

Long Day Care and Outside School Hours

Family Information

ADMINISTRATION	5
Introduction	5
Education and Care Services Managed By Council	6
Family Day Care	6
Outside School Hours Care	6
School Holiday Care	7
Operational Structure	7
Staffing and Qualifications of Educators	8
Staffing For Outside School Hours Care	8
Educator/Staff Transfers	8
Relief Educators	9
Hours of Operation	9
Enrolments	9
Outside School Hours Care	9
Enrolment Forms	10
Campbelltown City Council's Immunisation Service	11
Emergency Contact and Medical Information	11
Orientation	11
Settling In	11
Playspaces	11
Arrivals and Departures	12
Collection of Children	12
Uncollected Children	12
Children Not Attending	12
School Holiday Care	13
Court Orders	13
Information Changes	13
Lost Property	14
Waiting List	14
FEES	15
Fees (Long Day Care and Permanent Outside School Hours Care)	15
Fees (Casual Outside School Hours Care)	15
Fees (School Holiday Care)	15
Invoices and Statements	16
Methods of Payment	16
Fee Arrears	17
Payment Plans	17
Late Pick Up Fees	18
Credit Card and Cheque Payments	18
Child Care Benefit and Child Care Rebate	18
Other Forms of Fee Assistance	18
Absences (Long Day Care and Outside School Hours Care)	19
Additional Absences	19
Changing Days (Long Day Care and Outside School Hours Care)	19
Ceasing Care	20
PROGRAMS, MEALS AND OTHER ITEMS	20

Service Philosophy and Aims	20
The Educational Program	21
Daily Schedule of Activities in Outside School Hours Care	21
Homework	21
Excursions	21
Mobile Phone Policy	22
Television, DVD's and Movies	22
Fundraising	22
Meals and Menu (Long Day Care)	22
Afternoon Tea at After School Care	23
Breakfast for Before School Care Children	24
School Holiday Care	24
Halal Diets (Long Day Care)	24
Birthdays	24
Toys	24
Clothing and Footwear	24
Sunblock	25
What to Bring	25
Nappies	26
Toilet Training	26
Rest Time	26
Guiding Children's Behaviour	26
Unsatisfactory or Dangerous Behaviour	27
Children Who Run Away From the Service	27
Anti-Bullying Policy (OSHC)	28
Issues, Questions, Concerns and Suggestions	28
At the Service	28
At Campbelltown City Council	28
At the Department of Education & Communities	28
Australian Children's Education & Care Quality Authority	28
The New South Wales Ombudsman Department	29
Family Involvement	29
Parent Teacher Interviews	29
Communication between You and the Service	29
Communication with Families	29
Guidelines and Procedures	29
Social Media	30
Service Gates/Doors	30
Service Car Parking	30
Pesticide Spraying	30
HEALTH	30
Children Who Appear Unwell	30
Accidents and Emergencies	30
Medication	31
Intrusive and Injected Medication	32
Temperatures	32
Asthma	32
Exclusion from the Service	32
Contagious Diseases	32
Tables of medical conditions and recommended minimum exclusion periods	33
Safety Checks	39
Smoke Free Zones	39

DATA AND DOCUMENT CONTROL

Emergency and Evacuation Procedures	39
Child Safety	39
Other Council Community Services for Children	39
Learn to Swim, Kids Active/Tiny Tots Programs	39
Bicycle and Road Safety Education Centre	39
Storytelling at the Library	39
Community Information	40

Welcome to Campbelltown City Council's Family, Education and Community Services

Campbelltown City Council has been providing education and care since 1977 and offers a large range of services to our community including Long Day Care, Family Day Care, Before and After School Care, School Holiday Care, Child and Family Centre and Mobile Toy and Book Library and Bicycle Education and Road Safety Centre.

The education and care service you have chosen is run by educators who have a wide range of experience with children and babies. All educators at each service have tertiary training in early childhood.

Education and Care Services goal is to:

- Educate and care for children aged 0 – 12 years
- Deliver exceptional service to the community
- Provide best value services to the community
- Conduct all business in an ethical manner
- Consult with and engage the local community
- Be committed to continuous improvement and best practice across all aspects of business and service delivery
- Be leaders in the education and care sector

The educators are friendly and work hard to ensure your child is cared for in a welcoming supportive and stimulating environment. Educators make regular observations on your child and provide a range of culturally diverse activities to support their learning and development. Early Childhood service programs cater for your child's individual needs, interests and abilities so that your child will be a successful learner, ready to face the school environment. At our Long Day Care services cooks provide a range of nutritious lunches designed especially for children. Meals are based on the 'Munch and Move' principles and have been certified by the New South Wales Department of Health. Please let the service educators know if your child has any allergies or cultural requirements with their meals so we can cater for these needs.

All Council Long Day Care services are required to meet the standards of the National Quality Framework (NQF). Each service's most recent certificate of assessment is displayed in the foyer. Your input and feedback is needed to ensure the service continues to achieve high standards, so please take the time to speak with an educator or complete a National Quality Standard survey which will be provided regularly.

Privacy Statement

Information requested by Council on some of its forms may constitute personal information under the *Privacy and Personal Information Protection Act 1998*. Council is allowed to collect information from you to consider matters. Supplying this information is voluntary. However if you cannot or do not wish to provide the information, we may not be able to consider the matter. If you need further details, please contact the Privacy Officer, Campbelltown City Council, cnr Queen and Broughton Streets, Campbelltown.

ADMINISTRATION

Introduction

A team of Council based staff manage all Council Education and Care Services. This team comprises of the Operations Manager Family, Education and Community Services, Coordinators Family, Education and Community Services as well as our Family, Education and Community Services Administration Team.

The Family, Education and Community Services administration team are able to assist you with enrolments, fee payments and all general enquiries regarding accounts and Child Care Benefit (CCB). The administration team can be contacted by phone on 4645 4443 or by email at fecs@campbelltown.nsw.gov.au. If you wish to talk to a member of the team personally please visit us at the Family, Education and Community Services section of Campbelltown City Council, located on the ground floor of the main Council building, corner of Queen and Broughton Streets Campbelltown.

Council's City Work's Division carries out building maintenance and property improvement. This ensures your child is cared for in the safest possible environment.

You can be assured that there is a dedicated team of people working together to keep your child safe, healthy and happy and we look forward to a long and happy partnership with you and your family.

Please keep this information booklet and the **Service Parent Information Sheet**, as they will help you to understand how the service operates. If you have any questions, please ask the service educators.

Education and Care Services Managed By Council

Long Day Care

Amarina Early Learning Centre (Airds)	4645 4775
Amber Cottage Early Learning Centre (Ambarvale)	4645 4735
Eagles Nest Early Learning Centre (Eschol Park)	4645 4739
Kabbarli Early Learning Centre (Minto)	4645 4748
Minto Early Learning Centre (Minto)	4645 4752
Namut Early Learning Centre (Campbelltown)	4645 4757
Waratah Early Learning Care Centre (Claymore)	4645 4767
Wombat Willows Early Learning Centre (Macquarie Fields)	4645 4771

All Early Learning Centres are open 7.00am – 6.00pm Monday – Friday.

Family Day Care

Flexible care is provided for children 0 – 12 years in the homes of registered carers in most suburbs of Campbelltown. For more information please telephone the office on 4645 4443 Monday to Friday from 8.00am to 5.00pm.

Outside School Hours Care

Campbelltown City Council's Education and Care Services provides Before and After School Care services for primary school children Kindergarten to year 6. Our qualified and experienced educators provide a diverse program of activities focussing on the individual interests of children in care.

Council operates two Outside School Hours Care Services, Campbelltown City Outside School Hours Care located in Broughton Street Campbelltown and Raby Outside School Hours Care located in Sunderland Drive Raby. These services are also required to meet the standards of the NQF. Child Care Benefit is available to eligible families.

Campbelltown City OSHC	Phone 4645 4911 Mobile 0417 041 970
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Raby Outside School Hours Care Neighbourhood Centre Sunderland Drive, Raby	Phone 4645 4728 Mobile 0418 790 986
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All Outside School Hours Care Services are open 7.00am – 9.00am and 2.30pm to 6.00pm.

If you would like more information on Council's Outside School Hours Care services please contact the Family Education and Community Services Administration Team on 4645 4443.

School Holiday Care

Campbelltown City Council manages a number of different School Holiday Care Services. The Family, Education and Community Services Section at Council Manages:

Campbelltown City Outside School Hours Care
40 Broughton Street
Campbelltown

Phone 4645 4911
Mobile 0417 041 970

Eagle Vale School Holiday Care
Neighbourhood Centre
31 Emerald Drive, Eagle Vale

Phone 4645 4443
Mobile 0458 722 258

All Education and Care Services School Holiday Care services are open from 7.00am to 6.00pm.

