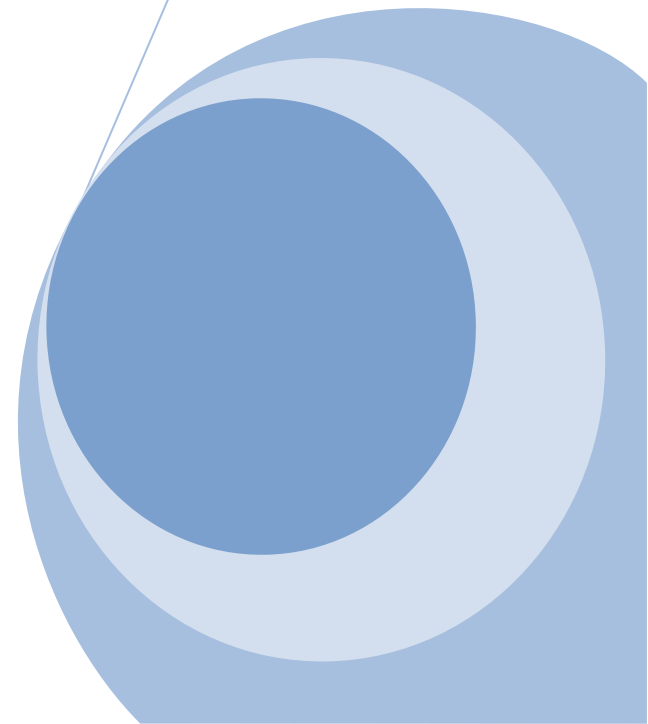


# Long Day Care Service

Parent Handbook

**2021**





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## WELCOME TO TRUNDLE CHILDREN'S CENTRE INC.

Trundle Children's Centre is a not-for-profit, community incorporated organisation. We are managed by a voluntary committee, elected annually from parents and interested persons.

Trundle Children's Centre provides high quality education and care to all children aged 0 – 6 years. We provide a range of positive and stimulating experiences fostering all aspects of early childhood development.

Trundle Children's Centre fundraises throughout the year to supplement the state and federal Government funding we receive.

At Trundle Children's Centre, your child/ren will be provided with opportunities for learning aligned with the outcomes in the Early Years Learning Framework (EYLF). This framework provides.....

An all inclusive, group dynamic creates a "family feel" to the environment at Trundle Children's Centre, with children combining together for activities and play. Programs cater for children in each age group – 0-2years, 2-3 years and 3-5 years. There is a preschool program for those children aged 3-5 years containing activities designed to develop skills for school-readiness.

The Trundle Children's Centre currently has a 'Meeting NQS' rating under the National Quality Standard. The National Quality Standard determines at what level the Trundle Children's Centre meets the requirements of the *Education and Care Services National Regulations* and the *Education and Care Services National Law*. It is these Regulations and Law that govern the services provided by children's centres and through assessments under this standard the Trundle Children's Centre continuously plans for quality improvement.

The staff are looking forward to getting to know you and your child/ren by building a positive relationship with you enabling the educators to provide the best possible education and care for your child/ren through meeting your needs and expectations.



## OUR PHILOSOPHY

At TCC, we believe that childhood is a unique and valuable stage in a child's life-cycle. We are committed to an acceptance and welcoming of all individuals and families, regardless of family structure, ethnic, cultural and religious backgrounds. We aspire the development and continuance of a loving home-like environment for all who use the centre. We ensure the provision of a high-quality children's service which values and supports the principles of early childhood education and creates a positive, rewarding environment. We encourage effective communication between all persons, children, parents, staff management committee and the community.

Trundle Children's Centre commit to Provide a service that meets the needs of the families using it, as well as the community that surrounds it. We understand each family brings a diversity of needs, interests and experiences as well as a wide range of skills and knowledge to the Centre, which need to be respected and where possible utilised to assist in the development of the children and the program. It is during early childhood that the foundation of future development is first formed. It is a period of optimum growth and development, and experiences during this time will shape and influence the child's ongoing learning.

We abide that Children are unique individuals who develop in stages that are not necessarily related to their age. Each child brings their own special skills, talents and experiences to the Centre. As children learn through play, practical hands on experiences are provided. Learning is motivated from their interests, experiences, needs and developmental stages. Our programs provide a balance of one to one interactions, small group and large group experiences, which foster positive relationships between children and other children, and children and staff.

