

Ambrose[®]
School Age Care

2026 Parent Handbook





Bless me, heavenly Father,
forgive my erring ways.
Grant me strength to serve Thee,
put purpose in my days.
Give me understanding,
enough to make me kind.
So I may judge all people
with my heart, not my mind.
Teach me to be patient
in everything I do,
Content to trust Your wisdom
and to follow after You.
Help me when I falter
and hear me when I pray,
And receive me in Thy kingdom
to dwell with Thee someday.

Amen.

Acknowledgement of Country

The love of God flows through the land on which we gather today, let us pause in silence and acknowledge the traditional owners who have cared for this land for generations. Let us honour those elders past, present and emerging whose sacred connection with this country is a gift to us all.

Let us acknowledge the Traditional Custodians who have walked upon and cared for this land for thousands of years. We acknowledge the continued deep spiritual attachment and relationship of the First Nations Peoples to this Country and commit ourselves to the ongoing journey of Reconciliation. Today, we acknowledge that these lands, waterways and seas always have been, are, and will always be lands, seas and waterways of the First Nations peoples. We commit to walking with and learning from the elders of these places.



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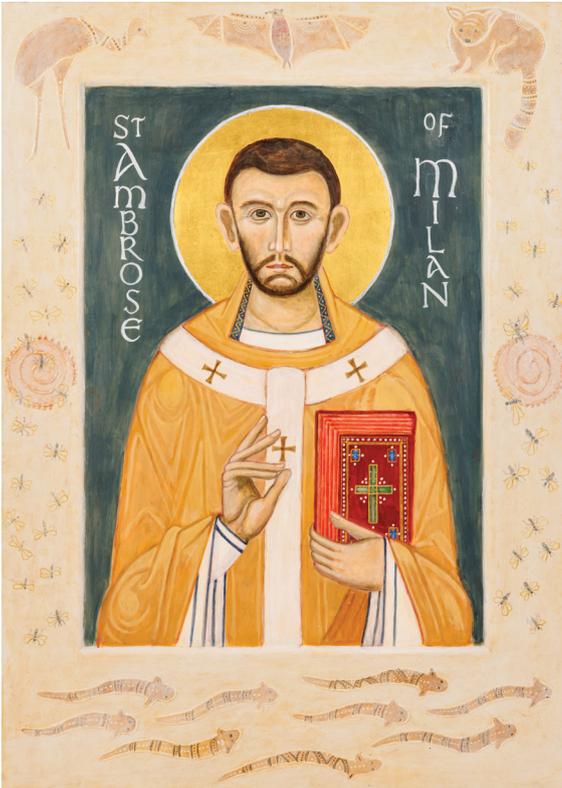
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Welcome to Ambrose

Ambrose is a Catholic provider of Early Learning and School Age Care services, operating in our Catholic schools across the Parramatta Diocese. Our mission is 'care for all' and with that we pride ourselves on a 'children first' approach. Across the Parramatta Diocese Ambrose offers a number of different School Age Care types from before and after school care to pupil free day care and vacation care.



Saint Ambrose in Parramatta

Our patron saint, Ambrose of Milan, is one of the four original Doctors of the Church.

St Ambrose was a former Roman official (shown by the toga) who served as Bishop of Milan from 374 to 397 CE (shown by the pallium and priestly vestments), and was a renowned preacher (shown by the book of the Gospels) and a learned teacher (shown by the blackboard and hand gesture). The resplendent halo symbolises his divinity and eternal life.

This icon places St Ambrose in the Diocese of Parramatta. The gathering of little eels symbolises Parramatta. The emu, the flying fox and the possum are totems of the Darug and Gundungurra peoples who have inhabited western Sydney and the Blue Mountains for tens of thousands of years. The blue-banded native bees and their hives are a reminder that St Ambrose is recognised as the patron saint of beekeepers as well as learning.

The 'A' of our logo is an open-door beehive. It symbolises the busy yet safe and nurturing Ambrose community working together for the children entrusted to its care.

"We have a love of others, be humble in service, give service for others"

Our Values

CDPSL aspires to providing "Catholic services for all, not just services for all Catholics" for the common good of the community. CDPSL is expected to provide financial support to the charitable and apostolic works of the diocese. Our labours are undertaken with the company values of RESPECT, ENCOURAGEMENT AND CARE.



RESPECT



CARE



ENCOURAGEMENT

Our services aim to uphold these values during the day-to-day operations by.

RESPECT – We show respect to one another by being kind.

ENCOURAGEMENT – Giving confidence, support and hope to our staff and children.

CARE – Looking out and providing for the staff, families, children, and community.

