additional) have occurred in a financial year, Child Care Subsidy and Additional Child Care Subsidy can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. These reasons can include any of the following:

- your child is ill
- your child's carer or their partner or another person your child lives with is ill
- your child is attending preschool
- alternative arrangements have been made for your child on a pupil-free day
- your child hasn't been immunised against an infectious disease and the absence occurs during an immunisation grace period
- your child is spending time with a person other than their usual carer as required by a court order or parenting plan
- your child's child care service is closed as a direct result of a local emergency
- your child can't attend because of a local emergency
- your child's carer chooses not to send the child due to a local emergency.

In shared care arrangements (where separated parents both claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant.

If your child is absent for one or more than one session of child care on the same day, such as both before and after school care, it is counted as one absence day.

Your child's year-to-date absences from EBASCA are listed on each statement.

Where your child is absent on their first or last day of care **CCS does not apply** to the fee for that session. Centrelink will apply 'cessation of care' criteria and you are charged the full fee. This also applies for all **consecutive absences** following from the first day of care, and leading up to the last day.

*For example:*

*Jane's after care booking commences on Monday 1<sup>st</sup> March. She is absent for the first three days, and attends the after care session for the first time on 4<sup>th</sup> March. In this instance cessation of care criteria applies for the first three days of the booking pattern, and the parent incurs full fees for those three sessions. CCS applies from 4<sup>th</sup> March ie when the child attends the service.*

## Management Committee and Approved Provider

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The Management Committee is the approved provider of the service. It is made up of a **group of volunteer parents** whose children attend EBASCA. The Committee decides matters of policy, fees, staffing and all matters relating to the running of the Centre in consultation with the Management Team. The Committee usually meets once a term.

We welcome new parents to join our Committee. The Annual General Meeting is held in semester 2 of each year. At this time new members are welcome to join the Committee.

## Centre Staff

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There is always **a minimum of two Educators on duty** and the Centre adheres to the Child Care Standard of one Educator for every 15 children. The Centre employs **additional permanent and casual staff** who work morning and afternoon shifts. Centre staff are referred to as **Educators**.

Between the Management Team the roles of Nominated Supervisor and Educational Leader are filled.

## Treatment of Educators and Other Children

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It is expected that parents will **treat all Educators and EBASCA employees in a respectful and friendly manner**. Discussions with Educators on both minor and major issues will be conducted in a safe, non-threatening and positive way. Educators will not listen to parents who are aggressive, verbally abusive or rude. The same common courtesy Educators show parents will be expected in return.

Any abusive or threatening behaviour will see enrolment and bookings cancelled – our team are entitled to a safe workplace, free of intimidation and bullying.

Educators will deal directly with the children to resolve disputes and disagreement. Parents will not reprimand, discipline or touch a child other than their own while at the centre. Any parent with a grievance in relation to another child will speak directly with an Educator. **All discipline issues and problems occurring at the centre are dealt with by Educators only.**

If you wish to take photographs or videos of your child at the centre please check with an Educator first. **No photos are to be taken of children other than your own.**

## Diversity in Families

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**Every family is different and they have their own cultural and religious beliefs.** We believe that we should nurture and respect each family's beliefs and cultural background. If you have a particular cultural celebration that you would like us to celebrate please let us know!

Cooking and craft activities are another great way to explore different cultures so if you have any afternoon tea or craft suggestions please talk to an Educator - we welcome your input in our program of activities! Educators will always encourage the children to demonstrate understanding and respect for each other's differences.

## Our Program

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We aim to deliver a program that is **reflective of the children's interests and needs**. Our Educational Leader develops the program of activities in collaboration with Educators, children and parents with the aim that there is 'something for everyone' – all children are encouraged to get involved and have fun. We always encourage parent involvement at the centre, if you have any ideas for our program please send an email to **parents@ebasca.com.au** or chat to one of our friendly Educators.

**NOTE.** We reference the National Quality Framework – *My Time, Our Place as a guide for planning and evaluating the children's learning and progress.*

Educators record their observations to assist in the implementation of the program. We use a variety of methods to gather information (Enrolment data, iPads, project book, written program etc). Videos, photos and conversations are useful ways for us to establish connections between the children's experiences at the centre and their learning and development.

We offer a **range of activities** – sports, craft, science activities, cooking club, group games, homework time, reading groups, projects and of course, free play.

We have a variety of resources available at the centre – board games, Lego, craft and drawing supplies, sports equipment, dress ups, marble runs, open ended wooden toys, puzzles, monthly science project kits, sustainable and open-ended materials and many, many books!

Throughout the year we will engage **external providers** to come and teach our children different skills and workshops – in previous terms we have had skateboarding lessons, hula hooping, boxing and Lego robotics! These lessons are available to children attending in the afternoons, and **we invite children** according to the number of places available for each class, and also participation in previous terms.

These activities will be different each term and parents can book a place via our online booking process. **As of 2024 parents will cover the fee for extra-curricular activities at EBASCA.**

We aim to offer a varied and interesting program for your children! There is plenty for your child to choose from at EBASCA, and Educators supervise closely to ensure every child is engaged and safely occupied. Most of all, the children are here to learn and have fun!