We offer A high-quality program is one where staff provide developmentally appropriate experiences, taking into consideration age appropriateness, individual abilities, individual needs and social and cultural appropriateness. We believe that the quality of the program is directly related to the quality of the staff. It is therefore vital that the staff regularly monitor and evaluate their performance, and update and increase their knowledge. Effective communication and a team approach are vital and will influence the quality of care that is provided.

We believe our staff are unique individuals who each bring their own skills, talents, opinions and perspectives to the Centre. Each staff member will therefore be operating at different levels and have different strengths according to their experiences. Respecting and nurturing these differences amongst staff can be utilised to enhance the quality of the program. Forming positive, trusting relationships between staff and families, where communication lines are always open and respectful, creates a Centre where needs can be discussed, and solutions found. This forms an environment where children can feel comfortable and safe to grow and learn.

## PRIORITY OF ACCESS

The Australian Government has a set of **priority of access guidelines** for all children's services eligible for Child Care Benefit. Every Child Care Benefit approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

### ***Priority of Access Guidelines:***

- 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 'A New Tax System (Family Assistance) Act 1999'
- Third Priority: any other child.

Within each of the above three main categories priority is given to the following:

- 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 \$42,997 for 2014-2015, or who or whose partner are on income support
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents

A Priority 3 child may be required to vacate a place to make room for a child with a higher priority. They 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

*The Priority Lists are used when there is a waiting list for a childcare service or when a number of parents are applying for a limited number of vacant places.*



When families apply to join the list they are asked a series of questions to determine their particular circumstances. A scoring system is applied based on their responses. This determines their child's place on the waiting list. As places become available they are offered to those highest on the list as stated on the guidelines above.

**It is important you answer all questions on the enrolment forms to ensure you are not overlooked for priority of access to this service.**

## FEES

The cost of this service is based upon receipt of fees (from parents and from fee relief from the State and Federal Governments) for everyday that the service is open.

When you enrol your child at the Centre, you will be billed a \$5-00 membership fee to your account.

Fees are charged:

- Permanent Bookings – per session **booked** on a weekly basis
- Casual Bookings – per session **attended** on a weekly basis

Following are the fees for each available session (*more detailed session information follows fee information*):

Session	Time	Permanent	Casual
<i>Long Day Care</i>	8am – 5pm	\$56	\$66
<i>Preschool</i>	8:30am – 3:30pm	Non Equity -\$40	Equity \$30
<i>Half Day Morning</i>	8am – 12:30pm	\$30	\$33
<i>Afternoon</i>	12:30pm – 5pm	\$30	\$33
<i>After School Care</i>	3pm – 5pm	\$18	\$18
<i>Long Day Care Casual Fee for Non-Members</i>	8am – 5pm	N/A	\$70 upfront payment. (No CCS)
<i>Membership Admission Fee</i>	\$5 immediately for new enrolments ( one off fee)		
<i>Cancellation Fee</i>	\$25 per child on cancellation		



Families need to be aware that the above rates are full rates. These amounts *do not* take into consideration any government entitlements such as CCS.

Please be aware that options for reduction in fees available at this centre include receiving CCS payments onto your account directly from the government. These payment reductions are available depending on your family circumstances and your choices for how you wish these payments to be distributed (where applicable) as noted to Centrelink.

Payment of CCS payments are entirely in the control of Centrelink, **NOT** the Trundle Children's Centre. Any questions regarding your CCS entitlements must be directed to Centrelink as the Trundle Children's Centre does not have access to your personal information from Centrelink.

## FEES IN ARREARS

If you choose to pay your fees weekly/fortnightly, they **must** be kept up to date.

In the event that you neglect to pay your fees, you will be given a series of reminder letter's starting from First, Second, Third (Final) and still haven't paid by the agreed time your details will be forwarded to our debt collection agency and your child's place at the Centre will be suspended until such time as your fees are paid in full. The Centre is not responsible if another child on the waiting list fills your place during this time. A family cannot enrol in any service offered by the Centre until all outstanding accounts are finalised.

Please see the included Payment of Fees Policy for more information regarding fee payment options, structure of fees and termination of enrolment. Any questions regarding fees please see the Director or Administration Officer.



