



Parent Handbook 2020

Welcome to Early Years @ Phoenix Park (EY@PP).
We sincerely hope you enjoy your time with us.

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Our Philosophy

Firstly, we are proud to acknowledge the Wurundjeri and Boonwurrung people from the East Kulin region as the traditional owners of this land and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

EY@PP is a place where:

- children feel happy, safe and nurtured, surrounded by warm & responsive relationships;
- families feel welcome and supported, and
- Community members can meet, build connections & develop a strong sense of community.

Our Vision is for strong and cohesive community in which children are central and families are supported.

Our Mission is to work together to deliver accessible, high quality integrated community based early childhood services that maximise child and family wellbeing and build and strengthen community connectedness.

EY@PP is committed to:

Being child-centred

We recognise children as active participants and decision makers in their learning within a play-based curriculum. In developing the learning environment, we listen to children, we support the development of their relationships, and value their contribution within the community.

Supporting families

Communication with parents is respectful, regular and responsive to individual needs and values. Families are supported through listening and sharing information about their child. Educators recognise what is important to families and reflect on how this can be supported through professionally recognised guidelines. Education and resources are made available.

Building communities

Equity, inclusion and diversity underpin all aspects of the centre. We acknowledge Australia's Indigenous heritage and that of the wider community. We invite the sharing of skills, knowledge and aspirations, building a community of learners with opportunities to connect families with each other and with other services.

Working together

We create a community in which the questions, expectations, and knowledge of children, families and Educators, all have a respected place. Diverse communication methods are used to strengthen relationships. A collaborative approach sustains the evolving curriculum planning processes.

Chapter 1 - General Information

Management Committee

The Early Years @ Phoenix Park is an incorporated association and has a formal constitution and committee structure. As with all associations, parents become members; this does not mean you are automatically a committee member, but rather a member of the association. Your membership entitles you to enrol your child into the service and gives you voting rights at the Annual General Meeting (AGM) and extra ordinary meetings.

At the AGM the members elect the committee, thus giving them the authority to manage the service. Parents are encouraged to become involved in the committee. All members (parents) are expected to attend the AGM.

The committee meetings are held on the fourth Tuesday of each month at 7.30 pm, if you are interested in coming along and you are not on the committee, please let us know. If you have an issue that you would like raised at the committee meeting, please speak to the Service Managers.

The Service Managers are responsible for the day to day operation of the centre. They have a pivotal link between the Management Committee and other Educators. The Service Managers are your first point of call for any queries, concerns, feedback or chats. Parents are always welcome to drop by the office and say hello.

The role of the committee is to support the ongoing strategic planning of the centre. The Committee consists of President, Vice President, Treasurer, Secretary (shared managers role), and up to six Ordinary members. We would not have a service without the help and support of the parents who join the committee, so we encourage parents to be involved in the committee at some stage while at the service.

The Stonington council are responsible for the buildings. Whilst they have regular conversations with the Service Managers, they do not have any input into the operations of EY@PP.

Parental Involvement

Parents can become involved in the centre in many different ways:

- Parent participation in the room
- Becoming involved with the curriculum
- Sharing your skills with Educators and children
- Fundraising
- Joining the committee

Communication Methods

There are a number of ways we communicate information to parents. Emails are often used to distribute newsletters and invoices, and notices displayed around the centre are to inform parents of an event or to share information. Please take time to read and access each of these methods of communication.

Communication with Educators

If you wish to discuss your child's progress or routine in more detail, it is often more appropriate to do this when the child is out of earshot. Time can be made available during the week when Educators can meet with parents or have a phone conversation. Please chat to Educators if you would like to arrange a time.

Educators

The service consists of Early Childhood Educators with qualifications suited to their roles (Certificate, Diploma, and Bachelor). On occasions during leave periods, relief Educators will be employed. When we are unable to fill the shifts with our own bank Educators, we use an agency. Photographs of Educators are on the noticeboards alongside rooms.

Grievances and complaints

If you have any concerns or would like to make a complaint, please speak to the Service Managers. If you would like your issues to be addressed by the committee, you may write a letter to the Committee of Management and the Service Managers will pass it onto the committee. Please refer to the grievance and complaints policy.

Hours of operation

The centre is closed on gazetted public holidays, fees are not payable.