Team

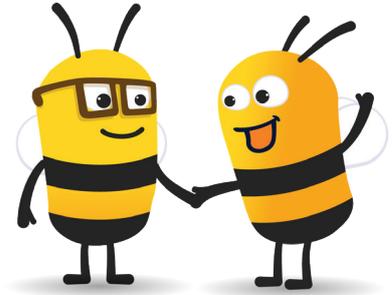
Ambrose School Age Care Leadership



Mr Anthony Goonan
Chief Executive Officer
and Approved Provider



Ms Mabel Osei
Senior Manager,
School Age Care



Ambrose School Age Care Service Team

Ambrose employs both qualified and unqualified educators, all of whom receive ongoing professional development and industry-specific training to enhance the quality of education and care they provide. There is always an educator on duty who is qualified in first aid, asthma and anaphylaxis management, and CPR. Additionally, all educators working directly with children hold a valid Working with Children Check.

For more information about our team, please refer to the staff notice board at the service to see their profiles.





Ambrose Philosophy

Ambrose aims to provide all children with a high-quality social learning environment that is built on each child's sense of belonging. A community that values each child's individuality and autonomy as growing individuals and makes them feel safe, secure, and supported. Our services ensure children have a voice and are involved in decision-making to help with their social development, learning and wellbeing. As a Catholic community, we are deeply committed to our Gospel values which amongst many things, call us to be respectful, encouraging and caring. Eliminating barriers for inclusion and nurturing development for all is at the heart of our work.

Positive relationships are at the core of our support of each child's development and learning as they explore their sense of belonging and identity. We value the social nature of children and recognise that they co-construct knowledge with peers, their families and our educators. Our core values of Respect, Encouragement and Care guide our interactions and relationships with the children, our colleagues, families, schools, parish and our wider community. By embedding these values into the day to day running of all services, our teams strive to provide the utmost authentic care and protection to all.

Underpinning our learning approach are genuine connections with families and the community. In pursuing these connections, we are committed to

providing a nurturing and inclusive environment where the dignity of every person is fundamental and where children, educators and our wider community collaborate and learn from each other. We recognise, respect, promote and celebrate the diverse cultures that each child, family, educator, and community bring to the service and whole heartedly embrace the cultural diversity amongst our Community Ventures community.

Community Ventures acknowledge and respect Aboriginal and Torres Strait Islander people and the path they have travelled before us and the path we continually travel alongside them. In the spirit of Reconciliation, we acknowledge the Traditional Custodians of the land in which our Diocese sits, the Darug and Gundungurra people. As an organisation we aim to embed the cultural perspectives, traditions and teachings of our Traditional Custodians throughout our Education and Care services.

With Education and Care services spanning across many communities, Community Ventures values the spiritual uniqueness and connectedness of our children, families and our wider community. We aim to honour this by promoting an atmosphere of inclusivity, collaboration and meaningful connection.

Our Services

Ambrose School Age Care services provide an array of services across the school year including before and after school care, pupil free day care and vacation care.

● During the school holiday periods, Ambrose operates twenty-one vacation care sites across the Parramatta Diocese.