## DETAILS OF SERVICES OFFERED

### *Long Day Care (LDC)*

Children attend this service on a continuous basis throughout the year. Bookings are for the same day(s) each week and can be either permanent or casual. Children can attend 1 - 5 full days each week. Children aged 0 - 5 years can utilise this service.

This is a program funded by the Federal Government, with Child Care Subsidy -CCS applicable to eligible families.

Children attending long day care sessions aged between 3-5 years are included in the preschool program along with the children attending preschool sessions.

### *Preschool Session*

Although we are only a licensed Long Day Care service, we do offer a Preschool service as an extra session to our Centre Based Care.

Children attend this service during school terms on the same day(s) each week for a maximum of 7 hours per day (8:30am – 3:30pm). Children **must** be aged 3-5 years to utilise these sessions and enrolment must be permanent.

This is a program funded by the state government, with Child Care Subsidy- CCS applicable to eligible families.

Children attending preschool sessions have an educational program developed specifically for them with school-readiness activities and preparedness the focus, in correspondence with an Early Childhood Teacher.

### *Short Sessions*

Children attend this service on the same day(s) for only part of the day. Sessions on offer include morning, between 8am and 12:30pm or afternoon, between 12:30pm and 6pm. Children aged 0-5 years can utilise this session from 1-5 days per week.

This program is funded by the state government, with CCS applicable to eligible families.

### *After School Care*

School age children may attend after school and are charged according to the session they use. Limited places are available in these sessions.



## Table of Services Offered

Type of Service	Preschool	Long Day Care Core Hours	Morning/Afternoon Session	Before and After School Care
<b>Hours of Operation</b>	8:30am- 3:30pm (Full)	8am - 5pm	M: 8am – 12:30pm A: 12:30pm – 5pm	ASC 3:00pm – 6:00pm
<b>Weeks of Operation</b>	School terms	48 weeks	48 weeks	School terms
<b>Funding Subsidy Available</b>	<p>Funding: Federal Government</p> <p>Subsidy: "Child Care Subsidy" (CCS)</p> <p>Assistance also available for children of:- . Aboriginal Families . Non-English Families</p>	<p>Funding: Federal Government</p> <p>Subsidy: "Child Care Subsidy" (CCS)</p>	<p>Funding: Federal Government</p> <p>Subsidy: "Child Care Subsidy" (CCS)</p>	<p>Funding: Federal Government</p> <p>Subsidy: "Child Care Subsidy" (CCS)</p>



## OUR STAFF

### ***Director – Hellen Yates***

Hellen has 30 years experience working in the childcare industry. She holds a Diploma in Children's Services. Hellen has a current First Aid Certificate, Anaphylaxis and Asthma training. Hellen is dedicated to her work and treats each child with love, care and attention equal to that of their parents. Hellen constantly strives to better the environment, activities and programs provided to the children at the Trundle Children's Centre and it is her love and perseverance that makes the centre as wonderful as it is.

### ***Full-Time Educator – Courtney Yates***

Courtney holds her Diploma in Children's Services & a Certificate III in Business Administration. Courtney has been working at the centre since 2012 where she started as a casual and worked her way to full time. Courtney forms long lasting bonds with the children as she gets involved with the children in their activities. She is a wonderful story teller and musical director for songs and dances. Courtney has the ability to be firm and command the attention of the children when necessary but is mostly seen to be encouraging laughter, joy and happiness from all aspects of the program.

### ***Permanent Part-Time Educator – Kayleen Whiley***

Kayleen holds her Certificate III in Children's Services & a Certificate in Multilit. Kayleen has 8 years experience in working with children and their education. Kayleen is passionate in caring for children. She works tirelessly to provide a stimulating and fun environment for the children. Kayleen is a great strength for the team with her art and craft abilities providing a variety of sensory and stimulating creative activities.

### ***Cleaner – Jo Bartyn***

Jo has been working as the cleaner of the Trundle Children's Centre for over 30 years. Jo is a dedicated, hard-working person who always has a smile on her face.

### ***Early Childhood Teacher – Elise Nixon***



Elise assist in our school readiness programming. Elise is a committed individual and apply a great approach to the programming. Her input and knowledge are a big asset to our centre.

