



buttercups childcare **family handbook**

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acknowledgment of country

We would like to acknowledge the Traditional Custodians of the Whadjuk Land, on which the children that we care for play and learn. We wish to pay respect to the Noongar people and their Elders – past, present and emerging – and acknowledge the contributions Aboriginal and Torres Strait Islander people make to this region.

about buttercups childcare

We are an independent childcare and early learning service providing high-quality early learning experiences and care for children, from six weeks of age through to school age.

At Buttercups, we understand that each child is an individual with unique needs and abilities. Our staff and educators take the time to get to know you and your child, allowing them to create tailored programs to enhance your child's strengths and interests.

We are passionate about early childhood education and focus on maximising academic, creative, and cognitive growth through our play-based curriculum. We provide a welcoming, home-like environment designed to help children feel a sense of belonging and curiosity with their surroundings and we are committed to making a positive impact on the children we care for, the families who trust us, and the local communities we are a part of.

our centres

Name	Phone	Email	Location	Opening Hours (Mon-Fri)
Buttercups Bassendean	08 9279 7080	bassendean@buttercups.com.au	147 Walter Rd E, Bassendean WA 6054	07:00 - 18:00
Buttercups Beechboro	08 9279 2345	beechboro@buttercups.com.au	25 Hull Way, Beechboro WA 6063	06:30 - 18:00
Buttercups Carramar	08 9206 0144	carramar@buttercups.com.au	63 Houghton Drive, Carramar WA 6031	07:00 - 18:00
Buttercups Champion Lakes	08 6391 8008	championlakes@buttercups.com.au	33 Breakwater Grove, Champion Lakes WA 6111	06:30 - 18:00
Buttercups Hammond Park	08 6392 7491	hammondpark@buttercups.com.au	58 Botany Pde, Hammond Park WA 6164	06:30 - 18:00
Buttercups Hammond Park West	08 6243 6120	hammondparkwest@buttercups.com.au	23 Canary Drive, Hammond Park WA 6164	06:30 - 18:00
Buttercups Highgate	08 6311 8781	highgate@buttercups.com.au	Level 2/80 Bulwer Street, Perth WA 6003	07:00 - 18:00
Buttercups Koondoola	08 6384 6080	koondoola@buttercups.com.au	304 Marangaroo Drive, Koondoola WA 6064	07:00 - 18:00
Buttercups Maddington	08 6384 6090	maddington@buttercups.com.au	35 Yule Street, Maddington WA 6109	07:00 - 18:00
Buttercups Mindarie	08 6270 5340	mindarie@buttercups.com.au	54 Rochester Drive, Mindarie WA 6030	06:30 - 18:00
Buttercups Northbridge	08 9227 9307	northbridge@buttercups.com.au	156 Aberdeen Street, Northbridge WA 6003	07:00 - 18:00
Buttercups Wandí	08 6493 4765	wandi@buttercups.com.au	3 Kenby Chase, Wandí WA 6167	06:30 - 18:00
Buttercups Yanchep	08 6384 6070	yanchep@buttercups.com.au	5 Ikara Lane, Yanchep WA 6035	07:00 - 18:00

www.buttercupschildcare.com.au



@ButtercupsEarlyLearning



@ButtercupsChildcare



@ButtercupsChildcare



the buttercups philosophy

building brighter futures

At Buttercups we recognise that every child, family member, educator, and member of the local community plays an important role in the development and wellbeing of the children in our care. To create a warm and welcoming environment for children, we focus on a holistic approach that meets the unique needs of everyone involved. We strive to connect, support, and work together to make our Centre a wonderful place for all!