The centre will also be closed on Friday 5th June 2020, for Educators to undertake professional development. LDC fees are not charged for this day but kinder fees are.

The LDC service is also closed for the normal working days between Christmas and New Year's Day with no fees charged. Please note that the service may be closed for additional days around this period, this decision is made by the committee each year and they will take into account the most suitable outcome.

The Long Day Care area of our service is open from 7.00 am to 6.00 pm, Monday to Friday.

Long Day Care commences Thursday 2nd January 2020

4yr old Integrated LDC days commence Thursday 2nd January 2020

4yr old Integrated Kinder only sessions commence Wednesday 29th January

**4year old Sessional Kinder Groups A,C,D commence Thursday 30th January,
Group B commences Friday 31st January**

3year old Red and Purple groups commence Wednesday 29th January

Kindergarten runs to the school term, finishing on December 18th 2020. In 2020 EYPP will have Two - 3year old kinder groups [Red and Purple], One 4year old Sessional Kinder group [Blue] and One Integrated Kinder / LDC group [Green].

Chapter 2 - Daily procedures

Introducing your child to the Service - Orientation

Before your child begins, we suggest having a few visits to familiarise your child with the room and Educators. For children commencing long day care we would suggest an initial visit where you stay in the room with your child for about 30 minutes, an opportunity to look around and play. A second visit of about 45mins in which you leave your child for a short time in the room, and then a start day when you leave your child for at least half the day. At this point you leave the centre and fees commence. The orientation process may be customised to individual family needs. For children commencing kinder sessions, parents may stay with their child for a short time during their first session and are encouraged to be flexible to collect their child early if this assists the child settle.

Arrival and Departure - Saying Goodbye

You are required to sign in your child's arrival time on the I-Pads in the foyer (this is required by Government regulations). Each room has an Attendance folder where you can note your child's expected departure time and check for any notes from Educators, eg accident reports to sign. Please leave your child with an Educator and allow time for a few words to exchange information. Children should not be delivered or collected without some contact with the Educators.

The format of the Attendance folder is:

- white page - attendance record, expected departure time [LDC] and any comments, e.g. who is collecting your child, medication that Educators need to administer.
- blue pages - medication details and authorisation to administer the medication
- pink pages - illness, accident, incident or injury, sign when you pick up your child
- yellow pages - collection authorisation, for parent to authorise someone else to collect their child

We understand that drop off times can be stressful and emotional so it is important that we follow a few steps to make the transition from parent/guardian to Educator as positive as we can. Say hello to Educators with your child - beginning the interactions between the Educator and child. Sit with your child at one activity for a few moments - Educators to be in view. Let Educators know you are ready to leave, say bye to your child - give kiss and cuddle and hand over to the Educator, please then leave the room swiftly.

Children must be left in the care of an Educator and not in the corridor. It is very important that you always say goodbye to your child before leaving and make your departure brief so that Educators can proceed to settle your child. If your child is unsettled at your departure, we welcome you to ring the centre for an update at any time. Please discuss with Educators your thoughts on the transition time.

Please make sure Educators know when you collect your child and allow a few minutes to exchange information about your child's day. Check the whiteboard for routine details, noticeboards for messages and portfolio from time to time for observations.

Lost property is easier to keep track of if you check your child's belongings each day. Remember to sign your child out using the I-Pads.

Sun Smart

Educators will apply and reapply sunscreen as required throughout the day, but it is helpful if you are able to apply the sunscreen before arriving for sessional kinder sessions. Also, for protection from the sun, your child requires a hat that covers the back of the neck and a brim that shades the face. A top with a high neckline and sleeves (not singlet tops or sundresses with straps) and longer length shorts/skirts are best. Educators access the UV index daily in the rooms regarding times of alert when sun protection is needed. If you prefer to provide your own sunscreen (Cancer Council brand is used in the centre) please label the container and deliver to Educators in the room.

Access to the children

By regulation, no child will be allowed to leave the service with any person other than the parent/guardian, without authorisation from the parent/guardian. The emergency contact people named on the enrolment form are automatically authorised to collect the child, so details must be kept up to date. The service must be notified if someone else is collecting the child and the yellow authorisation form must be filled in. If another person will regularly collect the child, a covering letter may be placed on file. If during the day a different person is arranged to collect your child, you may phone the centre with the details. Photo ID of the person collecting will be required.

