ANZAC ROAD BASC HANDBOOK

# PARENT HANDBOOK FOR ANZAC ROAD BEFORE & AFTER SCHOOL CARE INC.

***This booklet contains information for Before and After School and Vacation Care.***

We service children from:

- Holy Family School
- Surrounding Schools

Last Updated OCT 2026

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## CONTACT DETAILS

For all enquiries including information regarding fees, changes to bookings or cancellations** please call/email one of the following:

**Anzac Road Before & After School Care (ARBASC):**

| | |
|---|---|
| Residential Address | : Anzac Road Before & After School Care, 1D Anzac Rd Bangor |
| Postal Address | : PO Box 282, Menai Central NSW 2234 |
| Phone | : 9541 4367 |
| Fax | : 9541 4367 |
| Hours of Operation | : Monday – Friday, 6.30am-9.00am & 2.30pm – 6.30pm (School Hours) |
| | : Monday – Friday, 7.00am – 6.00pm (Vacation Care and Pupil Free Days) |
| Email | : educators@anzacroadbasc.com.au |
| Website | : www.anzacroadbasc.com.au |

## IMPORTANT INFORMATION

REMEMBER to please inform our Centre Educators by calling 9541 4367 (and please leave a message if no one answers) and we will call you back if necessary or send us an email at educators@anzacroadbasc.com.au

- When your child is sick or is going on holidays
- Someone different is picking up your child that is not listed as authorised person to collect throughout the nominated year.
- If you are no longer working or studying
- Custody/access arrangement guidelines have changed
- You have changed your place of employment and contact details
- Emergency or authority to collect contacts have changed
- You need to terminate the booking
- A change in your employment necessitates a change in your booking
- You have difficulty paying
- Your child is having trouble at the Centre
- Your child is diagnosed with an allergy or a specific medical condition not detailed in the Enrolment form
- If you are moving and your address and telephone number changes.

## ABOUT BASC (Before & After School Care Child Care)

Anzac Road Before and After School Care Service is a non-for-profit organisation and is incorporated. Anzac Road BASC is located on the Holy Family School premises. Our Centre provides quality childcare for children aged 5 – 12 years old offering a developmentally appropriate program aimed at all ages and abilities of the children. The majority of children are enrolled at Holy Family Primary School though enrolments are also encouraged and welcomed from other public and private schools within the local community.

Types of care we offer:
Before School Care is for children who require care before school hours. The three options for breakfast are: toast (Jam, Vegemite/ Butter or Honey) or cereal (Weetbix, Cornflakes and Sultana Bran) as well as the menu items prepared by an Educator, according to the Centre Breakfast Menu located on the wall near the quiet room entrance and listed on our website. Activities provided during before school care include arts, crafts, games, reading and sports.

After School Care is for children who require care after school hours. A healthy afternoon tea is provided and prepared by the Educators. The Centre menu is located on the wall near the quiet room entrance and listed on our website. Activities provided during after school care include arts, crafts and games and outdoor activities including a variety of sports.

Food bought in from outside the Before and After School Care is not permitted.

Vacation Care is for children who require care during the school holidays. We offer Centre themed days and or incursions usually planned on Monday', Wednesday's and Friday's and if we go on an excursion this is usually planned on Tuesday's and Thursday's. Food must be provided by Parents/Carers unless otherwise stated on the Vacation Care program.

Pupil Free Days and Staff Development Days are treated as Vacation Care Days. You will be notified of this in writing.

### OUR MISSION
"To provide quality out of school hour's service for students of primary school age within the community."

### PRIORITY OF ACCESS
Our OOSH Service provide the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require that care, based on work and study commitments. The guidelines are as follows below: If you require further information, please visit www.dese.gov.au

- First priority is given to children at risk of serious abuse or neglect.
- Second priority is given to children of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Third priority is given to any other child.

