



Acre Woods
Inspiring Creative Learning

Parent Information Guide

February 2011

“Quality is never an accident;
it is always the result of high intention,
sincere effort, intelligent direction and skilful execution;
it represents the wise choice of many alternatives”

- Willa A. Foster

Vision Statement

Our vision is that we will help in building a solid foundation of self-esteem, confidence, and overall health and well-being for *each child*, which will serve to enhance the enjoyment and productivity of their school years, and ultimately allows them to fulfil their individual potential into adulthood.

Mission Statement

The mission of Acre Woods Childcare is to provide the Parents of young children with opportunity, choice, and peace of mind.

We will achieve this by being a committed partner in the care, growth, education and development of their children through the important ‘formative years’.

In doing this we are committed to the highest standards of care and early childhood development, with the best employees, using the best facilities.

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Introduction

Welcome to the Acre Woods Parent Information Guide. Acre Woods is a privately-owned 'family' business, and we are extremely proud to be entering our 12th year of operation.

We take great pride in our group of eight high-quality, purpose-built centres, located in various parts of Sydney, and have earned an excellent reputation among the thousands of families who have chosen Acre Woods for their child.

Within the early-childhood field our most fundamental objective is protecting the well-being of each child within our care at all times. To ensure that we uphold our duty of care to the children, their families and all employees at our centres, it is necessary and appropriate to have a well-defined set of policies and procedures that govern the day-to-day operation of all our centres.

This parent guide is a helpful resource detailing key information you may need during your time with Acre Woods. We deliberately provide a lot of information, covering everything from 'Enrolling your child' and 'First Day routines' for new families, through to 'Illness & Allergies', 'Fee Policies' and 'Developmental Programs'.

Of course, if you ever have any questions please always be sure to ask your child's teacher, your Centre Director or any of us at Head Office at any time.

Yours sincerely
The Acre Woods Management Team

Enrolling your child

Enrolment Process

To enrol your child you will first need to contact us to confirm whether a place is available in line with your requirements. Assuming we can confirm the availability of a place for your child you will need to:

- ❖ complete our Application for Enrolment Form; and
- ❖ provide copies of all applicable supporting documents as per the document checklist in the Application for Enrolment Form.

Once we receive your completed Application for Enrolment Form we will then consider your application and confirm with you whether a place at the centre has been secured for your child.

Orientation

After we have confirmed a place at the centre for your child we invite you and your child to come and spend some time with us for an orientation visit *before* your child's start date. This can help to make your child's first day less daunting, particularly if they are new to formalised childcare.

During this time we will conduct an orientation process to enable you to share important information on a one-to-one basis with the focus teacher for your child. This is important for our team from an educational perspective, and also serves to ensure the smooth transition from home to the centre.

Areas covered will be specific to your child, and may include cultural identity, nationality, religious beliefs, and routines and practices followed at home. Information such as any fears held by your child, your living arrangements (e.g. do they have a backyard) or their favourite pastimes may also be requested, as well as what goals and objectives you have for your child's education and development while under our care.

We usually schedule these either during mid-morning or mid-afternoon, however please phone us in advance to arrange a mutually convenient appointment time.

Your child's first day(s)

During your child's first day(s) it is perfectly understandable for you to be keen to know how they have settled in, and so we invite you to phone the centre **at any time** to check on your child's progress.

Our team will do their very best to settle your child as quickly as possible, and you can rest assured that they are well trained in helping new children adapt to the centre. If, however, we feel that your child is too upset to stay all day, we will call you suggesting that you come in to collect your child early.

Daily Routine

Arriving at the Centre

When dropping your child in each day please bring the following items, clearly labelled with your child's name in your child's bag:

- ❖ Baby formula and bottles (if applicable)
- ❖ Wide brimmed hat
- ❖ Clean change of clothes x 2 (please always allow for a change in the weather)

When arriving at the centre (as well as when leaving at the end of the day) you **MUST** sign in (sign out) your child in the attendance register, which is found in your child's room.