● Bethany, Glenmore Park	0409 133 213	bethany@ambrose.org.au	34-38 William Howell Drive, Glenmore Park
● Chisholm, Bligh Park	0400 223 690	chisholm@ambrose.org.au	30 Collith Avenue, Bligh Park
Christ the King, North Rocks	0427 332 364	christtheking@ambrose.org.au	2 Statham Avenue, North Rocks
Corpus Christi, Cranebrook	0428 788 367	corpuschristi@ambrose.org.au	86-94 Andromeda Dr, Cranebrook
● Good Shepherd, Plumpton	0409 121 980	goodshepherd@ambrose.org.au	134 Hyatt's Road, Plumpton
● Holy Cross, Glenwood	0418 115 483	holycross@ambrose.org.au	49 Meurants Lane, Glenwood
Holy Family, Emerton	0484 354 204	holymfamilyem@ambrose.org.au	11 Emert Parade, Emerton
Holy Family, Granville East	0439 754 065	holymfamilygr@ambrose.org.au	199 The Trongate, Granville East
Holy Family, Luddenham	0437 160 220	holymfamilylu@ambrose.org.au	Lot 32 Willowdene Ave, Luddenham
Holy Spirit, St Clair	0417 473 763	holymspirit@ambrose.org.au	7-17 Todd Row, St Clair
Holy Trinity, Granville	0409 457 287	holymtrinity@ambrose.org.au	40 Grimwood Street, Granville
● Mary Immaculate, Quakers Hill	0417 203 333	maryimmaculate@ambrose.org.au	125 Barnier Drive, Quakers Hill
● Mother Teresa, Westmead	0418 153 894	motherteresa@ambrose.org.au	2A Darcy Road, Westmead
● Our Lady of Lourdes, Seven Hills	0472 709 870	ololsh@ambrose.org.au	7 Grantham Road, Seven Hills
● Our Lady of Mount Carmel, Wentworthville	0409 361 929	olmc@ambrose.org.au	4 Bennett Street, Wentworthville
Our Lady of the Angels, Rouse Hill	0457 069 353	ola@ambrose.org.au	1 Wellgate Ave, North Kellyville
Our Lady of the Lourdes, Baulkham Hills	0460 021 658	ololbh@ambrose.org.au	1 Canyon Rd, Baulkham Hills
Our Lady of the Nativity, Lawson	0400 278 246	oln@ambrose.org.au	7 Somers Street, Lawson
● Our Lady of the Rosary, Kellyville	0458 492 987	olork@ambrose.org.au	8 Diana Ave, Kellyville
Our Lady of the Rosary, St Marys	0428 842 453	olorstm@ambrose.org.au	9a Edgar Street, St Marys
Our Lady of the Way, Emu Plains	0417 886 548	olow@ambrose.org.au	49 Forbes Street, Emu Plains
Our Lady Queen of Peace, Greystanes	0458 508 444	olqp@ambrose.org.au	198 Old Prospect Rd, Greystanes
Sacred Heart, Mount Druitt	0429 110 156	sacredheartmd@ambrose.org.au	25 Nelson Street, Mt Druitt
Sacred Heart, Westmead	0418 280 811	sacredheartw@ambrose.org.au	12 Ralph Street, Westmead
● Santa Sophia, Box Hill	0460 013 228	santasophia@ambrose.org.au	1 Lakefront Crescent, Gables
St Aidan's, Rooty Hill	0427 413 179	staidans@ambrose.org.au	1-5 Adelaide Street, Rooty Hill
St Andrew's, Marayong	0427 775 649	standrews@ambrose.org.au	36 Breakfast Road, Marayong
● St Angela's, Castle Hill	0408 449 219	stangelas@ambrose.org.au	40 Harrington Avenue, Castle Hill
● St Anthony's, Girraween	0458 519 168	stanthonys@ambrose.org.au	216 Targo Rd, Girraween
St Bernadette's, Lalor Park	0459 864 684	stbernadetteslp@ambrose.org.au	18 Wheeler Street, Lalor Park
St Bernadette's, Castle Hill	0408 582 535	stbernadettesch@ambrose.org.au	357 Old Northern Road, Castle Hill

St Bernadette's, Dundas	0419 115 221	stbernadettesd@ambrose.org.au	Cox Crescent, Dundas Valley
St Canice's, Katoomba	0473 813 221	stcanices@ambrose.org.au	156-158 Katoomba St, Katoomba
St Finbar's, Glenbrook	0419 332 512	stfinbars@ambrose.org.au	46 Levy Street (Entry King Street), Glenbrook
St Francis of Assisi, Glendenning	0438 108 543	stfrancisofassisi@ambrose.org.au	1 Stone Street, Glendenning
St John Vianny's, Doonside - coming soon			
● St John XXIII, Stanhope Gardens	0438 228 271	stjohnxxiii@ambrose.org.au	160 Perfection Avenue, Stanhope Gardens
St John's, Riverstone	0427 565 455	stjohns@ambrose.org.au	5 McCulloch Street, Riverstone
● St Joseph's, Kingswood	0439 164 412	stjosephsking@ambrose.org.au	90-94 Joseph Street, Kingswood
● St Joseph's, Schofields	0400 468 599	stjosephssch@ambrose.org.au	78 Alex Avenue, Schofields
● St Luke's, Marsden Park	0460 013 229	stlukes@ambrose.org.au	Cnr Frontier Avenue & Northbourne Drive, Marsden Park
St Madeleine's, Kenthurst	0460 021 667	stmadeleines@ambrose.org.au	28 Annangrove Road, Kenthurst
St Margaret Mary's, Merrylands	0428 718 953	stmargaretmarys@ambrose.org.au	7 Chetwynd Road, Merrylands
St Mary MacKillop, South Penrith	0492 367 298	stmarymackillop@ambrose.org.au	150 Fragar Road South Penrith
● St Mary's, Rydalmere	0467 844 494	stmarys@ambrose.org.au	Corner Pine & Myrtle Streets, Rydalmere
St Matthew's, Windsor	0418 170 921	stmatthews@ambrose.org.au	12 Tebbutt Street, Windsor
● St Michael's, Baulkham Hills	0499 993 489	stmichaelsbh@ambrose.org.au	5 Chapel Lane, Baulkham Hills
● St Michael's, Blacktown South	0419 554 302	stmichaelsbs@ambrose.org.au	155 Reservoir Road, Blacktown South
● St Monica's, North Parramatta	0429 990 179	stmonicasnp@ambrose.org.au	10 Daking Street, North Parramatta
St Monica's, Richmond	0497 303 102	stmonicasr@ambrose.org.au	32 Francis Street Richmond
St Nicholas of Myra, Penrith	0418 260 386	stnicholasofmyra@ambrose.org.au	36 Higgins Street, Penrith
St Oliver's, Harris Park	0427 665 715	stolivers@ambrose.org.au	33 Wigram Street, Harris Park
St Patrick's, Guildford	0455 991 284	stpatricksgu@ambrose.org.au	34 Calliope St, Guildford
St Patrick's, Blacktown	0408 835 838	stpatricksbk@ambrose.org.au	51-50 Allawah Street, Blacktown
St Patrick's, Parramatta	0491 913 314	stpatrickspa@ambrose.org.au	Villiers Street, Parramatta
● St Paul the Apostle, Winston Hills	0429 017 382	stpaultheapostle@ambrose.org.au	44 Buckleys Road, Winston Hills
St Thomas Aquinas, Springwood	0400 253 528	stthomasaquinas@ambrose.org.au	168 Hawkesbury Road Springwood
Trinity, Kemps Creek	0460 021 659	trinity@ambrose.org.au	Unit 61/83 Bakers Ln, Kemps Creek

