

Lane Cove Occasional Child Care Centre

Pottery Green Clubhouse

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Lane Cove 2066

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LANE COVE

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Web site: www.lcocc.com

ABN: 38 450 474 481

Service CRN number: 555 017 747T



Open Hrs for Regular Care: 7.30am- 5.00pm

Long Day Care

Various session times available for Occasional care

Welcome to our Service. We do hope you enjoy your time with us.

This booklet outlines issues you will need to be aware of while you are a part of our Service family. It is important that you read over this booklet and ask questions about matters you do not understand.

Our Service has an open-door policy. You and your family are welcome to visit the Service at any time when your child is here.

If your child has not started here yet and you would like to visit the centre we do tours any morning between 9:30 and 11:00

Our policies

All our policies are available in the policy folder at the front foyer.

Introduction

Welcome to Lane Cove Occasional Child Care Service. Finding a new childcare Service for your child can be a daunting task. At Lane Cove Occasional Child Care Service our aim is to provide a secure and happy environment where children can develop their intellectual, social, emotional,

physical, aesthetic skills to become competent and confident individuals. For you as a parent/guardian we want you to feel safe in the knowledge that your child is receiving the best possible care.

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel:

- Welcomed, recognised, acknowledged and respected by all our Educators.
- That your child is really known by, and really knows, the people who care for him or her.
- You are given lots of information about what is occurring and are asked for your views.
- You are involved in making decisions about your child's experiences.
- You and your child are received and greeted upon arrival.
- Your child is happy, secure and engaged.
- Your child is not just looked after but really cared for.

Our Service is a community-based Child Care Service.

Lane Cove Occasional Child Care Service is licensed under the Educational and care services National Regulations and, as such is required to comply with the regulations. These requirements include child care activities, experiences and programs, numbers of Educators and children and Educators members' qualifications.

Our Program

We will be following the Early Years Learning Framework.

All our Educators will have had training and experience in areas of long day care and early childhood education. Due to our high standard and commitment of our Educators, we can provide

developmental and educational programs for each group of children.

The Early Years Learning Framework Learning Outcomes:

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another

- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

If your teacher feels there is an area of concern, they will inform you and advise where help may be sought, e.g. speech therapist. It is always your decision to follow this up. Educators are willing to discuss any aspect of development with parents.

Philosophy

The aim at LCOCC is to have the children, welfare, development and happiness at its heart.

We believe that to provide our children a warm, supportive and safe environment, requires caring, passionate and professional Educators. We believe in offering our educators a stable, nurturing professional environment by fostering strong relationships with parents, families and the broader community which is supported by Centre's program.

We believe:

- In honouring the diversity of culture, values and beliefs in other people.
- Each child should be valued as a unique person and encouraged to develop positive self-esteem in a supportive, secure and healthy environment

- In the importance of committed and caring staff and encourage a stable, lasting relationship between them and the Centre
- it is important for children that parents and educators build positive, long-term relationships and that parents and families are given opportunities to participate in the program according to their needs and interests.
- That LCOCC can play an important part in the local community through the provision of Long Day Care (Regular Care) and Occasional care services
- In a sustainable environment and will seek to stimulate each child to appreciate their natural surroundings and its resources.
- Our environment is open ended, stimulating, nurturing and adaptable to the individual needs of each child. It nurtures creativity and spontaneity and develops a sense of belonging and community within the learning environment.

Our children:

Introduced to an educational play-based program to assist each child to build and develop at their own individual rate with guidance and support by all educators:

- Free to express their feelings and Interests
- Show confidence, curiosity and imagination
- Are independence and have good self-esteem
- respect for themselves and others
- are friendly and show caring behaviour
- show their full potential both emotionally and physically
- foster and reinforce self-control
- have an understanding and appreciation of the rights and feelings of other people

We support our beliefs through:

- Implementation of a child-centric program curriculum in line with the Early Years Learning Framework, where programs reflect children's needs, interests and strengths so that they are actively involved in their learning.

A strong emphasis on the concepts of Belonging, Being and Becoming.

Grievances, Complaints and Feedback

If for any reason you are not happy with the Service's level of care or care environment we want to know immediately. You can discuss this with the Educators, the Director or formally write a letter. When any matter is raised the Service will be following our Grievance Procedure Policy. All Service policies are made available to parents. Positive feedback is most welcome too.

Occasional Care

There are 13 places per day allocated to Occasional Child Care. Parents are welcome to use the Service as often as needed (Up to a maximum of three days a week). They may use Extended hours, full days or morning/afternoon sessions.

These booking can me made 2 weeks in advance. Parents are asked to contact the Service the day before, if your child/children are unable to attend on the day booked.