Medication

If your child is taking medication that you will require us to administer to them during the day please be aware that we are required to follow certain prescribed guidelines – for further information please refer to the "Administering Medication" section on page 10.

Please DO NOT leave your child's medication in their bag.

Collecting your child

Please arrive **at least 15 minutes before the centre closes**, to allow enough time to discuss your child's day with their teacher.

Collection authority

We understand that from time to time you may ask someone else (a friend, a neighbour, or another family at the centre) to collect your child from the centre.

However, please understand that we are only permitted by law to release your child to someone you have authorised, and IF they have appropriate photo identification.

If a nominated authorised person other than a parent will be collecting your child on any day it is recommended that you provide us with as much advance notice as possible.

If a last minute change needs to occur or in the event of a genuine emergency, and if you require **someone other than a nominated authorised person** to collect your child, it is required that you provide your consent in writing, and that you provide us with as much advance notice as possible.

Where it is not possible to give your consent in writing in advance, a phone call during the day will suffice for any such changes, to ensure that we have your consent before your child is collected.

Collecting your child late

If for some unforeseen reason you think you may not arrive until after closing time, we ask that you:

- ❖ Contact the centre **as soon as possible** to alert our staff, even if you subsequently arrive on time.
- ❖ Try to arrange for another "authorised" person to collect your child.

Please note: By regulation at least two employees are required to remain with your child until you collect them, and out of respect for our employees we ask that you take all steps to ensure that you do not arrive late. A late fee is payable for all late collections - please refer to our *Late Collection Fees Policy* on page 20 for full details.

Please be aware that it is outside of our licensing conditions to permit children to remain on premises outside the hours stipulated on the licence, other than in a genuine emergency. If we are unable to make contact with any authorised person after closing time further actions will be taken in accordance with our Policy Manual to ensure the safety and well-being of your child.

Absence from the Centre

Please notify us **by 9.00 am** if your child will be absent from the Centre on any scheduled day.

Meals

The centre provides all meals, consisting of a nutritionally balanced menu of morning tea, hot lunch, afternoon tea, fresh fruit and a late snack. Soy milk, cow's milk and water are also included.

These meals are freshly prepared on a daily basis by a specialist catering firm, Kids Gourmet Food, with specific expertise in childhood nutrition. Over 50% of your child's recommended daily intake is provided each day, and the menus are changed on a regular basis.

A copy of the current menu will be displayed at the centre, available for any parent feedback. For more information on Kids Gourmet Foods please visit: www.kidsgourmetfood.com.au

Meals for children with allergies

We also provide an individualised menu (provided by the same caterer, Kids Gourmet Foods) for those children who suffer from any known or suspected allergies, or who follow a diet based upon cultural or religious beliefs. We also completely exclude those more common potential allergens (e.g. peanut butter) as a precaution.

These meals for children with allergies are available upon request and are provided at no extra cost.

Nappies

We provide quality, disposable nappies for all children as required, and use unscented baby wipes.

Clothing

The clothing children wear whilst at the centre can have a significant influence on the quality of their experience.

Inappropriate clothing can affect their health, safety, comfort, play and learning, and we therefore recommend that you consider the following guidelines:

- ❖ Ensure your child's clothing fits properly without being too loose or too tight, thereby allowing children to move freely and comfortably.
- ❖ As a safety measure we ask that children do not wear clothing with drawstrings such as "hoodies".

- ❖ We also recommend clothing that allows children to easily dress themselves in order to support the development of their self help skills e.g. elastic waists, tops with large necks, big buttons or toggles.

When dressing your child for the day ahead, please also consider the following:

Temperature

It is important that children are not over or under dressed, and that clothing suits the temperature.

Footwear

Children need to wear safe, comfortable footwear to the centre every day. Shoes must provide support as well as protection for their feet. Shoes that can easily slip-on or shoes with Velcro are generally recommended as they support children's self help skills, however we recommend against children wear thongs or 'croc's' to the centre, to minimise the chance of accidents during certain outdoor activities.

Sun protection

We require that all children wear clothing that covers their shoulders and a hat which has a wide soft brim.

