



Balgowlah Heights Public School

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NSW, 2093

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November 2025

OUR PHILOSOPHY

At Arabanoo our philosophy revolves around creating a nurturing environment that encourages play, exploration, and a sense of community for children. We prioritize safety, creativity, and self-expression, aiming to make learning enjoyable. We foster improvement as it's critical to meet evolving needs.

Open communication between educators, children and families is encouraged, fostering a secure and inclusive atmosphere. Our main goal is supporting children's development by instilling lifelong skills like independence and cooperation while nurturing individuality and self-expression.

Arabanoo's values promote respect, inclusivity whilst treating every child as an individual.

We support and recognise children's voices, rights, and agency, whilst acknowledging the inspiration we draw from children, families, and staff.

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INTRODUCTION AND OVERVIEW

Arabanoo is a licensed not for profit, parent managed, incorporated childcare centre for school aged children, where membership is compulsory for users. As members of the association you are entitled to attend Parent Management Committee (PMC) meetings and the Annual General Meeting (AGM).

Arabanoo offers before and after school care and vacation care within the grounds of Balgowlah Heights Public School. The Centre is run by the Nominated Supervisor and a dedicated team of child educators that work to make your child's experience at Arabanoo safe, fun and stimulating.

Established in 1994, Arabanoo provides a reliable and efficient service which is overseen by a PMC consisting of parent volunteers whose children attend the service. Management meetings are held once a term and are open to all Arabanoo parents/carers.

Arabanoo operates in its own designated centre located at the top of the Western Campus playground and utilises the playground, covered learning areas and the play equipment. Arabanoo is licensed for 215 places.

Arabanoo aims to provide a safe and fun environment, where all participants become part of an extended family. Our program is based on 'My Time, Our Place: Framework for School Age Care in Australia'. To this end, Arabanoo provides a variety of age-appropriate activities including arts and crafts, basketball, cricket, gymnastics, scootering and soccer, cooking, drama, gardening and Kindy club. Arabanoo also offers a wide variety of charged activities such as TinkerTank, Musical theatre, Karate and Roller skating/skate boarding. The program can be viewed weekly via the OWNA app or in the centre.

This document is an overview of our service, please see our policies and procedures or contact us for further details.

ENROLMENT AND ONLINE REGISTRATION

At Arabanoo we manage our administration with a web based program that allows parents to register online, make changes to their personal details and view their bookings and account status. This website is directly linked to the Family Assistance Office and allows our centre to offer parents/carers the most efficient delivery of Child Care Support (CCS).

To register for Arabanoo please visit our website www.arabanoo.com and go to the 'Enrol' tab.

PRIORITIES FOR ENROLMENT

In the case where demand for childcare exceeds availability, places are allocated to those families with the greatest need for childcare support. We have adopted the guidelines determined by DEEWR when allocating places in these circumstances. They set out the following three levels of priority:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies - or of parents who both satisfy; - the work/training/study test under section 14 of the Family Assistance Act
- Priority 3 – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on lower incomes
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Please be aware, siblings do not receive priority, please enroll them via the OWNA app to be placed on the waitlist.

HOURS OF OPERATION

Arabanoo is open Monday - Friday during term time

Vacation Care days differ, please contact the Arabanoo Office for exact dates:

| | |
|---------------------|-----------------|
| Before School Care: | 7.15am - 9.05am |
| After School Care: | 3.05pm - 6.30pm |
| Vacation Care: | 7.30am - 6pm |

Arabanoo is open on most pupil free days and closed on public holidays.

ADMINISTRATION

The administration office is open Monday - Friday 9am - 2.30pm during term time. It may not be staffed during vacation care and will be closed over the Christmas break. Please send an email with your request and it will be attended to as soon as possible.

Address: 9b Lewis Street, Balgowlah Heights, NSW 2093

Office: 02 9948 6722

Mobile: 0421 014 308

Email: admin@arabanoo.com

Website: www.arabananoo.com

PARENT MANAGEMENT COMMITTEE

Arabanoo is a not for profit organisations and is managed by a board of voluntary parents. Positions change throughout the year, please see the current list displayed on the information board in the Centre.

Parents/carers can contact the PMC directly if required.

PMC Email: pmc@gmail.com

GENERAL INFORMATION

Signing In/Out

Children must not be dropped off at the school gate. It is a regulatory requirement that all children be signed in and out of the centre each visit by a parent/carer or nominated authorised person (Regulation 158). Unsigned attendance registers will be recorded as absences which affect CCS entitlements. Written notification will be required if a child is to be collected by someone other than those nominated in our childcare software system. It is your responsibility to ensure that the staff are aware of you and your child's presence before leaving the centre (am) and on collection from the centre (pm).