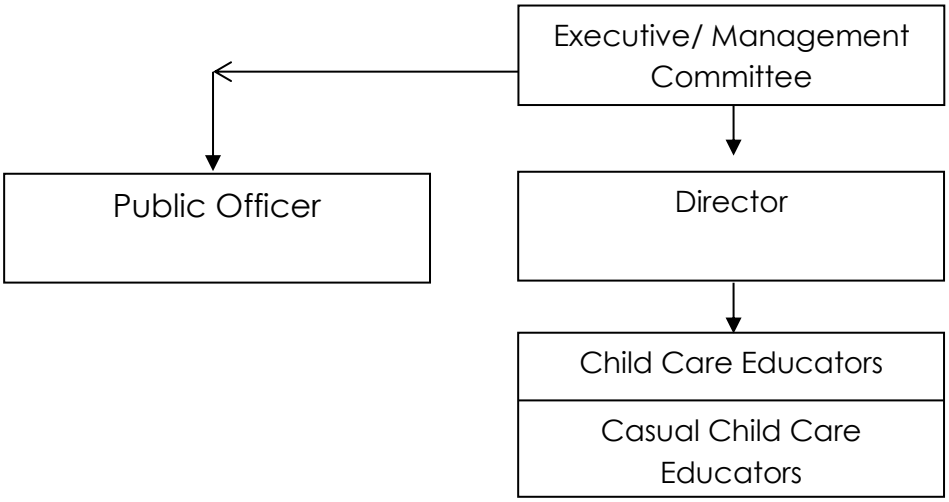
The Centre aims to provide places for all children needing care, however our session places are limited.

**MANAGEMENT STRUCTURE**

As we are a non-for–profit organisation, the Centre is run by a voluntary Management Committee and managed by a Director. The Committee consists of an Executive and Management Committee formed by parents using the Centre.

The Committee and the Director have implemented policies and procedures to ensure the Centre is run efficiently whilst providing a safe and enjoyable environment for the children.

If you have any concerns, issues or suggestions for the Committee, it is best to put your concerns, issues or suggestions in a written letter addressed to the Committee and hand in to the Centre. Alternatively you can email the committee directly on committee@anzacroadbasc.com.au in which the Committee will endeavor to answer your concern, issue or suggestion. Below are the parents that make up the Parent Committee.




**ACCREDITATION**

Anzac Road Before and After School Care comply with the 7 Quality Areas within the National Quality Standards. It also utilises the My Time, Our Place Framework for School aged children in Australia in its programming. The Accreditation process ensures that our centre continually strives to maintain and improve all aspects of the service. Our Centre is committed to this high standard of care. You're welcome to read some of the publications about the system for further information.

**STAFFING**

At all times, there are a minimum of two staff members on the premises supervising the children. The OOSH Director and BASC Child Care Educators have appropriate qualifications and work as a team to provide an environment of high-quality care for your child, therefore creating a harmonious, caring and friendly environment for the children. All full-time staff have a current First Aid Certificate and all Educators have undertaken a Working with Children Check.

**HOURS OF OPERATION**

| | |
|---|---|
| Morning Session | 6.30am – 9.00am |
| Afternoon Session | 2.30pm – 6.30pm |
| Pupil Free Days | 7.00am – 6.00pm |
| Vacation Care | 7.00am – 6.00pm |

**HOW TO ENROL**
Complete an Anzac Road BASC Enrolment Form (with all supporting documentation listed on the enrolment form) & Direct Debit Form. Please ensure you complete in full as all information is required for enrolment. If your enrolment form is not completed in full or does not have all the required documentation attached, it will not be accepted.
**Note**: you are required to re-enrol your child each year.

Parents are notified each year via email and signage when re- enrolments occur for the following year. Parents can complete the online enrolment form:

We follow the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require that care, based on work and study commitments. The guidelines are as follows:

- First priority is given to children at risk of serious abuse or neglect.
- Second priority is given to children of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Third priority is given to any other child.

Anzac Road Before & After School Cares list of priorities will take place after the above guidelines are followed.

- Priority 1 – Existing Families with current days for 2026
- Priority 2 – Existing families adding a new sibling for 2027 with the same days a child/ren in priority 1
- Priority 3 – Remaining places will be offered to new families
- Priority 4 – Existing families who wish to swap or add additional days

**Types of Care Available**
Permanent care is for families requiring particular days of care on an ongoing basis. Casual care is available for families who require care on an irregular basis. Casual Care and Emergency Care is only available to families depending upon availability. Every effort will be made to accommodate requests, especially emergency care, however the Centre reserves the right to decline a booking when places are not available.

**Absent Children Notification**
It is important to verbally notify the staff or send an email if your child will be absent or going on holidays from any session. An answering machine is operating during the day if you are unable to contact the staff during Centre hours. Staff must be notified before 2:30pm on the day that your child is booked in.

It is important to make staff aware, so there is no unnecessary stress and time spent locating your child. If you do not notify the staff and they are required to make any phone calls to locate an absent child, the family may be fined $15.00 which will be added to the next scheduled fee payment.