Choice of clothing

Children sometimes come to Acre Woods in clothes that may be considered 'too good' for some of the activities in their day, and these children may be reluctant to participate in those experiences because of what they are wearing or where their clothes are inappropriate and therefore interfere with certain activities.

We will use all reasonable endeavours to ensure that each child is clothed appropriately at all times whilst at the centre (for example, dressing children according to the weather for outdoor activities, and ensuring that children are appropriately dressed for bed), however please understand that we are limited to the clothing that you provide for your child for the day.

As the weather can change quickly, or in case your child's clothes become too dirty, we ask you to bring two sets of clean clothing in your child's bag each day. Please ensure that **all items** of clothing are named, including hats, shoes and socks.

Sun Protection

During the hotter months (October to March) we ask parents to apply sunscreen to their child before dropping off to the centre, so that they are prepared for playing outside on their arrival.

With regards to sun protection during a child's day, we will:

- ❖ Apply SPF 30+ sunscreen up to 20 minutes before going outside, and reapply as appropriate.
- ❖ Make sure every child is wearing a hat and t-shirt (shoulders must be covered), and that employees set a good example by wearing a hat also.
- ❖ Minimise (or avoid) the child's sun exposure between 11.00am and 3.00pm during the hotter months (October to March), or on any other extremely hot days.
- ❖ Encourage the right habits in children by introducing the Sunsmart program to parents.

Open Door Environment

We aim to provide an environment which is for the whole family, and not just your child - you are welcome to visit the centre at any time.

Provided you give us your written consent we welcome any one of your child's immediate family members to visit the centre at any time to help make the environment part of the daily routine. This may help your child to settle into their new routine, especially if this is a concern for you, and otherwise may simply help to make Acre Woods their 'home away from home'. Please feel free to discuss this with us at any time.

Smoke Free Environment

Acre Woods has a strict non-smoking policy, which covers the entire area of the centre (indoors & outdoors), including any access pathways and car park areas.

All employees are required to adhere to our non-smoking policy as a condition of their employment, and parents are also asked to respect and adhere to this policy whilst at the centre.

Mobile Phones

We understand that for many of our parents their mobile phone is an essential business tool, however we respectfully ask that parents do not answer their mobile phone whilst at the centre or walk into the centre while talking on their phone (other than in emergencies).

Babysitting

We are aware that at times a family at our centre may wish to engage one of our employees to babysit their child, outside of the centre's operating hours. Although this may seem relatively harmless, there are a number of risks and potential concerns with an arrangement of this type, and therefore **we strongly discourage** parents from approaching Acre Woods employees for babysitting.

Notwithstanding, if you do wish to engage an Acre Woods employee for babysitting services, the following requirements must be strictly adhered to:

- ❖ Babysitting is only permitted outside of the centre's operating hours.
- ❖ It would only be permitted on the basis that it would be unlikely to have a detrimental effect on the employee's work performance (for example, very late-night babysitting the night before a work day would generally not be permitted).
- ❖ A disclaimer statement (available on request from the Centre Director) **must** be signed by both the family and the employee **before** the babysitting arrangement takes place.
- ❖ The proposed arrangement is subject to prior approval from and at the sole, absolute discretion of Acre Woods.

In order to ensure that any such arrangement is approved in the correct manner and appropriately 'policed' please understand that we reserve the right to cancel a child's enrolment at the Centre for any family who does not follow the requirements outlined above, and the employee involved may risk their employment being terminated.

Parking

Where available, a parking area on site (or allocated parking spaces adjacent to or near the centre) will be made available to parents.

For the safety of all children and families, please take extra caution at all times in any parking area.

In particular we ask that you:

- ❖ take care before reversing your car
- ❖ hold your child's hand whilst getting into and out of the car, and in or near any designated parking area
- ❖ under no circumstances allow any child to run or play in the parking area
- ❖ please do not leave any children in the car when dropping off or picking up your child from the centre
- ❖ **please drive slowly** at all times in all car parks and driveways.

Illness & Allergies

Illness

If your child becomes ill during the day we will contact you to discuss the situation. If medication needs to be administered (other than those items for which prior consent has already been given) we will seek your permission prior to doing so (refer also to "Administering Medication" below).

