

Eagles Nest Early Learning Centre

**17 Eschol Park Drive
Eschol Park 2558**

Phone – 4645 4739

Introduction

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

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

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

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

History Of Service

Eagles Nest, which is a service provided by Campbelltown City Council, has been open since 1986 and provides a quality child care service.

Licensing

The service is licensed the Department of Education and Communities to care for children aged 0 – 6 years each day.

Educators Who Work At This Service

If you look at the noticeboards in the foyer of the service you will see photographs and information about educators/staff working here. If you see someone working in the service and you cannot identify them, please ask an educator and they will tell you about this person's role.

Hours Of Operation

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

A late fee as per Council's current fee schedule will be charged to your child care account if you are late picking up your child.

Administration Team

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

Fees

If you have any fee enquiries, please contact the Family, Education and Community Services administration team at Council on 4645 4443 between the hours of 8.00am and 5.00pm Monday to Friday.

There are several options for payment of fees.

In person

Payments may be made in person at the following locations:

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

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

Mail

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

Phone

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

Internet

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

Bpay

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

Amounts less than \$10 and greater than \$10,000 will not be accepted.

Direct debit

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

Centrepay

A free direct bill paying service offered to child care customers receiving payments from Centrelink. Customers can go online and set this up using the Centrelink Self Service Facility quoting their child care 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.

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

Meals And Menu

Details about the meals and menu are given in the Family Information Booklet. At Eagles Nest all meals are progressive. Breakfast is served from 7.00am through to morning tea from 9.30am – 10.30am. Lunch and dessert is served between 11.30am and 12.30pm. Afternoon tea is provided as the children wake from sleep time. A late afternoon tea is served to children who are still at the service after 5.00pm.

If your child is under 12 months old and requires breakfast on arrival, please speak with the service supervisor for alternative arrangements.

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

What To Bring

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

- A sunhat (provided at enrolment) (legionnaires or bucket type) **for all year round** clearly labelled with your child's name
- Spare clothes 1 – 2 sets (include undies and socks)
- Bed sheets for rest time in a pillow case
- A bag for belongings that your child can undo and do up
- Soft toy for rest time, if your child needs one
- Supportive closed in shoes that fit (sandshoes, sneakers or sandals in summer). No thongs, reef shoes or crocs please
- A top with sleeves (singlet tops and strappy dresses do not provide adequate sun protection).

In Winter please also provide:

- Warm coat, sloppy joe or jumper
- Gloves
- Blanket and sheet for rest time.

Babies and toddlers should also bring the following:

Enough baby formula made up for the day in your baby's plastic bottle or a bottle with boiled water in it and a segregated container with formula correctly measured. Please label bottles and container with your child's name and give them to an educator when you get to the service so they can place the bottles in the fridge.

- 3 complete sets of clothes – labelled.
- 2 dummies (if needed) – labelled.
- Favourite rest time toy (if needed).
- Disposable nappies (at least 5 per day) – labelled.
- Numerous pairs of training pants (when necessary).

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

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

Our Nappy System

Eagles Nest has a disposable and cloth nappy system.

If your child wears disposable nappies please supply at least five nappies each day your child attends. All nappies should be **clearly** labelled and placed in your child's nappy basket.

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 our nappy changing chart in the room for details at the end of each day.

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

In Conclusion

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

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

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