ALL CANCELATION ON THE DAY OF ATTENDANCE WILL BE CHARGED THE HOURS/DAY BOOKED.

Extended hours bookings need to be booked at the time of your original booking. There will be an extra cost for the extra hours. Extended hours being from 7.30am to 4.55pm for a 5pm leave.

Regular Occasional Care 7.30am - 5pm

There is a minimum of 3 places per day allocated to Regular Occasional Child Care. Parents are welcome

to use the Service a maximum of three days a week. These are full days only. Monthly accounts are issued, and fees are payable one month in advance on your child's first attendance for the month. No refund is available for day's away or sick days. Public Holidays are not charged.

Two week's notice in writing is required for holidays or full fees will be charged.

Two weeks' notice in writing of a regular Occasional place cancellation is required.

Regular Care (Long Day Care) 7.30am - 5pm

The Service offers a maximum of 24 regular places per day and they are full day bookings. Monthly accounts are issued, and fees are payable one month in advance on your child's first attendance for the month. No refund is available for sick days, holidays and Public Holidays. Two weeks' notice in writing of a regular place cancellation is required.

Child Care Subsidy for both Regular and Occasional care

A family subsidy (CCS) is available from Centrelink. Centrelink will assess parents' taxable income and hours of activity. A scale will be used to determine the amount of subsidy each family will receive. The subsidy is paid directly to the center. For more information visit

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

The Service is opened for **9.5** hours per day **50 weeks** per year and caters for children 0-6 years.

The Daily Routine

Although the routines of each room and age group will vary, the same aspects are contained in each. We endeavour to provide a home and family environment at the Service where the children always feel comfortable and secure and our daily routines reflect this.

Throughout the day the children will be experiencing a number of different activities which are part of the educational and developmental programs operated by all of our staff.

Each room will display their routine in the rooms and these are available for parents to read and questions regarding this can be answered by the appropriate staff members.

Services Offered

Long Day Care

Occasional Care

Regular Occasional Care

Age Groups

The Service will provide three classes which will promote a spacious, warm and inviting environment for all our children at the Service. The classes will be offered as followed:

- Gum Seeds 6 wks to 2yrs
- Gumnuts – 2 – 3.5years
- Gum Trees – 3 years-6 years

Children

Those First Weeks

The introduction into care can be difficult for children and parents. Children's welfare and happiness are the priority for Educators when welcoming new children to the Service and when assisting the family to settle into the Service environment. It is recognised that families needs will vary greatly in the orientation process and individual needs will be met as best is possible.

The following outlines some helpful hints for parents on settling their child into care: -

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.

- Interactions between Educators and parents or Educators and other children can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.
- Try to talk at home about child care. Mention the names of the Educators (all staff have their photo on the wall in the entrance hall) and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.
- Talk to the Educators about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps staff to get to know your child.
- When leaving your child, it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes, if a child is upset, only confuses them. Reassure your child that everything is alright, and you will return later, this can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and giving them to a staff member or sitting down with them for a short play or reading a book together then leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.
- The abovementioned food will not be given to your child. We aim to encourage a nutritious diet, therefore please do not send sweets, cakes, chips, or chocolates for lunch.
- Lunch in a clearly marked container or bag. We recommend you to not bring juice for your child, water will be provided to your child through the whole day and at meal times. Children are encouraged to return uneaten food to their containers so that you can see what they've consumed.
- Bottles for bottle-fed babies and expressed breast milk for breast-fed babies need to be clearly marked and placed in the fridge.
- Nappies: place in pockets provided with your child's name on nappies. Please provide enough nappies, for use by your child for a full day, and provide a spare nappy for your child in their bag.
- Any nappy provided by Service will be charged \$1.00.
- A change of clothing that is weather appropriate (younger children- especially those toilet training- will need extra changes)
- A comfort item for rest time.

What to Bring

0-6 years

- Please label everything with your child's name. There is a marking pen and tape available for your use.
- Parents provide lunch for their child/ren
- Food: please place in appropriate baskets.
- LCOCC is a "NUT FREE ZONE", we therefore ask you not to send peanut butter, Nutella or other nut products in your child's food containers. Please do not send nuts of any description.

Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring cake or jelly (due to food allergies). Please check with your child's teacher prior to birthday, in case of other children having special dietary requirements. Cup cakes are preferred.

Clothing

Parents are advised to send their children to the Service in comfortable, inexpensive clothing. The children need to be able to move around during their play period and should be unimpaired by clothing. While paints, etc will come out in the wash, accidents do happen, so it is best to send the children along in their "less than good clothes".

