

# PARENT HANDBOOK



CAMPBELLTOWN

Education and Care Services





# Local care, nurturing our future

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## We've been providing education and care since 1977 and offer a variety of services to our community including Long Day Care, Family Day Care, Before and After School Care, School Holiday Care, Supported Playgroups and Bicycle Education Programs.

All of our services are operated by educators who have a wide range of experience with children and our qualified educators have a minimum of tertiary training in early childhood.

Our goal is to:

- Educate and care for children aged 0 – 12 years
- Provide learning programs for children based on research and best outcomes
- Provide learning programs that provide a play based approach that fosters a life-long love of learning
- Ensure our environments are inclusive and nurturing
- Deliver exceptional service 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

Our 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.

Our service programs cater for your child's individual strengths, ideas, culture, abilities, needs and interests.

## National Quality Framework and Educational Programs

All services are required to meet the standards of the National Quality Framework (NQF) and each services' most recent certificate of assessment is displayed in the foyer. Your input and feedback is highly valued as it helps us ensure that we maintain high standards and we encourage families to provide feedback by speaking with an educator or, partaking in our surveys. To find out more, visit here [National Quality Framework \(NQF\)](#).

## Our Programs and Philosophy

Children are supported to learn with their Educators and peers in a collaborative way and the educational programs provided in our services are thoughtful, based on research and best practice. Our programs offer a play-based approach where children are encouraged to be curious about the world around them and encourages holistic development through play experiences and each child's unique interests. The educational programs are developed based on a cycle of assessment and planning for each child's according to their individual strengths, ideas, culture, abilities, needs and interests. Our Educators support individual learning and development through the provision of an inclusive, safe and secure environments.

Further information can be found in our 'Interactions with Children' procedure where there is additional details on:

- Group experiences
- Routines
- Supporting children's transition to school
- Programming and planning documentation
- The importance of play

Our services use an online app to communicate educational and developmental information about your child. Ask your service about this at your orientation.

Each of our services have their own individual Service Philosophy which is reviewed annually to ensure it remains up to date with national teaching practices and reflective of the team's shared philosophies. If you would like to know more about your service's philosophy, please speak with your service's Nominated Supervisor or visit [Council's website](#).

## Inclusion

Our services value the inclusion of all children and their families. We believe that all children have the right to participate in our high-quality programs as capable and valued contributors. We acknowledge, respect and celebrate diversity in our services as a resource for learning, growth and change.

Our educators build partnerships with families and other professionals in the wider community to learn about children's individual inclusion needs and support them to participate in the program alongside their same age peers.

Each service develops and maintains a Service Inclusion Plan (SIP) in collaboration with the service's Inclusion Support Professional. The SIP identifies any barriers to inclusion identified within the service and strategies for the service to implement to overcome these barriers. Services are supported to access the Inclusion Development Fund (IDF) where relevant to allow for additional staffing to support with the implementation of identified strategies.

If you have concerns about your child's development, please speak with the educators at the service. Our educators will discuss with you, developmental milestones and referral options if your child needs additional support. Educators regularly refer families onto paediatricians and other professionals as early intervention is more effective the sooner it is provided.

Allied health professionals such as Occupational Therapists and Speech Therapists often attend our services to support children with additional needs with their early childhood setting. Educators will also develop an individual Child Development Support Plan for any child needing support with their development and/or behaviour at the service. We encourage families to be upfront and transparent about their child's individual needs upon enrolment to ensure children's best possible transition into care and to support all children to reach their full potential.

Please refer to our 'Interactions With Children' procedure for more information.

Our educators

Our team of educators are highly skilled and passionate professionals.

They work as a team and are committed to making your child's day happy, safe and educationally stimulating.

They have knowledge, training and experience in education and care and regularly attend training to ensure their knowledge is kept up to date.

Each service is led by a Nominated Supervisor who is responsible for the day to day running on site and for supervising the team of educators at the service.

