

Parent Handbook

NUMBERS TO CALL

Childcare's Landline: (02) 9637 7948

Childcare's Mobile: 0483 845 338

Director's mobile: 0413228787 (Joanna)

ADDRESS

20 Margaret Street Granville NSW 2142



Welcome to our Service. Congratulations on choosing to begin the learning journey for your child with us. To ensure that your introduction to our Service is both informative and welcoming, we have provided you with an orientation checklist below.

If you have anything else we can do to ensure a smooth transition for your child, please feel free to contact us and we will do our best to assist you.

Please take five minutes to complete the Checklist with the Nominated Supervisor.

Thank you.

Issue	Please tick
I have received a tour of the Service that included the following: <ul style="list-style-type: none"> • Office area and information boards, brochures and menu displays • Each room, and been introduced to the educators • My child's room and had opportunity to talk briefly with the room team • I have been shown the room program, where to sign my child in, room displays, where to store my child's belongings and the layout of the indoor and outdoor play spaces and bathrooms adjacent to them. 	
I have completed the enrolment forms and provided the necessary information to ensure my child's education and care needs are met	
I have received a Parent Handbook about how the Service operates and its practices	
I have read and understood the Service Policies and know where to access them	
I am aware that I need to keep the Service informed about my child's care, contact and other details	
I have paid my Enrolment Fee and had the fee schedule explained to me	
I am aware of the Service's policy on fees and the payment of fees	
I have provided the Nominated Supervisor with necessary documentation to attract Child Care Subsidy (CCS) payments and am aware I must keep the centre up to date with any changes to these arrangements	

THE CHILD CARE SUBSIDY UNPACKED

The Child Care Subsidy is not always easy to understand. From birth of baby to final enrolment, we're here to support you every step of the way.

Child Care Subsidy Requirements

There are several requirements to qualify for the Child Care Subsidy. You may qualify if:

- You or your partner care for the child a minimum of two nights / fortnight
- You or your partner are responsible for child care fees
- The child meets immunisation requirements
- You use an approved child care service – like us!

Did you know: CCS is paid directly to the childcare centre that your child is attending, so your out-of-pocket expense is lower. You just pay the gap fee.

CCS: The timeline

1. Your baby is born – yay!
2. Decide on when your child might be going into early learning and care.
3. Apply for CCS via your **MyGov Account**, which is linked to Centrelink. Do this as soon as you know when you might be sending your little one into care, so it's all set up and ready to go for your child's first day. Don't necessarily wait until you've found a centre that you're happy with. The entire process may take between four and six weeks, and if it's not set up when you begin care, you may be paying full fees until it's all complete.
4. Find a centre that suits your family best - call our team at 0483 845 338 and set up a tour.
5. Once your spot is locked in, confirm your Complying Written Agreement (CWA). This needs to be done before your child starts at the centre – if it's not done, CCS will not be applied for those days. You'll also need to confirm your CWA via HubHello App, as well as in MyGov. Your Centre Manager can help with this step.
6. Go into your MyGov and confirm your child care enrolment (you will be prompted to do it via notification from Centerlink, so don't worry – you won't miss this).

How to apply in MyGov:

1. Sign in to MyGov and go to Centrelink.
2. Select 'Payment and Claims' from the menu, then 'Claims', then 'Make a claim'.
3. Under 'Families', select 'Get started'.
4. Answer all the questions. Each screen has information to help you complete the claim, this includes how to submit your supporting documents.
5. Submit your claim.
6. You can track the progress of your claim online, every step of the way.

Need setting up MyGov account: Click [here](#) to find out more.

How CCS works – explanation:

The CCS works on three factors:

1. Your total combined family income.
2. The service type. This can be long day care, or outside-hours care such as vacation care.
3. How much 'work-related' activity you and your partner undertake each fortnight – even if it has been impacted by COVID-19. This includes paid work, volunteering, study and other activities as determined by education.gov.au. Job hunting, studying, starting a new business and volunteering – among others – are all eligible activities that will allow you to claim subsidised hours of care, even if your personal circumstances have changed due to COVID-19.