Young children enjoy and need “messy” play with paint, clay, sand, water and mud.

The Service will only have a limited supply of spare clothing. Please supply at least one change of clothing and underclothing in case of accidents, for 2-5 year olds.

Please mark your child’s clothing and replace name tags if they fade in the wash. Ensure clothing is weather appropriate.

Please ensure that toddlers have about three complete changes of clothing and plenty of training pants.

Clothing safety

Please do not dress your child in clothing with cords e.g. shorts, hats etc. As these have the potential to become caught on equipment and may cause serious harm to your child.

Belongings

Please ensure all belongings are clearly labelled such as dummies, clothes etc. Lost property will be displayed for parent collection in your child’s room. Parent co-operation in labelling assists the Service in keeping your child’s belongings together.

The Service discourages toys from home and we will not hold any responsibility for any personal belongings. Please be reassured comfort items are acceptable and will be looked after.

Possessions

A soft toy or security item are acceptable for rest time. It is appreciated if personal possessions are not brought to the Service e.g. guns, toys etc. Any possessions brought must come entirely at the parent’s own risk with regards to breakage or loss.

Lockers

Each child is allocated a locker. Please place bags etc in your child’s locker. If your child attends less than five days per week, they will share their locker with another child.

Guidance and Discipline

Staff follow a Behaviour Guidance Management Policy which extends across the whole Service giving consistency of expectation in all rooms. This

policy allows children to develop self-discipline, a respect for others and for property and respect for self.

The policy aims are: -

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers.
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour.
- To encourage the individual social development of each child.

If you require further information on this policy, please ask staff and refer to the policy book.

Rest and Sleep

Rest time routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide stretcher beds for children. Your child may wish to bring a security item, pillow or blanket to have at rest time. Please feel free to discuss your child’s rest needs with staff.

Parents

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel that you are given lots of information about what is happening, and you are asked for your views.

Communication Communication Communication

What is the best way to communicate with you? Everybody has a different communication style and

time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families in the Service just like you.

Confidentially and Discretion

Information received through written and spoken communication with families will be treated with discretion.

At any time if you require a **private discussion with our staff**, please inform us. This can happen face to face or by phone.

Ways we will be communicating the events of the Service by:

- Face to face verbal interactions at arrival and departure times.
- newsletters
- A parent communication book, where brief notes can be left between staff and parents.
- A notice board where various messages and notices are displayed advertising current issues and up coming events.
- Parent meetings are held where parents can raise any issues or topics they feel relevant and contribute to decision making.
- A suggestion box is located in the entrance hall. Parents can leave detailed written messages, for the purpose of expressing concerns, positive or evaluative input that they feel they need to let staff know about. These can be anonymous if so desired.
- Occasionally staff will ask parents to complete short surveys to maintain up to date records and seek parent feedback on various topics.
- Policies will be regularly reviewed in a variety of ways (sign in area, newsletters and via files to enable parent comment on Service practices)

Communication and Educators

What can you expect from Educators?

Educators will make every effort to communicate effectively with families.

- Educators will inform families promptly and sensitively of any out of the ordinary incidents affecting their child.
- Educators will share with children's families some of the specific interactions they had with the children during the day.
- Information on children's eating and sleeping patterns at the Service will be provided to families through verbal communication and through the room sign in sheet.
- When families and staff make a joint decision that affect children's progress, interest and experience, a record will be kept in the appropriate form. (These may include new events like toilet training.)

Please feel free at any time in person, by phone or email to discuss your child's progress, relationship, interest and experiences.

Parent Involvement

This is vital to ensure maintenance of a quality service. Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be able to share your skills and experiences in Music, Craft, Cooking and Storytelling etc to enhance your child's program at the Service. Please complete your availability or what you can offer the Service on the enrolment form.

Parents are welcome to visit or call the Service at any time. If you have any talents or hobbies, we welcome and encourage to please share them with the children.

Fundraising

Fundraising is a very important component of the annual on-going costs and equipment budget. If you can at all, please support all the events organised by the Committee. Raffles are also held, anyone able

to make donations of prizes would be much appreciated. If you have any brilliant ideas for fundraising, we would love to hear them also. We would like to see the Service become more of a focus in the community and hold a high profile in the Child Care networking area of Lane Cove. This could be achieved by positive referrals, promotion and interest in the various fund-raising activities held.

Hours of Operation and bookings

The Service is open the following hours.

7.30am - 5.00pm Regular Care & Regular Occasional Care

8.00am – 4.00pm Occasional Care

Monday to Friday. The Service operates all year except Public Holidays and during Christmas school holidays for 2 weeks.