Security

To enter EYPP press the four character security code at the touch pad. Enter by turning the handle and ensure that the door closes behind you. DO NOT give the code to any other person. Visitors need to ring the bell for entry. No animals on or off leash are to be brought into the centre. To exit the building, first press the green release button to the right of the main foyer exit door.

Policy book

The Policy Book is located alongside the Ipad Signing Station in the foyer. This book includes all policies and procedures required by the regulations and for the day to day running of the service. Please feel free to look at the policies. To ensure the centre can function in a professional manner all families and Educators must adhere by all the service policies. On request copies of any of the policies will be provided to families or access them via the website.

Emergencies and Evacuations

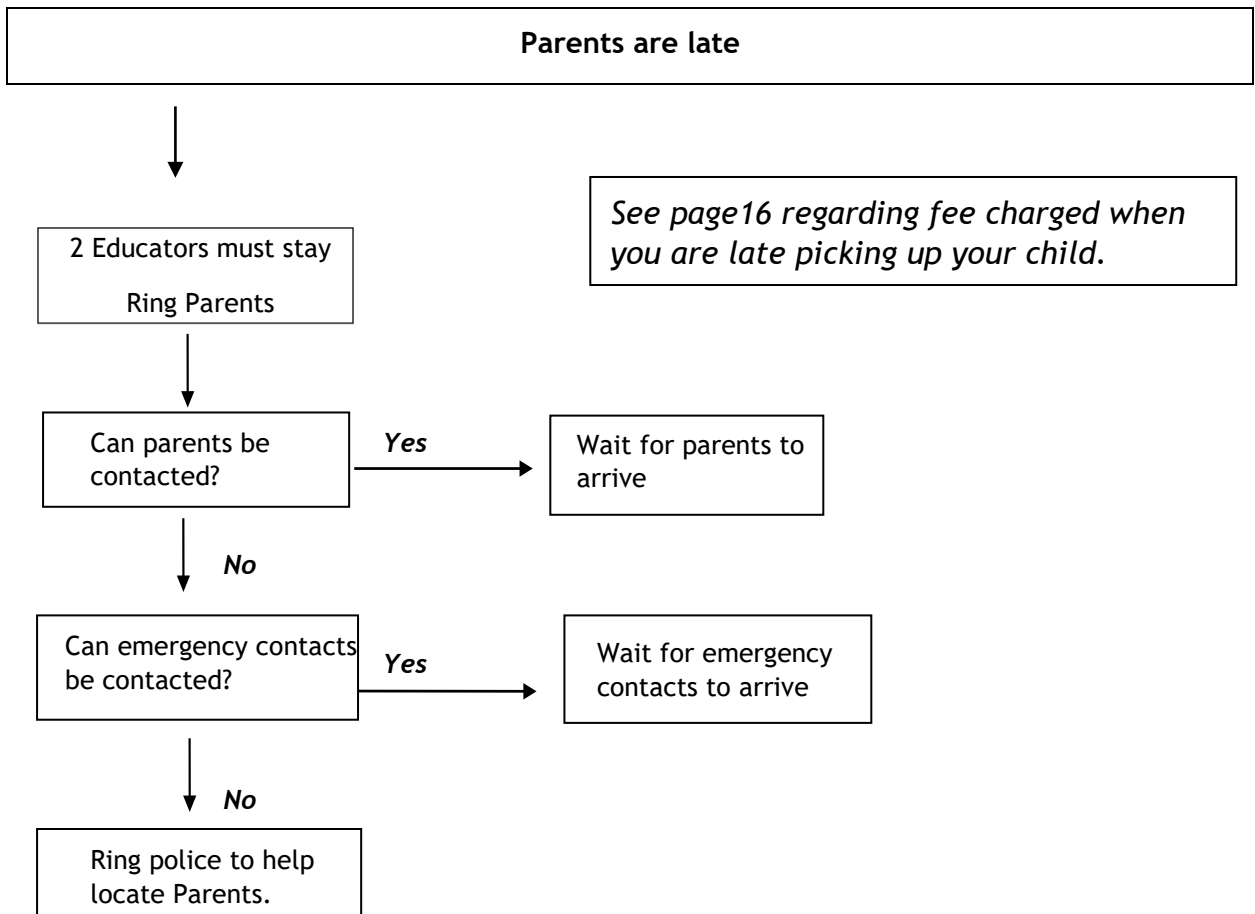
By Children's Services Regulations, on enrolment, parents/guardians must authorise the service to seek emergency medical, hospital and ambulance services if required. Parents are responsible for any costs involved. In the case of a dangerous and/or emergency situation, the Educator in charge of the service at the time must assess the situation, deciding what appropriate action to take. The safety of the children, Educators and parents are our first priority. Regular emergency procedures are conducted throughout the year ensuring children and Educators are prepared. Parents will be advised of upcoming emergency practise procedures if we are leaving the property. Records are maintained. An emergency evacuation procedure is displayed in all rooms and the foyer.

