



K.C.C.C Handbook

WELCOME TO KIRRAWEE CHILD CARE CENTRE.

Kirrawee Child Care Centre was established and operated from February 1994 to meet the Child Care needs of the families in the Sutherland Shire. The Centre endeavours to have experienced qualified staff, who will guide your child through their first steps on the education ladder. While the Centre is privately owned, it is a member of Community Child Care NSW. The Centre caters for children from nought to school age. The Centre has a modest parent library (video & audio, and written), which may assist in many areas of child development. The Centre is air conditioned both for cooling and heating according to the Australian Standard.

KCCC is currently Accredited for the maximum number of years (2.5yrs) by the National Childcare Accreditation Council. KCCC rated High Quality during our last Accreditation in December 2009.

The Centre consists of two rooms.

Possum Room

0-2 year olds

Wombat Room

2 years – School Age

Squirrel Group (2-3 year olds)
Wombat Group (3-5 year olds)

The Centre operates five days per week Monday – Friday, 7.30 am - 6.00 pm, 50 weeks of the year, excluding public holidays and two (2) weeks over the Christmas and New Year period.

CENTRE PHILOSOPHY

Our aim is to provide high quality care that is both educational and stimulating, whilst catering for individual needs. We are accepting and welcoming of all individuals and families regardless of family structure, gender and background.

We see the link between home and the Centre as an important one and thus provide an environment, which enables children to feel secure and loved. We also believe that praising and accepting children despite errors and misdemeanours can assist them in growing towards a healthy adulthood.

We recognise the value of **Play** and **Art** in child development as they are essential educational part of our daily program. [Link Philosophy.](#)

FEES

Centre's fees for year **2010** are as follows:

- | | |
|----------------------------------|---|
| 1. Children 0 – 2 years old | \$70.00 per day two to five days
\$75.00 for one day |
| 2. Children 2 years - School age | \$65.00 Per day two to five days
\$75.00 for one day |
| | Enrolment fee \$65 (GST inclusive)
Bond 2 weeks of full fees |

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Fees are payable **weekly in advance**. Default in payment of fees when they are due will result in the loss of the child's position. At time of enrolment TWO (2) weeks of **full fees** are required as a refundable deposit (bond), provided the Centre gets two weeks' notice in writing when the service is no longer required, if a notice is not given and/or a notice is given, and then the child did not attend the notice period, full fees will be charged and no bond is refunded. The arrangement of accepting children is on a yearly basis.

Please note if and when a family makes a confirmed booking, i.e. Enrolment fee and bond is paid, and then withdrawn before the date of commencement bond will not be refunded, regardless the reason or length of time. Withdrawing a child must be made in writing on the Centre's withdrawal form.

Fee Structure Link.

Kirrawee Child Care is a cashless service and accepts payment through **Ezidebit** link. Parents are required to fill an **Ezidebit form** to authorise periodic bank deductions of Centre's fee **Ezidebit information**.

BEFORE & AFTER SCHOOL AND VACATION CARE

Provided through the following services:-

www.oysterbayschoolcare.com.au

www.stcathschoolcare.com.au

www.bonnetbayschoolcare.com.au

THE PROGRAM

In 2012, the Government will introduce A National Quality Framework (NQF). This is to ensure high quality and consistent early childhood education and care Australia wide. As part of this Framework, The Early Years Learning Framework (EYLF) has been endorsed by Council of Australian Governments. KCCC has begun to implement this framework in 2010, and continues to keep up to date with the latest information received.

"The EYLF has a strong emphasis on play-based learning as play is the best vehicle for young children's learning providing the most stimulus for brain development. The Framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. This is reflected through a stimulating, developmentally appropriate program that we offer. A school readiness program for all pre-school children is implemented following this framework.

More information on the EYLF and NQS can be found at www.deewr.gov.au/earlychildhood

EXTRA CURRICULA ACTIVITIES

The Centre charges for the extra curricula program (Hey Dee Ho Music) separately each term. The days the program runs varies each term in order to give all the children an equal opportunity to participate. **Link extra curricula.**



STAFFING

The Centre consists of a team of people with varying degrees of experience and qualifications, which include: -

Director/Teachers

1. Bachelor of Education in Early Childhood 4years trained.
2. Bachelor of Science, Qualified Master in Applied Science, Diploma in Children's Services including Before and After hours School Care.

