



Eaton St Centre

play. discover. grow

Family **Handbook**

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Our Philosophy

We acknowledge the Traditional Owners and Custodians of this land, the Wangal people and pay our respects to their families and Elders, past, present and emerging. We acknowledge the knowledge and histories of the Wangal people and the intrinsic connection to land and country passed through generations.

Our Philosophy is guided by our local context, the spirit of Balmain Public School and Father John Therry Catholic Primary School, the National Quality Standard and the My Time Our Place learning framework.

All children are unique. All children are individually assessed and given equal opportunity.

Our Philosophy - continued

We strive to provide children with opportunities to discover, play and grow while in our care. All of our children are valued and their contributions to our environment respected. We expect that the values of inclusion and equity are upheld by all stakeholders. Each voice, when valued and respected, can contribute positively to our chorus.

Our Program encourages children to take initiative and make choices regarding their learning and environment.

Our programming reflects the incorporation of children's voices. Each child's knowledge is valued and can be used as a tool for enhancing the learning experiences of others. Within an open, comfortable and safe environment children can be exposed to challenging experiences that they might not find away from School Aged Care.

We believe in the value of leisure and play-based learning alongside intentional teaching strategies, as it inspires children to take initiative in their own development. Play-based learning helps to promote the value of creative thinking in their education, their relationships and future life. For us, supporting and stimulating our children's creative agency is one of the most exciting and valuable experiences in providing care to School Aged Children.

ESC recognises that our families are active members of a wider community.

We value our place within a broader network of children's development and take pride in being a community-based service. To work within these networks entails that we work in cooperative partnerships with our families and schools. As a result, we find that children gain a strong sense of their own identity when they are conscious of their own place within the broader world and are enabled to connect to it in multiple, meaningful ways.

We believe that secure, trusting relationships are the foundation of children's and staff development.

We value the relationships formed in our centre, as they become the foundation for the social, and emotional skills of our children in the years to come. As such, we actively facilitate the interaction of all of our children together regardless of their background, culture, abilities and interests. It is vital that children leave us with an open mind towards the people around them, and the world they live in.

Our staff are highly competent and bring together a diverse range of interests and skills.

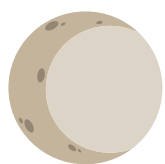
We strive to give our children the highest possible quality of care.

Our Services

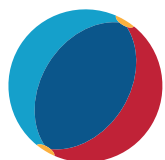
Our service caters to primary school aged children (5 to 12 years).



Before School Care:
7:00am to 8:30am
During school term



After School Care:
2:30pm to 6:00pm
During school term



Vacation Care:
7:00am to 6:00pm
Monday to Friday

Eaton Street Centre provides Before and After School Care, and Vacation Care for primary school aged children from Balmain Public School and Fr John Therry Catholic Primary School. We are a non-profit, community-based, independent, Incorporated Association and do not receive government funding.

Our office hours are 9:00am – 2:00pm

Our service is closed on all NSW public holidays. We are closed in December/January of each year for a period of three weeks, with this period determined by school finishing dates.

We are licenced to operate with 145 children for Before and After School Care sessions.

The Centre is managed by the Centre Director and a group of volunteer parents who are elected annually to the Parent Management Committee. To provide effective management and quality services, the Parent Management Committee meets regularly to discuss issues involving the Centre. Parents are welcome to share interests and skills with the service and to express their views on the operations of the service.

Contact Information

PHONE 0476 277 711

DIRECTOR Xavaier Graves

EMAIL care@eatonstreetcentre.com.au

PHONE 0413 232 327

ADDRESS 1 Eaton Street, Balmain

EMAIL centredirector@eatonstreetcentre.com.au

Management Structure

Approved Provider: Parent Management Committee

2024/25

Jean Mostyn (President)

Rahat Khan (Vice President)

David Loch (Treasurer)

Lisa Whitehead (Secretary)

Erica Lewin (Staff Liaison Officer)

Amy Palmer (BPS + FJT Liaison Officer)

Lucinda Lockett (Public Officer)

Chris Whitmore (General Committee Member)

If you wish to contact the Parent Management Committee, please email care@eatonstreetcentre.com.au and we will forward your enquiry on.