Procedure for late collection of children

There must always be two Educators with the child/children in the service. At NO time may an Educator leave the service with the child/children.

If the parent gives permission for another parent to take the child/children that is acceptable.

If an Emergency contact comes to pick up child/children, a note must be left on the door to inform the parents of action taken.



Incident, injury, trauma, illness and emergency reports.

Reports will be written up for a child experiencing any of these whilst at the service. Parents/guardians will be alerted to the report on the day of the occurrence. Educators will deal with the situation using first aid procedures and medical advice as appropriate. In the case of serious/urgent illness or accident, an Educator will, if necessary, accompany the child (by taxi or ambulance) to the casualty section of a local hospital, or to a local doctor.

Medication

Details regarding medication and administration need to be discussed between Educator and parent before the parent leaves. All sections of the blue authorisation form must be clearly filled out by the parent. If the parent is not dropping off that day there must be a signed letter giving permission with the details of the medication. Make sure the dose is right for the child's age or weight and is suitable if the child is under two. Medication must be in the original container bearing the original label, and written permission and full and specific details must be given, i.e., "if needed" is not sufficient, rather "if temp exceeds 38", or "if coughing persists". Educators may not exceed the dose or age range on the container.

Parents must advise the centre fully about the need for and use of preventative medicines for asthma, epilepsy, diabetes and eczema. All medications or medical treatments need to be written up, including teething gel, antifungal creams, eczema creams, etc.

Asthma medications: For children diagnosed with asthma, required medication will be given in line with the written information supplied by the parents/guardians. An 'asthma action plan' must be filled out by the parents/guardians and doctor, detailing usual medications, trigger symptoms, warning signs and steps to be taken should an attack occur. Families are to provide all equipment eg spacer, required to administer.

Anaphylaxis medications: For children diagnosed with anaphylaxis, it is required that the treatment medications such as EpiPen are always available at the service when the child is in attendance. If they are not available, the child will be unable to remain at the service until they are provided. A current action plan will be displayed in the rooms with the child's photo.

Diabetes medications: For children diagnosed with Diabetes, it is required that the treatment medications such as insulin are always available at the service when the child is in attendance. If not available, the child will be unable to remain at the service until they are provided. A current action plan will be displayed with the child's photo.

Fever reducing medications: Panadol or other such pain/fever relievers are not supplied by the service. As with all other medications, authorisation will be required as detailed in 'Medication' section above. Specific instructions are required, "if needed" is not sufficient, rather "if temp exceeds 38"

Cough/cold medication: We recommend parents obtain a letter from your child's GP regarding over the counter medication

Infectious Diseases/Exclusion: Information about exclusion of children with infectious diseases is available on the main noticeboard and in the office.

Parent Code of Conduct

It is important that parents maintain respectful communication when addressing Educators, children or other parents at the centre. If parents are not happy there is a grievance policy and procedure that is to be followed. Aggressive or abusive behaviour is not acceptable and may affect your child's enrolment at the centre. Discipline of children is the responsibility of Educators. Parents are to refer any matters of concern to Educators immediately and are not to discipline any child other than their own.

Children's Curriculum

Educators provide an educational program for all age groups in line with both the National Quality Standards and The Early Years Frameworks that focus on the children's development, individually and in the group setting. Educators use the Early Years Learning Frameworks as supporting documents for planning.