If you would like information about Council's School Holiday Care please contact the Family, Education and Community Services administration team on 4645 4443.

Operational Structure

Education and Care Services is a section of the City Lifestyles Division. An outline of the team's roles and responsibilities are listed below:

The Director City Lifestyles who has overall responsibility for Education and Care Services and represents Education and Care Services at Council meetings.

The Executive Manager Community and Cultural Services who has responsibility for Education and Care Services and reports issues affecting Education and Care Services to the Director City Lifestyles and also represents Education and Care Services at Council meetings

The Operations Manager Family, Education and Community Services who is responsible for managing all Education and Care Services and reports issues affecting Education and Care Services to the Executive Manager Community and Cultural Services.

The Education and Care Services Coordinators who supervise services and support the educators in providing education and care. If you have any suggestions or concerns about your service which have not been addressed at service level, please telephone an Education and Care Services Coordinator on 4645 4443.

The Family Education and Community Services Administration team who are able to assist you with enrolments, fee payments and any account enquiries. The team can be contacted on 4645 4443 or by email at fecs@campbelltown.nsw.gov.au.

The Nominated Supervisor at the Education and Care Service is responsible for the day to day running on site and for supervising the team of educators at the service. The nominated supervisor assumes the legal responsibilities of the day to day operations of the services.

The Certified Supervisors are educators who are approved to be in day to day charge of an education and care service in the absence of the nominated supervisor.

The Responsible Person is the nominated supervisor or a certified supervisor who has consented to be placed in day to day charge of the service.

DATA AND DOCUMENT CONTROL

The Educational Leader is an educator who is suitably qualified and experienced to lead the development and implementation of the education program in the service.

The Outdoor Leader is an educator who is responsible for leading the outdoor program and for planning and implementing sustainable practices. The outdoor leader ensures the service cares for and maintains the outdoor natural environment.

Staffing and Qualifications of Educators

The number and qualifications of educators who work at a service is based on the age and number of children in attendance at the service at any time.

The educators who care for your children work different shifts within the service's operating hours. They have knowledge, training and experience in early childhood education and care, and regularly attend additional training to ensure their knowledge is kept up to date. The nominated supervisor participates in monthly network and training meetings in order to ensure Council services offer the highest quality care. They work as a team and are committed to making your child's day happy, safe and educationally stimulating.

Staffing For Outside School Hours Care

In Outside School Hours Care, educator child ratios are based on the number of children in attendance at the service at any time. For your child's safety, Council has an educator to child ratio of 1 to 15. During excursions the educator to child ratio is 1 to 8.

Every service has a supervisor who participates in regular network and training meetings in order to ensure Council services offer the finest quality care. Educators work as a team and are committed to making your child's time at the service safe, happy and stimulating.

In all service types there will be an educator with a current First Aid Certificate and training in anaphylaxis and asthma management working at the service each day.

When we have new educators and/or relief educators at the service a sign and photo will be placed in the foyer. Please introduce yourself and your children to educators you don't know. Every effort is made when educators plan to take leave to minimise disruption to the children and we try to use regular relief educators to replace permanent educators while on leave.

All the people who work at services have been through Council's recruitment process and completed a Working with Children check. If you are unsure of a person's role in the service and there is no information about them on the notice board, please ask a service educator.

Educator/Staff Transfers

Educators and staff are employed to work for Council's Education and Care Services rather than a particular service.

Part of the career development for educators includes transfer between services either when a vacancy occurs in another service or at other times in the year when services may require additional support.

Educators often feel sad leaving an environment in which they have enjoyed working but benefit from working with other children and broadening their education and care experience. Your support in farewelling departing educators and welcoming new educators would be appreciated.

All relief educators and students are given information about the philosophy of the service, emergency procedures and other relevant procedures.

Relief Educators

Council maintains a list of relief staff for all service based positions. All Council services use this list so that they can keep correct adult to child ratios when regular educators are sick or absent. Services try to use the same relief educators so that families and children can get to know these people. All relief educators have a photo displayed at the service. On occasions permanent educators will assist other Council services to maintain ratios in the event of educator leave or absence.

Sometimes students from Universities, TAFE Colleges, school work experience and Job Start Programs may work at the service. They use their time at the services to extend and develop their skills. Students will wear a name tag and a notice will be placed in the foyer to advise families of their attendance.

Hours of Operation

When you enrol your child, educators will explain the service's hours and session times. 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. Late fees apply for late collection of children. A fee for the first 15 minutes or part thereof, then fee for every minute you are late (as per the current fee schedule) will be added to your child care account.

Enrolments

Enrolments for Long Day Care, Outside School Hours Care and School Holiday Care are managed by Council's Family, Education and Community Services administration team.

Long Day Care

Long Day Care services provide care on a weekly permanent booking basis. You can enrol for long day care sessions. You can choose to book one or more sessions per week and your booking remains in place each week until you give two weeks' notice to change days or cease care.

Outside School Hours Care

Two types of bookings are available at Outside School Hours Care services:

Permanent Bookings are made for the same days and sessions of care (either before school, after school or both) each week of the school term. This type of booking guarantees your child's position at the service. If your child is sick, on a family holiday or their regular care day falls on a teacher strike day, you are required to pay fees.

Casual Bookings are made on a day to day basis depending on your family's needs. 24 hours prior notice must be given to book casual care. This type of booking may be suitable if you are asked to work an extra day, but you take the risk of being unable to get care at short notice. Fees are to be paid prior to care taking place and are only charged for care that is used, providing 24 hours' notice is given to cancel any booked care.

School Holiday Care

Children who attend primary school (Kindergarten to year 6) are eligible for enrolment at School Holiday Care services. Dates of School Holiday Care and enrolment information are sent to previous School Holiday Care users before the start of the enrolment period. Information on enrolments can be found on Council's website www.campbelltown.nsw.gov.au

Enrolments for School Holiday Care commence prior to each school holiday period. The first two days of enrolments are reserved for Priority 1 (children at risk) and Priority 2 (working/studying families). From the third day all other families are invited to enrol for School Holiday Care. Enrolments are processed in order of receipt and can be submitted to the administration team either:

- In person at the Family, Education and Community Services counter located on the ground floor of Council's Civic Centre, corner of Queen and Broughton Streets Campbelltown,
- By email to fecs@campbelltown.nsw.gov.au

Please refer to the School Holiday Care Information and Program for program information, cost, further enrolment details and other important enrolment information. The brochure and enrolment form can be obtained through Council's website www.campbelltown.nsw.gov.au or by contacting the administration team on 4645 4443.

Enrolment Forms

When you enrol your child you need to fill in an enrolment form. You will also be asked to provide:

- at least one emergency contact, their name, addresses and phone number. If possible this person should live within half an hour travel time to the service
- evidence of your child's identification – a birth certificate, naturalisation certificate or passport
- evidence of your child's immunisation status. As of 1 January 2014 your child cannot commence care until we have been provided with one of the following:
 - ✓ an Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which shows that your child is up to date with their scheduled immunisations, or;
 - ✓ an ACIR Immunisation Exemption Conscientious Objection Form which has been certified by an immunisation provider, or;
 - ✓ an ACIR Immunisation Exemption Medical Contraindication Form which has been certified by an immunisation provider, or;
 - ✓ An ACIR Immunisation History form on which the immunisation provider has certified that the child is on a recognised catch-up schedule.

Please note that items 2, 3 and 4 above must be signed by the doctor/immunisation provider and lodged with Medicare and a copy provided to us in order to be valid.

An immunisation register is kept on all the children, so it is important to tell the nominated supervisor when your child has vaccinations and to give proof.

A copy of an Immunisation History Statement can be obtained at any time:

- by calling the Australian Childhood Immunisation Register on 1800 653 809
- through Medicare Online Services at www.medicareaustralia.gov.au/online
- by requesting a statement by emailing acir@medicareaustralia.gov.au
- by visiting the local Department of Human Services Service Centre, Medicare office or Centrelink office

Each child will have a new enrolment form completed by their parents/guardian on enrolment at a new service type.

An enrolment update is to be completed each year to ensure the service always has up to date information about your child. This can be done either online or by completing an Enrolment Information Update Form.

Campbelltown City Council's Immunisation Service

This service provides clinics each month at convenient locations across the city. No appointment is necessary and service is free, quick and efficient.

For more information, contact the Family, Education and Community Services administration team on 4645 4443.

Emergency Contact and Medical Information

These are routinely updated every six months. If your emergency contacts change please let a service educator know.