Government Activity Test - Types of approved activity

- Paid work, including leave
- Volunteering
- Studying (approved course)
- Self-employed work
- Unpaid work experience or unpaid internship
- Working for free (in the family business)
- Actively setting up a business
- Actively job seeking
- Doing training to improve work skills or employment prospects
- Time taken to travel between the child care service and your place of work, training, study, or other approved activity will also be included.
- Other activities on a case by case basis.

Preschool Exemption Program

If your child is currently enrolled in our Government Approved Preschool or Kindergarten programs, this comes with a CCS exemption that is available for preschool-aged children, whose CCS subsidy is less than 24 hours per fortnight. You can access 36 hours of subsidised care per fortnight if you:

- Would usually be entitled to less than 36 hours of subsidised child care per fortnight because you do not meet the activity test; and
- Have a preschool-aged child attending an early education program at a centre-based day care service.
- A preschool-aged child is one who is in the year before primary school e.g. if a child is starting school in February 2021, the child is deemed preschool-aged from February 2020. Click here for more information via the Federal Government FAQ page.

For preschool exemption, please follow the steps [here](#) (choose PDF attached to this form): after you have made changes in your Centrelink, please follow up with a phone call to Centerlink for speedy result.

Helping work out your out-of-pocket formula

It's great to know what your child care centre charges for a day, but what you really need to know - for family finance purposes - is what you'll need to pay out of pocket. To try calculating your out of pocket fee, [click here](#) for a handy subsidy estimator.

Get in touch if you have any questions!

Our website: <https://www.granvillepreschool.com.au>

Our mobile: [0483 845 338](tel:0483845338)

Our Instagram: <https://www.instagram.com/southparragranvillepreschool/>

ENROLMENT PACK

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details
- Parent Handbook
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- Regulations, National Law and Policies
- Child Care Subsidy information

FEES

Prior to enrolling your child at the Service, you need to contact the Department of Human Services (Centrelink) on 136 150 to arrange your Child Care Subsidy (CCS). You can also submit your CCS claim online at: <<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>>

You will need to register a parent (only one parent needs to apply) and child with Centrelink in order to obtain a Customer Reference Number ('CRN') specific to the Parent and also to the Child (the CRN numbers will be 2 different numbers NOT the same numbers).

Our fees are as follows:

Casual care for children on not routine days - \$130 (once off care)

2 - 3 - \$120 per day

3 – 5 \$115 per day

Flat daily fee is payable irrespective of the number of hours of care. Payment details are as follows:

Direct Debit via iPay:

We will use your details below for the purposes of charging your gap fee via Direct Debit and we will charge your account weekly on Fridays.

Alternatively, you may opt for Centerpay (enquire within if this is the payment option you prefer). Please provide your preferred form of payment.

Credit card:

Name
Number
Expiry Date
CVS

OR

Account details:

BSB
Account number

There is a dishonour fee of \$35 that will be charged if the nominated account has insufficient funds during the direct debit process. The fees may change from time to time due to industry reforms, regulation changes and increase in operation costs.

Bond and admin fee

Before your child commences at the Service, parents are required to pay a bond of \$200 and admin fee of \$70.

When a family indicates their interest in enrolling their child, they will go on the waiting list (free of charge). The service will accept the enrolment 6 weeks before the start day. Once the enrolment is accepted the admin fee and bond should be paid. Should an enrolled family not take up their position on their agreed start date their place will be forfeited and offered to another family on the waiting list. Non take up of an offered position will result in a return to the waiting list. Non take up of an offered position will also result in the forfeiting of any paid bond should the family not attend the service when the next opportunity arises. If a family needs to start immediately, all the above have to be paid before the commencement (plus immunisation record and birth certificate).

Notice

Four (4) weeks' written notice of intention to withdraw the child is required via email to info@granvillepreschool.com.au with subject Child Ceasing Care. The four weeks' notice begins from the close of business on the day the Service receives the written advice. Any monies owed to the parent, including the bond paid at enrolment, will be refunded within 7 to 14 days of the child's final day of attendance at the Service. Child will have to attend on the last day of the notice period in order to be able to receive CCS subsidy, otherwise full fees will be charged to the family. When 4 weeks' notice of withdrawal is given, the bond will be refunded accordingly.