The Service accepts bookings at any time.

Occasional Care bookings times available

- Extended hours available at an extra cost
 - 7.30am – 5pm
- Morning session and afternoon session.
 - 8am – 12.30pm
 - 1pm – 5pm

The Services license allows 37 children at any time, including no more than 3 children under twelve months.

Enrolment Requirements

Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has “Priority of Access Guidelines” for allocating places in these circumstances.

Every approved child care service must abide by the guidelines and tell you about them when you enrol your child into care.

First Priority

A child at risk of serious abuse or neglect

Second Priority

A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act

Third Priority

Any other child

Within these main category’s priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016 or who or whose partner is on income support
- children in families from a non-English speaking background;
- children in socially isolated families; and
- children of single parents.

We may require a Priority 3 child to vacate a place to make room for a child with a higher priority. We can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 days notice of the need for your child to vacate.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting your child.

Annual membership

A membership fee of **\$65.00** per family is to be paid annually.

Your first annual payment on commencement at the Service will be \$75.00 which will include a centres hat, which is to remain at the Centre.

Arrival and Departure

For safety and security reasons ALL children must be electronically signed in on arrival and signed out on departure. The times will be recorded. No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with Director. Electronic **Signatures are vital; if your child is not signed in and out you may not be eligible for subsidy.**

Fees

We collect fees using a company called Easy pay.

For Occasional children fees are taken from your nominated account fortnightly after care has taken place. Invoices will be sent the day before payment is taken.

For Regular and Regular Occasional fees are taken from your nominated account on the 15th of the month one month in advance. Invoices will be sent to parents one week before.

Service Fees

LCOCC offers occasional care in the following sessions:

Gum Seeds Room 0-2yrs

Regular booking: Full Day 7:30am – 5:00pm

\$123.00

Occasional booking: Extended hours 7.30 –5.00pm

\$124.00

Occasional booking: Full Day 8:00am – 4.00pm

\$116.00

Occasional sibling: Full Day 8:00am – 4.00pm

\$111.00

Occasional booking: Half Day 8:00am –12:30pm

\$75.00

Occasional booking: Half Day 1.00pm –5.00pm

\$75.00

Occasional booking: 2 hours 8:00am-10am

\$55.00

Occasional booking: 2 hours 8:00am –12.00pm

\$55.00

Gumnuts Room 2-3.5yrs

Regular booking: Full Day 7:30am – 5:00pm

\$118.00

Occasional booking: Extended hours 7.30 – 5.00pm

\$119.00

Occasional booking: Full Day 8:00am – 4.00pm

\$114.00

Occasional sibling: Full Day 8:00am – 4.00pm

\$109.00

Occasional booking: Half Day 8:00am –12:30pm

\$74.00

Occasional booking: Half Day 1.00pm –5.00 pm

\$74.00

Occasional booking: 2 hours 8:00am-10am

\$52.00

Occasional booking: 2 hours 8:00am –12.00pm

\$52.00

Gum Trees Room 3-5yrs

Regular booking: Full Day 7:30am – 5:00pm

\$115.00

Occasional booking: Extended hours 7.30 – 5.00pm

\$116.00

Occasional booking: Full Day 8:00am – 4.00pm

\$110.00

Occasional sibling: Full Day 8:00am – 4.00pm

\$105.00

Occasional booking: Half Day 8:00am –12:30pm

\$72.00

Occasional booking: Half Day 1.00pm –5.00 pm

\$72.00

Occasional booking: 2 hours 8:00am-10am

\$50.00

Occasional booking: 2 hours 8:00am –12.00pm

\$50.00

Accounts in debts will be subject to care being cancelled.

Any change of financial income will alter your fee structure, please advise Centrelink if this occurs. Payments will be taken using Easy pay from your nominated account.

Accounts for Regular care

You will receive a statement on billing cycle and fees are to be with in this cycle. Payments will be taken using Easy pay from your nominated account.

Accounts for Regular Occasional care

You will receive a statement on billing cycle, 1 month ahead and fees are to be within this cycle. Payments will be taken using Easypay from your nominated account.

Accounts for Occasional care

Payment is taken after the care has been provided. Invoices will be sent fortnightly and payments taken using Easypay from your nominated account.

Late Fees

If your child is collected from the Service after 5.00pm, you will be charged a late fee which is \$20.00 first 10 minutes and Occasional Care time is 3.55pm. This will be added onto your account.

Attendance and Absence for Regular Care

Once a child is enrolled at the Service, payment of fees must be continued during the child's absence for illness and holidays. When a child is absent for any reason we must be notified. The Service is open for fifty-two weeks per year; the only period during which we are closed is Public Holidays and two weeks at Christmas. Dates will be advised.