**Bookings for Additional Sessions during BASC and Vacation Care**
Families attending BASC & VAC CARE who need an additional permanent booked session will need to notify the Director in writing. If there is a vacancy the place will be made available immediately, however if there are no vacancies, the child/ren are placed on a waiting list. When a position becomes available, families will be notified. If the family wish to accept or decline the position, this needs to be done in writing.

Casual bookings for Before or After School Care can be made the week that care is required. If you wish to make a casual booking for the week we are in, you can by calling Anzac Road BASC Ph: 9541 4367 or emailing educators@anzacroadbasc.com.au

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

If for any reason the phone is unattended, please leave a message and a staff member will contact you at our earliest convenience. It will be a case of first in first served for this service.
No casual bookings will be accepted if they are made prior to the week, we are currently in.
Please note that all casual bookings MUST be confirmed by an Educator.

**Cancellations of Bookings for BASC**
Families who wish to cancel a permanent session will need to provide this information in writing giving two weeks' notice to the Centre. Not including the Vacation Care period.
After this period fees will be adjusted accordingly. Families who wish to cancel a casual booking must notify the Centre the day before by 5.00pm. Any cancellations after this time period will be charged at the Casual BASC rate.

**Changes to Bookings for BASC and Vacation Care**
We are unable to swap booked days for different days as each day is organised independently with staffing, entertainment and transportation costs. We can offer additional days where vacancies are available.

**DROP OFF AND PICK UP REQUIREMENTS - SIGN IN/ OUT**
As part of CCS regulations and insurance requirements, ALL CHILDREN must be signed in when they arrive and signed out when they leave. The person signing must be 18 years or over and must be listed as an authorised person. Alternative arrangements must be communicated to the Director in writing or by phone. Should a child leave the school grounds whilst at BASC the staff will contact the family immediately whilst another member of staff follows the child. If the child does not return to the Centre within 15 minutes the parent/ guardian will be contacted in order to collect their child. Please remind your child/ren they are never to leave the Centre or school grounds whilst attending until they have been collected by an authorised person.

**COLLECTION OF CHILDREN - AFTER 6.30 PM BASC & 6.00 PM VAC CARE**
If your child has not been collected by closing time, 6.30pm BASC and 6.00pm VAC CARE, and no contact has been made by the parent / guardian to inform staff, then the staff will take the following steps:

- Attempt to contact parent/guardian.
- If unsuccessful, then emergency contacts on enrolment form will be contacted.
- At 7.30 pm BASC and 7.00pm VAC CARE- if no contact has been made, the staff will contact the Child Protection and Family Crisis Service and the child may be taken to the local police station by taxi.
- A phone call will also be made to the Executive Committee to notify them of the situation.

**FEES**

The costs are as follows:

| **BEFORE AND AFTER SCHOOL** | |
|---|---|
| Morning Session - Permanent | $ 22.50* |
| Morning Session - Casual | $ 24.50* |
| Afternoon Session - Permanent | $ 35.00* |
| Afternoon Session - Casual | $ 37.00* |
| Registration | $ 55.00* per year/per family |
| **VACATION CARE** | |
| Daily Fee | $ 70.00* per child/per day plus daily excursion costs |
| Registration | $ 10.00* per family each Vacation Care Period |
| Late Fee | $ 10.00* If forms are not returned within the time period allocated |
| **OTHER FEES** | |
| 9 + | Pending on what is programmed (currently on hold) |
| Special Events | Families will be notified |
| Dishonour Fee | If direct debit is declined families will be charged a $20.00* fee |
| No notification of child's absence | $15.00* |
| **LATE FEE FOR PICK- UPS AFTER 6.30PM (BASC)** | |
| 6.30 - 6.40 pm | $ 20.00* |
| Every 5 minutes after | $ 10.00* |
| **LATE FEES FOR PICK-UPS AFTER 6.00PM (VAC CARE)** | |
| 6.00 - 6.10 pm | $ 20.00* |
| Every 5 minutes after | $ 10.00* |

*Fees are subject to change; however, families will be notified in writing at least two weeks prior to any changes.