Payment of fees

Fees are to be paid on or before the child's first day of attendance each week and can be paid by HubHello iPay (the preferred payment option), Credit Card or EFTPOS. In rare occasions, payments can be made to the following bank account (if agreed with the director):

INet Consulting Pty Ltd

BSB: 062692

Account: 72800265

Normal fees apply to public holidays, sick days, family holidays (more than four weeks in any financial year) and any other absence. Fees are not charged for days when the Service is closed outside of Public Holidays. Child Care Subsidy is paid for a child's absences up to 42 days per child each financial year, including Public Holidays.

Make up days

The Service does not exchange days of care and does not arrange make up days.

Statements/Invoices

Once every fortnight, parents eligible for Child Care Subsidy are provided with a Statement of Entitlement. This statement includes details of the sessions of care provided and the resulting fee reduction amounts, and is based on information about entitlements and payments for each child received in their payment advice generated through the Services CCMS software program.

Receipts are issued for all fee payments. The system-generated receipt will show the child's name, the period for which the receipt is issued, the amount paid, and all other details required by regulations. If an overpayment is made, no refund will be given but the excess will be credited to the family's account.

Fee reminders are sent to any family one or more weeks' late in the payment of fees. If the fees are not paid within the following week or no arrangement for payment entered into, the child's place at the Service will be at risk.

The Service requires a full two (2) weeks' written notice of an intention to change the days of attendance or the number of days required using the Child Request for Altered Days of Attendance Form.

A late fee (as per the Fee Schedule) is charged for any child collected later than the Service's closing time (by the Service's clock). Parents are asked to complete and sign a Late Fee Notice when they collect their child/children.

PRE-ENROLMENT

- The Service follows the Australian Government's "Priority of Access Guidelines" for allocating childcare places. Once these Guidelines are met, the Service prioritises siblings of children who are already attending.
- During the initial contact, parents are provided with basic information about the Service, its programs, routines and fees, and are shown through the Service. When parents indicate their interest in enrolling their child, they are shown through the Service and provided with information about its operation (e.g. opening and closing times, program, meals, policies and procedures, fees, documentation required before commencing at the Service and tailored orientation). Possible start dates are discussed. Parents are also invited to ask any questions they may have. They are given a copy of the Parent Handbook to keep.
- The Nominated Supervisor ascertains if the child has any special education and care requirements (e.g. medical, English as a second language) so that these needs can be met by the Service from the child's first day of attendance. Parents are asked to complete the Family and Child Information Summary.
- Parents are reminded to contact the Australian Government Department of Human Services (Centrelink 136 150) or to apply online via their MyGov account to have their eligibility for Child Care Subsidy assessed. This is required prior to formal enrolment.
- The Nominated Supervisor informs parents that every child and family responds differently to starting childcare, especially if it is the first time that children and families have been separated for any lengthy period. They are also told that, at enrolment time, educators and parents will plan to ensure the child settles in as smoothly and as quickly as possible.

ENROLMENT

- When a vacancy occurs, the Nominated Supervisor arranges for parents and their child to visit and become familiar with the Service before the child commences. During the visit, they are shown through the Service and introduced to the educators. At this time, some children like to participate in the activities while others prefer to watch.
- Once parents decide to enrol their child, they complete an enrolment form prior to their child commencing at the Service. The enrolment form contains the following details:
 - Full name, date of birth and address of the child
 - Name, address and contact details of: each known parent of the child; any person who is to be notified of an emergency involving the child if neither parent of the child can be immediately contacted; and, any person who is an authorised nominee.
 - The name of any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and, any person who is authorised to authorise an educator to take the child outside the education and care service premises.
 - Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
 - Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person.
 - Gender of the child.
 - Language used in the child's home

