



Located on the Western Campus of

Balgowlah Heights Public School

9b Lewis St, Balgowlah Heights,

NSW, 2093

Office: 02 9948 6722

Mobile: 0421 014 308

Email: admin@arabanoo.com

Website: www.arabanoo.com

Centre Director: Rowan Friend

January 2020

OUR PHILOSOPHY

At Arabanoo we are advocates for play and exploration. We provide a safe and welcoming environment that enables our children to feel part of a community. Our children are given the opportunity to explore, be creative, express themselves and most importantly have fun.

We are reflective and strive to continually improve to meet the needs of our children and families. We encourage open communication between our school and our families and working collaboratively we hope to ensure our children feel safe, secure and have a sense of **belonging**.

Here at Arabanoo our main aim is to support our children's development by teaching lifelong skills such as independence, resilience and cooperation, while encouraging self-expression and a sense of **being**.

We always promote politeness and believe children should learn the consequences of personal acts, showing increasing levels of respect and sensitivity for others. Thereby **becoming** more aware of their potential to contribute positively to the wider community. Children are encouraged to care for their world and its future.

At Arabanoo we treat everyone equally and encourage children to be inclusive. We promote every child's voice, rights, agency and strongly believe Arabanoo is inspired by ALL our children families and staff.

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INTRODUCTION AND OVERVIEW

Arabadoo 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). Arabadoo 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 Arabadoo safe, fun and stimulating. The Centre, established in 1994 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 Arabadoo parents/carers.

Arabadoo 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. Arabadoo are licensed for 119 places in the morning, 145 places in the afternoon and 145 places during vacation care.

Arabadoo 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, Arabadoo provides a variety of age appropriate activities including arts and crafts, after school sports such as basketball, cricket, gymnastics, scootering and soccer. Additionally, we run supervised cooking, drama, eco warriors, gardening, homework, kindy and mindfulness and meditation clubs. Arabadoo also offers a wide variety of charged activities such as archery , musical theatre, unicycling and yoga. The program can be viewed weekly on the wall next to the kitchen door.

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 in Qikkids 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: 7.15 - 9am
- After School Care: 3.05 - 6.30pm
- Vacation Care: 7.30am - 6pm

Arabanoo is open on all 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 when the centre is closed over Christmas. 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.arabanoo.com

PARENT MANAGEMENT COMMITTEE

Positions change throughout the year, please see the current list displayed on the parent information board in the Centre.

Parents/carers can contact the PMC directly if required.

PMC Email: pmc@arabanoo.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 Qikkids. 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

Missing Child

If a child has been signed in but is not present at a roll call, or is booked in to After School Care but does not arrive, our missing child procedure is triggered.

1. Radio all educators, especially the Extra Curricular educator to see if they have seen the child/children.
2. At least one educator is sent to check around the classrooms, playground, toilets, out of bounds areas, hall for band, netball courts & Kiss and Drop.
3. Notify management that there is a missing child.
4. Call a Code Black (See Emergency and Evacuation Policy). Ask children if they know the whereabouts of the child/ren and conduct a roll call. Put a message out on Arabanoo's loud speaker (asking the missing child to make themselves known to an educator)
5. Contact the child's parent/carers/emergency contacts, leaving messages if no contact is possible. Educator will take note to ask what the child was wearing.
6. Arabanoo educator will ask the BHPS office staff for assistance in searching for the child in the school area. The principal should be made aware of the situation at this point.

7. 25 minutes after noticing the child was missing and if no contact has been made with a parent/carer or emergency contact, the police are contacted.
If contact has been made with the parent/carer, emergency contact or someone knowing the whereabouts of the child/ren these leads will be followed up and the police will not be contacted until the lead is followed up.
Leads are followed up for 10 minutes even if this exceeds 25 minutes since first noticing the child is missing.
8. If the child still cannot be located after 10 minutes, and this exceeds 25 minutes since first noticing the child is missing, the police are contacted.

Extra-Curricular Activities

Extra-curricular forms are available from the centre and must be fully completed, signed and authorised if your child has an activity whilst at the centre. e.g. a music lesson or stay safe rangers.

Please refer to Acceptance and Refusal of Authorisations Policy.

Breakfast & Afternoon Tea

A nutritious breakfast is offered every day including cereal, fruit, milk and a special option for all children. Breakfast is served from 7:15am - 8:15am. Afternoon Tea is served from 3:05 - 3:35pm. Afternoon tea is provided daily 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 and milk are always provided. Consideration is given to children with dietary needs.

Please refer to Nutrition Policy

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 Medical Management 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 call and leave a message at Arabanoo that your child will not be attending that day. The school does not pass this information on.**

The recommended exclusion for infectious diseases can be found through NSW Health at:

<http://www.health.nsw.gov.au/Infectious/factsheets/Pages/childhood.aspx>

Please refer to Administration of Medication Policy, Dealing with Medical Conditions Policy and Illness and Infectious Disease Policy.

Asthma & Anaphylaxis Plan

Parents/carers of children who suffer from asthma, known allergies and anaphylaxis are required to complete a Medical Management Plan. **An appropriate form is available from the Arabanoo office and should be completed by a doctor (including a passport sized 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 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

Anaphylaxis

Arabadoo are 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

Sun Safety

Arabadoo is a sun safe centre, we follow the same rules as BHPS for sun safety which is 'no hat, play in the shade!' when UV is 3+. SPF 30+ 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. Either a **full broad brim or bucket hat will be 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 Arabadoo hat. A laundering fee and a lost hat fee applies.