When the Nominated Supervisor is unavailable, a dedicated 'Responsible Person' will be in charge of the day to day charge of the service. The Service Information Sheet available in the foyer, will advise who the Responsible Person is at any given time.

Each service has dedicated Educational Leader who will lead the development and implementation of the education program at the service. Services have a dedicated Sustainability Leader who is responsible for leading the development and implementation of sustainable practices in accordance with the Education and Care Services Sustainability Framework and ensuring the outdoor natural environment is well maintained and cared for within the service.

In all service types there will be an educator with a current First Aid Certificate working at the service during all operational hours.

Excursions

As part of our planned programming for the Long Day services, external excursions may occasionally be planned for children. You will be asked to sign a consent form to authorise your child to attend each excursion.

School Holiday Care regularly include excursions in their planned programs.

You will be given all relevant details pertaining to the excursion as part of your school holiday booking. All children booked for care on the planed excursion day attend the excursions. By booking your child into care on a planned excursion day, you are providing consent for your child to attend the excursion and agreeing to pay the associated fees.

Please refer to our Excursions Procedure or Transportation Procedure for more details.



Our service

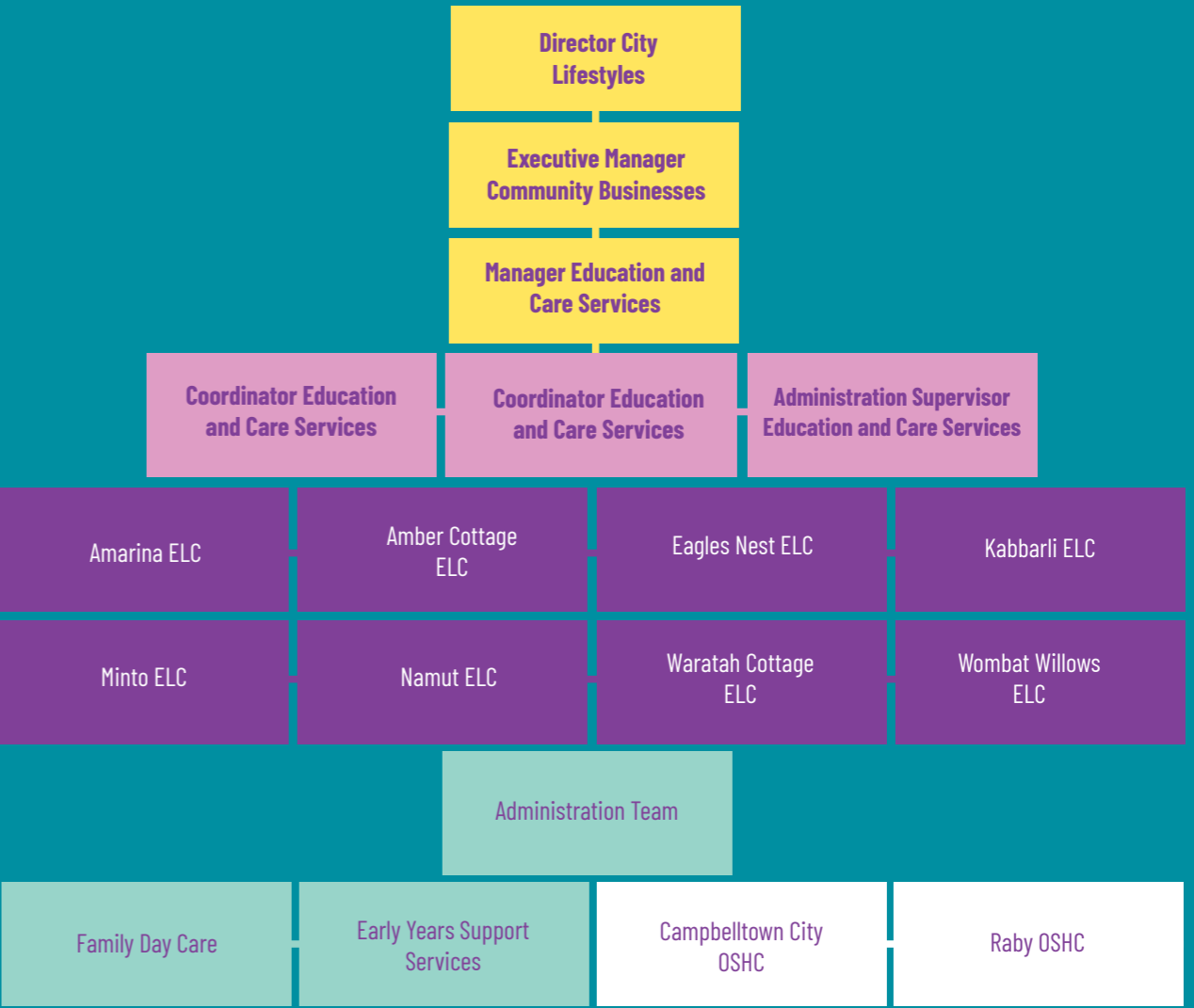
Our services operate Monday-Friday (except Public Holidays), 50 weeks of the year. Our Long Day Care services operate from 7:00am-6:00pm.