Each time your child has their immunisation updated, we are required by legislation to obtain and keep on record the updated copy of your Childhood Immunisation Register Statement. Please take the document to your service for copying or scan and email it to us at fecs@campbelltown.nsw.gov.au

Orientation

The service you are enrolling with will contact you to book an orientation appointment. You need to take your completed enrolment form for each child, together with their birth certificate and evidence of immunisation status to this appointment.

Following this orientation an administration appointment will be booked for you at the Family, Education and Community Services Section at Council. At this appointment you will need to pay your 1 week advance fees, enrolment fee and fees for the first week of care (please refer to the fees section for further information).

Settling In

Talk to your child about coming to the service and what it will be like. Separating from parents and settling in is not always easy, and is different for every child. Some children are happy to leave their parents as soon as they see all the play equipment, but others may be more reluctant and shy. Your child may become upset and it could take several weeks for them to feel comfortable without you.

Patience and understanding from both you and the educator is important for your child to learn to cope with this new situation.

We ask that you support the service in helping your child settle in by saying goodbye and telling them that you will be back after a set time to pick them up.

Remember services are only a phone call away, so please ring to see how your child is settling in.

Playspaces

- ✓ Playspaces are a space within the service that has been set aside every day to allow children to experience educators being predictably available to meet their emotional needs.
- ✓ Playspaces are organised so an educator can be found in a designated area every day at the same time and is actively available to meet the needs of children.
- ✓ Playspaces allow the children to play and explore the environment at their own pace knowing where an educator is and that they can return to an educator at any time.
- ✓ Separation times can be difficult for both children and parents and Playspaces provide a predictable environment for both children and families during this time.
- ✓ Playspaces allow parents to drop their child off to an educator, discuss how their morning has been and any other important information that may be required for their child's day at the service.

- ✓ When children are taken to the playspace in the mornings, educators can be available to support parents in reassuring their child that they will be back in the afternoon to collect them.
- ✓ This link between educators, families and child is an important one and ensures a positive start to the day. Everyone has a happier day if they have been greeted/welcome.

Arrivals and Departures

Your service has a security lock on its front door. On your first day of care you will be given a four digit code number to open the lock. Please do not give this code to anyone else as it is there for your child's safety. Other people who come to the service can ring the doorbell if they wish to enter.

Please remember to sign the attendance register and write the time that you arrive with your child at the service and, at the end of the day, the time when you collect your child from the service. Anyone collecting your child should also know this. This is a legal requirement and must be done at drop off and pick up.

Please ensure that an educator is aware of your child's arrival in the morning and departure in the afternoon.

If your child is away (sick, holidays etc) you will still need to notify the service. If you exceed the 42 allowable absences for the year, Child Care Benefit cannot be used and full fees may be charged for the day/s of their absence. Exemptions apply; please refer to the Absence Section.

Collection of Children

Please be aware that it is your responsibility to supervise any other children you have with you when you are dropping off and picking up your child from the service. School siblings are not allowed to stay in the service by themselves without your supervision.

If you want someone else to collect your child from the service, they must have been authorised on the Emergency Contact form or have written permission with them, which you have signed. Please ring the service to let educators know if you have arranged for someone else to pick up your child. This person must be over 16 years old and have photo identification.

If this person is not known to the educator, they will be asked for identification - for example their driver's licence. Please advise the person collecting your child that they will be asked for photo identification and to bring this on all pick up occasions.

If a person arrives to pick up your child and they are not listed on the emergency contact form, an educator will try to contact you to confirm this arrangement. If this is not possible, your child will remain at the service until an alternative arrangement is made.

Uncollected Children

If your child is not collected by the time the service closes, an educator will try to contact you and your emergency contacts.

If they cannot contact you within thirty minutes of the service closing, they will contact the Department of Education & Communities (DEC) Helpline on 133 627 or the Police on 4625 7844.

Children Not Attending

Before And After School Care

Please let the service educators know if your child is absent from school and will not be attending the service. This is important so that educators know whether to collect your child from school or whether your child is absent, missing or lost.

It is the responsibility of the parent/carer to advise either the service educators or administration team if their child does not require collection from school. Service educators cannot accept this advice from a sibling of the child enrolled for care.

If your child is absent from school and the service or administration team are not advised prior to educators collecting children from school, you will be charged an additional fee per child per day (as per the relevant fee schedule) for Non-Notification of Absence.

To advise that you do not require your child to be collected from school, please phone the service before 2.00pm and leave a message on their answering machine. Alternatively you can contact the administration team on 4645 4443 before 2.00pm and they will contact the service for you.

School Holiday Care

Please let the service educators and the administration team know if your child is enrolled for care but will not be attending the service.

Fees are paid if your child is absent on a day when they are enrolled to attend the service. You still need to sign the 'in and out sheet' for your child's absent days, but you can do this once your child returns to the service. In the following circumstance School Holiday Care fees may be removed from your account:

- ✓ if you have contacted the administration team on 4645 4443 to advise that you will not be using the booked care
and
- ✓ the service fills all available places
and
- ✓ another customer wishes to use care on the same day/s that you no longer require.

If your child does not attend their last booked day of care, the government will not pay child care benefit and you will be required to pay full fees. You will be sent a revised invoice for payment at the conclusion of the School Holiday Care period.

Court Orders

If there is a Court Order that affects your child, a copy must be given to the nominated supervisor. It will be placed in your child's confidential file. Please also provide updates and discuss this with the Nominated Supervisor as they arise.

According to The *Family Law Act of June 1996*, parents who have legal Contact Rights to their child are able to contact their child while the child is at the service. If you do not wish your child's other parent to have contact with your child while they are at the service, please make sure that you have a legal document confirming this or the service cannot prevent your child's other parent from accessing them.

Information Changes

It is important that you tell the service if you change any of the following:

- your home address
- your place of work
- email address
- contact phone numbers
- emergency contact people or their addresses or phone numbers
- authorised persons who can collect your child from the service
- medical conditions which your child may have
- Court orders which affect your child
- family doctor or their contact details.

Lost Property

Educators will take care with your child's belongings, however are not responsible for them if they are misplaced, lost or damaged.

To avoid your child's belongings becoming lost please label everything, belonging to them. If your child does lose something ask an educator to show you where to check in the service's lost property box.

Waiting List

The service's waiting list is kept in order of date of application and Priority of Access Guidelines and places are offered from this list regularly. Enrolments are offered according to the Priority of Access Guidelines set by the Australian Government.

The guidelines are:

Priority 1 - a child at risk of serious abuse or neglect.

Priority 2 - 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' (ie families eligible for 50 hours CCB).

Priority 3 - any other child (ie families eligible for 24 hours CCB).

Within these main Priority categories, priority should also be given to children in:

- 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, 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.

The amount of care offered to a family depends on the reason for care. If a family's circumstances change, then their access to child care will be reviewed. If the circumstances are to be changed, the family will be given two weeks' notice of the requirement for the child's days to be reduced or altered.

When a service has limited vacant places and is providing care for a child who is deemed Priority 3 under the Australian Government Priority of Access Guidelines, we may require the Priority 3 family to swap booked days of care to accommodate the care for a child who has a higher priority of access.

Service Closures

The service is closed on the days listed below and you do not have to pay fees for the times the service is closed. The cost of public holidays has been incorporated into the daily fee.

New Year's Day (January)
Australia Day (January)
Good Friday (Easter)
Easter Monday (Easter)
Anzac Day (April)
Queen's Birthday (June)
Labour Day (October)
Christmas Day (December)
Boxing Day (December)

Long Day Care services close at the end of the year (December/January) for approximately 2 weeks and you do not pay fees for this time.

Outside School Hours Care Services offer before and after school care during school terms and school holiday care during school holidays. Outside School Hours Care Services normally close at the end of Term 4 and reopen in the New Year.

If you need child care while your child's service is closed, alternative care may be available at one of Council's other Education and Care Services such as Family Day Care. Please contact the Education and Care Services administration team should you require information on care over the two week closure period.

Keeping Them Safe

The Department of Education & Communities, working with you to keep kids safe – **Child Protection Helpline 132 111** – twenty four hours a day for the cost of a local call.

Report child abuse and neglect.

FEES

Fees (Long Day Care and Permanent Outside School Hours Care)

On acceptance of enrolment you will be charged for your child's first week of care, one week's advance fees and an enrolment administration fee. At a minimum, Council expects that child care fees are kept one week in advance. Fees may also be paid fortnightly or monthly but this **must always be in advance**, not arrears.

