

# **Amber Cottage Early Learning Centre**

**55 Crispsparkle Drive  
Ambarvale 2560**

**Phone – 4645 4735**

## **Introduction**

Welcome to Amber Cottage Early Learning Centre. We look forward to a long and happy partnership with you and your family.

For more detailed information about how our Council services operate please read the Family, Education and Community Services Family Information Booklet.

Please keep this information sheet with your booklet, as they will help you to understand how the service operates and may be useful for you to refer to throughout the year.

If you have any questions, please ask a service educator.

## **History Of Service**

Amber Cottage Early Learning Centre, which is a service provided by Campbelltown City Council, has been open since 1986 and provides a quality child care service.

## **Licensing**

The service is licensed by New South Wales Department of Education & Communities (DEC), to care for children aged 0 – 6 years each day.

## **Hours Of Operation**

The service is open from 7.00am to 6.00pm Monday to Friday. The service is unlicensed outside these hours so if you arrive in the morning before the service opens we ask that you remain with your child until the opening time.

A late fee as per the current fee schedule will be charged to your child care account if you are late picking up your child. Further details on late fees can be found in the Family Information Booklet.

## **Family, Education and Community Services Administration Team**

Council's Family, Education and Community Services administration team is available to assist you with any enquiries regarding enrolment, fees etc. The administration team is located at Council's Family, Education and Community Services Section, Ground Floor, Civic Centre, Corner Queen and Broughton Streets Campbelltown. Office hours are from 8.30am to 4.30pm Monday to Friday. The team can also be contacted by phone on 4645 4443 from 8.00am to 5.00pm Monday to Friday.

## Fees

If you have any fee enquiries please contact the Family, Education and Community Services administration team at Council on 4645 4443.

There are several options for payment of fees.

## Payment in person

Payments may be made **in person** at the following locations:

**Council offices** located on the corner of Queen and Broughton Streets Campbelltown and Eagle Vale Central located on the corner of Emerald Drive and Feldspar Road, Eagle Vale by Cash, Cheque, Money Order, EFTPOS, Mastercard or Visa. **All credit card payments will incur a Merchant Service Fee surcharge as indicated on the back of your invoice.**

**Australia Post Office or Agencies** Australia wide accept payments by Cash, Cheque, Money Order or EFTPOS (does not include credit cards) upon presentation of your invoice.

## Mail

By completing the credit card slip at the bottom of the back of your invoice and posting to PO Box 57 Campbelltown 2560.

## Phone

Phone payments using your Mastercard or Visa are available by phoning 1300 791 110 and following the prompts. **All credit card payments will incur a Merchant Service surcharge as indicated on the back of your invoice.**

## The Intranet

Payments by Mastercard or Visa may be made through Council's website [www.campbelltown.nsw.gov.au](http://www.campbelltown.nsw.gov.au) and following the links. **All credit card payments will incur a Merchant Service surcharge as indicated on the back of your invoice.**

## BPay

Payments by phone or internet can be made directly from your cheque or savings account by contacting your participating Bank, Credit Union or Building Society. When prompted, simply enter the BPay Biller Code and Reference Number found on the front of your invoice.

## Direct debit

Payments are debited directly from your savings or credit card account. A direct debit authority form is available from Council's Website on the Council's Long Day Care and Outside School Hours Care pages.

## Centrepay

A free direct bill paying service offered to childcare customers receiving payments from Centrelink. Customers can go online and set this up using the Centrelink Self Service Facility quoting their childcare account reference number and Council's Centrepay reference number, 555 068 033X. If you require further assistance with setting up online payments through Centrepay please contact Centrelink on 136 150

**Please note – In accordance with Council Policy, child care fees must remain at least one week in advance at all times. If your account falls into arrears your child's place at the service will be reviewed.**

## Meals And Menu

Details about the meals and menu are given in the Family Information Booklet. At Amber Cottage breakfast is served from 7.00am - 8.30am and morning tea at 9.30am. Transitional lunches begin between 11.00 - 11.30am. Afternoon tea is served from 1.30pm. Late afternoon tea is served to children who are still at the service after 4.30pm.

Please tell educators as much detail as possible, if your child needs a special diet, has food allergies or cultural requirements with their food.

## What To Bring

Educators try to make sure children are clothed properly for indoor and outdoor play and for rest time. Please help us by providing the following:

- A sunhat (**all year round**) clearly labelled with your child's name (bucket or Legionnaire style).
- Spare clothes 1 –2 sets (labelled) (include underwear and socks).
- A bag for belongings that your child can undo and do up.
- Soft toy for rest time, if your child needs one.
- Set of cot sheets for rest time (children who are on beds).
- Supportive closed in shoes that fit (sandshoes, sneakers or sandals in summer). No thongs or reef shoes please.
- A top with sleeves (singlet tops and strappy dresses do not provide adequate sun protection).
- A piece of fruit or vegetable each day your child attends (to be placed in the fruit basket in the foyer).
- A drink bottle (water only – no juice or cordials please) (for preschool room).

### In Winter please also provide:

- Warm coat, sloppy joe or jumper.
- Gloves.
- Beanie.

### Babies and toddlers should also bring the following:

- Enough baby formula made up for the day in your baby's plastic bottle or a bottle with boiled water in it (bottles need to have the lids on) and a segregated container with formula correctly measured. Please label bottles and container with your child's name and give them to an educator when you get to the service so they can place the bottles in the fridge.
- 3 complete sets of clothes – labelled.
- 2 dummies (if needed).
- Favourite rest time toy (if needed).
- Numerous pairs of training pants (when necessary).

### Please don't let your child bring the following things to the service:

- Any food containing nut products (please see your Parent Information Booklet for more detail).
- Thongs, reef shoes or clogs.
- Toy guns / knives / handcuffs.
- Plastic bags.
- Lollies, chips or chewing gum.
- "Best" clothes.
- Valuable jewellery.
- Money.
- Toys.

## **Our Nappy System**

Amber Cottage has a disposable nappy system.

Please supply enough cloth or disposable nappies for your child to last each day they attend. All nappies should be **clearly** labelled and placed in your child's nappy locker/basket each day.

Your child's nappy will be checked and changed according to their individual needs (usually every two hours) and before and after sleeps, before meals and before they go home. Please check our nappy changing chart in the room for details at the end of each day.

If you would like any cream, powder or wipes applied at nappy changing time, you will need to fill in and sign a medication authorisation form. Label the cream or powder with your child's name and give it to an educator.

## **In Conclusion**

Please feel free to talk to any of the educators if you would like more information or are unsure about something, which is happening at the service. Let us know about your childcare needs and suggestions.

Some other Council community services for children are outlined in the Family Information Booklet.

We look forward to caring for your child and to all of your family's involvement in our service.