Our staff enable the Trundle Children's Centre to maintain child: staff ratios at all times, and according to regulations.

All our staff must maintain their First Aid, anaphylaxis and asthma certificates.

We value, encourage and implement further training and development. All our staff are encouraged to attend both in-service and external training and workshops throughout the year.





## PROGRAMS

Although the routines of each group vary, the same aspects are applied across the Centre. We aim to provide a home and family like environment at the Centre where the children feel comfortable and secure at all times and our daily routines reflect this.

Children are encouraged to learn and develop through planned activities and play. Children's interests are upheld at all times and are incorporated into the programs.

Throughout the day the children are experiencing a number of different activities that are part of the educational and development programs designed by all our staff. Our programs are reviewed frequently and revised accordingly. Programs are designed based on age groups including; 0-2 years, 2-3 years and 3-5 years. Programs are also designed to work collaboratively with many activities overlapping or featuring in each program to allow for children to be grouped together maintaining the family like environment.

The Trundle Children's Centre provides a school-readiness program for children aged 3-5 years. This program is designed to provide opportunities for children to learn skills, strategies and gain exposure to activities preparing children for their transition to school in correspondence with our Early Childhood Teachers.

The staff plan a daily program and observe the children in their care. Their programs are designed to meet the needs and interests of the children. Staff are trained to guide the children in their overall development. Activities are designed to develop children's cognitive, emotional, social, physical and self-help skills.

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



## THE MANAGEMENT COMMITTEE

### *Centre Management Committee*

The Trundle Children's Centre is run by a committee elected annually from parents and interested persons. The Annual General Meeting (AGM) occurs in October and four (4) executive office bearers and three (3) ordinary members are elected from the members of the association. It is the role of the committee to manage the affairs of the service in conjunction with the Director.

Any member of the association may vote at the AGM and can nominate for a position on the management committee. At least one parent/guardian of each child enrolled at the Centre must be a member of the association, thus allowing opportunity to have a say in the service operations and effectiveness.

### *General Involvement*

Involvement in the Trundle Children's Centre is encouraged and welcomed. Involvement provides opportunities for promotion of the service as well as providing a platform for opinions in the direction that you see as beneficial to your children and the children of Trundle and district.

Throughout the year the Trundle Children's Centre requests volunteers to assist with fundraising activities, working bees and sends surveys to families, members and interested persons to gain feedback on the performance of the service. These are all mutually beneficial opportunities for involvement with the Trundle Children's Centre. Please speak with the Director if you are able to be involved or if you wish to know anything further.

## WHAT YOUR CHILD NEEDS

	6 wks – 3 yrs Long Day Care	3 – 5 yrs Long Day Care	Preschool Sessions (8:30am – 3:30pm)	After School	Half Day (AM / PM)
<b>FOOD</b>	Morning Tea, Afternoon Tea, Lunch and drinks Other snacks if necessary	Morning Tea, Afternoon Tea, Lunch and drinks	Morning Tea Lunch and drinks	Enough food and drink appropriate for the age of child and length of stay AM: Breakfast, Drink PM: Afternoon Tea, Drinks	AM: Morning Tea, Lunch and drinks  PM: Afternoon Tea, Drinks
<b>BEDDING</b>	Cot Linen and bed sheets are provided	Stretcher sheets are provided	Stretcher sheets are provided	N/A	N/A
<b>CLOTHING</b>	2 sets of spare clothes 4 sets if the child is being toilet trained <b>6 Disposable Nappies</b> Nappy creams if required	Change of clothes including underwear and socks	Change of clothes including underwear and socks		Change of clothes including underwear and socks, nappies if needed
<b>OTHER</b>	Hats for all seasons and warm clothes for outdoor play, sleeved shirts in summer	Hats for all seasons and warm clothes for outdoor play, sleeved shirts in summer	Hats for all seasons and warm clothes for outdoor play, sleeved shirts in summer	Hats for all seasons and warm clothes for outdoor play, sleeved shirts in summer	Hats for all seasons and warm clothes for outdoor play, sleeved shirts in summer

- **All belongings are to be clearly labelled with child's full name**
- Sunscreen is provided (provide own sunscreen if child/ren have special requirements)
- Families are encouraged to send their children in suitable play clothes (tops with sleeves in summer, jumpers in winter) and footwear (**no thongs**) to enable them to enjoy the activities provided.