Our Outside School Hours Care services operate, 6:30am-9:00am and 2:30pm-6:30pm during school terms. These services also operate during school holidays, 6:30am-6:30pm.

Our team

A team of Council based staff manage all of our Education and Care services. This team is comprised of the Manager Education and Care Services, Coordinators Education and Care Services as well as our Education and Care Services Administration Team. The Education and Care Services Administration Team are able to assist you with enrolments, fee payments and all general enquiries regarding accounts and Child Care Subsidy (CCS). The Administration Team can be contacted by phone on 4645 4443 or by email at eacs@campbelltown.nsw.gov.au.

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.



# Orientations

## Enrolment form and bookings

Prior to confirming an enrolment, all children are required to attend an orientation appointment at the service. This appointment is arranged by the Administration Team as part of the enrolment process and is an appointment between yourself and an educator at the service and it is important that your child attends this appointment with you. The orientation appointment assists children with settling into care and provides children and families with the opportunity to familiarise themselves with the service and to ensure the service will be the right environment for their needs.

We are required to maintain enrolment information for all individual children enrolled into our services. By law, we must obtain the following information:

- Child's full name, date of birth, gender and home address
- Personal and contact information for each known parent (unless a person's parental responsibility has been removed/reduced due to a parenting or court order)
- Details pertaining to your child's regular doctor
- Personal and contact information for at least one emergency contact
- Evidence of your child's identification - birth certificate, passport
- Your child's up to date Immunisation History Statement or an Immunisation History Form on which your immunisation provider has certified that your child is on a recognised catch-up schedule (temporary for a maximum of 6 months)
- Copies of any parenting or court orders relating to your child

Please note: According to the Family Law Act, parents who have legal contact rights to their child are able to contact their child while at the service. A service cannot prevent any child's parent from accessing them or information about them unless we have copies of parenting or court orders preventing them.

Families are required to ensure all information provided upon enrolment, including personal and emergency contact information is kept up to date at all times. Information can be updated via the parent portal or by emailing the required changes to [eacs@campbelltown.nsw.gov.au](mailto:eacs@campbelltown.nsw.gov.au)

All children within our Long Day Care services are enrolled with a permanent weekly schedule of attendance. Fees are payable for all sessions of care, even if your child is absent from care and sessions cannot be swapped for other days.

Families are not charged for public holidays.

Children can be enrolled within our Outside School Hours Care services with either a permanent or casual booking.

Permanent bookings guarantee your child's position each week and fees are payable for all sessions of care, this includes if your child is absent due to illness or teacher strike days and sessions cannot be swapped for other days.

Casual bookings are available within our Long Day Care and Outside School Hours Care services, depending on availability.