We believe that:

- Every child has the right to feel safe and secure; physically and emotionally
- Every child is important and unique
- Parents, carers and families are significant caregivers in a child's life, and family-to-educator relationships are invaluable to promote positive early childhood education and care
- Children learn best through play and early year's education should have an emphasis on having fun
- Critical reflection is essential when evaluating and updating our Centre curriculums, policies, and procedures, to ensure we are consistently evolving along with industry standards whilst supporting our stakeholders
- Embracing and scaffolding the strengths of individual educators is essential for the provision of quality care within the Centre
- It is important to provide a safe and inclusive environment, that caters to and embraces the needs, abilities and culture of each child, family and educator, and we encourage acceptance, respect and understanding within our community

our commitment

At Buttercups, we are committed to providing more than just childcare. We offer a supportive community where your child can grow and thrive in a safe, nurturing environment. Our focus on individual care, cultural inclusivity, and developmental excellence sets us apart, making us the trusted choice for families who prioritise quality care and holistic child development.



child safety

We are committed to promoting and protecting the safety and wellbeing of children, including First Nations children, children with disabilities, from cultural and linguistically diverse backgrounds and children that are gender diverse.

environment and sustainability

We believe in developing an early connection with the natural environment. Connecting with nature and animals is critical for a young child's development. From fostering a sense of wonder and curiosity, to instilling a lifelong appreciation for the environment, promoting a positive and proactive attitude towards creating a sustainable environment.

code of ethics

We are committed to adhering to the ECA Code of Ethics (2016) which is based on the principles of the United Nations Convention on the Rights of the Child (1991) and provides a framework for the reflection about the ethical responsibilities of early childhood professionals.

code of conduct

The Code of Conduct establishes the standards for all employees of our service. Employees are committed to adhering to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

service policy and procedures

You will find a copy of our service policies and procedures in the reception area. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

We are constantly reviewing our policies and procedures and encourage staff and family participation to ensure our policies and procedures meet the needs of our families and adhere to the required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures.

our educators and staff

Our service is made up of a team of professional educators who are passionate about providing high-quality early childhood education and care, promoting the wellbeing and healthy development of young children. This commitment is reflected in the high levels of satisfaction among our staff, which not only fosters a positive working environment but also encourages them to stay with our service long-term. Their dedication allows for the development of strong, respectful relationships with both children and families, creating a nurturing community where everyone thrives.



our educational program

Our educational program is based on the Australian Early Years Learning Framework (EYLF), which helps early childhood educators and teachers create educational programs that focus on learning through play. It supports children's learning and wellbeing from birth to age five and helps them transition into school.

Our service aims to enhance children's learning and development by creating a positive learning environment in which our educators use effective teaching practices, ensuring the five key learning outcomes from the EYLF are supported:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Our educators take the time to get to know each child as an individual, allowing them to prepare engaging and meaningful activities tailored to each child's unique needs, abilities, and interests, supporting children's holistic development.

We encourage children to take charge of their own learning by making choices about their experiences and daily routines. We use conversations, actions, and play to teach, involving children by inviting their ideas, opinions, and questions. To promote independence and self-help skills, we support children by participating in routines and interest-based projects that enhance their learning.

Children thrive when families and educators work together in partnership to support young children's learning. Therefore, our educational program is shaped by the relationships children have with their families and communities. We work closely with families to ensure that each child's knowledge, culture, abilities, and interests form the foundation of our activities. We value input from families and encourage their involvement to gain a well-rounded understanding of each child.

If we have any concerns about your child's development, we will share our observations with you. We are open to discussing any aspect of learning and development with families and can support discussions with allied health professionals if needed.

national quality framework

Our service follows the Australian Government's guidelines for high-quality early learning and childcare as outlined in the National Quality Framework. This includes important laws and standards to ensure your child receives the best care.

We regularly check how we're doing against these quality standards and work on ways to improve through our Quality Improvement Plan (QIP). This plan helps us see what we're doing well and what we can do better in the future.

We welcome your feedback and suggestions to help us improve! If you want to learn more about the quality standards, feel free to talk to your Centre Manager or visit www.acecqa.gov.au.

communication

Face-to-face communication is important to us and helps us to establish and nurture our relationships with families. We encourage you to communicate with your child's educators about their development and their general enjoyment of their day at our service. Communication will also take the form of emails, newsletters, displays and notices in the Centre, as well as updates via Facebook, Instagram, and our app.