Vacation Care

Ambrose offers Vacation Care at 21 of our services, welcoming children from all faiths and schools. Our programs cater to primary school children, ranging from those about to start kindergarten to those moving on to year 7.

Our programs are based on the "My Time Our Place" framework, focusing on children's interests and ensuring we provide a program they love. Activities include excursions (where we explore the community), workshops (where special activities come to us), games, sports, crafts, and much more.

Check out fantastic [Vacation Care programs](#) and book online



Ambrose School Age Care 2026 Calendar



Term Time **Pupil Free Day** also included in vacation care programs **Vacation Care / School Holidays** **Public Holiday / Closure**

JANUARY						
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FEBRUARY						
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MARCH						
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MAY						
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31						

JUNE						
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JULY						
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30	31					

SEPTEMBER						
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OCTOBER						
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25	26	27	28	29	30	31

NOVEMBER						
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DECEMBER						
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27	28	29	30	31		

This is an indicative calendar based on the Catholic Schools Parramatta Diocese term dates. Please check with the service, as pupil free days can vary from service to service.

Getting Started

If your child's first session is Before School Care:

- ✓ **Try to arrive before 8am:** Services usually start transition to school between 8.15am-8.30am depending on school hours. Arriving before 8am will give your child some time to settle and engage before transition to school starts.
- ✓ **Signing in:** You will need to sign your child in and out EVERY day. You will find the Electronic sign in/out iPad in the foyer reception area. This is a legal requirement for licensing and receiving Child Care Subsidy (CCS.)
- ✓ **Help your child place their bag in the bag area**
- ✓ **Welcome to Ambrose:** Team members welcome each child and parent/guardian as they arrive at the service. This ensures each child has a direct handover into Ambrose care. It is also a chance for parents/guardians to provide team members with any important information or significant updates/news you would like Ambrose to be aware of.
- ✓ **Farewell:** Once your child is comfortable and settled, you can say goodbye to your child and Ambrose will take it from here for the rest of the morning.
- ✓ **During before school care:** Children participate in a small prayer and will be provided with the option of having a nutritious breakfast and/or participating in planned and spontaneous social learning activities. Your child's engagement and program reflections are available to view either through your Playground application, or in physical form at the service.
- ✓ **Sign out:** During before school care, Ambrose will sign your child out when handed over to schoolteacher. The status of your child being signed out is viewable on your Playground application.



If your child's first session is After School Care:

- ✓ **Sign in:** During after school care, Ambrose will sign your child in when they arrive at Ambrose. The status of your child being signed in is viewable on your Playground application. Transition from School to Ambrose can take up to 15 minutes depending on school release times and the distance children need to walk to arrive in Ambrose care.

If after school care is your child's first session with Ambrose, we will take special care in ensuring your child arrives safely at the service.

Kindergarten children are picked up from a specified location with a direct handover from their school teacher.
- ✓ **During after school care:** Children participate in a small prayer and will be provided with the option of having a nutritious afternoon tea and/or participating in planned and spontaneous social learning activities. Your child's engagement and program reflections are available to view either through your Playground application, or in physical form at the service.
- ✓ **Signing out:** All children are required to be signed out by the time your service closes.

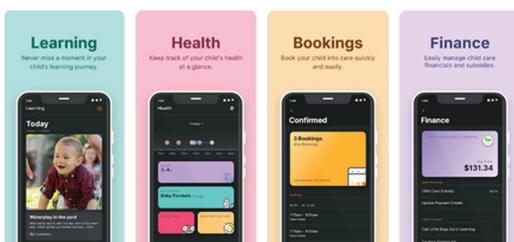
Team members welcome each parent/guardian as they arrive at the service and farewell each child and parent/guardian as they depart the service. This ensures each child has a direct handover into their parent/guardian's care. It is also a chance for parents/guardians and team members to collaborate and to provide each other with any important information or significant updates/news.