Nominated Supervisor: Xavier Graves

Centre Director: Xavier Graves

Educational Leader and Vacation Care Coordinator: Sione Filitonga

Responsible Persons on Duty:

Xavier Graves

Sione Filitonga

Hugo Alley

Palkesh Mishra

Samantha Boediman

Zoe Newton

Lily Borg

Oliver Scott

Kindergarten Contacts:

Xavier Graves

Sione Filitonga

Zoe Newton

Ella Shield

Our Educators:

Our team photographs are displayed at the message board where families sign their children in and out of care.

Our Commitment

Eaton Street Centre is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Eaton Street Centre. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect.

Our service is made up of a team of high-quality professional educators that are committed to and passionate about school aged care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and remain up to date with knowledge of child protection law.

We have zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by Eaton Street Centre management. We request that you contact our Nominated Supervisor if you have any concerns: Xavier Graves on 0476 277 711 or email at centredirector@eatonstreetcentre.com.au.

The Code of Conduct establishes and upholds the standards for all employees of our service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

We have tailored our own Code of Conduct for all stakeholders of Eaton Street Centre. This is attached to your welcome pack.

Fees and Payment

Below is our full fee schedule, before Child Care Subsidy (CCS) has been applied.

Permanent Before School Care:	\$17.75 per session
Casual Before School Care:	\$19.84 per session
Permanent After School Care:	\$26.10 per session
Casual After School Care:	\$28.19 per session
Vacation Care Incursion:	\$85.00 per session.
Vacation Care Excursion:	\$95.00 per session.
Vacation Care Incentre:	\$80.00 per session

Additional Fees

New families are charged a once off, non – refundable administration fee of \$50.00. This will be charged to your account within the first month of commencing care.

Bond

As per the Eaton Street Centre Fee Policy (February2020), all families are required to pay a bond to secure their placement.

The amount is determined by your billing cycle.

Weekly billing cycle - \$150
Fortnightly billing cycle - \$300
Monthly billing cycle - \$600

All new families will be informed via email when the bonds have been added to their accounts. Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

Penalties

Non-notification of absence (from After School Care): \$10.00per child/ASC session.

All families are required to notify us of their children's absences for After School Care sessions only as we sign them into care. Before School Care sessions do not carry a penalty as parents/carers sign their own children in.

Late collection fee: \$5.00/per minute/per child

Statement of fees

Eaton Street Centre engages the services of an external Bookkeeping and Accounting firm called CHAMP Enterprises. Each week CHAMP will send you a statement via email. These statements will be sent on either Wednesdays or Thursdays of each week. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the Nominated Supervisor as soon as possible. If you have any queries regarding your account, you can contact CHAMP directly via email at champ@champenterprises.com.au or via phone on (02)4739 0739.

Childcare Subsidy (CCS)

Payment methods

Your online enrolment form requires a direct debit to be set up as a condition of your enrolment at Eaton Street Centre. Debit Success is the gateway system we use for all debits. Your billing cycle is determined by you, weekly, fortnightly or monthly. We bill one week in arrears due to Child Care Subsidy being a pending entitlement.

Please note that additional charges will apply for any failed transactions as a result of insufficient funds. You will need to agree to the terms and conditions of these charges once you setup your Debit Success account online via your enrolment form.

Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of childcare aged 0- 13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of childcare service and where the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the myGov website. This include completing the childcare Subsidy activity test. Child Care Subsidy is paid directly to our service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fees charged by our service and the subsidy amount received. This is called the 'gap fee'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the at attendance and ensure that you are receiving the appropriate subsidy.

For Further information regarding CCS, please contact the Federal Department of Human Services (Formally FAO) on 13 61 50 for details on how to register and confirm your enrolments via the CWA (Complying Written Agreement).

Allowable Absences

Parent/guardians must notify the service by 2:30pm if a child will be absent from an After School Care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a \$10.00 fee applies for failure to notify us of your child/ren's absence.

We encourage families to notify the service as soon as possible if your child will be absent for any day or session you have booked. Absences are notified to the service by email (care@eatonstreetcentre.com.au) or through the My Family Lounge App. We have attached a guide to your welcome pack.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to us about additional absences.

You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your Centrelink online account. You can also do this using the Express plus Families mobile app

Eaton Street Centre does not charge families for public holiday closures. If your child has not attended our service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS. This is a DESE ruling, not an Eaton Street Centre rule. We are able to reactivate enrolments very easily so that CCS will be applied to your account if this occurs.

Enrolment

Signing in/out of care and authorisations

Only parents/carers or authorised persons will be permitted to sign children in and out of the OOSH service. If someone who is not listed on the authorisations is collecting your child, please email care@eatonstreetcentre.com.au to notify us of this. Educators may request to see photo identification from authorised persons while collecting a child from an OOSH service.