We understand that everyone has their own preferred way and time to discuss their child's progress. Please feel free to speak with the Centre Manager to set up a meeting with your child's educator at a time that works for both of you.



enrolment information

Prior to your child's first day at our service, you'll need to complete an enrolment form (see the enclosed flyer for the QR code) and provide documentation. If you need any help completing the enrolment form, please contact the Centre Manager.

authorised nominees

When you fill out your child's enrolment form, you'll need to provide information about authorised nominees. These are people you allow to:

- Pick up your child from our service
- Give consent for medical treatment for your child from doctors, hospitals, or ambulance services
- Give consent for transportation of your child by ambulance if needed

It's important to keep this information up to date, especially for emergencies. Please let the Centre Manager know if there are any changes to:

- Your home address
- Your child's health
- Your phone numbers
- Contact details for any parent or authorised nominee
- Family changes (like parenting orders)
- Emergency contact information

This helps us ensure your child's safety and well-being.

authorisations

The enrolment form will include additional authorisations for our service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream and permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (like Ventolin or EpiPen®).

family law and access

Our service will uphold any responsibilities or obligations in relation to Family Law and access to the service. As part of the enrolment process, we need certified copies of any court orders, parenting orders, or parenting plans related to your child. If anything changes in your situation, please send us an updated court order. Children can only leave our service with written permission from the custodial parent or guardian. Please note that if there isn't a court order in place, we cannot prevent a parent from picking up their child.

inclusion of all children

We create a supportive and inclusive environment so that every child can fully participate in our quality educational and care programs. We aim to build supportive relationships with families and encourage conversations about how we can support your child to have suitable access to resources and participation.

If your child has a disability or you have concerns about their development, please talk to the Centre Manager before enrolling so we can make sure we support your family adequately.

If your child has a National Disability Insurance Scheme (NDIS) package, we may need your permission to contact services or therapists to get information about their learning plan to support continuity of learning. Our service may also be able to apply for extra support through the Inclusion Support Program (ISP) to help your child.



medical conditions

To support your child's health and manage any specific medical needs, including allergies, our service follows the Education and Care services National Regulations. We aim to take every reasonable precaution to protect children's health and safety by following individual medical management and risk management plans, and responding to any emergencies should they arise.

It's important for us to know about any medical conditions your child may have, such as diabetes, epilepsy, allergies, eczema, asthma, or any risks of anaphylaxis, along with their triggers. Before your child's first day with the service, we will need a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan from your General Practitioner, as well as any medication required. You will also work with the Centre Manager to create a Risk Minimisation Plan and a Communication Plan to help our educators and staff support your child's needs.

enrolment checklist

We require the following documentation to enrol your child in our service:

- ✔ A copy of your child's birth certificate
- ✔ Your child's Medicare number (if available)
- ✔ Your child's immunisation records (from the Australian Immunisation Register)
- ✔ Your child's medical documentation
- ✔ Certified copies of any court order, parenting orders or parenting plans

Please note, the names written on the enrolment form must match the names on your child's birth certificate.

Immunisation records must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

When filling out the enrolment form, ensure you list the primary parent.

fees, subsidies and attendance

statement of fees

Your child's statement is available in real-time through the app. We will also email you a statement every two weeks before your payment is debited. Please review these statements to make sure all the information is correct. If you notice any discrepancies, contact the Centre Manager as soon as possible.

Families can use the app to view their account information. Each family will receive individual login details and is reminded not to share their passwords or login information. We encourage you to check your statements and invoices for any updates to your Child Care Subsidy entitlements.

payment methods

All payments are processed through Debit Success, which is a direct debit solution linked to the app. With Debit Success, you can set up scheduled payments from a credit card or bank account, or make real-time payments using a credit or debit card with the "Pay Now" option. You need to complete the Debit Success setup before your child's first day with us.