If in the opinion of *Acre Woods* your child is too ill to remain at the centre that day we will contact you to arrange for your child to be collected as soon as possible.

If your child is sick we ask that you don't bring your child back to the centre until they fully recover. Although this may cause some inconvenience, we ask you to consider the other children, their parents, and the employees at the centre when deciding whether your child is well enough to attend. In certain cases, the Centre Director may request a clearance certificate from a registered Medical Practitioner.

In the cases of diarrhoea or vomiting, please do not bring your child back to the centre for a minimum of **24 hours after** the illness subsides, or until they have a medical clearance certificate.

Administering Medication

Medication, including 'over the counter' medication, can only be administered if it is provided to us in its original container, clearly labelled, with a current use by date and accompanied by Medical Practitioner's instructions or permission for use. These instructions are to confirm the enrolled child's personal details and the correct dosage and frequency.

Please note that if your child is taking medication, details of your child's required medication are to be entered on the applicable medication form and handed to a team member along with the medication directly on arrival. The medication form is to be signed and medication collected at the end of each day.

Please do not leave your child's medication in their bag.

Serious Illness

If your child has had a serious illness, e.g. whooping cough, we will require a copy of a clearance certificate from a registered Medical Practitioner to ensure that your child is no longer contagious, prior to them being allowed to return to the centre.

In the case of children who have recently had surgery we will also require a medical clearance certificate to ensure that your child is fit to return to the centre.

Please see the section "Exclusion Policy & Guidelines" in the Acre Woods Policy Manual if you require further detailed information on the above issues.

Allergies

If your child has any allergies of any kind (known or **suspected**), it is imperative that you notify us in your child's Application for Enrolment, and we will take all reasonable precautions to ensure your child is not exposed to those allergens.

If you suspect your child has any additional allergies or if your preferred method of managing existing allergies changes, you must advise us in writing immediately.

Immunisations

If you chosen to immunise your child, a current copy of your child's Immunisation History Statement from Medicare is to be provided as part of the Application for Enrolment. **Please note:** your child's immunisation history information is required to be provided by your medical practitioner to the Federal Government (DEEWR), and if immunisations are not maintained 'on schedule' DEEWR may suspend your eligibility for CCB / CCR fee subsidies.

If you have opted to not have your child immunised, you must provide a copy of the Medicare immunisation exemption form for either medical contraindication or conscientious objection.

In the event of a suspected or present 'vaccine preventable disease' occurring in the centre, parents and the NSW Department of Health will be notified. On the direction of the NSW Department of Health, all children who are not immunised against that disease, or for whom a current immunisation record has not been provided will be treated as unimmunised, and will have to be excluded from the centre for the duration of the outbreak.

Parent Information and Communication

Daily Information

To provide you with an overview of your child's day, summary information relating to the activities, programs and meals can be found in the Parent information area along with the attendance register located in your child's room.

Centre information, newsletters and announcements will be sent to you via email. To facilitate this please ensure your Centre Director always has your current email address.

Regular Communication and Feedback

We suggest that all families communicate with all the team in their child's room and use them as their first point of contact for more detailed information on their child's day.

At the end of the day and on collection of your child from the centre, please ensure you arrive at the centre at least 15 minutes before close to allow time to speak to your child's teacher. All of our team are prepared to give you detailed feedback on your child's day, to answer any of your questions and to take your suggestions on board. Each room has a room leader who oversees their room and can help with any concerns or questions that may arise.

Our Centre Director is also available to help with any questions, and will walk you through those questions or concerns you may have. Our Centre Director is skilled and experienced in child development, and is a wealth of knowledge and support for you to make full use of.

Our Centre Director is also supported by our Management Team, who are available to be contacted by the Centre Director and/or by families of the centre at any time if required. (Please refer to the *Annexure* for contact details.)

Parent Involvement

We respect and value the need for children to have continuity in the care they receive at home and at the centre. Our aim is to work in partnership with our parents to ensure the developmental curriculum is tailored towards the needs of your child and provide them with the best learning opportunities. We ask parents to continually share information with your child's teachers on your child's interests, needs, home life and friendships.