**ABSENT CHILDREN / VACATION CARE- FEES**

When booking your child into Vacation Care it is important to select your days carefully as there are NO REFUNDS OR SWAP OF DAYS once your form has been handed in or emailed. If your family feels they have a unique circumstance which should consider a refund or part of, you may place your request in writing to the Director. Your letter should explain the details of your circumstances and may be emailed to the Director - director@anzacroadbasc.com.au to be addressed at the next Committee meeting. It will be left to the discretion of the Committee and your family will be notified in writing of their decision.

**PUBLIC HOLIDAY FEE**

If a public holiday falls on the day of a permanent booking that you hold for Before or After School Care you will not be charged for this day.

**PUPIL FREE DAY & STRIKE FEE**

During any term, there is the possibility of Industrial action by the Teacher's Federation and Pupil Free days. There will be a charge for permanent bookings that choose to use the Centre on these days, if no booking is made there will be no charge. However, bookings are essential, and no child will be accepted if they are not booked in. The Centre will only operate if there is sufficient staff and numbers.

**APPLY FOR THE NEW CHILD CARE SUBSIDY**

Families that are not currently receiving childcare fee assistance will need to make a Child Care Subsidy claim online.

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

- Combined family income
- Activity level of parents
- Type of childcare service

Login to your Centrelink online account and complete your online form through MYGOV. Estimate what your new Child Care Subsidy might be, go to Payment and Services Finder. Family Assistance Office. Ph: 13 61 50.

When registering with the FAO please quote the following provider number:

| | **Before School CRN** | **After School CRN** | **Vacation Care CRN** |
|---|---|---|---|
| **Anza Road BASC** | 555 011 731 X | 555 011 732 T | 555 011 733 L |

**FEES**

***All fees are paid by Direct Debit only.*** Before & After School Care fees are weekly/ fortnightly payments and Vacation Care fees are weekly payments. Strict regulations are kept ensuring that this information is confidential. At the beginning of each term families will be sent a letter outlining the dates that the Direct Debit will be processed for Before & After School Care and Vacation Care families will be notified when completing a Vacation Care registration form.

Please ensure you have sufficient funds in your account to cover your childcare fees. If you have insufficient funds when your Direct Debit is due, please contact the Centre in writing by close of business on the Wednesday of the Direct Debit week. Direct Debit rejections will incur a dishonor fee payable by the parent (see current Schedule of Fees above)

In addition to the dishonor fee, Debit Success may charge additional fees. Please contact Debit Success for current fee schedule (02) 9191 4500.

**Late Payments and Termination of Placement**

Parents are encouraged to discuss any difficulties they may have in paying fees with the Director who will discuss the matter with the Management Committee. Applications for arrangements in the event of financial hardship should be made to the Management Committee in writing. If no previous arrangements have been made regarding late payment of fees, the Management Committee is entitled to terminate the child's placement after giving one week's written notice.

**Regular Decline of Direct Debit**

In the event that fees are late due to direct debits being declined because of insufficient funds, the Centre Director will send 2 reminder letters via email each of which will incur an additional charge as follows:

- First reminder: $20.00
- Second reminder: $30.00

In the event of reminder letters being issued more than twice in any 2-month period, the Management Committee reserves the right to terminate a placement without further reminders.

**Invoice/Statements**

- Before & After School invoice/statements are available in your Xplor App via the primary carer's account.
- Vacation Care invoice/statements are available in your Xplor App via the primary carer's account.

*The following policies and procedures are listed in alphabetical order*

**ACTIVITIES**
Play and social interactions are an important part of our sessions. The children will have access to a wide variety of safe, stimulating play opportunities such as arts, crafts, sports, games, music, drama, as well as quiet play, homework area and time to talk with staff and friends. Activities are planned and reviewed with the children. Please use our suggestion box, located on the front sign in table, to give your ideas and comments on our programs and activities. As 'messy activities' are a part of our program, children are permitted to bring a change of clothes to BASC. Aprons are supplied for the children and every effort is made to ensure that their uniform is kept clean, however this cannot be guaranteed.

**BEHAVIOUR**
Anzac Road BASC adopts a 'Hands Off' Policy. Physical aggression towards another person at BASC will not be tolerated under any circumstances. Should an incident occur a behaviour incident report will be completed, and the incident discussed with the parent/guardian. Continual incidents may require further attention or as a last resort may result in exclusion from the Centre.

When a child uses explicit language, they will be asked to complete a 'verbal slip'. This will identify the word/s, the meaning in which they were using it and what they could have said instead. The slip will then be shown to the parent / guardian.