Please keep in mind that additional charges may apply from Debit Success if a transaction fails due to insufficient funds.

late collection fees

A late fee will be charged for children picked up after the service's closing time. The fee is \$2.00 per child for every minute late and will be added to your next bill. You can find the centre's opening hours on page two of this handbook.

accessing child care subsidy

Child Care Subsidy (CCS) offers assistance to families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- service type – type of childcare service and whether the child attends school

Families who want to receive the Child Care Subsidy must apply through the myGov website and complete the Child Care Subsidy activity test. The subsidy is paid directly to our service to be passed on to families as a fee reduction. Families will pay the remaining amount, known as the "gap fee," which is the difference between our service's fees and the subsidy amount received.

[find out more](#)



priority of access

Our service is committed to helping families in need and may prioritise filling vacancies for children who are:

- At risk of serious abuse or neglect
- Children of a sole parent, or both parents, who meet the activity test through paid employment

absences

We encourage families to inform us as soon as possible if your child will be absent for any day or session you have booked. You can notify us by phone, email, or through our app.

The Child Care Subsidy covers absences for up to 42 days per child each financial year. After 42 days, full fees will apply for any further absences. Additional absences beyond this limit may be approved for specific reasons if you provide supporting documentation, so please speak to the Centre Manager about additional absences.

Public holidays will be counted as an absence if your child would normally have attended the service on that weekday, and fees have been charged for that day for your child. Families will receive two weeks of fees at a 50% discount, calculated on a pro rata basis based on their permanent booking arrangement. Please note that this discount applies to the full fee.

For more details, please refer to our Payment of Fees Policy.

withdrawal from care or reduction of enrolment days

We understand that circumstances can change, and you may want to reduce or withdraw your child from your care arrangements. Our service requires two weeks' written notice for any changes to your child's permanent booking. Please see the Centre Manager to get the required form.

Please note that your child cannot receive Child Care Subsidy (CCS) for any days after their last physical attendance at our service. However, there are certain situations where CCS can still be paid after the last day if you have an approved reason.



starting early childhood education and care

Enrolling and starting at any early childhood education and care service can be an exciting but sometimes emotional time for both children and families. It's important to handle this transition with care and support, fostering strong partnerships between families and our service, as well as building trust with the child. These partnerships help us work together to achieve the common goal of providing consistent, quality outcomes for each child at the service.

settling in

Stay and Plays are a great way for your child and family to connect with our service before their first day. We encourage each child to visit in the company of a family member, which allows you both to explore our program, get familiar with the room layout, and find out where to store your child's belongings. This is also a chance to share important information with our educators about your child and how we can best support their transition and settling in.

arrival and departure

Each day, you must sign your child in when they arrive and sign them out when they leave, noting the date and times. We are required by law to keep accurate attendance records.

Our staff have a duty of care for your child and will only release them to a parent, guardian, or an authorised nominee listed on your child's enrolment form. If someone else needs to pick up your child, please talk to the Centre Manager about how to update this information.

your child's first day

When you arrive at the center, the Centre Manager and educators will greet you, show you how to sign your child in and out, and guide you to your child's room where you can put their belongings. You'll also have a chance to talk with your child's Room Leader to share any important information.

Starting at a new service can be a big step for both you and your child. It's normal for children to feel some separation anxiety, so don't worry. Our experienced educators are here to help both of you during this transition period.

what to bring



bag



nappies



spare
clothes



drink
bottle



bottles and
formula



sun hat



medication
(if applicable)

what to wear

It's helpful for your child to wear comfortable, easy-to-clean clothes that allow them to participate in all activities and develop independence. Choose clothing that lets your child move freely and dress independently. Avoid long dresses, overalls, braces, belts, and stiff buttons, as these can be difficult for them when using the toilet.