Please refer to Delivery, Collection and Missing Child Policy – [Available on our website](#)

Extra-Curricular Activities

Extra-curricular links are available from our website and must be fully completed, signed and authorised if your child has an activity whilst at the centre. e.g. a music lesson or tutoring.

Please refer to Acceptance and Refusal of Authorisations Policy – [Available on our website](#)

Breakfast & Afternoon Tea

A nutritious breakfast is offered every day including cereal, fruit, milk and toast and occasionally a special option will be served for all children. Breakfast is served from 7:15am - 8:15am. Afternoon tea is served before 3.45pm. Afternoon tea is provided daily and prepared and cooked by our chef, with a nutritious and varied menu plan from all five food groups. Please see our weekly program for further details. Water is always provided. Consideration is given to children with dietary needs.

Please refer to Nutrition Policy – [Available on our website](#)

MEDICATION AND MEDICAL CONDITIONS

A signed Medication Authorisation Form & Indemnity form must be provided by parents/carers prior to staff administering any medication. Medication must be in its original container and appropriately named. Parents/carers are required to inform the Nominated Supervisor of any relevant medical condition and may be required to complete a Risk Minimisation Plan.

Children with infectious diseases will be excluded from the service for the period recommended by the Department of Health. Parents/carers are requested not to bring sick children to the service and to arrange prompt collection of children who are unwell. **If your child is sent home from school during the day, please ensure you mark your child absent via the OWNA App. The school does not pass this information on.** The recommended

exclusion for infectious diseases can be found through NSW Health [here](#)

Please refer to Administration of Medication Policy, Dealing with Medical Conditions Policy and Illness and Infectious Disease Policy – [Available on our website](#)

Asthma & Anaphylaxis Plan

Parents/carers of children who suffer from asthma, known allergies and anaphylaxis are required to complete a risk minimisation plan. **An appropriate form is available from the Arabanoo office or our [website](#) and should be completed by a doctor (including a passport sized current photo of your child).** These provide staff with detailed information relating to the child's current treatment, symptoms, triggers, actions they should take and recommended treatment whilst at Arabanoo.

Parents/carers are also required to provide Arabanoo with a permanent supply of the medication as prescribed in the event they have an asthma attack or allergic reaction. Such medication should be supplied in the original box and clearly labelled and safely stored at the Centre. Parents/carers are asked to assist us by updating such information annually or whenever any details change.

Please refer to Dealing with Medical Conditions Policy – [Available on our website](#)

Anaphylaxis

Arabanoo is a nut aware centre and we do not provide any nut based products. Please do not include these products when you pack lunches/snacks during Term Time and Vacation Care.

Please refer to Dealing with Medical Conditions Policy – [Available on our website](#)

Sun Safety

Arabanoo is a sun safe centre, we follow the same rules as BHPS for sun safety which is 'no hat, play in the shade' when the UV is 3+. SPF 50+ Broad Spectrum water-resistant sunscreen is available at the service for children to use. Sunscreen is included on all outdoor activities/ excursions during vacation care. Children with sensitivity to some brands of sunscreen should provide an alternative sunscreen. **Baseball caps are not accepted** as they do not cover the ears.

Only a full broad brim or bucket hat is acceptable.

Children who don't have a broad brimmed or bucket hat and are outside in high UV conditions (3 or over), will be provided with an Arabanoo hat. A laundry fee and a lost hat fee applies.

Please refer to Sun Protection and Fees Policy – [Available on our website](#)

FEE STRUCTURE

1. Permanent Fees

- The permanent booking rate only applies for a full term booking (8 weeks or more).
- All permanent bookings are automatically rolled over into the next term in the same year unless we are notified in writing via email.
- At the commencement of each term families are able to make changes to their permanent booking without penalty within the first week of term.
- For any cancellations after the first week of term we require 2 weeks notice in writing.
- Please ensure you are aware of our operating hours -
 - Before School - 7:15am - 9:05am
 - After School - 3:05pm - 6:30pm
 - Vacation Care - 7:30am - 6pm
- Changes to permanent days during a term are permitted without penalty if it does not result in cancelling or dropping days. e.g. Swapping a Tuesday PM permanent booking to a Friday PM permanent booking is ok. We require written notice, and changes are subject to availability.
- No credits or refunds are given for absences, including holidays, illness or late commencement of the permanent term booking.

2. Casual Fees/booking

Casual places are available to families that need irregular bookings.

These bookings are subject to availability.

Casual term time bookings must be cancelled 24 hours before the session is due to commence. E.g. A casual afternoon booking made for Tuesday 12 Aug, must be cancelled before 3:05pm on Monday 11 Aug. If a booking is not cancelled before the 24 hour period, the full session fee will be payable.