Parents are also encouraged to attend parent teacher evenings and programming/portfolio evenings to discuss their child's development and action plan for their child's care at the centre. Acre Woods also holds social events that focus on including the family into a child's day such as: grandparents' day, mother's and father's day morning/afternoon teas, Christmas Party & family days.

Parent Resources

We generally maintain various books, resources, and subscriptions for you to access and borrow. These can be found in the Parent Information area. If you have any further questions or require other information, discuss with your child's teacher or the Centre Director.

We also welcome and encourage parent participation, whether this is through attending gatherings, social functions, or various other events. Acre Woods from time to time offers various information evenings for parents to attend throughout the year, such as 'Infant First Aid' and 'Preparation for School'. These courses are presented by reputable professionals and specialists, and are free of charge for Acre Woods parents.

Family Newsletter

Acre Woods produces a centre specific newsletter for parents detailing a calendar of upcoming events, centre news and reminders, useful parent information on key topics, a photo gallery of activities and the Centre Director's update on the rooms across the centre. This newsletter will be emailed to parents and displayed at the centre.

Code of Conduct

In addition to its legal responsibilities Acre Woods has a genuine desire to provide a safe and positive environment for every child, family, visitor/volunteer and all employees.

To achieve this Acre Woods needs to ensure that all parents/guardians, volunteers, visitors, employees and any other person involved in the centre abide by clear guidelines regarding appropriate behavior, interactions and communication with one another and with all children at the centre.

The Acre Woods Code of Conduct outlines the accepted behaviours and practices we expect of all adults attending, visiting, working and/or volunteering in our centre. All parents/guardians, volunteers, visitors, employees and any other persons involved in the centre are required to abide by the Code of Conduct at all times when attending or visiting the centre.

Please ask your Centre Director if you would like a copy of the Code of Conduct policy.

Parent/Employee Relationships

The Code of Conduct also extends to relationships between employees and parents. We alert our employees to be aware of the line between professionalism and friendship when forming relationships with parents, so that this does not encroach on the centre, other families or other members of the team.

One example of this is 'becoming friends' on Facebook. Please be aware that we advise our employees against becoming online 'friends' with parents at the centre due to the risk of breaching any applicable policy.

Parent Suggestions/Feedback

We value and welcome parents' comments and concerns, positive or negative, so that we may continually improve the service and experience we offer at the centre.

If you have an immediate concern, in the first instance we advise that you approach a member of the team in your child's room, or the Room Leader. Should this not be appropriate or not resolve the concern, we recommend that you contact your Centre Director as soon as possible, to ensure that the issue is addressed in a timely manner. Your Centre Director will then discuss these concerns with Management. Should the matter still not be resolved please contact Head Office directly - we are always available to listen and discuss your concerns.

Please see the section "Parent Grievance Procedure" in our Policies & Procedures Manual if you require further detailed information.

Inspiring Creative Learning – your child’s learning journey

At Acre Woods we are committed to inspiring creative learning experiences for every child in our care.

When your child starts at Acre Woods they begin their learning journey. From nursery through to preschool, our team facilitate fun and interesting experiences through play, which nurture each child's development and build valuable foundations for the future, with the goal of preparing them for the transition to school.

Young children learn best through play and when they are enjoying what they are doing. Inspiring creative learning is about our team of teachers providing as many hands-on activities as possible for the children. This holistic approach allows the teacher to interact at the child's level with the focus on guiding children through the learning process – instilling a passion for learning and teaching them *how to learn*.

Developmental Goals & Objectives

The developmental and educational goals and objectives for each child will reflect who they are at the moment and where their natural interests may lead them in the future. Our observations, parent feed back and our community will help provide the framework for the creation of the individual program for each child.

However, it is equally important to note that once objectives have been met, please be assured that your child's teacher will continue to challenge and extend your child's learning throughout all developmental areas and personal interests.