Teachers

1. Bachelor of Teaching Early Childhood
2. Diploma in Children's Services

Assistants

3. Certificate III in Children's Services (TAFE)
4. Certificate III in Children's Services Trainee

Part time and relief staff have experience in Child Care and have obtained a recognised qualification or working currently gaining a Certificate III in Children's Services as a minimum requirement.

The Centre value and appreciate its responsibility in training, qualifying new entrance to the profession, therefore the Centre has been an active participant of the Govt. traineeship program since it's anticipation in 1996.

We value your involvement and contribution to the Centre therefore please feel free to talk to any of the senior staff regarding your child. You are welcome to visit the Centre at any time during the day and we look forward to your participation in any of the Centre's functions that will be held throughout the year.

ARRIVAL AND DEPARTURE

The Centre's operating hours are 7.30 AM until 6.00 PM. Under no circumstance are children allowed to be dropped off before 7.30 am. If a parent is late collecting their child after 6.00pm, **late fees WILL** be charged. Minimum charge is \$20.00 + GST. If no phone call is received by 6.05 PM. Department of Family and Community Service's rule is to deliver the child to the nearest police station. The Centre is obliged by law to follow the rules. (Please refer to Stat Regulation).

The child **MUST** be brought into and taken out of the Centre by a parent or guardian and signed in and out in the attendance book provided. At no time should a child be picked up or dropped off by anyone other than specified on the enrolment form, unless the Centre has been previously notified, this notification must be entered into staff / parent communication book. In case of custody arrangement, a copy of the court order of family arrangement must be left with the Centre; otherwise if either parent has a proof of identity, they have every right to take the child legally. (Refer to Release of Children Policy).

No parking is permitted on the Highway, or obstruction in the driveway; cars must enter via service road and park in half circle of driveway. We appreciate if no one parks on the grass area. The council can impose a fine if these rules are not followed.



YOUR CHILD'S FIRST DAY

The first day at anything can be quite frightening even for the best of us. To assist your child to settle more easily please allow 10-15 minutes with your child engaging in an activity and getting to know the staff.

When it comes to saying goodbye your child may become upset. Please say goodbye, and say where you going and that you will be back for them later and leave quickly.

You may like to give them some form of comforter, e.g. a teddy. Whilst your child may become upset they will quickly become involved in one of the many activities provided as well as meeting new friends.

Please note that dragging out your departure only leads to the child's confusion who will inevitably become more distressed. Please feel free to ring anytime throughout the day to find out how your child is settling in.

HEALTH

The Centre cannot provide care for a child suffering from a contagious illness or high temperature (that is **above 37.5 degrees**). If your child does contract contagious illnesses, please advice the Centre so that parents of the children in contact with your child can be notified. If you are contacted by the Centre concerning your un well child, you or an authorised adult must collect the child immediately.

Your child **MUST** be kept home if they have-

Mumps	Impetigo	Glandular Fever
Measles	Ring Worm	Diphtheria
German Measles	Diarrhoea	Rubella
Conjunctivitis	Scabies	Hand, foot and mouth
Chicken Pox	Thrush	Whooping Cough

Parent / guardians must have a **written clearance** from a doctor before they can return to the Centre. Any vomiting, diarrhoea or high temperature must be cleared for at least 24 hours to prevent passing of infection to the other children and staff.

It is the Centre's policy, as well as a Department of Community Service regulation that once a child becomes sick at the Centre, a parent/guardian must come to collect the child immediately.

The child will not be allowed back to the Centre without a Doctor's clearance certificate.

- 1. The Doctor's certificate must be signed clearly by a medical practitioner.**
- 2. The certificate must specify the type of illness (sickness) and that the child is well and fit to attend the Centre, and does not represent any risk to the rest of the children.**
- 3. The Centre reserves the right to reject a doubtful medical certificate, especially if it does not comply with the Centres requirement.**

Please read the Centre's Manual regarding Sickness and Exclusions. It is a regulation of the Centre, and the Commonwealth Department of Human Services, that fees are payable even if the child is absent from the Centre due to illness, or parents choice.