Within each age group a learning curriculum is developed based on children's ideas, interests, strengths and abilities and recognises that children learn through their play. At EY@PP Educators implement the Early Year Framework's five learning areas which will assist your child to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning; and
- Effective communication skills

Observations of the children are gathered and documented on a regular basis in each child's portfolio. This information is used to develop the curriculum and to complete written reports. Parents are given the opportunity to discuss their child's development throughout the year with an Educator.

Each room has on display their curriculum including the planned outcomes, experiences and Educator strategies. A reflection on each curriculum is shared with families.

Portfolios

Each child has a portfolio. Portfolios are used as a form of communication between the Educators and parents and as a record of developmental milestones. Educators will write about the children's play and development and parents are welcome to contribute their comments also. Whilst you are welcome to take the Portfolio home for other family members to read, we ask that you sign it out and return it when your child is next at the service.

Rest time in LDC areas

The service respects infant's individual sleeping patterns and infants have their sleep periods as necessary. Educators provide alternative quiet activities for older pre-schoolers who do not need a sleep, although all children over two are required to have a quiet time after lunch.

Nutrition - Food in LDC areas (rooms 1-6)

Early Years @ Phoenix Park supplies all the food required for a healthy balanced diet in the Long Day Care learning environments. Children are served a variety of meals and encouraged but never forced to try all foods. Menu information is displayed outside the kitchen and on the whiteboard in the children's rooms. Children are required to wash their hands before eating.

Morning Tea will be served between 8 and 9.30am. Lunch is 11.30 / 12.00 noon, depending on the age group and afternoon tea is around 3.00 pm. A light snack is provided for children still in the centre at approximately 5.30.

Food Safety

To fulfil our Food Safety Program requirements and to minimise the potential health risks to children with serious food allergies, we ask you not to bring food into the long day care rooms. We have a number of children with **life threatening allergies** so it is essential that no food of any kind is brought to long day care by families. Please check that there are no food products in your child's bag.

Food in sessional kindergarten, Room 7

To ensure children maintain a high energy level to last them the whole day, it is important during the 5 hour Blue and Purple sessions that parents provide a balanced lunch box with healthy food, fresh fruit and water bottle. In Red Group families are asked to bring a snack box of healthy foods, fruit or vegetable and water bottle. Sweet foods are sometimes food and should not be included in their lunch box. Keep this type of food for special occasions at home.

We ask that families also remain aware of the serious allergies at the centre. Please do not pack nuts, peanut butter, etc. in your child's snack or lunch. We teach the children not to share their food from their lunchbox with their friends. Your support in this would be greatly appreciated.

Celebration Display

The Celebration display is located in the foyer. This is used to set up cultural or learning topics we celebrate as a centre throughout the year. It is at the children's level so they can engage with the experience. We incorporate celebrations that are relevant to our families within the centre and families are welcome to contribute to displays.

Birthdays will be celebrated in the room as a group, we do not have cakes and ask families not to provide lolly/treat bags, we prefer to make the birthday child feel special by developing our own group customs. In line with our healthy eating policy, we will not be distributing treat bags or cakes during or after the session.

Chapter 3 - Fees and Policies

Fees and Payment Policy

Purpose

The purpose of this policy is to provide a clear set of guidelines for the setting, payment and collection of fees, which ensures the viability of the centre and the equitable and non-discriminatory application of fees across the organisation.

Fees are necessary because there is a shortfall between the level of government funding and the costs of operating a viable high-quality service.

Background

Both Federal and State government provide some payments to families to assist with the cost of childcare and/or kindergarten.

The Federal government administers fees through Child Care Subsidies.

You can submit a new Child Care Subsidy using your Centrelink online account through myGov or ring 136160 or visit a Centrelink Office.

The Victorian Government's Department of Education and Early Childhood Development (DEECD) provides per capita funding as a contribution toward the cost of operating a program for children in the year before school and a discount rate for health care card holders. This is relevant to the 4-year-old integrated and 4-year-old sessional kinder programs only. (This does not include 3-year-old sessions)

The centre is sponsored by the Stonnington Council. They provide the building and some maintenance support however the responsibility for all operational costs falls on the centre/committee. We are a not for profit centre and work on a break-even budget.