Fees (Casual Outside School Hours Care)

Fees for casual care are to be paid prior to care taking place. If you need to cancel a booked casual care place, please advise the administration team on 4645 4443 at least 24 hours prior otherwise the fee for care will need to be paid.

Fees (School Holiday Care)

To confirm your child's place at the service, fees must be paid on enrolment and are non-refundable; even if your child does not attend the service on the day you booked and paid for. If additional days are booked these days must be paid for prior to care starting.

Fees charged are estimates only and accounts are reconciled at the end of each school holiday care period. If any additional fees are required you will receive an invoice requesting payment for outstanding fees.

Advance Fees (Long Day Care and Permanent Outside School Hours Care)

Advance Fees are charged at the full fee rate and reflects your child's current attendance. Advance Fees are fully refundable, provided you have given two weeks written notice to cease care and your child **attends their last booked day of care**. Any credit on your child care account will be refunded to you via direct deposit into your nominated bank account. You will need to complete an electronic refund form available at the service, from Family, Education and Community Services at Council or on Council's website.

If you wish to book additional care days, you must first pay the relevant Advance Fee charge. If you drop days of care then the relevant amount of Advance Fees will be refunded to your child care account.

If the daily full fee charge increases, then you will be required to make a 'top up' payment to your Advance Fees to ensure that the amount held always reflects one week's full fees rate of your current booked days of care.

Invoices and Statements

Invoices

An initial invoice is provided at enrolment to give you your account reference number and outline the different methods of fee payments. Further invoices are not automatically issued. Payment information can be found by contacting the administration team.

Statements are issued to customers on a quarterly basis. They show child care usage, absences from care and the total amount of Child Care Benefit/Child Care Rebate received on your behalf. Statements are for your information only and are not a request for payment.

Methods of Payment

Payments of fees are **not** accepted at any of Council's Long Day Care or Outside School Hours Care services.

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.**

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

By Mail

By completing the credit card slip which you can obtain by contacting the administration team.

Payment by 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.**

Payment via the Internet

Payments by Mastercard or Visa may be made through Council's website using the **payment code for childcare fees which is 2040** - www.campbelltown.nsw.gov.au and following the links. **All credit card payments will incur a Merchant Service.**

Payment by 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. **All credit card payments will incur a Merchant service surcharge.**

Payment by Direct Debit

A Financial institution or credit card direct debit system. Please download an **Education and Care Services - Direct Debit Request Authority** form from Council's website to use this method of payment, www.campbelltown.nsw.gov.au/LongDayCare

Payment by 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.

Fee Arrears

Sometimes families have difficulty paying fees on time. If you have any financial difficulties that may affect your fee payments, please contact the Family, Education and Community Services Administration Team on 4645 4443. All discussions are confidential.

Child care fees must be kept up to date. If fees are not kept up to date you will be issued with a letter outlining the arrears and a date that they should be paid by.

Please be aware that it can take 2 – 3 business days for your fee payment to be received. If you have paid your fees late on Friday or on the weekend your payment may not reach Education and Care Services until the following Tuesday or Wednesday. Please contact the administration team on 4645 4443 and provide them with a receipt number and payment amount if you wish to avoid receiving an outstanding fees letter.

If your fees are still not paid by the date shown on the letter and you have not spoken to the administration team to make alternative arrangements, care at the service will be refused until payment is made (evidenced by a receipt/receipt number) or a payment plan has been agreed to with the administration team (payment plan to be signed at the service on the next attendance day).

If no payment has been received and we do not hear from you then your child's place at the service will be terminated and any outstanding fees deducted from your advance fees. Your child will no longer have a position at the service. If this has occurred and you would like to re-enrol your child for care at any of Council's services, you may be required to attend a meeting at Family, Education and Community Services before we can consider the re enrolment.

Payment Plans

Payment plans can only be offered on three occasions per family per calendar year and are for temporary hardship only and not an ongoing arrangement. Payment plans are used for maximum 3 week duration for overdue weekly fees or 6 weeks if paying Advance Fees. If you cannot afford these payments, please consider reducing care until the overdue fees are recovered. The conditions of a payment plan are that each instalment must be paid on the due date otherwise your child's place at the service will cease.

Late Pick Up Fees

The first time during the calendar year that you are late picking up your child you will be given a letter reminding you of the service's session and closing times which also details the late collection fees.

If you are late again late collection fees will be added to your child care account (as per the current fee schedule). If you are late picking up your child a third time you will again be charged late collection fees per family (as per the current fee schedule) and your child's position at the service will be reviewed and discussed with you.

Credit Card and Cheque Payments

If you have paid fees with a credit card or cheque which is dishonoured, (the bank does not pay Council because there is not enough money in your account), then you must pay Council any expenses it has incurred to get your payment, as well as the amount of money owing for fees. Council will send you details of any dishonoured credit card/cheque payments and bill any charges to your child care account.

Child Care Benefit and Child Care Rebate

Child Care Benefit (CCB) and Child Care Rebate (CCR) are paid by the Australian Government to help families, whose children attend Accredited Services, with the cost of child care.

To apply for reduced fees you need to contact the Family Assistance Office at Human Services as soon as possible and request to be assessed for your eligibility for Child Care Benefit (CCB) and Child Care Rebate (CCR). They will assess your application and decide the amount of assistance you will get with your fees.

Child Care Benefit is expressed as a percentage and is applied for a specific number of hours per week (usually 24 or 50). Child Care Rebate is a payment to which can be made to you or the service.

To enable Child Care Benefit to be claimed you need to pay your portion of the fee weekly and sign the **Child Care Attendance Records** at the service each day. If you do not sign the attendance records each day, the service cannot claim Child Care Benefit or offer you reduced fees. This means you will have to pay full fees.

From time to time Council may receive notification from the Family Assistance Office of changes to your Child Care Benefit percentage. Your child care fees will be adjusted from the date of the change. An updated invoice will be issued. If your fees have reduced and there is a credit on your account this will be allocated to the next weeks fees.

If you need more information about Child Care Benefit or Child Care Rebate please contact the Family Assistance Office at Human Services on their National telephone number 136 150.

Other Forms of Fee Assistance

In addition to CCB and CCR, some families may also be eligible for other types of government assistance.

Grandparent Child Care Benefit - If you are a grandparent with primary care of your grandchild, you may be able to get extra help with child care fees. Grandparent Child Care Benefit covers the full cost of approved child care for up to 50 hours for each child per week. It is paid directly to your service.

Special Child Care Benefit - Special Child Care Benefit can help cover the cost of child care, up to and including the total fee charged by your child care provider for:

- children who are at risk of serious abuse or neglect, and that risk would be reduced if the child attended child care for longer hours, but the cost of care makes this difficult
- families experiencing hardship by helping them maintain access to child care while they adapt to their new circumstances. For example, serious short term illness, hospitalisation and short term carer responsibilities.

JET Child Care Fee Assistance - Jobs, Education and Training Child Care Fee Assistance can help meet the cost of child care while you are doing your approved activity by paying some of the 'gap fee'. The 'gap fee' is the difference between the amounts you are charged and the amount you get for Child Care Benefit. You will need to make a small parental co-contribution per hour per child to your service.

Approved activities include searching for a job, paid and unpaid work, study or training, participating in a labour market program e.g. Work for the Dole and Green Corps, participating in a Government funded rehabilitation program, or other activities that help parents engage in sustainable paid work.

To be eligible, you must already be receiving certain income support payments from Centrelink and apply for this assistance from Centrelink direct. If you are assessed as eligible, you must provide us with a copy of your JET fee assistance eligibility letter before we are authorised to apply the discount to your fees.

For more information on any of the above forms of fee reduction, visit www.humanservices.gov.au, select families, then “assistance with child care fees” or contact the administration team on 4645 4443.

Absences (Long Day Care and Outside School Hours Care)

Child Care Benefit is paid for a child's absences from care for up to 42 days per financial year.

Once your child has reached 42 days of allowable absences Child Care Benefit is not paid for any further absences. This means that if your child is absent again because they are sick or on holiday you will have to pay full fees for the day/s they are absent.

Additional Absences

Child Care Benefit can be paid for additional absences beyond the 42 day limit under certain circumstances. These include:

- Absences when a child, parent or sibling is ill (including being on Workers Compensation). A medical certificate is required to support the payment of Child Care Benefit in these cases. However, a parent on workers' compensation, or a parent or child with a medical certificate specifying that he/she has a long term illness, does not need a separate medical certificate for each absence day.
- Your child not attending the service on a day they would normally attend because you have a rostered day off. A written statement from your employer confirming that you have rostered days off is required.
- Shared care (copy of court order/parenting plan required).