## HEALTHY FOOD OPTION

- The Centre encourages healthy eating habits with the children, therefore it is requested that the children are sent with appropriate foods such as Fruit, vegetables, sandwiches and salads are some healthy suggestions for morning/afternoon teas and lunch.
- Note: Health Professionals advise that young children are at serious risk of choking on some raw foods. Due to this we are advising parents to carefully consider the risks of sending raw foods such as carrot, apples, and celery unless it is cooked or grated. Sausages / Frankfurt's need to be skinned and sliced finely.
- Parents are encouraged to not send food such as lollies, cakes, chips, chocolate but we will allow one treat which may consist of cakes, chocolates etc.
- Cool water is available for the children at any time.
- For Birthdays or other celebrations, you are welcome to bring in a cake or a special treat to share with all the children however staff need to be notified beforehand so all parents can be informed and any action due to food allergies, cultural or religious beliefs can be taken.

## DROPPING OFF CHILDREN

Children are not to be left at the Centre at any time prior to the opening hours of the Centre.

On arrival the person bringing the child is responsible to sign the child in through our QK Kiosk App on the iPad located in entrance.

Children/Parents are to place their belongings in the appropriate place.

The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the Centre, and that any special needs are communicated.

Should a child require medications of any kind, parents must fill in and sign the medication form.



## PICKING UP OF CHILDREN

Children must be collected by the time stated for type of enrolment. (Please see operating hours section)

The authorized person who is collecting the child must sign out through the QK Kiosk App on the iPad located in entrance.

The authorized person and children are to ensure that all belongings are collected.

The authorized person must ensure that a staff member is aware that they are taking the child from the Centre.

Staff are to be notified if the person collecting the child is to be later than usual. The child will be informed to avoid anxiety.

If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed a staff member prior to pick up. This change has to be confirmed in writing, and the person picking up the child is asked to bring identification.

The names and contact numbers of all people authorized to collect the child must be included on the enrolment form. Any changes to these must be advised in writing to the Centre as soon as possible.

The authorized person is required to give proof of identification to staff if staff have not seen them previously.

The Centre will not release the child to anyone who is not authorized without prior consent, as according to Centre policy.

If there is an emergency and the parent or an authorized person cannot collect the child, the parent must personally ring the Centre to let us know. The parent will be required to indicate who will collect the child; give a description; and ask the person to provide the Centre with proof of identity e.g. license or Medicare card.

If the Centre has not been notified and someone other than the parent or authorized person comes to collect the child, the Centre will ring the parent to get his or her authorization. The child will not be released from the Centre until proper authorization has been received.





**Please Note – Late Pick Up of Children**

***If you cannot pick up your child by the correct time, a late fee of \$1.00 per minute may be charged. This applies to all services offered***

## **PHOTOGRAPHS & PUBLICITY**

Photographs of the children in our centre may be taken daily for observation purposes. They may also appear in our newsletter or our Facebook page for publicity, and around our centre for display purposes. Your permission for photographs of your child is within the enrolment form.

## **CLOTHING**

Due to the number of children that attend our centre we ask that all clothing be labelled with your child/ren's name. It is recommended that children be dressed in comfortable clothing and weather appropriate, due to the wide range of activities the centre provides for your child.

## **WELLNESS OF YOUR CHILD**

You are the best judge of your child's health and we trust you will not bring a sick child to the centre. However, if while in our care your child becomes ill, displays an unknown rash, or acts out of character, you may be called to come take your child home. If called, you or an alternate emergency contact are expected to pick your child up within the hour. This is to protect your child's health and the other children attending the centre. Your cooperation would be greatly appreciated.

The following criteria will be considered in determining if your child must go home:

- Fever of 37.5 degrees or higher.
- Unknown rash
- Highly contagious condition such as conjunctivitis, head lice, chicken pox, strep throat, mumps etc.
- Diarrhea or vomiting ( more than 2 loose or watery stools )
- Persistent cough for an extended period of time.