**CODE OF CONDUCT FOR PARENT**
A Parent Code of Conduct helps to maintain an environment of respect throughout Anzac Road Before and After School Care. All members of the community have a right to an environment free from harassment and to converse comfortably in a positive and co-operative manner.

Parent/Guardian Responsibilities

- Use respectful language towards all educators
- Remain calm and polite when communicating with educators
- Communicate positively with all educators for example always speak in respectful tones and use positive language)
- Display respect for all people while at the Centre and not use raised voices or threatening language which might intimidate or humiliate educators, children, or any other visitors.
- Communicate positively with all children and under no circumstances approach another child whilst in the care of the Centre to discuss or chastise them because of actions towards your own child/ren
- Be a positive role model to children at all times when attending the Centre
- Follow the grievances / complaints procedure when expressing concerns or complaints to educators.
- Do not discuss any grievances in front of your child/ren regarding the Centre
- Report any observed hazards in the building or play areas that may cause injury
- Respect the Centre's property, other people's property, privacy, and confidentiality
- Whilst at the Centre parents must not be affected by drugs or alcohol.
- Work collaboratively with educators to resolve any behavioural issues their child may have
- Read the parent newsletters, notices via email and parent table, flyers and discuss any relevant issues with your child/ren when appropriate.
- Follow the Centres absence and cancellation procedures
- Accept cultural differences, differing needs and differing personalities

- Respect educator's preparation time during opening hours to make an appointment at a mutually convenient time if you wish to speak to an educator

A breach of this Code may have serious consequences including your child/ren losing their position/s at the Centre and/ or a mandatory report to authorities. Aggressive and abusive behaviour towards Educators or anyone else in the Centre is unacceptable and will not be tolerated.

**ENTERTAINMENT & SOCIAL MEDIA**
On occasions, DVD viewing may be organised. DVD's and movies at the Centre and during Vacation Care are G/PG rated, and a permission slip is provided for families on enrolment form and vacation care forms.

Personal video games, mobile phones, IPOD's and any other personal electronic devices or toys are not permitted whilst attending BASC and Vacation Care, unless stated on the program as part of the day activities. If children bring these to the Centre they will be confiscated and returned to the child upon pick up.

Educators are responsible for updating the service's but will not post names or recognisable photographs of staff, children, visitors or family members on the website without written permission. The Centre will always ask for consent if we wish to display an image with a child's face, and/or the child's face will be covered to in all social media posts. The Educators will also not post details on any social media regarding excursions or upcoming social outings in advance of the event.

**EXCURSIONS- Vacation Care**
Excursions are planned for the children's enjoyment. The Centre aims to include new ideas, new challenges, physical activities and old favourites. The children are involved in the planning of excursions and asked for their feedback and ideas. Even though excursion days are compulsory, due to staff members, all excursions are planned to cater for all the children attending. In some circumstances, the children are split to cater for 'appropriate age' experiences.

**EXPECTATIONS OF OUR CENTRE**
To achieve and maintain a positive and cooperative environment within the Centre all the Educators, children and visitors are asked to respect the expectation below:

- To stay in the area of BASC and its boundaries
- To wear our hats and shoes when outside
- To listen to each other
- To clean up after ourselves
- To look after our toys, games and equipment
- To be respectful
- To care for our belongings
- To leave native plants and natural things alone
- To tell an adult if going for a drink or to the toilet
- To walk inside
- To sit down inside when eating or drinking
- To be included and to include others in our play
- To express how I feel
- To be treated as an individual.

**FAMILY/STAFF COMMUNICATION**
Our Centre is a small part of your busy day so to ensure you are up to date with 'what's happening' we have several methods to keep you in touch and to exchange information.

The sign in/out table where the roll is located displays information about our BASC events, the BASC program, the previous week's evaluation, and other relevant childcare information. Also, on the sign in/out desk there is a wide variety of community services and information. If you would like some information regarding community referral agencies etc, please feel free to browse through the information or ask an Educators for assistance.

Families will be emailed all invoices, newsletters, and any information regarding special events or any information regarding the Centre. We are also listed on Facebook (Anzac Road Before & After School Care Inc) please visit and like our page for updates.

You should feel free to discuss any issues relating to your child when at the Centre. The Director is available to answer any queries, however, be aware depending on the time of day it may be more convenient to make an appointment to discuss an issue. If there are any changes to your details, please ensure this is provided to the Director in writing.