These cannot be booked more than two weeks in advance and where possible, we ask for a notice period of one business days' notice. A minimum of 24 hours' notice is required to cancel any booked casual days of care to avoid being charged.

Notice to cancel casual care, should be emailed to [eacs@campbelltown.nsw.gov.au](mailto:eacs@campbelltown.nsw.gov.au) with your child's full name, service attending and the days to be cancelled.

Upon enrolment, we will confirm your child's booked session times. Additional charges apply, in accordance with our current fee schedule, if your child attends outside their booked hours of care (additional fees do not attract Child Care Subsidy).

## Absences from care

Please let the service know if your child will be absent from care. Notifications of absences can be provided directly to the service or by contacting the Administration Team.

Absences from Before School Care should be notified to the service by 8am. Absences from After School Care can be notified directly to the service or to the administration team, by 2pm. A non-notification of absence fee, in accordance with our current fee schedule, will be applied to your account if your child's absence from After School Care is not notified by the required time.

Fees are still required to be paid if your child is absent on a day they would normally attend and cannot be swapped to another day of attendance.

The Australian Government will continue to pay Child Care Subsidy payments for absences from care, up to an allowable absence limit per financial year. Please refer to [Human Services website](#)

## Changes to bookings

A minimum of two weeks' written notice must be provided to reduce or cancel your child's hours or days of attendance.

Please note when ceasing care (including transferring from one service to another), your child will need to attend their last booked day of care. If they are absent from care, Child Care Subsidy will not be paid and any Child Care Subsidy received for any absences up until the last time they attended care, will be recovered and full fees will be payable.

Your child’s first day

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

Child Care Subsidy will not be paid for any absences accumulated, prior to a child’s first day of attendance.

Your service has a security lock on its front door and you will be given a four digit code to open the lock. As the lock is there for the safety of all children in care, please do not give this code to anyone else. Visitors to the service or anyone who does not know the code can ring the doorbell for entry.

It is a legal requirement to sign your child in and out of care each day and anyone who may be collecting or dropping your child to care, should be aware of this. All authorised contacts will be able to set up their own individual PIN on the service iPad to be able to sign your child in and out of care.

Please refer to our ‘Delivery and Collection of Children’ Procedure for more information.

What to bring

<div>0-2<sup>year olds</sup></div> <div><ul style="list-style-type: none"><li>• A sunhat</li><li>• Bottles (if formula, bottle needs to be filled with required amount of water)</li><li>• Pre-measured formula/breast milk</li><li>• At least 2 sets of spare clothes</li><li>• Any dummies or comforters</li><li>• Nappies</li><li>• Nappy rash cream</li><li>• Sunscreen (if service provided sun cream cannot be used)</li><li>• Jumper/jacket</li></ul></div>	<div>2-3<sup>year olds</sup></div> <div><ul style="list-style-type: none"><li>• A sunhat</li><li>• Drink bottle</li><li>• Fitted and flat sheets</li><li>• At least 2 sets of spare clothes</li><li>• Any dummies or comforters</li><li>• Nappies/pull ups</li><li>• Nappy rash cream</li><li>• Sunscreen (if service provided sun cream cannot be used)</li><li>• Jumper/jacket</li></ul></div>
<div>3-5<sup>year olds</sup></div> <div><ul style="list-style-type: none"><li>• A sunhat</li><li>• Drink bottle</li><li>• Fitted and flat sheet (if sleep is required throughout day)</li><li>• At least 3 sets of spare clothes</li><li>• Any comforters</li><li>• Sunscreen (if service provided sun cream cannot be used)</li><li>• Jumper/jacket</li></ul></div>	<div>School Children</div> <div><ul style="list-style-type: none"><li>• A sunhat</li><li>• Drink bottle</li><li>• Jumper/jacket</li><li>• Meals and snacks (School Holiday Care only)</li></ul></div>

Please ensure all items are labelled with your child’s name. Please do not bring valuable items.

What is included?