Shoes should let them run, climb, hop, and jump, and be easy for them to take off and put on by themselves. Joggers and sandals are great options. Please avoid sending your child in thongs, slippers, or gumboots, as these are not suitable.

All clothing, including t-shirts and dresses, are required to have sleeves (no midriff tops), and broad-brimmed hats are essential for sun safety.

wellbeing

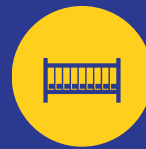
Wellbeing is about more than just feeling happy; it includes our overall health—physical, social, emotional, and mental. We offer opportunities for your child to develop a strong sense of wellbeing through activities like dance, movement, yoga, mindfulness, music, and relaxation.

rest and sleep

Rest and sleep routines are tailored to meet each child's individual needs. We aim to make rest time a relaxed and enjoyable experience for everyone. We offer cots and beds and play soft music in the background.

Please feel free to discuss your child's rest or sleep requirements with our educators. Each day, we provide information about the times your child rested or slept. For children who do not sleep, we have quiet activities available, such as puzzles and books.

We provide safe sleeping spaces by following evidence-based safe sleeping guidelines from Red Nose:



✓ safe cot

✓ safe mattress

✓ safe bedding

A safe sleeping environment means that all potential dangers have been removed and the baby is sleeping in a safe place. The ideal place for a baby to sleep is in a safe cot, on a safe mattress, with safe bedding in a safe sleeping place.



meals

Our service promotes healthy eating habits by providing delicious and nutritious food for your child every day. We offer a balanced menu that includes morning tea, lunch, afternoon tea, and a late snack, all prepared according to the Australian Dietary Guidelines to meet the dietary needs of all children. Our menu is carefully created and prepared by a qualified cook.

We also cater to the specific dietary requirements of all children enrolled with us. Please talk to the Centre Manager about your child's special needs, allergies, or any medical conditions.

breastfeeding

We are a breastfeeding-friendly service. Mothers are welcome to come in during the day to breastfeed their infants. We provide a private, clean and quiet area for mothers to breastfeed their infants or express breastmilk.

If you are breastfeeding, please speak with the Centre Manager to learn about our policies on storing and serving breast milk.

For families using formula, we also recommend consulting the Centre Manager to understand how to prepare and store the formula. We encourage regular communication to ensure your infant's needs are met as they grow.

sample day menu

Breakfast	Assorted breakfast cereals
Morning Tea	Apple and strawberry crumble yoghurt
Lunch	Beef burrito platters with quinoa rice
Vegetarian Option	Black bean burrito bowls
Afternoon Tea	Savoury cheese muffins with fruit
Late Snack	Assorted crackers and fresh fruit will be offered

Water is available for the children throughout the day and is offered at all mealtimes.



sun safety

We follow the National SunSmart Early Childhood Program to ensure the health and safety of children at all times. When the UV Index reaches 3 or above, we use a mix of sun protection measures. We check the UV index daily and schedule outdoor activities when it's safe. Our outdoor area has shade for play, and we regularly assess the safety of the play space and equipment.

Both children and educators must wear hats and appropriate clothing, including footwear, when outside. Educators will model sun-safe behaviour and encourage children to avoid excessive sun exposure. We use sunscreen that is at least SPF 30 and water-resistant, applying it according to the manufacturer's guidelines.

We ask that children arrive at the service with sunscreen already applied so they can join outdoor play right away, without having to wait 20 minutes. Consent to (re)apply sunscreen is included in the enrolment form.



behavioural guidance

We encourage children to engage in cooperative and pro-social behaviour. During play, we give them the chance to self-regulate their behaviours, which helps build their confidence and self-esteem. Our educators follow a Behaviour Guidance Policy that applies throughout the service, ensuring consistent expectations in all rooms.