MEDICATION

Please note the Centre does not administer any type of medication to children at the Centre without written Medical prescription Authorised by Medical practitioner, including any form of **Panadol**. **An exception is made if a child has a temperature 38C or higher.**

All medication required by children must be entered into the medication book **each day**, and authorised by Parent/guardians. Please remember that non-prescription medicine e.g. panadol, cough medicine and antihistamine can be administered only if authorised in writing by Medical Practitioner e.g. Medical Doctor only.

In such case the medicine must be provided by the parent (including Panadol), the dose must be entered and signed by the parent in the medication book. Medication is only administered by a senior staff member.

In case of an emergency, the Centre will contact parents and or authorised person to collect the Child immediately. If no one collected the child within the hour the Centre will inform DOCS and requests an ambulance at parents' cost.

CLOTHING

So your child can feel free to join in all activities, especially messy ones, please dress him / her in suitable (old) clothes. An additional set of clothes should be kept in the child's bag at all times.

If your child is in nappies please provide at least 4 nappies per day. If your child is toilet training allow for accidents by providing 3-4 changes of clothes, otherwise one change of clothes is appropriate for other children enrolled at the Centre. Label all clothing to prevent them from becoming lost.

TOYS

The staff would appreciate that children only bring one soft toy to the Centre for rest time if necessary. Toys from home encourage conflict between peers and children become upset if their toys are lost or broken. We take no responsibility for damaged or lost toys. Toys must also be labelled with the child's name to prevent them from becoming lost. [Link Bringing Valuable Items to the Centre](#)

MEALS

Kids Gourmet Food (KGF) provides the Centre with healthy and nutritionally balanced gourmet style meals. All the children's food requirements for the entire day are provided by KGF. The only thing you need to provide is a drink bottle full of water.

Morning tea—fresh fruit

Lunch—hot meal

Afternoon tea—bakery item

Please ensure that one of the senior staff is notified about any allergies and special diets and must be noted in writing on the enrolment form. Usually the Centre can meet some special diet requirements otherwise parent should provide the child's food. [Link Nutrition and Food Policy.](#)

Children under two: - Once they are on solid food, a blend of vegetables is provided. Only cow's milk is available at the Centre. If your child is on a formula, it needs to be provided by parents.



BED LINEN

Each child will be provided with a suitable bed, children are not expected to sleep but are encouraged to rest. You will be required to provide a cot size sheet each day. These will be sent home in bags on the last day of your child's attendance each week. A comforter or one soft toy may be sent with the child for rest time.

EXCURSIONS

Due to changes in regulation and insurance policy, the Centre does not provide out of Centre excursions as from 2003.

The Centre organises outings and holds functions at the park out the back of the Centre. The park is safe as it is bounded by the houses on the triangle block. All Regulations and Policies covering child staff ratio, health, and sun smart policy are applied and observed in such event. [Link Excursion Policy.](#)

METHOD OF ENROLMENT AND ACCEPTING AN ENROLMENT

When an enquiry is made it is recorded and dated on the Centre's enquiry form.

Parent enquiring is encouraged and invited to visit the Centre. For the purpose of giving parents full attention and proper organised information, visiting the Centre is by an appointment.

After visiting the Centre, Parents can choose to be put their child(ren) on a waiting list.

Waiting List.

A wait list form needs to be filled out with a fee of \$20.00. (For the purpose of maintaining fee affordability and administration cost).

Parents on a waiting list are required to check with the Centre once a month regarding availability.

If a place becomes available, the Centre will inform the parent either by telephone and/or email. If after 24 hours we have not heard from you, the Centre will offer the place to the next child on the wait list.

If no response is received the enquiry is ended and no further action is required.

If a parent decides to make an enrolment, an application form must be filled out, an enrolment fee and a bond of two weeks of full fee must be paid within 24 Hrs. Not fulfilling this obligation will negate the Centre of any obligation and the enrolment invalid. No further action is required.

Confirming Enrolment

If a parent wishes to confirm an enrolment even in the future, an enrolment form must be filled; the enrolment fee and a bond of two weeks of full fee must be paid and Centre's method of payment of fee is followed. Link [Ezidebit](#)

Only then the Centre will guarantee the availability of the place on the agreed date and confirm the booking.

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Therefore, when a family makes a confirmed booking, e.g. Enrolment fee and bond is paid, and then withdrawn before date of commencement bond will not be refunded.

To complete enrolment, the Family then must provide the Centre with 1) Family ID number 2) a Child Reference number, along both parents date of birth and to which parent the child is linked to. This information can be obtain from FAO Family Assistance Office only by the parent.