If your child's first session is Vacation Care or a Pupil Free Day:

- ✓ **Try to arrive before 9am:** Services plan learning experiences for children across the whole day. Arriving by 9am will give your child some time to settle and maximise their engagement in all activities planned across the day.
- ✓ **Signing in:** You will need to sign your child in and out EVERY day. You will find the Electronic sign in/out iPad in the foyer reception area. This is a legal requirement for licensing and receiving Child Care Subsidy (CCS.)
- ✓ **Help your child place their bag in the bag area**
- ✓ **Welcome to Ambrose:** Team members welcome each child and parent/guardian as they arrive at the service. This ensures each child has a direct handover into Ambrose care. It is also a chance for parents/guardians to provide team members with any important information or significant updates/news you would like Ambrose to be aware of.
- ✓ **Farewell:** Once your child is comfortable and settled, you can say goodbye to your child and Ambrose will take it from here for the rest of the day.
- ✓ **During the day:** Parents/Guardians are asked to pack their child/ren a regular school lunch for the vacation care or pupil free day. During the day children participate in a small prayer and will be provided with the option of having breakfast and a late afternoon tea. Learning experiences are programmed across the full day and will be available for children to participate in. Ambrose is social learning environment and programs are child led programs and also provide opportunities for spontaneous play. Your child's engagement and program reflections are available to view either through your Playground application, or in physical form at the service.
- ✓ **Signing out:** All children are required to be signed out by the time your service closes.

Team members welcome each parent/guardian as they arrive at the service and farewell each child and parent/guardian as they depart the service. This ensures each child has a direct handover into their parent/guardian's care. It is also a chance for parents/guardians and team members to collaborate and to provide each other with any important information or significant updates/news.

Xplor App



The Xplor Home app is used by parents to sign children in/out of a session, for children's bookings, marking your child absent, viewing your finances, notifications and reminders from the service.

If your child will be absent for a booked session, we ask you to notify us via the Xplor Home App

1. Click on the icon for view booking
2. View booking and it will display 2 options- late or absent.

While absences can be marked on the Xplor App, if you are sending an email to the school to let them know your child is not attending, please CC the Ambrose service email in. Schools do not automatically pass on this information to the services, and it is imperative we have the most up to date information to ensure your child's health and safety.

Fees

Fees are to be two weeks in advance at all times. Direct debit is the payment method of fees, via Debitsuccess, which is a direct debit childcare payment solution integrated within the Xplor Home App. As part of the enrolment process, families are to complete and setup direct debit payment details from a credit/debit card or bank account within Xplor and agree to the Debitsuccess terms and conditions prior to your child's first day with us. Direct debit is required to be setup at each individual Ambrose service your child attends before the enrolment can be confirmed. If using a debit account (bank account) as the payment method for direct debit, no additional processing fees will be incurred (dishonour fees excepted). If using a debit/credit card as the payment method for direct debit, a processing fee will apply for each transaction. You will be advised of the dishonour and processing fees in the Terms and Conditions you agree to when setting up direct debit. Direct debits occur fortnightly on Thursdays. A calendar schedule will be provided upon enrolment, with a copy also available on our website.

At all times, families have access to their fee statement via the Xplor Home App, which they can view or download to see their payments, charges, credits and subsidy.

Fees are payable for all booked sessions, including absences for family holidays or when your child is sick. If you are eligible, and claiming CCS at the service, you can get up to 42 allowable absence days per child each financial year. If you reach your allowable absence limit, full fees will be payable for each session. There are some cases when additional absences may apply. For further information about allowable absences please visit the Services Australia website.

The current service fees are on display on the service noticeboard or please speak to the service coordinator.



See our [Parent Resources](#) section of the Ambrose website. This contains a current School Age Care and Activities Direct Debit Schedule as well as all Ambrose Policies (Password: AmbroseConnect) including our current Fee Policy under Quality Area 6 - Collaborative Partnerships with Families and Communities.



Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment offered by the Australian Government for which parent/guardians may be eligible, to assist with the cost of fees. Families who receive CCS will then pay the "gap fee" or "out of pocket". The gap fee is the difference between the full fee charged at the service per session and the CCS payment.

Parent/Guardians are responsible to monitor their CCS eligibility and to comply with and meet continuing requirements with Services Australia to receive and remain eligible to receive Child Care Subsidy. If CCS is not paid to the service by Services Australia on behalf of a parent/guardian, the parent/guardian is required to pay full fees. For families experiencing financial hardship, Services Australia may assist to re-evaluate or provide additional childcare subsidy if eligible.