Regular Care Waiting List

When our rooms have full enrolment, children's names will be put onto a waiting list. Once a position is vacant, parents are then contacted about placement. When parents wish to change days to other days, this can be effective immediately provided the group enrolment is not full. If it is full the child's name will be placed on a waiting list. Once a position is available, days will then be adjusted. Our waiting list does give priority to working parents as per Priority of Access Guidelines.

Notice of Withdrawal

We require two-weeks written notice of cancellation of your regular or regular occasional space.

Health & Safety

The Service provides a healthy and safe environment for children, staff and families to grow

and develop in – as such the Service has a health and safety and hygiene policy regarding illnesses and medications. Children with contagious illnesses are required to be kept at home and a doctor's certificate must be presented to show that the infection cannot be passed when the child returns to the Service.

Food Allergies

We are an allergy aware Service.

Please inform the Service Director if your child has any allergy.

Illness

NO CHILD will be admitted with obvious signs of any highly contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised are not permitted to attend Day care

Medication

Staff will be able to administer medication to children who are recovering from illness. **(prescribed medication only)**

A medication form must be completed and signed by parents before any medication will be given. All prescription medication must be prescribed for your child and not another family member- unless stated otherwise by a doctor's certificate. Medication must be in date and in its original packaging.

The medication must be handed to a staff member to store in a locked container in fridge. Please DO NOT leave medication in your child's bag.

The staff member who gives medication requires a medication form to be completed by the parent, e.g. tablets, mixture, creams.

Any child who has commenced an antibiotic must not attend the Service for 48 hours from commencement.

Asthma

The Service aims to provide a safe environment for children who have asthma. It is Service policy that an "Asthma Record Plan" be completed by

parents/guardians in consultation with the family doctor. It is also a requirement that the record plan be reviewed by your family doctor annually or as circumstances change. This must be completed and returned before enrolment commences. These will be available at the time of enrolment.

Sun Protection

Our Service's policy is "no hat, no play". This policy will be enforced. Hats are provided by the centre and stay in the centre at all times. The cost of this hat is covered in your membership fee for the first year.

Accidents

In case of an accident or illness occurring at the Service, the Director will contact parents if deemed necessary. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers. An incident report will be filled out, outlining the accident and signed by the staff who observed and administered first aid, as well as any witnesses. The Director's and parent's signature will also be required.

Emergency Drills

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Staff are trained in using the fire extinguishers that are in the Service. We have an emergency escape plan in every room.

Using the Service Safely

Never leave children unattended in cars while collecting children from the Service.

Cars parks are dangerous places for children, always hold children's hands when arriving and leaving the Service

Never leave a door or gate open.

Never leave your children unattended in a room.

Children are not permitted into the kitchen and laundry areas.

OHS Feedback

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practises, the safety of building and equipment or general OHS, please contact the director immediately.

Staff

Suitable qualified Educators are employed in all age groups and the child staff ratios are adhered to according to Licensing requirements. All Educators have their Senior First Aid Certificates, working with children checks completed and attend monthly staff meetings. Our staff are regularly involved and encouraged to attend further development and training.

Conclusion

We guarantee your child will have a happy, safe and secure relationship with the Service and its Educators and that the time he or she is in our care will be positive and fulfilling.

Important Contacts and Information for Families

The Service provides families with current information on child and family resources and services accessible in the local community.

Our Service has a parent library with resources you may find helpful.

- **NSW Dept of Education and Communities**
Early childhood education and care
eceed.det.nsw.edu.au
- The Australian Children's Education and Care Quality Authority (ACECQA)
(Formally Known as NCAC)
Level 15, 255 Elizabeth Street, Sydney, NSW, 2000

Phone: 1800 181 088
<http://acecqa.gov.au/>

- **Dept of Human Services**
<https://www.humanservices.gov.au/individuals/families>
- **Australian Childhood Immunisation Register**
Phone: 1800 653 809

We encourage family participation and involvement in the Service.

This allows you to see first hand what we do your child sees that there is a connection between home and the Service.

- O Our Service can be accessed at any time for parental inspection.
- P Please come and see how we help your child develop and grow.
- E Entry by you any time shows that we are happy for you to see our practices at any time of the day.
- N Never leave your child in a Service unless you feel 100% confident in their ability to provide for your child.
- D Don't hesitate to ask us any about your child, their development or our philosophy.
- O Our Service is proud of the quality care we provide
- O Our educators are qualified, trained, experienced and talented.
- R Rather than take our word for this
- S See for yourselves!

Open Doors