## **My Time, Our Place - Framework for School Aged Care in Australia**

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The Framework aims to extend and enrich **children's wellbeing and development in school age care settings**. It acknowledges that children need a place to engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed. It also recognises that they need time to interact with friends, practice social skills, solve problems, try new activities and learn life skills.

Children's learning in school age care settings compliments their learning at home and at school. In school age care settings great importance is placed on relationship building and nurturing children's talents and interests.

## **Personal Possessions**

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The **centre does not take responsibility for any loss or damage to personal property**. To avoid arguments and disappointment between the children and damage to personal items we suggest toys and games stay at home. Please note that EBASCA takes no responsibility for musical instruments left at the centre – if your child has a band instrument to take home after school it cannot remain at the service.

## **Mobile phones, Personal Devices and other Technology Devices**

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The children are **not permitted to use mobile phones** during EBASCA time. Mobile phones are to be kept in the child's school bag or handed to an Educator at the time of arrival. Phones will be stored securely until school time/home time. **Electronic games, personal devices and other technology devices etc. are not to be used at the centre.**

Year 5 & 6 children who need to bring their laptop for school work must hand over to an Educator to be **stored securely in our device locker** for the duration of our before and after care sessions. Laptops should not be kept with school bags – we cannot guarantee the safety of the device otherwise.

Year 5 & 6 are permitted to use their laptops for their homework between 5 and 5.30pm. Other activities on their laptops are not permitted – this is strictly for homework only. This is supervised by Educators.

## Children's Behaviour

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EBASCA has a Behaviour Guidance policy, which is available on the school website. The standard of behaviour expected from all children is based on **respect and care for others**.

**Inappropriate behaviour will not be tolerated.** Consistent inappropriate or unsafe behaviour will result in parents being contacted and possible cancellation of booking. EBASCA aims to work alongside parents in successful management of children's behaviour and as such it is important that parents reinforce with their children the rules of the Centre.

**The following EBASCA rules have been devised in conjunction with Educators and children:**

### **In relation to safety, we will:**

- Come straight to EBASCA after school
- We will not leave the school grounds
- We will stay in sight of Educators and not go out of bounds
- Walk when inside the classroom and other indoor areas
- Wash our hands before eating and sit down while eating

### **In relation to others we will:**

- Be friendly, caring and treat others as we would like to be treated
- Speak nicely to each other and not say rude words
- Play fairly and share with each other
- Not touch other people's property
- Wait our turn and listen when an Educator is talking

### **In relation to the Centre we will:**

- Not waste resources used at EBASCA
- Take care when playing with games and equipment
- Ask an Educator before taking equipment
- Return all equipment to its proper place

## Homework

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A quiet session is set aside Monday – Thursday during our afternoon sessions. At this time children can work on their homework or reading, with Educators available to assist them if needed. This session is intended to facilitate a quiet, studious atmosphere where the children can be productive in their homework routine.

During this time we also run a 'Kindy Klub' program to assist in the development of reading and prosocial skills for the kindergarten children.

## Babysitting and Tutoring

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We do not provide a babysitting or tutoring service outside of our normal operating hours. Private arrangements between families and our Educators can create a conflict of interest. To ensure fairness and equity for all our families, we ask families to refrain from approaching Educators for private babysitting/tutoring arrangements.

## Grievance Procedures

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Should parents have any concerns, complaints or issues with a situation arising at the centre the following procedure is in place –

1. **Speak to one of the Management Team.** At this level we will aim to resolve the issue by speaking with the relevant parties and acting as mediator. The Director will make a record of the complaint and all steps taken to resolve the issue. Outcomes will be communicated verbally to the grieved parent.
2. If step 1 does not see the issue resolved, or is inappropriate to the situation, the grieved parent can address their complaint to the **Management Committee in writing**. The issue presented to the committee will be addressed at a committee meeting where a plan of action for resolution will be made. A formal decision will be made at this level and the grieved parent notified in writing of the committee's decision.
3. The grieved parent can **contact the Regulatory Authority** to communicate their complaint where the above mentioned steps have not been successful or are inappropriate to the situation.

**NSW Early Childhood Education and Care Directorate**  
**Department of Education and Communities**  
**Phone: 1800 619 113 (toll free)**

In all situations we encourage you to speak to us about any concerns you may have. Open communication is encouraged.

## Child Protection: Our Responsibilities

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As childcare workers all EBASCA Educators have a responsibility as Mandatory Reporters. This means if we have any suspicion a child or young person is at risk of significant harm (see definition below) we have a legal obligation to make a report to the Child Protection Helpline. Educators are aware of their responsibilities in this area. Every effort will be made to support children and parents alike.

*Agreed policy definition of significant harm –*

*What is meant by "significant" in the phrase "to a significant extent" is that which is sufficiently serious to warrant a response by a statutory authority, irrespective of a family's consent.*

*What is significant is not minor or trivial, and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child's or young person's safety, welfare, or wellbeing.*

*In the case of an unborn child, what is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child.*

**Child Story Website**

<https://reporter.childstory.nsw.gov.au/s/article/Glossary#S>