**ILLNESS OR SERIOUS INJURY**
Should your child feel unwell, every effort will be made to make your child feel comfortable. Should your child's temperature exceed the reading of 38 degrees, you will be contacted for your child to be collected immediately. Any child suffering from an infectious disease will be refused access to the Centre until the child is fully recovered and a Doctor's Certificate is provided. Should an outbreak of an infectious disease be present at the Centre families will be notified and children who are not immunised will be unable to attend the Centre during the illness period.

On the Enrolment Form authorisation is given to allow the Centre to seek medical attention if required. In the case of an injury, Educators who hold current First Aid Certificates will assess the situation and, if minor, treat the injury, or if in doubt, contact the family immediately and call the doctor/ambulance. Details of all injuries will be recorded on an Incident Form for the parent/guardian to read and sign.

Any time that an incident, injury, illness or trauma occurs at the service involving your child an incident, injury, accident, illness and trauma report is completed by Educators and is required to be signed by the child's parent or authorised nominee upon collection of your child and no later than 24 hours proceeding the incident. If the accident is serious then Educators will contact, you immediately to inform you and will notify the regulatory authority as soon as possible following the incident.

Again, this is for the safety of all our children. It is imperative to also ensure that you have kept your contact details current with the Centre to ensure that you can be contacted at all times should you child/ren become ill.

**LATE PICK UP PROCEDURE**

- Parents are required to sign their child out and leave the centre no later than 6.30pm BASC and 6.00pm VAC CARE or late fees and late pick up procedures will be enforced.

- After 6.30 pm BASC or 6.00pm VAC CARE has occurred, Parents/Carer's must sign out by writing the correct time in accordance with the IPAD that is located near the sign out book.

- The time provided is the standard time used across Australia and verifiable by ringing 1194.

- Once you have done the above steps, a staff member must verify the time written by the parent before the parent leaves the centre and staff must complete a late collection slip.

**MEDICATION**

Non-prescription drugs (for example over the counter medication) and paracetamol etc. will not be administered without one or both of the following:

- A Doctor's or medical practitioner's written authorisation, i.e. Doctor's Certificate.
- A management plan (action plan) provided by medical practitioner
- Note; Action plan / Doctors' Certificate must be updated yearly unless review date is still valid.

Prescription Medication – Must be in original packaging with the Doctors label on it advising dosage, time, and any other relevant information regarding administration.

The parent/ guardian must hand medication to an Educator, complete and date a Medication Form and Deed of Indemnify form with details of the child's name, date, medication, dosage, how to administer and time the medication is to be administered. Medication must be provided in original containers/ packaging. When medication is being administered, two Educators will be present. Both are required to sign the medication form and return the medication to the appropriate place. No medication will be given to the child to take home. It is the responsibility of the person collecting the child to ask for the medication or collect it from the appropriate place.

**PERSONAL POSSESSIONS**

Please discourage your child bringing toys and valuables to the Centre. If your child/ren have something valuable they need to take to school, please speak with an Educator who will keep it in the office for safe keeping during the session.

Please label all your children's belongings, such as jumpers, jackets, shoes, hats, bags, etc. Only labelled items can be returned to their owner when found. Our lost property basket is located next to sign in/out table. Unclaimed items will be passed onto the school at the end of each term.

**POLICIES AND PROCEDURES**

Any additional policies and procedures not outlined in this handbook are in the Centre Policies and Procedures Manual located at the Centre and is available for you to view. Please call or email the Centre to make an appointment with the Director to view or you can view on our website under the member's section. The password is provided to all families via email on your confirmation of placement email.

**SMOKING & VAPING**

The Centre and all surrounding areas within the school grounds are non-smoking environments. We ask that you respect this by not smoking when on the school grounds.

**SUN SAFETY**
In the morning and afternoons Educators check the UV Sun Smart App on the IPAD's and if the UV is 3 or above children will need to clean their hands with wipes, Educators will then give children sunscreen to apply, and hats will need to be worn during outdoor play. If children do not have their hats they must play in a sheltered (shaded) area.

If the UV is 2 and below there will be no need for children to apply sunscreen or wear hats outside. Please feel free to view our Sun Protection Policy as we are also members of the Cancer Council Sun Smart Policy.

**VEHICLE ACCESS**
If the yellow sign is up "no vehicle access children on courts" parents are not permitted to drive down and park on the Netball Courts to collect children (traffic signage/ arrows in school car park must always be followed). If the yellow sign is not up parents can drive down and park on the Netball Courts to collect children. It is the responsibility of the School, Before and After School Care to remove the yellow sign even if there are no children visible. We ask that you advise an Educator who will then assess the situation and take sign down if safe to do so. No families are permitted to remove the yellow sign.