To cancel a casual term time booking, please do so via the OWNA app.

All casual bookings can be made via the OWNA App. If making an afternoon casual booking, you will also need to telephone the BHPS Office to notify the school of the child's attendance at Arabanoo, they will then notify your child's teacher who will advise your child.

| Session | Time | Cost per session |
|----------------|------------------|--|
| Casual AM | 7.15am to 9am | <u>For current fees, see our website</u> |
| Casual PM | 3.05pm to 6.30pm | |

3. Vacation Care

Vacation Care days differ, please contact the Arabanoo Office for exact dates.

| Session | Time | Cost per session |
|---------------|--------------|---|
| Vacation Care | 7.30am - 6pm | <u>Vacation Care fees vary. See the current Vacation Care Booking Form for fees</u> |

Vacation Care booking forms will be available approximately 5 to 6 weeks prior to the end of the school term. Terms and conditions can be found below and on our website and vacation care booking form.

BHPS students receive one day priority booking.

4. Other Fees – See our website for current fees

| |
|--|
| Non-Notification Fee (NN) |
| Late Pick up Fee 1 - 15 minutes late (Additional charge per minute) |
| Hat - Laundry Charge |

Payment of Fees

Term fees are debited fortnightly in arrears using either a nominated credit card or bank account. A statement is available in OWNA every second Tuesday. *For current costs associated with Debit Success see our website of our Fees Policy.*

Non Attendance

Please inform us via the OWNA app, to advise of an absence. Staff will not accept verbal messages outside the centre.

Please be aware that **BHPS does NOT inform Arabanoo if your child is away or goes home for any reason.**

A fee will be charged if a parent/carer fails to notify the Centre of non-attendance. Remember that if you fail to notify Arabanoo our staff will be searching for your child.

Please refer to Delivery, Collection and Missing Child Policy – Available on our website

If you are taking holidays during term time or for any other extended absence written notification must be given.

If your child is leaving Arabanoo, notice in writing must be given two weeks in advance, or two weeks' full fees will be charged in lieu of notice. If you need to make any changes to your permanent bookings the centre requires two weeks' notice.

Late Pick-Up Fee

Arabanoo closes at

- 6.30pm during Term Time
- 6pm during Vacation Care

Please advise us if you are likely to be late. Late fees will apply for children not collected by the closure time.

Non Sign in Fee

It is a legal requirement that a parent/carer over the age of 18 must sign in their child in to the service in the mornings. You must accompany your child to the centre and sign in with our supervisor.

CHILD CARE SUBSIDY (CCS)

Please contact Centrelink to register – 1300 667 276

CENTRE RULES

Children's Use of Digital Technology

Children are not permitted to use their own mobile phones, smartwatches, or other personal electronic devices during Before and After School Care or Vacation Care programs. Devices may only be accessed under direct staff supervision and only for medical, educational, or wellbeing purposes approved by the Nominated Supervisor.

Personal devices must be stored securely and out of sight during all sessions unless an exemption has been granted.

When children are using a service-owned device for educational purposes (e.g. iMovie on an iPad), the device is locked to that application so that no other functions or applications can be accessed.

Behaviour

For safety, all children must abide by the centre's behaviour expectations. Arabanoo does not tolerate behaviour that affects the enjoyment and safety of other children, staff and parents/carers using the centre. Arabanoo reserves the right to suspend or exclude a child or parent/carer from the Centre. This will be following consultation with parents/carers and Arabanoo staff.

Please refer to Behaviour Policy & Interactions with Children Policy – [Available on our website](#)

Emergency Care

If a child is not picked up from Arabanoo and staff are unable to contact the parents/carers or nominated contacts by the allotted time (up to 30 minutes past closing time) the police and Family and Community Services will be contacted and the child placed in their care. For this reason, it is essential that parents/carers notify the centre if they are delayed and make every effort to organise a contingency plan for the safe collection of their child/children.

Mandatory Reporters

Arabanoo staff are mandatory reporters and have a duty of care to report anything that they see fit. Mandatory reporting is the legislative requirement for selected classes of people to report suspected child abuse and neglect to government authorities.

Communication

Face to face contact with staff is really important, please say hello to our friendly staff at drop off and pick up. Parent/carers can view information about the program and menu in the centre and via the OWNA app. We value all feedback and take your comments and suggestions into consideration for future programming. Information is placed on the sign in/out desk and you can also view the Day Diary or visit the OWNA app. The Day Diary and OWNA are an account of the events and activities of written/posted by staff and children.