Changing Days (Long Day Care and Outside School Hours Care)

If you wish to increase or reduce the days your child attends care, you will need to complete a 'Change of Days Form'. The form will then need to be given to the nominated supervisor or administration team.

To reduce your child's booked days, you are required to give two weeks written notification.

The administration team manage placements at services and will confirm with you directly or via a service educator when the new booked attendance days can begin.

If you are swapping days of care there is no change to your Advance Fees.

If you are increasing days, you will be required to make payment of the appropriate amount of advance fees (depending on how many days are added to the booking) before the new booking can begin. Please note that the weekly fee can change significantly when:

- a) Booking more than 3 days care. The government considers attending 1 – 3 days 'part time' and attracts a factor in the CCB calculation formula that reduces your weekly fee. When you use 4 or 5 days care, this factor is removed from the formula and you pay a higher amount per day.
- b) Booking more than 2 days care (LDC) **if your CCB entitlement is limited to 24 hours** of care. When calculating fee reductions there is a limit on how many care hours you can have subsidised by CCB. Each Long Day Care session with Council is an 11 hour session (from 7.00am to 6.00pm), so 2 days in care with us uses 22 CCB hours. A third day in care is 33 care hours. If you are only entitled to 24 hours of CCB then you pay for most of the third (or more) days at full fees. To confirm how many CCB hours care you are entitled to, contact the FAO on 13 61 50. You may be able to increase your CCB hours to reduce your weekly fee.

If you are considering changing your booking, please feel free to contact the administration team on 4645 4443 between 8.00am and 5.00pm to obtain quotes and discuss care/fee options.

If you wish to reduce the number of days your child is in care, you are required to provide two weeks written notice before the change can take effect. Your advance fees will also be reduced to match the new booking – this will be refunded to your child care account.

Ceasing Care

If you wish to cease care, you are required to provide two weeks written notice. Once the last booked care day is identified, your child must attend this day and be signed in and out of care for Child Care Benefit to be applied. If your child is not signed in/out of care on their last booked day of care, you must pay full fees for this day and any other absence immediately before this day as the government will not pay any Child Care Benefit.

You will need to complete an Electronic Refund Form which is available at the service, on Council's website (www.campbelltown.nsw.gov.au) or from the administration team for any advance fees held by Council to be refunded to your account. When Child Care Benefit for the final week in care has been received by Council, then any refund due to you can be calculated and paid into your bank account. The Electronic Refund form should be completed and submitted at the same time as your Ceasing Care form.

PROGRAMS, MEALS AND OTHER ITEMS

Service Philosophy and Aims

If you would like to know more about the Philosophy and Educational Program (which is available in your child's portfolio) please speak to the nominated supervisor or an educator at the service.

The Service Philosophy and Aims are displayed at the service and a copy is available in your child's developmental portfolio. The Service Philosophy and Aims is reviewed annually in consultation with parents and educators.

The Educational Program

Children need a variety of experiences to develop to their full potential. Your child will be provided with a range of interest based activities such as painting, building, craft, music, movement, stories, language, messy, water, sand and free play. These will help your child learn new skills or to practice old ones.

Educators complete, in consultation with children, a reflection of the day. This is available for you to read at the service daily.

We value play as the primary tool for children's learning. Children learn best when they are interested and through hands on experiences. All skills developed through play help children to grow and develop.

We provide learning environments to enable children to make choices and decisions. We record your child's development in a Portfolio which you can access at any time. A copy is given to you at the end of the year to keep.

For more information please ask at the service for a copy of our brochure – 'Early Childhood Educational Program'. For Outside School Hours Care services, please ask an educator for a copy of the service philosophy.

Daily Schedule of Activities in Outside School Hours Care

Programs in outside school hour's care are based on recreation and leisure. Children will be offered a variety of experiences and activities including painting, building, craft, music, movement, stories, language, messy and free play, drama, multicultural and sporting activities.

Homework

A quiet space will be provided to encourage children to do homework, but educators are unable to offer them individual help as they need to supervise all the children.

Excursions

Before and After School Care

External excursions may occasionally be planned for children attending the service. If the excursion is local educators and children may walk to the venue. You will receive a written consent form for all excursions. You must complete and sign this form and return it to the service before your child can participate in the excursion. We try to keep costs to a minimum.

School Holiday Care

During the holiday period there are planned excursions. You will be given details such as the destination, transport, departure and returning times when you enrol your child. All children and educators attend the excursions.

An excursion permission is included in the School Holiday Care Enrolment Form which must be completed and signed by you.

Please do not allow your child to take spending money on excursions.

Swimming (Eagle Vale School Holiday Care)

Swimming is available as part of Eagle Vale School Holiday Care Program. Ratios of 1:5 apply with swimming. The Eagle Vale Pool Lifeguard supervises swimming and may be included as part of the ratio.

If your child will be participating in swimming, they will need to bring a towel, Council issue swim cap and swimmers (a rash shirt and board shorts for boys and one piece swimming

costume for girls. If girls would like to wear a bikini, a rash shirt must also be worn). Children will be unable to participate in the swimming program if they do not bring the above items.

Mobile Phone Policy

Children are encouraged not to bring mobile phones to Outside School Hours Care (OSHC). If a child brings a mobile phone to OSHC, educators can store the phone in a safe place or ask the child to store it in their bag. Council's Family, Education and Community Services do not accept responsibility for phone security.

The camera and video function, available on some mobile phones, must not be used during OSHC as it may breach the Privacy Act and children's publicity consent.

Service phones and mobiles are available for parent's to call if they wish to speak to their child. Alternatively, if children need to contact their parent they can ask an educator to use the service phone.

Television, DVD's and Movies

The service program allows the children to watch television and videos for small periods of time, or when the weather or temperatures are undesirable. If a child chooses not to participate, a variety of other supervised activities will be available. At Before and After School Care and School Holiday Care your child will only view 'G' rated DVD's or television programs.

Special Days and Events

All families and children are welcome to attend special days and events at their service. The service usually pays for the cost of these days, but there may be times when you are asked to make a small donation towards expenses.

Some examples of special events that we may have are grandparents day, children's week, multicultural days and picnic days. We encourage everyone to come and join in with the fun - mums, dads, carers and grandparents, but if the special event happens on a day when your child would not normally attend the service you must stay with your child all the time as educators cannot be responsible for them.

Fundraising

The nominated supervisor is responsible for all fundraising activities at the service. These will be done within the guidelines of Council's Code of Conduct. All monies must be publicly accounted for.

Consultation with families and educators should take place but the money will be spent in the best interests of the children. The nominated supervisor will make the final decision about purchases.

Funds raised will be held in a trust account managed by Council. Receipts for everything that is purchased with fundraising money will be kept in the service. You will be told about everything that is bought with fundraising money.

Meals and Menu (Long Day Care)

All children are offered well balanced, nutritious food and the menus are displayed at services.

The menus are developed with the 'Munch and Move' principles in mind and have been certified by New South Wales Department of Health.

Children are introduced to foods from different cultures and cooks will welcome any of your favourite family recipes.

You are asked to bring one piece of fruit or vegetable to the service each day your child attends, to share for morning/afternoon tea.

Drinking water is always available for the children.

Children are given the following meals each day:

- Breakfast is available for all children until 10.00am. Breakfast may include cereals, wholemeal toast, wholemeal muffins etc.
- If your child is under 12 months and requires breakfast on arrival please speak with the nominated supervisor for alternative arrangements.
- Morning tea.
- Lunch.
- Afternoon tea.
- Late afternoon tea.

All the children are encouraged to taste their meals, but they are not forced to eat.

Educators keep records of what your child has eaten during the day. Please speak to an educator to find out where this is located.

Please let an educator know if your child particularly dislikes any foods and if they have favourite meals so cooks can try using different recipes. Your child's likes and dislikes are considered when Cooks plan the menus.

Poor eaters and new children are given small helpings so they feel successful when they have finished their meal.

If your child misses a mealtime, for example they may have been sleeping, a meal will be saved for them and it will be served to them later.

Food is never withheld from any child. A nutritious dessert will be offered to your child even if they don't eat the main meal.

Children are encouraged to become independent with their eating, for example they learn to tidy the table, use spoons and forks and serve themselves. They are also encouraged to practice appropriate hygiene such as washing their hands before meals. Educators promote a pleasant social atmosphere and good table manners at mealtimes.

Please do not allow your children to bring any lollies, chocolate, pieces of cake, chips or chewing gum etc to the service. These items will be removed and either disposed of or returned to families at the end of the day.

Please be aware that all of our services are 'nut free' due to child allergies.