We take a positive approach to guiding children's behaviour, helping them develop respect for others, for property, and for themselves. If you'd like more information about this policy, please ask our educators or refer to our Policy Manual.

physical play

Physical play involves activities that help children use their energy and improve their concentration, motivation, learning, and overall wellbeing. We believe that physical play is an essential part of daily life. That's why we provide a variety of physical activities each day, allowing children to challenge both their large and small muscles and gain better control over their bodies.

Through physical play, children have the opportunity to:

- Develop strong bones and muscles
- Improve strength and balance
- Increase flexibility and coordination
- Learn fundamental movement skills
- Enhance spatial awareness
- Understand basic math concepts
- Build confidence by learning to control their bodies and recognize their limits
- Learn to cooperate and share with others
- Promote healthy growth and development

sustainability

Our service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by integrating sustainable practices into our daily service operations and teaching. We also emphasise that sustainability includes social and economic aspects, such as social justice, fairness, sharing, democracy, and citizenship.

To empower our sustainability program, we focus on showing children that they can make a difference. We engage them in fun discussions about sustainability, help them appreciate the natural world, and encourage participation in recycling and conservation efforts. Our goal is to equip children with the skills and knowledge they need to actively care for the environment and consider ways they can contribute to a sustainable future.

health and safety

health and hygiene

Our service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff consistently practice and model personal hygiene, including hand washing, proper cough and sneeze etiquette, and tissue disposal. We ask that all children and visitors wash their hands or use hand sanitiser upon arrival.

Our educators teach correct hand washing techniques to children and regularly clean and disinfect high-touch surfaces throughout the service to help reduce the spread of infection.

illness

Please monitor your child's health and do not bring them to the service if they are ill or have an infectious disease.

To help minimise the spread of infections and maintain a healthy environment for everyone, we follow recommendations from the National Health and Medical Research Council (NHMRC) and local public health guidelines.

For more information on infectious diseases, please refer to the "Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care services" (nhmrc.gov.au) or contact the Centre Manager.

Please see the exclusion guidelines here



immunisations

Families must provide the service with their child's Immunisation History Statement before enrolling in our service. This statement must confirm that your child is up to date with their immunisations under the National Immunisation Program (NIP). It is your responsibility to keep your child's immunisation schedule up to date.

In case of an outbreak of any vaccine-preventable disease, we will notify families promptly. Please inform us immediately if anyone in your family is diagnosed with an infectious disease to help reduce risks to others.

We are legally required to report any cases of vaccine-preventable diseases to the Public Health Unit.

safety at drop-off and pick-up

Early childhood education and care services can be busy, especially during morning drop-off and afternoon pick-up. We ask parents to be very mindful of safety when arriving and leaving:

- Always hold your child's hand in the car park
- Be aware of reversing drivers, as it's hard to see small children
- Use the kerbside, rear passenger door when getting your child in and out of their seat
- Never leave a child or infant unattended in the car
- Keep the front entry door/gate closed
- Do a visual check around your vehicle before driving
- Ensure children do not enter areas designated for adults or staff only

emergency and evacuation

Our service regularly conducts risk assessments and develops emergency management plans for various potential hazards. Throughout the year, we follow the National Law and Regulations, as well as our policies and procedures, to carry out emergency and evacuation drills. These drills may happen at any time during the day or week to ensure that all children know what to do in case of an emergency. They are carried out in an organised manner and simulate different emergency situations, such as fire (including bushfire), lockdowns, or medical emergencies.

incidents and injuries

We aim to minimise the risk of accidents and injuries, but children may still have accidents during play and exploration. There is always an educator on duty with qualifications in first aid, emergency asthma management, anaphylaxis management, and CPR. First aid kits are also available throughout the service. For more information, please refer to our Incident, Injury, Illness, or Trauma Policy.

workplace health and safety

We are dedicated to creating a safe and healthy environment for every employee, volunteer, child, family member, and visitor. We have taken all reasonable steps to minimise the risk of serious injury and ask everyone at our service to follow our Workplace Health and Safety Policies.

privacy and confidentiality

We are committed to protecting the privacy of children, individuals, and families, with policies in place to maintain strict confidentiality. Our Privacy and Confidentiality Policy is available for you to view at any time. This policy outlines how we comply with the Australian Privacy Principles and the Privacy Act 1988.

photographs of children

Our service is dedicated to creating a safe environment where children feel secure and their opinions matter. We prioritise child safety in our leadership, policies, and overall culture.