- Cultural background of the child and, if applicable, of the child's parents.
 - Any special considerations for the child, such as any cultural, religious or dietary requirements or additional needs.
 - Parents are asked to sign an agreement on the enrolment form authorising the Approved Provider, Nominated Supervisor or an educator to: seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service; arrange transportation of the child by an ambulance service; and, if relevant, take the child on regular outings. Refer to the Service's *Excursion Policy*.
- Parents are to provide the following health information.
 - Name, address and telephone number of the child's registered medical practitioner or medical service and the child's Medicare details.
 - Details of any specific healthcare needs or known medical conditions such as allergies, asthma, diagnosed as at risk of anaphylaxis.
 - Any Medical Management Plan and Risk Minimisation Plan to be followed with respect to a specific healthcare need or medical condition (e.g. asthma, allergy, anaphylaxis).
 - Details of any dietary restrictions for the child.
 - Immunisation status of the child. Refer to the Service's *Immunisation of Children and Staff Policy*.
 - Parents are asked to complete a Family and Child Information Summary which provides some background about the family and child:
 - Information about the child's interests, needs, likes and dislikes
 - Cultural background, and any special customs and religious requirements to be respected
 - Goals for the child
 - Food preferences
 - Routines at home
 - Toilet training needs
 - Names of family members and pets.

Policies and Procedures

Our Policies and Procedures are available for the families to view in hard copy at reception or via the below QR Code.



- The Service's Policies and Procedures are discussed, and parents' attention drawn to specific policies (e.g. *Sun Protection, Nutrition, Food and Beverages, Handwashing, Sleep and Rest time*) and aspects of those policies that require their support and cooperation (e.g. ensuring current contact information, appropriate food and drink items provided from home, providing a hat, labelling of all clothes and other personal items). Parents are then shown where they can readily access these Policies and Procedures (hard copies available at reception area, QR Code at the front of this booklet), the Parent Library and other resources. They are also provided with a Parent Handbook.
- The Nominated Supervisor then speaks to the parents about the various ways the Service communicates with them (e.g. face-to-face, notice boards, emails, newsletters, individual child pockets, sms, phonecall) and ways that parents can converse with the Service (e.g. face-to-face, suggestion box, surveys). The information provided by the Service is intended to be easily understood by all parents, including those for whom English is a second language. Families are given access to our Communication App where you can follow your child adventures at the Service.

- Families are given access to HubHello – application where they can view their CCS information, statements, invoices.
- Parents are also asked the most suitable way to exchange information about their child's specific needs so that the educators can work with the parents to meet those needs.
- At this time, the Nominated Supervisor, the educators in the child's room and the parents devise an orientation plan to help the child settle during the transition from home to the Service (particularly during the initial settling in period), and how best to maintain continuity between home and the Service. Some children may need to visit the Service a number of times before feeling sufficiently secure to be left by their parents. Others can be left after the first visit. Others again may need to build from a short visit to a full day. The plan is flexible and can be altered at any time. It is crucial that the child feels secure, and that positive interactions are established between all parties – child, parents and educators.
- Once the child commences at the Service, parents are contacted at any time the child becomes distressed. Parents are also informed about their child's day when they collect the child, and are welcome to telephone the Service throughout the day for updates.
- At the end of the enrolment and orientation, parents are asked to complete an Enrolment and Orientation Checklist which provides feedback on how to improve these processes.

Management Will Ensure:

- Enrolment form is completed accurately and in its entirety.
- The appropriate Room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- Immunisation certificate and birth certificate have been sighted and photocopied.
- The child is added to the Observation cycle.
- The child is added to the Service's medical characteristics sheet (if necessary) and this information is distributed to Educators.
- The enrolment is lodged with The Department of Education, Employment and Workplace Relations (DEEWR)
- A file for the Child's information is created.
- Families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process.
- Child Care Subsidy is explained to families.
- Families are given access to Appessment- application where you can follow your child adventures at the Service.
- Families are given access to HubHello – application where they can view their CCS information, statements, invoices.