Afternoon Tea at After School Care

Healthy eating habits begin at an early age in life and physical activity is a vital component of overall health. At After School Care, educators' model healthy eating practices; offer a variety of nutritious foods; program healthy cooking activities and present snack times as relaxed, social occasions. Physical activity is promoted at the service through programming a variety of both structured and unstructured fun activities.

The food that the service provides for afternoon tea at after school care is consistent with the Australian Dietary Guidelines for Children and Adolescents.

When supplying food for children, in the case of Before School Care or School Holiday Care, parents are encouraged to model healthy eating choices by providing food that is consistent with the nutritional policy.

Breakfast for Before School Care Children

If children would like breakfast they need to bring it with them in a container with their name on it.

The service provides afternoon tea, which includes fruit or vegetables and other nutritious savoury snacks. Drinking water is available at all times. Milk drinks and diluted juice are routinely offered. On occasions special celebratory foods and drinks are shared in addition to nutritious snacks. The menu is displayed in the service and feedback is both welcomed and valued.

School Holiday Care

Please provide your child with the same food as you would for school. This should be enough for morning tea, lunch, afternoon tea and extra drinks. Water is available at the service for children to drink.

All education and care services are “nut free”. In order to support children who have allergies and their families, please talk to your children about this issue and do not send them to the service with any foods containing nut/peanut products, for example peanut butter or Nutella sandwiches.

Should your child arrive at the service with a nut based product, an alternative snack will be provided by the service.

Halal Diets (Long Day Care)

Halal food will be given to your child if you request it on the enrolment form. All other children will be given non Halal food.

Bottles and Formula

Please make sure that if your child has a bottle, you send enough bottles made up with formula or milk for the day and that the bottles are labelled with your child’s name. Educators are able to make up your child’s bottle with formula as long as you have supplied the correct amount of water in the bottle and the measured formula in a labelled container. Bottles and formula that are not labelled cannot be given to children.

Breast Milk

If your child has breast milk, you will need to supply the service with exact heating times from the fridge and freezer. A form is available from the service’s office for this.

Birthdays

Birthdays are an important part of a child's life. You may like to send a cake to the service for your child's birthday so that the children and educator can celebrate together. Please do not bring cakes that contain or are decorated with nuts, coconut or lollies.

Toys

Please do not allow your child to take toys to the service unless they use it as a security for rest time. Toys are easily lost, broken or mistaken for someone else's. Please restrict toys to the soft cuddly kind and label them clearly with your child's name.

Clothing and Footwear

Each child has a locker in their room to store their belongings. All your child's clothes and belongings must be clearly labelled with their name, so that their clothes are not misplaced.

Please send your child to the service in casual clothing so they can explore and play freely without getting their good clothes dirty. No thongs, reef shoes or clogs are to be worn at the service, as they are dangerous for young children when they climb and play outside.

Please refer to the service's information sheet to find details of clothing and other items your child needs to bring with them each day.

Sunblock

The service supplies sunblock so please put some on your child before you leave them at the service. Please also sign the authorisation on your child's enrolment form so that the educator can put more sunblock on your child throughout the day.

What to Bring

Educators try to make sure that children are clothed properly for indoor and outdoor play and for rest time. As a general guide please provide the following:

- A sunhat (bucket or legionnaires style that shades your child's face and neck), all year round.
- Spare clothes 1 – 2 sets (include underwear and socks).
- A bag for belongings.
- A sheet for rest time (top and bottom).
- Soft toy for rest time (if needed).
- Supportive shoes that fit (sandshoes, sneakers or sandals in summer). No clogs, reef shoes or thongs please.
- A top with sleeves. Singlet tops and strappy dresses do not provide adequate sun protection.

Winter

- Warm coat, sloppy joe or jumper.
- Gloves.
- Small blanket for rest time.

Educators check the weather and UV index before deciding whether or not to let the children play outside.

Babies and Toddlers should also bring the following

Enough breast milk or formula (made up or powder form) in their plastic bottles (labelled with their name) to feed your child during their stay at the service. Please give bottles to an educator when you get to the service so that they can put the bottle in the fridge.

- 3 complete sets of clothes (labelled).
- Dummies if needed (labelled).
- Favourite rest time toy (if needed).
- Nappies.
- Numerous pairs of training pants when necessary.

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

- Thongs, reef shoes or clogs.
- Toy guns/knives/handcuffs.
- Plastic bags.
- Lollies, chips or chewing gum.
- "Best" clothes.
- Valuable jewellery.
- Money.
- Toys.

Please ensure all items brought to the service are clearly labelled with your child's name.

Nappies

Please supply enough nappies to last for the time you have booked your child at the service. All nappies should be **clearly** labelled with your child's name.

Your child's nappy will be checked and changed according to their individual needs and before and after sleeps, before meals and before they go home. Please check your child's individual communication chart or the room nappy change chart.

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

Toilet Training

Please let an educator know when you are going to toilet train your child at home so that the educator can continue the training as well. They will tell you how things are going at the service.

Toilet training can be as easy for some as it is difficult for others, so be patient with your child. If you have any questions or would like ideas on toilet training methods, please speak to the educator in your child's room.

Rest Time

All children have a period of quiet time during the day when they can rest after the morning's activities. Families are asked to inform an educator if their child sleeps, rests or would like to participate in quiet activities.

You will be asked at enrolment whether your child will sleep, rest or join in with quiet activities after lunch and this will be reviewed every three months.

If you wish your child to sleep or rest they will be given a bed and helped to settle.

If you do not wish your child to sleep they will be offered a variety of quiet activities away from the resting area.

Please supply a cot sized sheet set labelled with your child's name for rest time. A small cot sized blanket can be supplied in cooler weather.

Records will be kept on your child's sleep, rest or quiet activities for you to view before departing the service.

Guiding Children's Behaviour

Educators help children to manage their own behaviour and to think about other people's needs, rights and feelings. They talk to the children in a calm and respectful way and understand that children behave differently.

Educators do not encourage competition, comparison or criticism. Children are not force fed, immobilised or physically punished (smacked) as this violates the rights of the child and Department of Education & Communities Licensing Regulations.

Please talk to the service nominated supervisor if you have any concerns about your child's behaviour.

Council's Education and Care Services Behaviour Guidance Practices are based on the Education and Care Services National Regulations 2011.

Unsatisfactory or Dangerous Behaviour

While most children settle well into child care a few children cannot cope with this setting. If your child causes serious injury or extreme threat to others at the service then your child's place will be reviewed. Every attempt will be made to support your child's continued attendance at the service and you will be consulted and offered referrals to support agencies. If however, the behaviour cannot be managed within the service your child may be suspended from care or your child's placement may be discontinued. This is never an easy decision but in the interests of all the children it is sometimes the only step that can be taken.

Children may be suspended or excluded from care after:

- The service educators have supported and counselled the child.
- Discussions have occurred between the nominated supervisor and parents/carers.
- Discussions have occurred between the Education and Care Services Coordinator, nominated supervisor and the parents/carers.
- Parents/carers have been notified and given the opportunity to discuss their child's behaviour.
- Parents/carers have been referred to other agencies, where necessary, to get additional support for their child.
- Clear procedures have been established for accepting the child back into the service.

Records will be kept of children's unacceptable behaviours. These records will include a brief written report of the problem incident and action taken; the steps educators have taken in dealing with these problems and the consultations with parents.

If there is a risk of injury to an educator or other children at the service, care for the child may be withdrawn.

If you are having any difficulties with your child's behaviour please talk to an educator so that the same approach is used at home and at the service.

Children Who Run Away From the Service

If a child is upset or is threatening to leave the service on their own, educators will try to calm them down and find out why they want to leave. If educators feel it is necessary they will contact the Education and Care Services Coordinator, who will decide whether to contact you. Educators are not allowed to physically restrain the child to keep them on the premises.

If the child feels they need time alone away from the group and remain within the boundary of the service, educators will not try to approach the child but will continue to supervise and assess their emotional needs. If educators feel the child is very distressed and may try to run further away, they will remain at a distance from the child and not approach them in case the child runs into danger. If the child does not return to the service play area, educators will contact you or your child's emergency contacts to come and collect the child.

If the child leaves the boundary of the service, educators are unable to follow them as this will leave an inadequate adult to child ratio at the service. Educators will try to note in which direction the child runs and then will immediately contact you or your emergency contacts and the Education and Care Services Coordinator.

If we are unable to reach you, or your child's emergency contacts, and the child does not return to the service within 15 minutes the police at Campbelltown Police Station will be notified on 4625 7844.

Once the situation is resolved a Child Support Plan will be completed. You will be informed and discussion will occur regarding your child's continued attendance at the service.

If your child continues to run away their enrolment at the service will cease.