Under no circumstances a child will be allowed to attend the centre without the family providing this information. [Link CCMS letter](#)

COLLECTION OF LATE CHILDREN POLICY

Aim: Parents must ensure that all children depart from the Centre by 6:00 pm.

Explanation: The Centre is licensed to operate from 7:30 am to 6:00 pm. Children are not permitted to be dropped off prior to 7:30 am or picked up after 6:00 pm. A late fee will be charged if a parent/guardian breaches these rules.

The Centre Based and Mobile Child Care Regulation (No 2) 1996 (Department of Family and Community Services) which sets the regulations and guidelines for all child care services clearly states that in the event of a breach of the licence relating to the arrival and departure of children, the Centre must take the child to the nearest police station for collection by the parent/guardian.

Implementation: If a parent/guardian is late collecting their child after 6:00 pm a late fee WILL be charged, a minimum charge of \$20 (+GST) is applied and \$2.00 per minute after the first 5 minutes. If no phone call is received by 6.05 pm The Department of Family and Community Services rule is to deliver the child to the nearest police station for collection by the parent/guardian. The Centre is obliged by law to follow these rules.

For More detailed information about the Centre, please refer to the Centre's Manual.

Children Come First

*** Quality Care * Education * Affordability**

For more Information please visit our web site.

www.kirraweechildcare.com.au

Useful Links

<http://www.ncac.gov.au/>

<http://www.ccccnsw.org.au/>



MUTUAL OBLIGATION

Please read carefully as you are required to sign this agreement

- The Centre follows the Commonwealth Child Care Priority of access regulation in accepting children. Please take care while filling out the enrolment form, state clearly if the care required is work related.
- It might be necessary to provide a letter to the commonwealth regarding your working hours.
- At time of enrolment, Families must provide the Centre with
 - Family ID number
 - Child Reference number (one for each child)
 - Date of birth of both parents and to which parent the child is linked with.
- Parents can only obtain this information from FAO.
- Fees are payable every week on the first day of attendance for the duration the Centre is open.
- Default in payment of fees when they are due will result of the loss of your childcare position.
- Please note, when enrolling your child at the Centre, it is for a minimum period of up until the last day of operation in December of the same year. Your child will receive the same days the following year, once a re enrolment form is returned by the due date in September. At this time, changes of days are considered for the following year with priority given to existing families at the Centre.

If the child is withdrawn before this time, bond is non-refundable. In extreme circumstances the Centre will use its discretion when refunding bond.

- In 2010, the Centre is open from Monday January 11th until 6:00pm Friday 24th Dec. The Centre will Re open Monday 10th January 2011at 7:30am.
- **The Centre does not issue a weekly bill.** Please check your statements continuously to make sure you are paying the right amount each time. This is the **parent's responsibility to know the amount of fees payable.**
- If your child is away for any reason, including sickness, the Centre must be informed by 8.30 am. In the case of your child being absent or on holidays on their enrolled day, or if your child's enrolled day falls on a Public Holiday, fees are still payable.
- In the case of changing, reducing or increasing days or withdrawing a child, the Centre's relevant form must be completed and 2 weeks' notice is required. If this procedure is not followed, the Centre has the right to withdraw the service without notice and the bond is non-refundable. For the reasons of stability and maintaining high quality of care, the Centre reserves the right to decline the request of reducing the number of days already booked.
- Parents / guardians are obliged to submit proof of immunisation certificates upon enrolment. If no immunisation certificate is provided, the child must be collected immediately if an outbreak of an infectious disease occurs. It is your obligation to inform FAO regarding your child's immunisation.