**9+ CLUB**
The Centre has a 9+ club where activities are programmed and is only for children who are 9+ years old. This program offers something different for the older children.

Activities that could be programmed throughout the term are cooking, themed days, discos, games etc.

These activity days will be programmed with the 9+ club children and a 9+ programme and permission note will be emailed to all families at the beginning of each term. (Please see Educators for more information)

**BASC - BREAKFAST, AFTERNOON TEA AND SNACKS**

Breakfast is available during Before School Care from 6.45am – 7.45am. The three options for breakfast are: toast (Jam, Vegemite/ Butter or Honey) or cereal (Weetbix, Cornflakes and Sultana Bran) as well as the menu item prepared by an Educator, according to the Centre Breakfast Menu located on the wall near the quiet room entrance. Breakfast and afternoon tea are prepared by Educators, according to the Food Safety Guidelines and is served by the Educators and Children.

Fruit and vegetable platter are provided for late afternoon snacks for children who are collected after 4.45 pm. Please ensure the Centre's Enrolment Form has any allergies or religious dietary restrictions and changes are reported immediately to the Director. All children's individual needs such as allergies, cultural requirements, and health needs etc. will be addressed in the menus and parents will be advised if they will be required to supply specific foods for their child. Food bought in from outside the Before and After School care is not permitted.

**VACATION CARE - FOOD AND SNACKS**

Children are required to bring the following during Vacation Care unless notified otherwise (please check the Vacation Care program):

- Morning tea
- Lunch
- Afternoon tea
- Additional snacks
- Drinks

The Vacation Care Day is long and full of activities that children need lots of energy, so please ensure that food brought to the Centre is kept in a cooler bag and freeze smaller drinks to keep food cool on hot days. The children have access to drinking water throughout the day; however, frozen drinks give cold relief on hot days. NO HOT MEALS SHOULD BE PROVIDED (microwaved meals, noddles etc)

**MILO**

Children can have a cold Milo or Nesquik drink for $0.50 during BASC & Vacation Care. In Before School Care, Milos will be offered during the time of 7.30 – 7.45am. Milo's are offered during After School Care during the time of 4.30pm -4.45pm. During Vacation Care Milo's will be offered after afternoon tea. If you wish to pre-pay, please see an Educator for more information. Please remember that Milo's are up to Educator discretion and not compulsory and depend on how the session is progressing.

**WE ARE A NUT FREE CENTRE!**

**There are some children who attend the Centre who have Anaphylaxis which is a severe allergic reaction involving the respiratory tract or several bodily systems at the same time.**

**The reaction can be life threatening. We ask that families do not send peanuts, or peanut products including but not limited to Peanut Butter, Nutella & Muesli Bars containing nuts.**

## COMPLAINTS AND COMPLIMENTS
## 6.0

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**GRIEVANCES**
Please feel free to discuss any issues you may have regarding your child with the Director. Sometimes, discussion can make things seem a whole lot less serious and lead to an eventual resolution. Please be assured that any discussion will remain confidential.

If you feel your rights are not being respected, or if you have any other complaints or concerns about the Centre, please:

- Talk to the Director in person by arranging an appointment or please call the Director if you wish to discuss over the phone and arrange a suitable time.

If you are not satisfied with the outcome or felt your rights were not respected, then contact a member of the Anzac Road Parent Committee committee@anzacroadbasc.com.au or place your complaint in writing and forward to:

**President – Anzac Road Before & After School Care**
**Anzac Road Before & After School Care**
**PO Box 282**
**Menai Central NSW 2234**

If you are not satisfied after using the above steps, you can contact the NSW Ombudsman by phone on **9286 1000** or write to:

**NSW Ombudsman**
**Level 24**
**580 George Street**
**Sydney NSW 2000**

*Thank you for taking the time to read through our Handbook, we hope the information was helpful and gave you insight into our Centre. If you require any forms, permission notes or copies of policies please ask the Centre Staff. If there is anything you wish to know about that was not covered in this handbook, please inform the Director so information can be displayed and then entered into the next edition. If you have any further concerns, comments or feedback about this handbook or the Centre please contact the Director on 9541 4367 or email director@anzacroadbasc.com.au*