DATA AND DOCUMENT CONTROL

Anti-Bullying Policy (OSHC)

Bullying is repeated behaviour by one or more persons which is used to deliberately and intentionally intimidates, frightens, hurt, dominates, harasses, or intimidate others. It includes:

- teasing
- threatening – social harm, physical harm, sexual harm
- hitting, punching or other physical force or harm
- mocking or belittling
- taking or destroying property
- excluding others from play

Source – www.bullyingnoway.gov.au

This behaviour is unacceptable at the service and the service supervisor, in collaboration, with parents and educators will develop a Child Development Support Plan for children who are bullying. Review of the Child Development Support plan will occur on a monthly basis or as required.

If it is identified at a Child Development Support plan review that the child requires further support, the service will follow the Children and Family Support Procedure.

Issues, Questions, Concerns and Suggestions

Council is committed to providing excellent customer service. Any issues, questions or concerns which you may have, can be discussed with one of the people listed.

Please do not use social media to raise any concerns. The Family, Education and Community Services team will only be able to support you with concerns that are raised using the following methods:

At the Service

Speak to the nominated supervisor. If you have raised concerns with the nominated supervisor and they remain unresolved you can contact a Coordinator Family, Education and Community Services at Campbelltown City Council.

At Campbelltown City Council

You can contact a Coordinator Family, Education and Community Services or Operations Manager Family, Education and Community Services on 4645 4443.

At the Department of Education & Communities

While the service is managed by Campbelltown City Council it is licensed by the Department of Education & Communities and operates under the Education & Care Services National Law and Regulations 2014 (Long Day Care) and Children (Education and Care Services) Supplementary Provisions Regulation 2004.

This Department is also responsible for child protection and welfare issues. If you have concerns about your child's service, which have not been resolved by the Council staff listed above, then please contact the Department of Education & Communities and ask to speak to an Assessment Compliance Officer.

Australian Children's Education & Care Quality Authority

The Australian Children's Education & Care Quality Authority (ACECQA) aims to support parents in finding quality care for their children. The ACECQA assists families by setting a national quality standard for services which are providing education and care for children. These standards aim to ensure children's health and safety and to promote learning and

DATA AND DOCUMENT CONTROL

development through positive experiences and interactions. Families are often called upon to assist the service with filling out surveys to assess the quality of the service. For further information contact ACECQA:

Website www.acecqa.gov.au

Telephone 1300 422 327.

The New South Wales Ombudsman Department

The NSW Ombudsman is an organisation that monitors and assists agencies who are investigating any allegations of child abuse by an employee. The NSW Ombudsman ensures agencies are aware of their investigation and reporting obligations under the Ombudsman's Act 1974.

For further information contact the NSW Ombudsman:

Website www.ombo.nsw.gov.au

Phone 9286 1000

Fax 9283 2911

Toll free: 1800 451 524

Family Involvement

We encourage families' participation in and contribution to all aspects of the service, no matter how big or small.

Family members are welcome to spend time at the service to see how children and the educators work together. Please talk to the nominated supervisor about the best time to visit.

Please come along to parent/family meetings or information sessions. This enables you to be actively involved, share ideas, raise concerns and make decisions about the care your children receive at the service.

Parent Teacher Interviews

Informal discussions between educators and families are ongoing throughout the year. The service has formal parent/teacher interviews in September/October each year. Please feel free to speak to your child's focus teacher at any time to arrange an appointment to discuss their development.

Communication between You and the Service

The service provides parent information for each family either displayed in the service or via email if an address has been supplied. Please check notice boards each day. Information is relevant to both the service and your child. Parents will be able to access newsletters, receipts etc from the service or via email. Please see the nominated supervisor if you are unaware of where information is located or if you would like to update your email information.

Communication with Families

There are many ways in which information is communicated to families.

These include parent meetings, brochures, letters, parent newsletters, formal and informal discussions etc.

Please advise the nominated supervisor of the best way to communicate information to you.

Guidelines and Procedures

Educators follow Campbelltown City Council's Guidelines and Procedures, which are based on the Education and Care Services National Regulations 2011 for the day to day running of the service. The Guidelines and Procedures are available for you to read on the service

DATA AND DOCUMENT CONTROL

premises at any time. If you would like to make any comments about this document please talk to the nominated supervisor at the service or telephone an Education and Care Services Coordinator on 4645 4443.

Social Media

Education and Care Services uses Facebook and Council's website to promote its services and activities your child has been participating in. If you would like your child's photo to appear in any of the Facebook posts or on the Education and Care Services web page, you must sign the relevant section on your enrolment form to give permission for this to occur. If you do not sign, your child's photo will not be used.

Service Gates/Doors

When you enter and leave the service, please make sure that the gate and doors are closed behind you. This is for the safety of all the children in the service.

Service Car Parking

For safety reasons please do not park in the educator car park or block emergency service ways.

Pesticide Spraying

Aerosols, including household spray cans, will not be used while people are in the room.

At scheduled times approved Pest Control operators carry out pesticide treatments at the service. This will be arranged by Council.

A written itinerary is available if you wish to see it. The itinerary will include:

- the date and time of the service
- the pesticides to be used and the name and concentration of the active constituents.

You will be informed about the proposed treatment before pesticides are used. Treatments will be carried out over the weekend.

Health

Children Who Appear Unwell

Many things are taken into consideration before parents are contacted to collect a sick child. Observations of the child are taken and recorded. These may include regular temperature checks using a form that gives educators a detailed description of symptoms accompanying a rise in temperature.

We will contact you if we think your child is contagious or not well enough to participate in activities.

If your child has been unwell please let an educator know.

Accidents and Emergencies

If there is an accident or your child becomes ill quickly and needs urgent medical attention, we will call an ambulance to take your child to hospital. You will be contacted and asked to meet the nominated supervisor or an educator at the hospital.

If your child has an accident and goes to hospital, educators at the service will complete an accident form and notify Council. They will also complete a notification of serious incident form and send to Australian Children's Education & Care Quality Authority (ACECQA).

If it is a minor accident and your child is given first aid at the service, educators will ask you to sign the completed accident form when you come to collect your child. You will be called and advised of this accident.

If you will not be on your normal contact number, for example you will be attending a doctor's appointment, please let an educator know where you can be contacted during that time.

Medication

Never leave medication in your child's bag. If your child needs medication while they are at the service, Council has a detailed medication procedure. Below is a check list which will help you with this. Service educators can only give your child medication if all the procedures detailed below are followed:

- The medication has been authorised and signed by the parent/guardian on the correct medication form supplied by Council. These forms are detailed below.
- A separate form is completed for each medication.
- The medication is brought to the service in the original prescription container, given to you and labelled by the chemist. (This includes non-prescribed medication). If the medication container and the chemist label do not match (for example you have been given a "chemist own" brand) you will also need to provide documentation from your doctor or chemist stating that the medication is correct.
- The medication is current, in other words has not passed its expiry or "use by" date.
- The medication is for the child named on the medication form (for example it has not been prescribed for their brother or sister).
- The dosage written on the medication form is the same (or less) than that written on the chemist label.
- The time for the medication to be given is written clearly on the medication form for example you would write "12.30pm" – we cannot accept "at lunch time" or "when necessary".
- A photo of your child is attached to the medication (**School Holiday Care**).

The medication and form is to be given to a primary contact educator who will check your child's name, dosage and the time the medication is to be given. They will also check that you have completed the medication form correctly.

If your doctor changes the dosage or the medication you will need to complete a new form.

Once your form has been checked by an educator you should store the medication at the service according to the instructions on the bottle, for example either in the fridge or in a locked medicine cabinet.

Your child cannot be given medication more often than every four hours unless the doctor has authorised more frequent dosages on the medication form.

The different medication forms are explained below:

Medication Form – Doctor's Authorisation for Long Term Medication (6months)

For medication authorised by a doctor for a maximum of six months. For example, nebulisers for asthma treatment.

Medication Form Short Term

Used for a course of prescribed medication for a maximum of ten days **or** for unprescribed medication for three consecutive care days. (If you need unprescribed medication given to your child after this time you will need to provide a doctor's authorisation.)

Medication Form – Long Term (6months)

For unprescribed external skin creams or lotions for a period of up to six months. For example, nappy creams.

Wherever possible, medication is administered by an educator member who has first aid training and witness by another permanent educator member.

Intrusive and Injected Medication

Educators are not qualified to give your child any intrusive or injected medication excluding administering of Auto Injecting Pens or Diabetes Insulin Injecting Pens. Written consent is required for an educator with current first aid certificates to administer these medications.