Cot sheets, sunscreen, nappy wipes, meals and drinks at our long day care services.

Our Long Day Care services employ dedicated cooks who provide nutritious meals designed especially for children.

It is important that you let the service know if your child has any allergies or cultural requirements with their meals so we can cater for these needs.

Please refer to our Nutrition Procedure for further information.

Our meals are designed using the Munch and Move principles. Munch and Move is a joint initiative between the New South Wales Department of Health and the New South Wales Department of Family and Community Services and promotes healthy eating and healthy lifestyles within the education and care services sector. For more information, please refer to the [Munch n Move website](#).

A variety of cereals are available for breakfast at our Outside School Hours Care services and a nutritional afternoon tea is provided each afternoon. Children may bring their own cereal in a labelled container if they would prefer. Water is available at all times. Milk drinks are routinely offered.

Our Long Day Care services provide nutritional meals throughout the day for your child to enjoy.

Our menus are displayed within the services and feedback and recipe ideas are welcomed and valued.

Please note: Our services are “nut free” and we ask that families do not send their children to care with any foods containing nut/peanut products.

Rest time

Our Education and Care Long Day Care Services provide a safe environment for your baby/child to sleep during their time at the service. The needs of each individual child are met by the educators within the service based on your child’s routines and your suggestions. As qualified educators we understand that no one knows your child better than you and your child’s sleep needs can be adjusted at any time as your baby grows and their needs and routines change.

Please refer to our Sleep and Rest for Children and Infants procedure for more information.

Our qualified educators follow the Red Nose Safe Sleep Recommendations. If you would like to know more about these recommendations, please visit the [Red Nose website](#).



# Important Procedures

## Administering Medication / Medical Conditions

We have comprehensive procedures and practices to manage children who may present with medical conditions and/or need to have medication administered. The service will discuss with you if your child has a specific health care need that requires a medical condition plan and if the service requires a medical management plan from your child's doctor. If this is the case we require this information prior to your child commencing care.

We encourage families to provide as much information as possible regarding your child's medical condition so that educators are best equipped in the event of a medical emergency or are required to provide first aid. Additionally we encourage you to ask as many questions as you have about us meeting the medical needs of your child so that you are reassured.

From time to time a child may be required to take medication but still be well enough to attend care, Educators will discuss the medication authorisation with you if this is required.

Please refer to our Medical Conditions and Administering Medication procedures for more information.

## Children unwell at the service

Children's health and wellbeing is our priority and as such, children should not attend care when they are unwell and families are encouraged to advise an educator if their child has been unwell. If your child becomes unwell at the service, the educators will continue to monitor their symptoms and contact you should they become too unwell to remain at the service.

Our services are dedicated to following the guidelines set out in [Staying Healthy in Child Care](#) website.

Further information is available in our Infectious Diseases Procedure.

Children recovering from illness, who are fit to return to care with medication are able to do so, following the 'Administering Medication' procedure.

## Service closures

Our services do not operate on Public Holidays and close for approximately two weeks over the Christmas period. Fees are not payable for any days where the service is not operational.

## Injuries and accidents at the service

While our educators are trained to minimise the likelihood of incidents occurring, accidents do occasionally occur.

If your child is impacted by an accident, our service educators are all First Aid and CPR trained. They will be able to assess the situation and provide required action. When a minor injury occurs, our staff will apply first aid and complete a record of the incident. You will be notified by phone as soon as practicably possible and upon collection of your child you will be asked to sign the completed incident form.

If an injury or incident is serious and our staff believe that urgent medical attention is needed, we will contact you as soon as possible. If we cannot contact you we will contact your emergency contacts. Where we believe an ambulance is required, we will call one for you. If we were to call an ambulance and you were unable to meet your child at the service, one of our staff will accompany them in the ambulance.

Please refer to our Child Incident, Injury, Illness and Trauma Procedure for more information.