For further information please visit the [Services Australia website](#).

Change of Care or Cancelling Care

A request for changes to bookings must be submitted via the Notice of Change to Care Arrangement Form at least two (2) weeks prior to the requested date of the change.

A request to cancel the child's place at the service must be submitted via the Cancellation of Care Form at least two (2) weeks prior to the effective date to cancel the child's place at the service.

Failure to request and obtain approval for change of arrangements or cancellation of care will result in the payment of fees for the relevant notice period. Failure to adhere to the Child Care subsidy (CCS) rules in relation to absences and last day of care of a CCS enrolment will result in full fees payable when deemed not eligible to receive CCS by Services Australia. The notice period will commence from the date the parent/guardian submits the appropriate form. Failure to submit the appropriate form will result in the change of care/cancellation not being actioned with fees payable.

Casual Bookings

Casual booking requests via email or via the Xplor Home App (where license capacity and/or ratio allows) can only be accommodated with a minimum of 24 hours' notice in a work week (Monday – Friday).

Casual bookings require a current active enrolment and the requirements as listed in this Enrolment and Orientation policy. Cancellation of casual bookings must be in writing a minimum of 24 hours prior to the start of the casual booking session. Failure to notify within this period will result in a marked absence and fees payable.





Commitment to Child Safety

The CDPSL/Community Ventures Safeguarding commitment to child safety states, Community Ventures is committed to the providing a safe and nurturing environment for all children. The safety and well-being of all children as our fundamental responsibility and is underpinned by our Community Ventures core values of Respect, Encouragement and Care.

Our employees are committed to:

1. Acting in a way that aligns with the Community Ventures values of Respect, Encouragement and Care.
2. Ensuring professional boundaries are always maintained inclusive but not limited to language, conversations, and relationships, with all stakeholders.
3. Ensuring they are aware of and follow all Community Ventures Child Protection policies and procedures.
4. The safety of all children in my care including Aboriginal and Torres Strait Islanders, culturally and/or linguistically diverse children of all abilities.
5. Immediately report any Risk of Significant Harm (ROSH) to my Nominated Supervisor/ Responsible Persons and or initiate guidance from the Child Story Reporter Guide.
6. Communicating with families any concerning behaviours and/or follow Ambrose Mandatory Reporter flowchart.
7. Not engaging in personal babysitting with any Ambrose community members (staff, parents/guardians, children, contractors, or school members).
8. Not engaging with a child or their family on social media and/or online gaming for any reason and will notify parents of attempted media requests from children. (Refer to the CDPSL/Community Ventures Conflict of Interest policy).
9. Not engaging in conversations about children with families outside of the workplace.
10. Refraining from sharing personal contact details with any families attending the service.
11. Keeping conversations in the workplace professional in nature and age appropriate for children.
12. Not engaging in any form of inappropriate physical contact with children, in line with Community Venture Staff code of conduct and Ambrose Staff code of conduct.
13. Supporting all children with nappy change and toileting times throughout the day, ensuring consent is sought from all children before assisting them.
14. Using dedicated staff/adult bathrooms.
15. Reasonably ensuring that visibility to colleagues is maintained when working directly with one or more children in line with our active supervision strategies.

16. Ensuring contractors or visitors to the service are always visible when working directly or indirectly with one or more children.
17. Not having personal phones present whilst working with children including never taking photos of children on a personal device.
18. Not using technology in children toileting/nappy change areas, unless in an emergency.
19. Not uploading or distributing any photos taken for the educational program to any other online platform.
20. Digital platforms are to be used for professional means only. Private information available is not shared or used for any other purpose.
21. Maintaining privacy and confidentiality on all work-related matters

Authorised persons

As part of the enrolment application, you need to nominate a minimum of two emergency contacts who can be reached if we cannot contact you, and who are authorised to collect your child from the Service. If the Educators have not met this person before, they will ask for photo identification to ensure your child is released only to an authorised person.

If someone not on the Nominated Contact list is to collect your child, you must email the service with their full legal name, addresses, and phone number. Photo identification will be required for us to release your child into their care. We are unable to release your child into the care of anyone else without written authority.

Children of school age are not allowed to collect a child from the service unless they are over 16, and authorised by you in writing. Siblings are not permitted to enter the service unless accompanied by a supervising adult (other than those over 16 who are authorised to collect a child).



Policies and Procedures

Ambrose has a library of policies in place across all services. Parents/Guardians are encouraged to access Ambrose Policies at any time through the Ambrose online library. Ambrose policies align with the Education and Care Services National Law and Regulations and are implemented by Ambrose services. Ambrose policies align with the Education and Care Services National Law and Regulations and are implemented by Ambrose services.

Ambrose policies can be viewed on our website www.ambrose.org.au/ambrose-policies or by scanning the QR code and entering the password: AmbroseConnect.