Children under the age of 16 cannot collect a child in care at the service. If your child is over the age of 16 and you would like for them to collect your child, please fill out the Authorisation to collect form found on our website or requesting it from our Nominated Supervisor. You will then need add them to your child's enrolment form as an additional contact.

Enrolment Information

Prior to your child commencing at our service, you will be required to complete an online enrolment form, provide documentation and pay the bond and administration fee. If you require assistance completing the enrolment form, please contact our Centre Director.

It is the duty of the Parent to ensure that all information on the enrolment form **MUST** be correct and accurate and be regularly updated and reviewed by you in case of any changes.

Family law and access

Our service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our service. We will only allow children to leave the service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance to our Record Keeping and Retention Policy.

Authorisations

We require authorisations for various aspects of our service, these authorisations are outlined within our enrolment form. These authorisations include the authorisation to administer medication (including life saving medication such as Ventolin™ and/ or EpiPen™ as well as authorisation to allow photographs for marketing or documenting children's learning as well as sunscreen application. We will regularly review enrolment forms to confirm any authorisations. Please let us know if there are any changes where authorisation or consent is changed.

National Quality Framework

National Quality Framework Our services are guided by the National Quality Framework (NQF). The NQF was designed to ensure children have access to quality OOSH experiences. From time to time an Authorised Officer from the Early Childhood Education and Care Directorate may visit our services to review our practices and undertake an Assessment and Rating process. Your input into this process is important and you may be asked to participate in discussions and/or surveys on what you think about the service. For additional information acecqa.gov.au/nqf/about/guide

School Aged Care Framework

‘My Time, Our Place’ is the name of the school aged care framework which sets outcomes for children engaging in OOSH experiences. The ‘My Time, Our Place’ framework guides educators in the planning, implementation and evaluation of children’s play, leisure, and learning experiences. We have copies of the ‘My Time, Our Place’ available at our services for you to read at any time. <http://acecqa.gov.au/sites/default/files/2023-02/MTOP-2022-V2.0.pdf>

Regulatory Authority

Our service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW. To contact our Regulatory Authority, please refer to the contact details below:

NEW SOUTH WALES

Early Childhood Education Directorate

NSW Department of Education phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

www.education.nsw.gov.au/ email: ececd@det.nsw.edu.au

Documentation of Children’s Learning

Children’s learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. At Eaton Street Centre, we use an online platform for sharing our weekly program called Kinderloop. You will receive an invitation to join Kinderloop via email. You can add the Kinderloop app to your phone, iPhone or Android devices and receive notifications, general and personalised to your children.

Health, Hygiene, Safety and Medication



Health and Hygiene

We aim to provide an environment in which children will have their individual health needs supported. Effective hygiene practices are implemented to control the spread of illness, infection, disease, and to manage injuries. Practices will ensure every reasonable precaution is taken to protect children from harm and hazard.



Medication

Eaton Street understands that from time-to-time children in care may require prescription medication. Medication will only be administered when we are notified via email and a Medication Record will be kept for this administration. We will always confirm with parents in the event that a child may require Panadol™ or Nurofen™ while in our care.



Sun Protection

When outdoors children will be encouraged to wear sun safe clothing with sleeves and covered necklines. Bucket and broad brimmed hats are recommended. SPF 30+ or higher broad-spectrum water-resistant sunscreen will be available at the service for children and educators to use.

Infectious Diseases, Illness and Accidents

In cases of infectious disease, children will not be allowed to attend the service. If you are unsure of exclusion details, please contact us and we will be able to provide a copy of our Policy for you. If a child becomes unwell while at the centre, the parent/guardian will be contacted, and the child will be cared for and comforted until the parent or emergency contact arrives. In the event of an accident, staff will provide first aid. If the injury or illness is of a serious nature staff will seek medical assistance or call an ambulance as they see necessary. Parents will be notified by staff as soon as possible.

Medical conditions - Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any medical condition on the enrolment form.

Our service requires a Medical Management Plan or Asthma/Anaphylaxis/Allergy Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our service. We do not share medications with Balmain Public School or Fr John Therry Catholic Primary School.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA). We will send an email reminder out to you a month before your medication and/or action plan is due for renewal due to expiration dates.

Diagnosed disability or additional needs

If your child has a diagnosed disability or learning, behavioural or other diagnosed difficulty, please speak to our Nominated Supervisor at least two weeks prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.