Fee Setting

The Committee of Management will set the fees in accordance with government funding guidelines and the Centre's annual budget. The fee will normally be set prior to beginning of each financial year. The Centre's financial year is January to December. At times under exceptional circumstances fees may change mid-year if the committee deems it to be required.

Therefore, the Committee will monitor the Centre's budget throughout the year and review the fee in accordance to this.

The Committee, through the Centre's Managers will notify parents of the new fees in writing as soon as possible after the fees have been set.

Procedures

All families using the centre are required to pay fees and depending upon which programs are utilized and this determines the amount you pay.

It is a requirement under the Family Assistance Law for all children who attend a child care centre, including a kinder program, must have an enrolment notice regardless of their Child Care Subsidy eligibility status. This is implemented through Centrelink.

If you are entitled to a subsidy, through our software that is linked with the government department, it will be added to your account automatically. The centre does not have control of when and how much credit is added to your account. Any credits will show on your invoice when they occur.

Please ensure you place the parent that applies for Child Care Subsidy as the 1st parent on the enrolment form. Once received let the centre know the CRN's (Reference numbers) that are allocated to the 1st Parent and Child

On commencement the full amount must be paid until any adjustments are made on the parent's account by Centrelink.

Payments

Parents are responsible for ensuring payment are made by the due date. Our preferred payment is Direct Deposit, transferring money from your account in to our account. Our Account details are Westpac BSB 033 038 Account 28 4548. Please ensure, when making a payment that we are able to easily identify the payment belonging to you. EG Family name.

Parents are responsible for **payment of fees** during absence for any reason (e.g.; Illness, Holidays etc).

Late Payment

Steps taken when family falls into arrears with their fees: -

1. Centre's managers will have a conversation or email parents reminding them of their obligation to ensure fees are paid.
2. If no payment within seven days and parents have not contacted the centre to organise a payment plan a letter will be sent outlining the current late payment with the fee policy attached.
3. If parents fail to respond satisfactorily to this letter, a meeting between the families, the centre manager and/or a committee representative will be held within ten working days.

The Committee of Management reserves the right to withdraw a child's place in the Centre in these circumstances.

If there is ever a problem regarding fees or payment of fees, please discuss the matter with the Centre managers as payment plans can be arranged.

Non-Payment

When the centre is required to recover outstanding money owed to the centre contact information on the enrolment form will be used and passed on to the debt collector to assist with the recovery. Where the centre incurs costs associated with the recovery due to non-payment of fees, the costs incurred by the centre will be added to the account in arrears.

Child Care Subsidy (CCS)

CCS is generally paid directly to the centre to be passed on to families as a fee deduction.

Parent's accounts will be credited on our system via the internet. Full fees will be required to be paid until credits commence on your account.

There are three main aspects of CCS:-

1. An individual's eligibility for CCS
2. Types of programs children are enrolled in
3. Amount of CCS payments (entitlement)

The amount of CCS to which a family is entitled is determined by the:-

1. Family Income
2. Results of an activity test
3. Types of Service

The centre is not directly involved in the calculations of families' entitlements. This process is between the family and Centrelink. Parents are encouraged to provide true and complete information to Centrelink. It is also parent's responsibility to ensure they follow the steps required in the Enrolment Process.

Preschool Exemption and CCS

Parents who do not meet the Activity Test will be entitled to 36 hours of subsidised care per fortnight to support children attending 4 year old kinder program.

Immunisation and CCS

In Order to claim CCS children must be

1. immunised in accordance with the National Immunisation Program Schedule or
2. be on the recognised catch up schedule according to the current Australian Immunisation Handbook or
3. have a valid immunisation exemption recorded on the Australian Immunisation Register.

Allowable Absences

Each child can be absent from the Centre for up to forty-two days per financial year and still receive CCS. Once the forty-two days have been reached families will be charged a full daily fee.

Centre Absences

If a child is to be absent for any reason, parents are requested to notify the Centre by 10.00 am, and preferably in advance. Fees must be paid despite non-attendance due to illness or other personal reasons including family holidays. If your child will be in later please phone and let staff know.

Late Pickup

A friendly but urgent request is made for families to pick up from the centre on time. We need to ensure we have the correct staff ratios in the room at all times. Staff are contracted to particular hours, therefore as an employer we are obligated to let staff leave on time at either the end of a session or at the end of the day.