- **All** correspondence with parents including receipts, statements of accounts and newsletters will be communicated via emails. Please allow 48 hours to receive your statement, depending on the bank used. It is the parent's responsibility to let the Centre know if an email is not received within maximum 72 hours of making a payment.
- **Fees for the Extra Curricula Program (Hey Dee Ho - Music and Dance)** - The Program is delivered Twice a week by a special Teacher who comes especially for that purpose. The days vary from one term to another. If the child attends the Centre on the day a fee of \$7.00 is charged. If the child attends the Centre for the Two days a combined fee of \$10.00 is charged for the two sessions. The program commences the First week of February. A letter will be emailed to parents with the days and times.
- If a child does not attend the Centre for that day but the family wishes the Child to attend the program, the fee per session is \$7.00. The child is allowed at the Centre for that hour only and due to regulations, a parent/guardian must stay on the premises during this time. [Link Extra Curricular Activities.](#)
- Please note that any changes to the enrolment form must be noted immediately. E.g. Any family arrangements regarding access to the child/ren (*please make sure you are aware of the Family Law*).
- Both parents, have the right of access to the child(ren). Home and work telephone numbers and emergency contacts must be kept current and updated if changed. **It is your responsibility to keep your child's file up to date.**
- **Excursions.** Due to changes in regulation and insurance policy, the Centre does not provide out of Centre excursions as from 2003.
- **Pick Up and Drop Off of Children.** Please observe the Centre's guidelines. If you are not sure ask the child's teacher whether you should stay for a while when you leave the child or not. In most cases it is advisable not to stay more than what is necessary.
- Failing to sign your child in and out every time your child attends the Centre may result in you losing Commonwealth Childcare Assistance and paying full fees. It is illegal not to sign in and out for your child.
- The Centre operates in accordance with the Department of Family and Community Services (DOCS), The Family Assistance Office (FAO) and the National Childcare Accreditation Council (NCAC) regulations and guidelines. We appreciate parents to abide by the same rules and regulation.
- The Centre has an extensive manual, which explains in detail the Centres' philosophy and policies; Anit- Bias, Behaviour Management, Accident, Medication, Health, Promoting Positive Behaviour and Self-Esteem policies etc.
- A complete manual is available in the foyer area for parents to read.
- Signing this agreement and enrolling your child at the Centre implies of your approval and understanding of the Centre's philosophy and all of the Centre's policies.

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- In the event of a parent wishing to express any concern, opinion or criticism or complaint about the Centre or Centre's staff, Centre's Parent Communication Policy must be followed by parents / guardians.
- While the Centre encourages parents / guardians to enquire about their child, please be brief as it is **the staff primary purpose to care for the children**. Appointments may be made for lengthy enquiries.
- **I give** permission for the Centre staff, students, special needs and voluntary workers to take photos of my child for educational purposes only. I agree that photos can be used for the Centre's website. If you wish your child not to participate, please provide the Centre with a letter stating your wish.
- Please be aware of the manner and the length of time your vehicle is left outside. Always turn the car engine off and observe the law about leaving babies or young children unattended in a vehicle.

It is essential you read our policy and conditions of accepting your child at the Centre before signing this agreement. Please feel free to discuss any concern or questions you might have with the Director.

I..... Parent / Guardian of have read the Centres policies and conditions and accept them.

Signature.....

Date.... /...../ 201

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Waiting List Form

Please only fill this form if waiting list fee is paid.

Family Reference (ID) _____
Child RN _____

D:O:B: _____
Required start date: _____
Date of enquiry: _____
Commencement Date / /
Group P S W

Child's Given Name(s) _____ Child's Family Name _____

Other name(s) by which the child is known _____ Child's Sex M F

Address: _____ Sub. _____ PC _____

Home Telephone _____ Bill Fees To: _____

Primary Language: _____ Cultural Identity: _____

Days required: Mon Tues Wed Thurs Frid

Are you eligible for CCB? Yes No Child Care benefit %

Please specify how long you will require this service. _____

Parent Name: _____ Family Name: _____ **DOB:** _____
Address: _____ Sub: _____ PC: _____
Home Telephone _____ Mobile: _____
E-mail : _____

Parent Work Details:

Employer: _____ Occupation: _____
Work Telephone: _____ Hours: _____ Full / Part time

Parent Name: _____ Family Name: _____ **DOB:** _____
Address: _____ Sub: _____ PC: _____
Home Telephone _____ Mobile: _____
E-mail : _____

Parent Work Details:

Employer: _____ Occupation: _____
Work Telephone: _____ Hours: _____ Full / Part time

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I am aware that by filling in this form and paying a waiting list fee, does not guarantee my child a place at the Centre, but it is only for keeping my priority on the waiting list. I am aware also of the requirement of confirming enrolment.

Once a place is offered and all confirmation conditions are fulfilled, the waiting list fee is deducted off the enrolment fee.

I will check with the Centre Monthly till the place is available.

Parent name: _____

Signature: _____

Date : ____ / ____ /20____