Your child may return to the centre after:

- Obtaining written verification from a doctor
- Fever free for 24 hours without the aid of fever reducing medications
- In the case of chicken pox, when all the lesions are scabbed over.
- In case of head lice, following treatment with appropriate shampoo so that all nits and eggs are gone



- In case of contagious illness, your child should take an antibiotic for 24 hours before returning.
- In case of persistent cough, 24 hours without the aid of medication

## **EVACUATION**

In case of emergency, the Centre evacuation procedures are practiced with children every 3 months. A copy of the evacuation plan is on display at each exit point. These drills are carried out in a well-organized and orderly manner. An evaluation of the procedure is kept on file.

## **ACCIDENT AND INJURY**

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

## **EXCURSIONS**

Excursions are a part of early childhood learning and from time to time these are arranged for the children. A note will be sent out to all parents about forthcoming excursions. If you would prefer your child not to take part in these outings, please see the Co-Ordinator for alternate care arrangements. Parents are welcome to join us on excursions. A permission note or form must be signed and dated by the parent or guardian prior to the excursion.

Please refer to the Excursion Policy for more details.

## **GENERAL SAFETY**

We request that parents supervise children when departing from the Centre by holding hands, this will ensure that accidents will be prevented. Please ensure that the gates are closed properly at all times. We also request that parents please do not leave any child or children in the car when dropping off or picking up.



## **NON-SMOKING ENVIRONMENT**

The entire building and surrounding grounds are strictly non-smoking at all times.

## **MAINTAINING RECORDS**

Any changes to the information on the children's enrolment form needs to be communicated to the Centre so that staff and management are aware of your current needs and the needs of the individual children.

Please see the Co-Ordinator or Administration Staff to update enrolment information on the form provided by the Centre.

## **BUS CHILDREN**

Parents from out of town may arrange with their school bus driver to drop off and pick up children at the Centre.

All children are dropped off at the Centre in the morning and are met at the gate by a member of staff who will then sign them in on behalf of the parent/caregiver.

In the afternoon, the staff will sign the child out and meet the bus at the Centre bus stop.

Parents must sign a bus permission note at the time of enrolment.

## **POLICIES AND PROCEDURES**

Following are important policies and procedures that are followed to ensure a high-quality service is provided for all our families. The Policy Book is available for your perusal at the centre.

Families are always encouraged to discuss any matters regarding the Centre's policies and procedures with the Director at any time. It is vital that the Centre's program meets the needs of the community.

Please find copies of the following policies in our policy book which is always available to look at:

Arrival & Departure Policy

Behaviour Management Policy

Immunisation Policy

Grievance Policy

Orientation Policy

Control of Infectious Diseases Policy

Injury, Accident and Emergency Policy

Administration of Medications Policy

Privacy & Security Policy

Interactions with Children & Families



## SCHOOL OPTIONS

In Trundle, there are two (2) options for schooling.

- ***Trundle Central School***

Trundle Central School is a state government school catering for children from Kindergarten through to Year 12. This school is a member of the Western Access Program where schools combine to deliver specialist teachers to deliver programs to children in each small, rural centre.

### **Transition to School**

During October and November transition sessions occur for children enrolling in Kindergarten the following year. An information session for parents is held toward the end of the year with information on:

- Community nurse or school representative to outline medical requirements prior to enrolment
- Assistant Principal to outline to parents the school organisation and procedures in the Trundle Central School Primary section
- Teacher of Kindergarten to outline to parents his/her expectations and aims
- Parents will be taken for a tour around the school for familiarisation

### **Enrolment Procedures**

Children may be enrolled in Kindergarten at the beginning of the school year, provided they reach the age of five years prior to the 1<sup>st</sup> of August if that year.

A parent information pack is available at Trundle Children's Centre.

### **Contact Details:**

Address: Croft Street, Trundle NSW 2875

P: 02 6892 1303

- ***Saint Patrick's Parish School***

St. Patrick's is a catholic school catering for children from Kindergarten to Year 6. This school is a member of the Forbes-Wilcannia Catholic Diocese. The diocese includes twenty two parishes in an area containing 18 catholic schools.



At St. Patrick's a welcoming community is fostered that celebrates the individuality of each of its members and encourages the students to know, seek and live the truth as global citizens. The focus of education at St. Patrick's is to assist the integration of faith, culture and life experience.

### **Transition to School**

During Term 2, a parent information session is held for new families. In Term 3 preschool children are invited to attend half day sessions in the Kindergarten classroom. In Term 4, students attending St Patrick's will attend a minimum of three full day sessions to experience what school will be like.