## Emergency evacuations

If an emergency situation arises at a service, children will be directed by educators based on the information contained within their Emergency Management and Evacuation Plans. We ensure children regularly participate in safety and emergency drills at the service to encourage awareness of safety protocols should an emergency arise.

Families may request to view the detailed emergency management plan for specific sites at any time.

## Transition to a New Room

Our Long Day Care services all operate with two rooms – an Early Learning Room (0-3's) and a Preschool Room (3-5's).

In the months leading up to your child's third birthday, the Early Learning Room educators will discuss with you your child's individual needs, strengths and interests and any other support required in preparation for your child to transition to the Preschool Room once they turn three.

The educators will facilitate 'transition visits' for your child where they spend a short period of time in the Preschool Room to familiarise themselves with the environment and the Preschool Room children and educators. The length of these visits will be determined by your child's mood and comfort levels and will gradually increase over time. These visits will be discussed with you and once ready, your child will move to the Preschool Room on a mutually agreed date.

Settling into a new room is not always easy and is different for every child, so we ensure we are flexible with the number of transition visits for each individual child.

## Transition to School Programs

Our qualified educators design and implement a preschool program for 3-5 year old children in our structured early learning environments.

Educators build on the range of experiences with language, literacy and numeracy that children of all ages have within their families and communities. Planned and spontaneous experiences contribute to building confidence, problem solving skills and critical thinking to successfully communicate their ideas. This also includes providing our children with social emotional competency in preparation for school.

Our educators liaise with local primary schools to support with children's transition to school and provide information regarding:

- Skills needed to start school
- Orientation days
- The enrolment process
- Programs that schools run prior to commencement of the school year
- Your child's developmental information
- Transition to school statement.

We aim to work together in partnership with families, local schools and professional organisations or the successful preparation and transition to school for each individual child.

## Other useful documents

Our services have a wide variety of policies and procedures in place to ensure the safety and wellbeing of the children in care. Some of the other policies and procedures available for review are;

- Payment of Fees Procedure
- Child Protection Policy
- Supervision Procedure
- Privacy Management Policy
- Sun Protection Procedure
- Water Safety Procedure

Please refer to [Council's website](#) for other useful documents and important information.



#### Information sharing with families

Our services provide daily information to our families including the times your child rested, the food and drink they had throughout the day and their toileting/nappy changes. Our educators will show you where this information is available at the service.

We love communicating with our families and your feedback is important to us. Our Administration Team will communicate important information updates with you through the email you provide upon enrolment. Our services regularly update the NewsFeed on HubHello and provide important educational updates through 'Educate'.

We regularly ask families for feedback through different surveys. Links to these will be emailed and we encourage feedback for families to assist us with the continuous improvement of our services.

## Getting in touch?

Families can contact our Administration Team on 4645 4443 or by emailing [eacs@campbelltown.nsw.gov.au](mailto:eacs@campbelltown.nsw.gov.au)

Families will be provided a business card upon enrolment with their service's direct contact numbers. We encourage families to store the business card in a safe place or store the contact numbers in an accessible location.

If you would ever like to speak with a Coordinator or Manager, phone 4645 4443 and your call will be directed to the best person.

#### Education and Care Services

91 Queen Street, Campbelltown  
02 4645 4443  
[eacs@campbelltown.nsw.gov.au](mailto:eacs@campbelltown.nsw.gov.au)  
[facebook.com/campbelltowncouncilEACS/](https://facebook.com/campbelltowncouncilEACS/)

## Other services Council provides

**Early Years Support Services (Supported Playgroups),**  
phone 4645 4778

**Bicycle Education Centre,**  
phone 4645 4376

**Library groups,**  
phone 4645 4443

**Swim school**  
Eagle Vale Central, phone 4645 4255  
Gordon Fetterplace Aquatic Centre, phone 4645 4040  
Macquarie Fields Leisure Centre, phone 4645 4030

For more information, visit:  
[campbelltown.nsw.gov.au/Home](http://campbelltown.nsw.gov.au/Home)