If you are running late, please phone the centre to let us know. Parents will be fined at the rate of \$1 per minute that they are late after the end of a kinder session or at the end of the day. Late fees should be paid to the Service Manager the next day. If parents are late more than three times in three months, the fine will increase to \$5 per

minute. If parents continue to be late the managers will speak to the families reminding them they must be on time otherwise their enrolment could be terminated.

Late fee will apply to: -

- LDC if pick up occurs after 6pm
- Kinder at the end of the session period

Charges

- \$1.00 per minute will be charged
- Late more than 3 times in 3 months \$5 per minute

Fees Charged

Depending upon which program you use will reflect which fee you are required to pay. Please refer to Fee Information document relevant to the program your child is enrolled in.

Fee Information Sheets will be provided detailing all costs. Fee Information can also be viewed in the foyer on the noticeboard.

Source

Legislative Links

- The kindergarten Guide 2018
- Child Care Provider Handbook
- mychild.gov.au
- my.gov.au
- beta.health.gov.au/topics/immunisation

Created: March 2011

Reviewed: November 2019

Enrolment and Orientation Policy

(Regulation 158,160.161,162 168, Quality Area 1,2,7)

Purpose

The centre caters for children in the 0-6 age group, with the starting age of the child being dependent on the needs of the family, the type of program accessed and the availability of spaces in the centre.

Enrolment and orientation procedures form the foundation of strong relationships between families, educators and care settings.

Procedure

- **Initial acceptance of the position**

When a suitable position becomes available you will be contacted by the centre. Upon acceptance you have agreed to an arrangement of care for your child. You are required to pay a Fee Deposit to secure this arrangement.

The refund of this Fee Deposit is managed differently depending upon the program/s utilized. Please see Fee Information for more details regarding the relevant programs.

- **Enrolment**

All centre enrolment records must be completed, signed and checked by centre staff. The centre has a No job No play restriction. Immunisation records from you my Gov. Account must be supplied before commencement.

It is a requirement under the Family Assistance Law for all children who attend a childcare centre, including a kinder program, must have an enrolment notice regardless of their Child Care Subsidy eligibility status.

You can submit a new Child Care Subsidy using your Centrelink online account through myGov or ring 136160 or visit a Centrelink Office.

The Enrolment Process

1. The parent makes a claim for Child Care Subsidy with Centrelink.
(If you have not already done so please provide the CRN's for your child and yourself)
2. The Centre submits an enrolment notice.
3. The parent signs a Complying Written Agreement.
4. The Parent confirms the enrolment in their My gov Account.

Steps taken to confirm enrolment

- Log into your myGov account
- Navigate to the Centrelink Service
- Select Menu
- Select Child Care Subsidy
- Select Enrolment
- From here there will be a list of your children and the child care services they attend.
- You need to look for the 'Unconfirmed' items under Enrolment Status and click Review.

Please Note: Each time there is a permanent change to the Arrangement of Care steps 2 to 4 must be carried out again.

Once these steps are completed and if you are eligible, credits will be added to your account. The centre does not have control of when and how much credit is added to your account. It occurs automatically through the software that is linked with the government department.

- **Orientation**

When children first start at the centre, there is an orientation process in place to assist with a smooth transition. The process we have in place for each program is very flexible depending upon the child's and parent's needs. Educators working with the child will be introduced to the parent and child. Educators will guide and assist parents and children through the process and a start date will be established. Immunisation statement from myGov must be shown to be up to date prior to orientation commencement

Long Day Care Programs

In consultation with parents, dates and times of orientation visits will be established and a start date determined. Parents must remain on premises when their child is having orientation visits in the Long day Care programs. Once you leave your child at the centre, the long day care fee will be charged.

Usually for the first visit we ask parents to stay for about an hour in the room with their child. This way educators are able to gain extra information from the parent about their child.

The next visit we ask parents to leave the child in the room for about an hour or so. Parents are more than welcome to use the meeting room while waiting for their child. From this visit Educators will guide and discuss with parent if more visits are required or if the child is ready to start. We also encourage parent for the child first day, and if possible, to come in a little bit later and pick up a little bit earlier before the busy times.