A parent information pack is available at Trundle Children's Centre.

### **Contact Details:**

Address: Austin Street, Trundle NSW 2875

P: 02 6892 1073

E: [admin.trundle@wf.catholic.edu.au](mailto:admin.trundle@wf.catholic.edu.au)

***THE MANAGEMENT AND STAFF OF  
TRUNDLE CHILDREN'S CENTRE ARE  
LOOKING FORWARD TO SHARING A  
PRODUCTIVE, ENGAGING AND  
ENJOYABLE EARLY CHILDHOOD  
EXPERIENCE WITH YOUR FAMILY***

# Payment of Fees Policy

## National Quality Standards (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

### PURPOSE

For parents to gain a clear understanding of the Centre's fee structure, ensuring children's fees are paid on time.

### SCOPE

This policy applies to children, families, staff, management and visitors of the centre.

### IMPLEMENTATION

The fee structure of the Centre includes:

#### General Fees

- Fees are charged on a daily basis and vary depending on the family's Child Care Subsidy (CCS) entitlements.
- Fees must be paid within 14 days of receipt of invoice. Invoices will be levied at the end of each calendar month.
- Fees must be paid by direct deposit or eftpos (available at the Centre). Cash payments will not be accepted.
- Fees are payable for every day that a child is enrolled at the Centre. This includes sick days and family holidays but excludes public holidays and periods when the Centre is closed.
- Fees are charged at full days only (no matter what the attendance hours are).
- Casual days may be offered to families if available within the Centre's license.



- Child Care Subsidy (CCS) is available to all families who are Australian Residents and have a Customer Reference Number. To find out about eligibility, families must contact the Family Assistance Office.
- Child Care Subsidy Benefits are received as a reduction of fees through the Centre.

### Payment of fees

- Fees can be paid by direct deposit through your personal banking. Eftpos is available at the Centre. Cash payments will not be accepted.
- Families will be issued with invoices for fees on a monthly basis in arrears in accordance with fee payment and Regulatory requirements.
- Payments must be made within 14 days of each invoice date.

### Financial Difficulties

- If a family is experiencing financial difficulties, the Centre may, in its discretion, agree to enter into a suitable payment plan with that family.
- Payment plan arrangements must be in writing and made with the Centre director.
- Payment plans will **ONLY** relate to fees already incurred. All subsequent fees (incurred after a payment plan for previous fees has been entered into), must be paid within 14 days of the date of invoice. In other words, the Centre will **NOT** consider entering into any “afterpay” style arrangement in relation to future attendance at the Centre.

### Failure to Pay

- If fees are not paid on time, a reminder letter will be issued after one week and, where the fees are still outstanding, after two weeks.
- If fees are not paid within 30 days of the date of an invoice, the Centre will not accept or admit the relevant child or children to whom the fees relate to the Centre until all outstanding fees are paid in full, or an acceptable payment plan is entered into.
- A child’s position at the Centre may be terminated by the Centre if payment of fees is not made within 60 days of the due date.
- At this time the Centre will initiate its debt collection procedure.
- The Centre may charge interest in addition to any costs (including legal costs) incurred by the Centre in recovering unpaid fees.

### Historical Debts



- The Centre will not accept the re-enrolment of any child in respect of whom there are outstanding fees.
- The Centre reserves the right to require payment in advance from any family with a history of late payment of fees.

#### Late Fees

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$1.00 per minute every minute you are late.
- A review of the child's enrolment will occur where families are consistently late to collect their child/ren.

#### Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks prior written notice is given to all families

#### Termination of Enrolment

- Parents must provide two weeks written notice of their intention to withdraw a child from the Centre.
- If a child's enrolment at the Centre is terminated without the requisite notice being provided to the Centre, families can lose their Child Care Subsidy (CCS) resulting in the payment of full fees to be charged.

#### Responsibility of Management

- The Nominated Supervisor and Committee is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see the Nominated Supervisor or Committee.

#### Source

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| <ul style="list-style-type: none"> <li>• The Business of Child Care, Karen Kearns</li> <li>• National Quality Standards</li> </ul> |
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#### Review

<b>Policy Reviewed Date</b>
January 2021
<b>Policy Due for Review</b>
January 2022