ORIENTATION OF THE SERVICE

During the orientation of the Service, families will be:

- Provided with an outline of the Service policies which will include fee payment, sun safety, illness and accident, and medical authorisation
- Shown the signing in/out process
- Advised of appropriate clothing for children to wear to the Service, including shoes
- Informed about policies regarding children bringing in toys from home
- Introduced to their child's Educators
- Taken on a tour around the Service with their child
- Asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- Informed of the daily report and how parents can view this
- Introduced to the room routine and Service program, including portfolios and the observation cycle.
- Informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- Informed about the Service's *SunSafe Policy* regarding hats and sunscreen

- Given the opportunity to set Family Goal's for their child
- Confirm preferred method of communication

During orientation, Educators will discuss the following in order to gain a better understanding in supporting the family:

- the cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required)
- the family's needs in relation to work or other commitments
- days and times child care is required
- the family's previous knowledge or experience of other children's services
- any additional needs of the child and/or their family
- any court orders that are applicable to the child
- service philosophy and curriculum
- the child's interests
- family goals and expectations
- any allergies or dietary needs for the child
- emergency or health care plans for the child if relevant
- the Service and room routines
- greet children and families upon arrival
- create a welcoming and inviting environment
- discuss with families the best transition process for the child
- encourage families to stay as long as they need to in order to reassure their child
- encourage families to say good-bye to the child when dropping off
- phone families if the child remains distressed
- seek information about the child and family throughout the orientation process

Management will ensure:

- The orientation process is well organised, flexible, and informative.
- The child and family visit the Service and familiarise themselves with the environment. The child may participate in the activities and experiences if they feel comfortable.
- The family and child/children are introduced to the Educators in the room.
- To create a welcoming environment and interact positively with the child and family.
- The child and family are respected at all times, acknowledging the individuality of each parenting style.
- Families are encouraged to ring, email, or visit the Service as often as they like when their child has commenced care.
- The child is allocated a Focus Educator.
- Families are reassured that if the child is distressed over a long period of time the educators will contact them.
- Support agencies are contacted for children with additional needs.
- Families know how to provide feedback.
- Families are informed that critical information from their child's enrolment form is communicated with Educators- (emergency contacts, authorised nominees, court orders, immunisation status, medical and health conditions where relevant)

TRANSITIONING TO A NEW ROOM

- Children are transitioned to the next age group when they are developmentally ready to move to the next age group and a vacancy occurs. When educators identify that a child is ready to begin transition, and a vacancy is imminent, they contact parents to discuss the desirability of the move and to obtain their input. Refer to the Service's *Interactions with Families Policy*.
- Once all parties have agreed that the move is in the child's best interests, a letter is composed formalising the agreement. It details the day and date of the move, the names of the educators in the new room and any other relevant information.
- Before children are officially moved to a new room, their current educators talk to them about the impending move and the children then visit the next age group a number of times. The frequency depends on individual children.

- Immediately prior to the child's official move, parents are encouraged to visit the child's new room and to meet the educators to ensure that they are aware of such matters as room routine, location of lockers, and sign-in and sign-out sheets.

TRANSITION TO SCHOOL

Attending school for the first time is a major change for the child and the family. The Service recognises that parents play a vital role in the success of the transition, and supports and works with parents to prepare children for school entry.

- Wherever possible, the Service provides families with information about the schools within the local community.
- The Service provides information to parents about children's readiness for school.
- Educators speak to children about starting school and ensure that the information they provide to children is positive and accurate.
- The Service liaises with the nearest government school and, towards the end of the year, arranges with the school for a number of familiarisation visits for the children who will attend the following year.
- The Service coordinates the transition statements to be completed by the educator (Transition Statement – Educator), parent (Transition Information – Family) and child (Transition Information – Child), and provides these to the school.

Thank you for taking the time to read this information. If there is anything you would like to clarify, please speak to the director.

COMMUNICATION APP

Appessment is a communication app for childcare facilities. Parents will receive an invitation to join the app and once accepted, they can download it. Through the app, parents will receive daily updates about their children's activities while they are in the care of the childcare facility. This app provides a convenient and easy way for parents to stay connected with their children and stay informed about their daily activities.