Kinder Programs

For the 3 year old programs the children are given booklets about kinder which includes photos of the educators working with the children. Parents are encouraged to read through these books with their child prior to kinder starting. On the first day the children have a staggered start and finish time.

As many of the children in the 4 year old programs are familiar with the centre the orientation process will vary depending upon the child.

With both programs, parents are welcome to stay for short time in the room with their child. We ask parents to be on call and available just in case we feel the child needs to be picked up earlier.

For both programs

On the child's first day please provide educators with all the relevant information to help them care for your child. Don't forget that special toy or rug (This is not a good time to take away a child's dummy, bottle or start toilet training).

Some children become distressed when their parents leave. This is quite normal behaviour, and usually disappears as the child becomes more used to their surroundings. When the time comes to separate, do not prolong the goodbyes. Reassure your child that you will return, and leave with positive words of encouragement. **Do not leave without saying goodbye.**

Children must be left in the care of an educator, and not in the foyer. If you wish to discuss your child's progress or routine in more detail, it is often more appropriate to do this when the child is out of earshot.

If necessary, Educators will arrange to be replaced in the room so you can have some extra time. Please ring the Centre if you would like to know how your child is going.

- **Dropping days**

A month's notice in writing must be given when dropping days.

- **Picking up extra days**

Extra days as a one off can sometimes be offered if we have any children away for the day. Extra permanent days sometimes can also be offered if there is a vacancy. In both these situations please discuss with office staff the possibility of these changes.

- **Ceasing Enrolment**

One month's notice must be given in writing. You cannot terminate your enrolment for holidays and then expect that you get your spot reinstated on your return. Once terminate you can re-join the waiting list for enrolment on a later date when vacancies become available. Please let us know if you would like be added to the waiting list.

Sources

1. Educational and Care Services National Law Act 2010
2. Educational and Care Services National Regulation 2010
3. National Quality Standards Framework
4. Child Care Provider Handbook 2018
5. mychild.gov.au
6. my.gov.au

Created: Jan 2011

Reviewed: November 2019

Cancellation and Alteration of a Booking

(Regulation 158 Quality Area 6 & 7)

Purpose:

For families and staff to have a clear understanding of the procedures when a Cancellation (To withdraw or revoke a previous arrangement) or Alteration (To make or become different, changes) of a booking procedure.

Child Care Subsidy (CCS) can only be claimed the first day and last day your child physically attends the centre. EG. If enrolment date has been agreed upon and your child doesn't start until a later, date full fee will be charged until your child has physically been at the centre and signed in. Same goes when terminating CCS can only be charges up to the last day your child physically attends the centre. Any days after that date CCS cannot be claimed and full fee will be charged until the end of the months' notice.

Please speak to office staff if you need further clarification on this matter.

Procedure:

- Four weeks prior notice in writing (letter to the office or email) is required when a place is no longer required or reducing the number of days of attendance.
- Once termination is received you can re-join the waiting list for enrolment on a later date when vacancies become available. You cannot terminate your enrolment for holidays and then expect that you get your spot reinstated on your return. Once a termination is received, we fill the vacancy with the next person on the waiting list. Please let us know if you would like be added to the waiting list.
- Fees must be paid to the end of the notice period.
- Families are **not eligible** for Child Care Subsidy if their child does not attend within the notice period. These days will be charged at the full fee, no CCS.
- Four weeks absence without notice will indicate withdrawal and the place will be cancelled. Full fee will be charge in this instance and no CCS is able to be claimed.
- Any requests for an increase in days or change of days must be given to the service manager/s via email or appropriate documentation.

Fee Deposit: LDC

- When securing a place at the centre for LDC program parents are required to pay a \$100 Fee Deposit. Once enrolment starts this is credited into your account towards fees

Fee Deposit: Kinder

- When securing a place at the centre parents are required to pay a \$100 Deposit. Once an offer is accepted this fee is charged to your account. The second last week

of term 4 the Fee Deposit is refunded into your account. If you do not take up all four terms of kindergarten with the centre the holding fee is not refunded.

- If you do not commence the fee deposit is not refunded for both Kindergarten and LDC.

Source

Department of Families, Community Services and Indigenous Affairs, 2006, *Child Care Service Handbook 2006-2007*, Australian Government, Canberra.

Review: November 2019