Temperatures

Normal body temperature is 36.9°C to 37.2°C. If your child develops a temperature which reaches 38°C educators will contact you or your emergency contacts and ask you to collect your child. They will monitor your child's high temperature and sponge them with tepid water. If the temperature reaches 39°C and you or your emergency contact have not arrived at the service, then educators will call an ambulance and go with your child to the hospital until you arrive there.

In an effort to reduce your child's temperature, an educator may call you to get verbal permission to administer paracetamol (Panamax Elixir) providing parental consent has already been given on the child's enrolment form. Please note - your child will still need to be collected from the service in the event of a high temperature regardless of paracetamol being administered.

Asthma

Campbelltown City Council's education and care services are "Asthma Friendly" services.

All children that have Asthma will be provided with an Asthma form. This form must be authorised by a doctor and is valid for one year. The Asthma Friendly Children's Services model is based on the model used for Asthma Friendly schools (see www.asthma.nsw.org.au and click on "schools").

Exclusion from the Service

If you have decided not to immunise your child, then the Health Department may not allow your child to attend the service if there is an outbreak of a vaccine-preventable disease. The period of time for exclusion of your child will be decided by the Health Department. During this time you must still pay your normal fees.

Contagious Diseases

If your child has a condition that is listed in the following table, please check to see if they will be excluded from the service.

You may need a doctor's letter saying that your child is well enough to return to the service. We understand that having your child home due to illness may be difficult, but please remember that it is for the safety, health and wellbeing of your child, the other children, and educators.

All parents are told if there is an outbreak of a contagious disease, usually by a sign placed in the foyer and/or notice board.

Tables of medical conditions and recommended minimum exclusion periods

Condition	Exclusion of case	Exclusion of contacts	Doctor's Certificate
Campylobacter	Excluded until there has not been a loose bowel motion for 24 hours.	Not excluded.	Yes
Candidiasis (thrush)	Not excluded.	Not excluded.	No
Cytomegalovirus (CMV) infection	Not excluded.	Not excluded.	No
Conjunctivitis	Exclude from care until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis.	Not excluded.	Yes
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.	Yes
Diarrhoea (no organism identified)	Excluded until there has not been a loose bowel motion or vomiting for 24 hours.	Not excluded.	Yes
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment.	Not excluded.	Yes
Giardiasis	Exclude until there has not been a loose bowel motion or vomiting for 24 hours.	Not excluded.	Yes

DATA AND DOCUMENT CONTROL

Condition	Exclusion of case	Exclusion of contacts	Doctor's Certificate
Glandular Fever (Mononucleosis Epstein-Bar virus (EBV) infection)	Not excluded.	Not excluded.	No
Haemophilus influenza type b (Hib)	Excluded until the person has completed a course of appropriate antibiotics.	Not excluded. Contact public health unit for specialist advice.	Yes
Hand, foot and mouth disease	Exclude until blisters have dried.	Not excluded.	Yes
Head Lice (pediculosis)	Following day after effective treatment has started. Dead eggs may be present but no lice present.	Not excluded.	No
Hepatitis A	Exclude until medical certificate of recovery is received and until at least 7 days after the onset of jaundice or illness.	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group.	Yes
Hepatitis B	Not excluded.	Not excluded.	No
Hepatitis C	Not excluded.	Not excluded.	No
Herpes simplex (cold sores, fever)	Not excluded if the person can	Not excluded.	No

DATA AND DOCUMENT CONTROL

Condition	Exclusion of case	Exclusion of contacts	Doctor's Certificate
blisters)	maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (eg because they are too young), they should be excluded until the sores are dry. Sores should be covered with a waterproof dressing, where possible.		
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses.	Not excluded.	No
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded.	Not excluded.	No
Hydatid disease	Not excluded.	Not excluded.	No
Impetigo (school sores)	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with watertight dressing.	Not excluded.	Yes
Influenza and influenza like illnesses	Exclude until well.	Not excluded.	Yes
Listeriosis	Not excluded.	Not excluded.	No
Measles	Exclude for four days after the onset of the rash.	Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14	Yes

DATA AND DOCUMENT CONTROL

Condition	Exclusion of case	Exclusion of contacts	Doctor's Certificate
		days after the appearance of the rash in the last case.	
Meningitis (viral)	Exclude until person is well.	Not excluded.	Yes
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed.	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case.	Yes
Molluscum contagiosum	Not excluded.	Not excluded.	No
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).	Not excluded.	Yes
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours.	Not excluded.	Yes
Pertussis (whooping cough)	Exclude until five days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing.	Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics	Yes
Pneumococcal disease	Exclude until person is well.	Not excluded.	Yes
Roseola	Not excluded.	Not excluded.	No
Ross River virus	Not excluded.	Not excluded.	No

DATA AND DOCUMENT CONTROL

Condition	Exclusion of case	Exclusion of contacts	Doctor's Certificate
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours.	Not excluded.	Yes
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash.	Not excluded.	Yes
Salmonellosis (Salmonella)	Exclude until there has not been a loose bowel motion for 24 hours. Educators and staff who prepare food should be excluded for 48 hours after symptoms have ceased.	Not excluded.	Yes
Scabies	Exclude until the day after starting appropriate treatment.	Not excluded.	Yes
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours. Educators and staff who handle or prepare food should be excluded for 48 hours after symptoms cease.	Not excluded	Yes
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.	Not excluded.	Yes
Toxoplasmosis	Not excluded.	Not excluded.	No
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority.	Not excluded. Contact a public health unit for	Yes

DATA AND DOCUMENT CONTROL

Condition	Exclusion of case	Exclusion of contacts	Doctor's Certificate
		specialist advice about screening, antibiotics or specialist TB clinics.	
Varicella (chicken pox)	Exclude until all blisters have dried – this is usually at least five days after the rash first appeared in non-immunised children and less in immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection as they are at high risk of developing severe disease. Otherwise not excluded.	Yes
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.	Yes
Worms	Exclude if loose bowel motions are occurring. Exclusion not necessary if treatment has occurred.	Not excluded.	Yes
Adapted from Staying Healthy in Early Childhood Education and Care Fifth Edition.			

Safety Checks

Educators at the service do daily safety checks for hazards such as broken glass, spiders, snakes etc but if you notice anything at the service which you are concerned about please let an educator know.

Smoke Free Zones

Smoking is not allowed in any areas of Council-owned buildings and facilities. All services and the surrounding areas within their fences are considered smoke-free zones.

Emergency and Evacuation Procedures

Emergency and evacuation procedures are placed around the service on red notices. If you see a fire please follow the Emergency Evacuation procedures outlined on the posters located at each exit door of the service.

There are regular emergency evacuation practices at least four times a year at every service.

Child Safety

For their own safety, children are not allowed in the kitchen, educator/staff room or store rooms.

Other Council Community Services for Children

Learn to Swim, Kids Active/Tiny Tots Programs

Learn to swim programs for children, teenagers and adults are run at Macquarie Fields Leisure Centre, Eagle Vale Central and The Gordon Fetterplace Aquatic Centre. Visit Council's website www.campbelltown.nsw.gov.au to find out more information including class times.

Kids Active (5 – 12 Years) and Tiny Tots (0 – 5 years) programs designed for young children are held at Macquarie Fields Indoor Sports Centre.

For more information telephone Macquarie Fields Indoor Sports Centre on 4645 4020 or visit Council's website www.campbelltown.nsw.gov.au

Bicycle and Road Safety Education Centre

The Bicycle and Road Safety Education Centre is located on Broughton Street Campbelltown and teaches children safe road behaviour and bicycle skills in a controlled, safe and fun environment. Open days are held every Sunday from 10.00am to 3.00pm and weekdays during school holidays. Open days are free but parents need to provide their child's helmet and bicycle. Private hire is also available. For more information ring the centre on 4645 4376 (Monday to Friday) or 4625 7073 Sundays or visit Council's website www.campbelltown.nsw.gov.au

Storytelling at the Library

The Library is keen to introduce children to the world of imagination and the pleasures of books at an early age. All branches of the library hold regular pre-school story times for children 0 – 5 years. Everyone is welcome to bring children to these lively sessions, where stories are read and told, and linked to singing, games and craft activities.

DATA AND DOCUMENT CONTROL

For more information about story time, contact your local branch library or phone the Library's Children's Section on 4645 4554 or via Council's website www.campbelltown.nsw.gov.au

Community Information

Community Information is available on the Internet and can be accessed at www.campbelltown.nsw.gov.au

Conclusion

Please feel free to talk to any of the educators if you would like more information or are unsure about anything happening at the service. Let us know about your child care needs and suggestions.

We look forward to working in partnership with you and your family to provide caring, nurturing early learning experiences.