If you do not have a device to access the policies please request a printed version or service device from a team member.



Medical Management Plan & Medication

All children who have been diagnosed with a medical condition including but not limited to allergies, food/chemical intolerances, anaphylaxis, asthma, epilepsy, diabetes and FPIES, will need to provide:

- a completed Medical Management Plan with a colour photo and coloured plan*
- necessary medication and accompanying documentation*

*as detailed in the Medical Conditions Factsheet for Parents and Guardians.

Please note: it is a legal requirement under the Education and Care National Regulations and the Terms and Conditions for booking that these are provided. A parent/guardian will need to sign the required authorisations including a Risk Minimisation Plan.

In the interests of child safety, care may be refused on the day should the appropriate documentation or medication not be supplied as per the Ambrose Medical Conditions Policy. Fees will still be payable.



Scan to read our [Medical Conditions Factsheet for Parents and Guardians](#)



Personal Belongings

Ambrose encourages all personal belongings to be kept at home and not brought to the service. If personal items are brought on site, Ambrose is unable to take responsibility for any loss or damages.

Children are also not permitted to use personal electronic devices while attending the service. Any such devices must remain stored in bags or another safe location as directed by the service team. If your child requires a device for Medical purposes, please speak to the service directly.

Sun Safety

We act in accordance with guidelines set by the Cancer Council. When the UV Index is 3 or above, children are required to wear a sun safe hat that protects their face, neck, and ears, when outdoors. You will find sunscreen in the foyer and learning environments for your child to apply before going outdoors.

We monitor the UV alerts regularly and implement sun protection measures such as being in the shade and wearing hats and sunscreen. Please see the Ambrose Sun Protection Policy for more information.



Photography, Video, and Social Media

Ambrose documents children's learning through photos, videos, and audio recordings. This personal information is handled according to our service policy and the privacy act.

These recordings primarily guide our curriculum and keep you informed about your child's learning journey. We also seek your permission to include your child in photos or videos taken during centre hours for authorised use in promoting our services through news stories, social media, marketing, and promotional materials. You can indicate your consent on your child's enrolment form. Please be aware that this consent does not have an expiry and will last for the duration of your child's time with us, unless you speak with the Service Coordinator to advise otherwise.

Thank you for supporting our efforts to showcase the wonderful work we do for our families and children in the community. We invite you to like and follow us on social media to stay up-to-date on all the latest Ambrose news and be part of our growing community.



Facebook:

[AmbroseEarlyLearningAndCare](https://www.facebook.com/AmbroseEarlyLearningAndCare)



Instagram:

[AmbroseEarlyLearningAndCare](https://www.instagram.com/AmbroseEarlyLearningAndCare)



Sharing content

Please only share photos or recordings of your own child. To ensure the safety and respect the beliefs of all children and families, refrain from sharing images or recordings of other children when at the centre or during centre events.

Remember, images or recordings you email, text, or post on social media can be seen and used by many people. It's important to handle these recordings in accordance with privacy laws.

Healthy Eating

Ambrose provides breakfast, afternoon tea and late afternoon snacks across care sessions. Fresh drinking water and a variety of fruit is available to children at all times. Parents/Guardians are encouraged to provide their child with their own water bottle to maximise health and hygiene practices. Children will be able to re-fill their water bottles while at Ambrose.

The service is committed to implementing the healthy eating key messages outlined in Munch & Move and Eat Smart Play Smart while supporting the National Healthy Eating Guidelines for Early Education & Care Settings as outlined in the Get Up & Grow resources.

Menus

We have a rotating menu guided by Nutrition Australia and is continuously reviewed to support all children. Our menu is always on display for parents/guardians to view.

Example

AMBROSE St Matthew's Menu Rotation 3

<p>Monday Breakfast</p> <p>Assorted cereals. Wholemeal toast with spreads. Selection of milks.</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Tuesday Breakfast</p> <p>Assorted cereals. Wholemeal toast with spreads. Selection of milks.</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Wednesday Breakfast</p> <p>Assorted cereals. Wholemeal toast with spreads. Selection of milks.</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Thursday Breakfast</p> <p>Assorted cereals. Wholemeal toast with spreads. Selection of milks.</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Friday Breakfast</p> <p>Assorted cereals. Wholemeal toast with spreads. Selection of milks.</p> <p>*Gluten and dairy free options available Water is always available</p>
<p>Monday Afternoon Tea</p> <p>Wholemeal pita bread with dips Late snack: Berry smoothies</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Tuesday Afternoon Tea</p> <p>Chicken noodle salad Late snack: Crackers and dip</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Wednesday Afternoon Tea</p> <p>Sushi bowls Late snack: Custard</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Thursday Afternoon Tea</p> <p>Yoghurt and fresh fruit Late snack: biscuits</p> <p>*Gluten and dairy free options available Water is always available</p>	<p>Friday Afternoon Tea</p> <p>Nachos Late snack: Jelly</p> <p>*Gluten and dairy free options available Water is always available</p>

All menu items are nut and egg free.