To ensure the privacy of children and families is respected, our service will seek permission to use photographs of children to support their learning, record individual developmental progress and for social media and promotional material from parents/guardians.

family involvement

Our service has an Open-Door Policy and encourages families to get involved. This can include contributing to your child's program, volunteering, sharing skills, and providing feedback. We love having parents participate, but we understand that involvement levels may vary due to other commitments.

Please talk to the Centre Manager or any of our educators to explore ways you can be involved in centre activities and events.

grievances and complaints

We value constructive feedback, as it helps us understand your expectations for care and supports our commitment to continuous improvement. If you have concerns, please raise them with the Centre Manager. All concerns will be handled confidentially and in a positive, respectful manner.

frequently asked questions

Why is it important to sign my child in and out?

This is in accordance with the National Education and Care services Regulation that all children be signed in on arrival and out on departure by an adult over the age of 18 years. All children must be signed in and out using actual times to comply with Child Care Subsidy requirements.

To make this simple for families, all children are signed in and out of childcare using the tablets that are located at the main entry area of our early learning Centres. Failure to sign in and out or failing to sign for any absences may result in full fees being implemented. The new subsidy is means tested. This means that your child care entitlements will be based on your combined family income, your fortnightly activities (including work, study and volunteering) and your Centre's daily fee. You can claim CCS through Centrelink via the MyGov online account.

What is cessation of care?

Please note that the Child Care Subsidy is not payable for any absences after the first/last physical attendance. This includes seven calendar days (including the first day of attendance) and seven calendar days (inclusive) from the last attendance. This is referred to as cessation of care.

Can I drop off or pick up my child at any time?

Yes, children can be dropped and collected at any time between our opening hours. Please note – depending on your session time additional charges may apply if you drop off outside of the booked session.

What are the Child-to-Educator ratios?

- 1 Educator to 4 Babies 0-2 years old
- 1 Educator to 5 Toddlers 2-3 years old
- 1 Educator to 10 Kindy 3-5 years old

How does Handover Communication work?

Information is relayed between educators and carers throughout the day and will be readily available to you at time of pick up to ensure you have the complete picture of your child's day.

How do I settle my child into care?

We understand that starting care can be a daunting time for you and your child. We are here to support you and your child to make this transition. Children need time to develop relationships, form bonds with the educators and friendships with the other children. We encourage you to start with an orientation, spend time in the room playing and building positive memories. Repeated routines will help encourage your child to know what to expect, keeping this consistent including who is bringing them, the arrival time and the amount of time saying your goodbyes for the day. It is best to build in increments the amount of time at the center, collecting them earlier, if possible and increasing this when they are showing more confidence. We understand this family transition can be full of emotions and we encourage you to call, email, and spend time getting to know us and checking on your child's day.

Do I pay when my child doesn't attend?

For all pre-booked bookings which guarantee a place for your child to attend, if your child is absent due to health, holidays or public holidays closure you are still required to pay for care for that day, this ensures your child position is held for their return.

What is our accident policy and procedure?

We have a clear policy and procedure for accidents and there is at least one first aid qualified staff member available at all times. If an incident, injury, trauma or illness occurs:

- Parents will be informed immediately or at collection, depending on the incident
- Staff will complete a detailed incident, injury, trauma or illness form
- Parents will be asked to sign the form

Can I provide my child with their own food?

Unfortunately, we do not allow families to provide their children with their own food. Due to the allergies within our Centres, we have a cook that will prepare all meals for the children. Our menu caters for dietary requirements, food allergies, food request. Please talk to the Centre Manager on how the Centre will support your child.