Please refer to Sun Protection and Fees Policy

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 or through the My Family Lounge website prior to the end of each term.
- 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 or through the My Family Lounge website. If less than the 8 week minimum requirement has been served then used sessions will be converted to the casual rate.
- Please ensure you are aware of our operating hours -
Before School - 7:15 - 9:05am
After School - 3:05 - 6:30pm
Vacation Care - 7:30am - 6pm

Contact the centre for up to date hours.
Times above correct as of January 2020.

- 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. 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

Casual places are available to families that need irregular bookings. **These bookings are subject to availability. Cancellation of a morning booking is required by 2.15pm the day before and by 1pm on the day of attendance for afternoon bookings, otherwise the fee is payable.**

Payment is due before or on the day of attendance.

Casual bookings for Before School Care can be made by contacting Arabanoo or booking in via The My Family Lounge, or from 7.15am on the morning of attendance.

Casual bookings for After School Care can be made by contacting Arabanoo or booking in via The My Family Lounge no later than 2.15pm on the day of attendance. Places are subject to availability. Upon confirmation, you will 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	<i>For current fees, see appendix 1</i>
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 (Early Bird Booking Rate/Standard Rate)	7.30am - 6pm	<i>Vacation Care fees vary depending on the activity. See the current Vacation Care Booking Form for fees.</i>

Vacation Care booking forms will be available 4 - 6 weeks prior to the end of the school term. All bookings must be made and paid before the booking deadline. The early bird deadline for Vacation Care is stated on each booking form, usually 1.5 weeks before Vacation care

commences. Early bird rates apply. After this date the standard rate applies. No credit or refunds are given once the booking deadline has closed, unless a medical certificate has been supplied or we are able to fill the spot. Arabanoo reserves the right to cancel a day or activity if we do not get the required number of children to cover our costs.

BHPS students receive one week priority booking.

4. Other Fees

Non-Notification Fee - Activity (NNA)	<i>For current fees, see Appendix 1</i>
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 advance by direct debit (Debit Success) using either a nominated credit card or bank account. A statement is sent a 2/3 days prior to the fortnightly funds being taken.

For current costs associated with Debit Success see Appendix 1 of our Fees Policy.

Non Attendance

Please inform us via My Family Lounge, phone or by email 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.

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

Arabadoo closes at 6.30pm during Term Time and 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.

CHILD CARE SUBV (CCS)

Please contact Centrelink to register – 13 24 68

CENTRE RULES

Behaviour

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

Please refer to Behaviour Policy & Interactions with Children Policy.

Emergency Care

If a child is not picked up from Arabadoo 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

Arabadoo staff are mandatory reporters and have a duty of care to report anything that they see fit. Duty of care applies to a range of situations and can be briefly described as an obligation that a sensible person would have in the circumstances when acting towards others and the public.

Communication

Face to face contact with staff is really important, please say hello to our friendly staff at drop off and pick up, or contact us to arrange a private meeting. Parent/carers can view information about the program and menu on the wall by the kitchen and there is also a Parent Information noticeboard. We value all feedback and take your comments and suggestions into consideration for future programming. Information is placed on the sign in/out table and you can also view the Day Diary and the application Kinderloop. The Day Diary and Kinderloop are an account of the events and activities of written/posted by staff and children.

A fortnightly email is 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.

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 approach the Director regarding your idea or issue. If the issue you raise is outside of the 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@arabanoo.com). If your complaint is about the PMC the Ombudsman can be contacted on 1800 541 524.

Please refer to Complaint Handling Policy

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 strategise/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 - Partnerships with Families and Communities

QA7 - Leadership and Service Management

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.

Appendix 1 – Fee Structure

Before School Care

Permanent	\$16.00
Casual	\$18.00

After School Care

Permanent	\$25.00
Casual	\$29.00

Debit Success Fees - All Debit Success Fees exclude GST.

Bank Account per transaction	\$0.88
Visa/Mastercard calculated on transaction value	\$1.87%
Amex calculated on transaction value	\$4.4%
Per failed or returned transaction attempt (we will contact you if this occurs and allow time to sort before transaction is attempted again)	\$14.95

Sundry Fees

Failure to notify non-attendance	\$11.50
Failure to notify attendance or changes to an extra curricular activity	\$11.50
Late pickup after closing time -	
First 15 minutes or part thereof	\$27.50
Each minute over 15 minutes	\$1.10 p/min
Hat Laundry Fee - (Applied per daily use)	\$5.50
Lost Hat Fee - (Applied when a hat is not returned by the Friday of the week of use, daily fees apply)	\$16.50

Appendix 2 - Management Staff (January 2020)

Centre Director - (Nominated Supervisor)

Rowan Friend - Originally from the UK, Rowan has been at Arabanoo since July 2013 and has over 20 years experience in sports coaching and over 13 years in childcare management. He has a degree in Leisure Management and Diploma in Playwork. His main responsibilities include overseeing all aspects of running the centre, policies and procedures and finance.

Contact Rowan - rowan.friend@arabanoo.com

Assistant Director - People & Education (Educational Leader)

Jennifer Giddins - Also from the UK, Jen joined Arabanoo in February 2017 after a career change from Primary School Teaching. She has a degree in Primary Education and English Literature with a Teaching Certificate.

Jen specialises in Early Years working closely with Kindergarten and Year one children. Her main responsibilities include staffing, programming and the Quality Improvement Plan (QIP).

Contact Jennifer - jennifer.giddins@arabanoo.com

Assistant Director - Operations & Service Management

Mariah Veerbeek - Mariah has an advanced diploma in Business Secretary & Office Management and has completed a Cert IV in Children's Services. Her main responsibilities include enrolments, planning our vacation care program, managing extra-curricular activities and maintaining medical records.

Contact Mariah - Mariah.veerbeek@arabanoo.com