ALLERGY-AWARE Zone

We have a number of children enrolled with nut and other allergies that can lead to Anaphylactic shock. For this reason we are an ALLERGY-AWARE zone. You will be advised of all allergens that may trigger anaphylactic reactions and may be requested not to bring these into the service, for example eggs, dairy products (please check with educators). If your child has consumed nut products (e.g. peanut butter or nutella) before coming to the service please ensure they have thoroughly washed their hands and face before arrival.

Maintaining a Safe Environment

We are committed to ensuring all children, families, teachers, educators and visitors are happy, healthy and safe.

- ✓ **No Smoking or Vaping:** Smoking and vaping are prohibited within school age care services/school grounds and within 5 metres of their boundaries.
- ✓ **Stay Home if Sick:** Children and adults should remain at home if they are unwell.
- ✓ **Health and Safety Compliance:** Follow all health and safety guidelines at the centre. Do not give your child fever-reducing medicine within 24 hours before attending.
- ✓ **Bag and Resource Check:** Inspect your child's bag and any resources/recycling you provide to the service (e.g., toys, cardboard boxes) for hazards like medications, plastic bags, batteries, sharp objects, and pets.
- ✓ **Update Contact Information:** Notify the centre immediately if your contact or emergency details change.
- ✓ **Medical Updates:** Inform the centre immediately if your child receives a new medical or additional needs diagnosis.
- ✓ **Car Safety:** Never leave your child unattended in the car. Hold your child's hand in the carpark.
- ✓ **Parking Caution:** Use extreme caution when parking and always park rear to curb.
- ✓ **Accompanying your child:** Accompany your child when entering and exiting the service.



Kindness Matters



Our hardworking team have the right to be treated with dignity and respect

At Ambrose we believe in the importance of a supportive and respectful environment for everyone.

We kindly ask that all parents, carers, family members, and visitors treat every member of the Ambrose community with kindness, dignity, and respect.

Your cooperation helps us maintain a positive and nurturing atmosphere for all.



For further information read our [Ambrose Parent, Carer and Visitor Code of Conduct Policy](#).



Regulations and Frameworks

Law and Regulations

School Age Care services are approved to operate under the Children (Education and Care Services) National Law (NSW) 2010, the Education and Care Services National Regulations 2011 and the National Quality Framework (NQF).

Australian Children's Education and Care Quality Authority (ACECQA)

ACECQA is a national entity, which will oversee Early Childhood Education and Care and School Age Care in Australia. Education and Care plays a vital role in the lives of Australian children and their families and we want the best possible outcomes for our children. They oversee the National Quality Standard and how it is applied across the country and ensure that services are meeting the new requirements. For further information, please see the ACECQA website.

National Quality Framework and National Quality Standards

The National Quality Standard (NQS) sets a national benchmark for the quality of Education and Care Services. It provides services and families a better understanding of what makes a quality service. This enables families to make informed decisions about the services providing education and care to their child. The NQS is a key aspect of the National Quality Framework (NQF). It brings together the key quality areas that are important to the outcomes for children.

The objectives of the NQF are:

- To ensure the safety, health and wellbeing of children attending education and care services.
- To improve the educational and developmental outcomes for children attending education and care.
- To promote continuous improvement in the provision of quality education and care services.

Self Assessment and the National Quality Standards

Self-Assessment Working Document (SAT) is a requirement for services to continually evaluate their practices against the National Quality Standards (NQS). Ongoing self-assessment against the National Quality Standard (NQS) drives continuous improvement and is essential to providing quality outcomes for children. Self-assessment involves critically reflecting on current practice at the service, deciding what is being done well and identifying opportunities for improvement.

My Time, Our Place:

The School Age Care Framework for Australia (MTOP2.0)

The My Time, Our Place framework is Australia's national framework for school-age care. It aims to support children's wellbeing, learning, and development through play and leisure in school-age care settings. A copy of the MTOP2.0 can be found in the front foyer and on the ACECQA website.

Child Protection Act

In New South Wales, the Children and Young Persons (Care and Protection) Act 1998 outlines the responsibilities of mandatory reporters, including those working in Outside School Hours Care (OOSH) services. As mandatory reporters we are legally required to report to Community Services if we have reasonable grounds to suspect that a child is at risk of significant harm. This includes concerns related to neglect, physical or sexual abuse, domestic violence, serious psychological harm and prenatal concerns. Educators undergo training on child protection and mandatory reporting. All reports are treated with strict confidentiality to protect the privacy of the children and families involved.



Learning for life