A fortnightly email and OWNA posts are our main method of regular communication with parent/carers. It includes important information about the centre. Arabanoo also submits a small weekly item to the school newsletter to keep families in the broader school community up to date with what is going on.

If we are to continue to improve our service **your feedback about the service is essential**. From time to time we may send a questionnaire. The questionnaire is a valuable tool in gathering information on our members' opinions of the service and we encourage you to provide specific feedback in your comments.

Family Involvement

Families are a key element in all child care programs and this includes Before and After School Care. We recognise that the centre is used predominantly by working parents/carers who may be limited in the time they are able to spend at the service. However, it is important that families feel confident and welcome to work in partnership with the service

to promote positive outcomes for their children. It might be that your workplaces can offer interesting vacation care excursions; such as visits to military bases, local sports arenas, newspaper offices etc. Please contact the Arabanoo Office if you have ideas for suitable activities/excursions.

We hold a termly mini fete, which all families are encouraged to attend and get involved in some of the fun activities.

Complaints and Grievances

The staff and management of Arabanoo strive to create an open and honest rapport with each of their staff and families. If at any time you wish to discuss a particular concern, please feel free to talk to a staff member regarding your idea or issue. If the issue you raise is outside of the staff members or director's responsibilities the matter will be passed on to the Parent Management Committee (PMC). If the complaint is not handled by the service to the satisfaction of the person making the complaint they should discuss the issue with the President, either verbally or in writing (pmc@gmail.com). If your complaint is about the PMC the Ombudsman can be contacted on 1800 451 524.

Please refer to Complaint Handling Policy – Available on our website

POLICIES AND PROCEDURES

According to Regulation 168, the approved provider of a Before and After School Care must ensure that the service has in place policies and procedures in relation to the following;

- a) health and safety, including matters relating to:
 - (i) nutrition, food and beverages, dietary requirements; and
 - (ii) sun protection; and
 - (iii) water safety, including safety during any water-based activities; and
 - (iv) the administration of first aid;
- (b) incident, injury, trauma and illness procedures complying with regulation 85;
- (c) dealing with infectious diseases, including procedures complying with regulation 88;
- (d) dealing with medical conditions in children, including the matters set out in regulation 90;
- (e) emergency and evacuation, including the matters set out in regulation 97;
- (f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;

- (g) excursions, including procedures complying with regulations 100 to 102;
- (h) providing a child safe environment;
 - (i) staffing, including—
 - (ii) a code of conduct for staff members; and
 - (iii) determining the responsible person present at the service; and
 - (iv) the participation of volunteers and students on practicum placements;
- (j) interactions with children, including the matters set out in regulations 155 and 156;
- (k) enrolment and orientation;
- (l) governance and management of the service, including confidentiality of records;
- (m) the acceptance and refusal of authorisations;
- (n) payment of fees and provision of a statement of fees charged by the education and care service;
- (o) dealing with complaints.

In becoming a member of Arabanoo you are committing to abide by its terms and conditions and adhere to all relevant policies and procedures. All policies are available on request or in the Centre on the sign in desk. The policies are updated regularly and all families, staff and management are invited to contribute to the review process. Families must agree to abide by the procedures detailed in these policies as a condition of enrolling their child in the service.

THE NATIONAL QUALITY FRAMEWORK

In 2012, there were various regulatory changes which impacted the Child Care Services Industry. As part of these changes Arabanoo, along with all OOSH centres around Australia, were required to implement the National Quality Framework and adapt to the new National Laws and National Regulations. As part of the NQF, Arabanoo has developed a Quality Improvement Plan (QIP) (Regulation 55) a copy of which can be requested by parents. Development of the QIP requires staff to reflect on the service offered by the centre and evaluate its strengths and weaknesses against the 7 quality areas of the National Quality Standards. Through this process, staff will identify areas for improvement and implement improvements.

The 7 Quality Areas are:

QA1 - Educational Program and Practice

QA2 - Children's Health and Safety

QA3 - Physical Environment

QA4 - Staffing Arrangements

QA5 - Relationships with Children

QA6 – Collaborative partnerships with families and communities

QA7 – Governance and Leadership

ACECQA (Australian Children's Education & Care Quality Authority) through the National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care. The National Quality Framework took effect on 1 January, 2012 with key requirements being phased in over time. The National Legislative Framework consists of:

- The Education and Care Services National Law (“National Law”)
- The Education and Care Services National Regulations (“National Regulations”).

The purpose of the National Law is to create a jointly governed and uniform national approach to the regulation and quality assessment of education and care services. The National Regulations set out application processes, the process for rating and assessments, minimum operational requirements and review of decisions, and make arrangements to move existing services into the National Quality Framework.