Our aim is for children to develop resilience, to learn to cope with many issues positively, to communicate well and to problem solve. We will encourage children to become CONFIDENT LEARNERS. The world is changing so quickly that children have to constantly learn new skills and be confident in how to apply those new skills.

Curriculum

Our *curriculum* is reflective of our Philosophy, and operates within *EYLF*.

Acre Woods will work in partnership with its families and with reference to the EYLF to develop learning programs responsive to children's ideas, interests, strengths and abilities, by recognising that young children learn through a balance of play and incidental teaching.

What is a Curriculum? In this context Curriculum means all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster a child's learning and development

What is EYLF? EYLF stands for the Early Years Learning Framework, and is the new quality standard for all early childhood education and care settings nationally.

Holistic approach

We use a holistic approach in response to each child's individual needs and interests and provide environments that are conducive to learning and exploring, drawing on the EYLF concepts of belonging, being and becoming.

This holistic approach ensures we focus and are aware of factors that influence children's lives such as family, community, environment, cultural diversity and personal interests:

- ❖ **Belonging** is the basis for living a fulfilling life. Children feel they *belong* because of the relationships they have with their family, community culture and place.
- ❖ **Being** is about living here and now. Childhood is a special time in life and children need time to just 'be' – time to play, try new things and have fun.
- ❖ **Becoming** is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

Acre Woods supports a learning program for each child that:

- ❖ gives ownership to children, employees and parents
- ❖ supports all types of learning
- ❖ encourages unity
- ❖ supports ideas and development
- ❖ respects creativity

This approach ensures that the child's learning and developmental needs are at the core of any part of their day and applies three inter-related elements: Principles, Practice and Learning Outcomes.

Our learning environments focus on the following principles:

- ❖ secure, respectful and reciprocal relationships
- ❖ partnerships with families
- ❖ high expectations and equity
- ❖ respect for diversity
- ❖ ongoing learning and reflective practices

Our approach to daily practice includes but is not limited to:

- ❖ responsiveness to children
- ❖ learning through play
- ❖ intentional teaching
- ❖ learning environments
- ❖ cultural competence
- ❖ continuity of learning and transitions
- ❖ assessment for learning

Our learning outcomes change according to children's needs and focus on their developmental needs and interests:

- ❖ children have a strong sense of identity
- ❖ children are connected with and contribute to their world
- ❖ children have a strong sense of wellbeing
- ❖ children are confident and involved learners
- ❖ children are effective communicators

Centre Philosophies

As part of this holistic approach we follow our philosophies that outline our values and our goals. These support our daily practices and provide a clear vision of our role in ensuring quality care.

Our philosophies (outlined on the next 2 pages) are reviewed regularly in collaboration with our families, our employees and the broader community.

Children

We believe:

- ❖ Children are entitled to quality education and services, and therefore we will endeavour to provide these by striving to achieve the best care at all times.
- ❖ Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and in forming positive relationships and a positive self worth.
- ❖ In recognising the significance of the here and now in children's lives and encourage children to be who they are right now and not always focusing on who they can become in the future.
- ❖ Children's identities, knowledge skills and relationships change rapidly and our environment will reflect how children become by being given opportunities to participate fully and actively in their environment.
- ❖ Children gain confidence and self esteem through social interactions where children establish meaningful relationships with each other and carers
- ❖ Each child is unique and their rights and choices are to be respected at all time
- ❖ A play based program that is constantly evaluated by knowledgeable carers for each child and presents meaningful development opportunities provides the best learning experience for children. (Children organise and make sense of their social worlds as they engage actively with people, objects and representations.)
- ❖ Children are active and capable learners and therefore we will implement an educational program that allows for flexibility, is meaningful and is based on each child's interests
- ❖ Each child's learning is a journey. We facilitate experiences that nurture their individual development and build valuable foundations for their future.

Parents

We believe:

- ❖ Parents are the first teachers of children and so we will embrace and encourage parent participation and involvement within our centres on a daily basis, as well as in our program development.
- ❖ The relationships between family and centre, families and carers and between families of peers are imperative for community strengthening and support, and we will create and promote opportunities for families and employees to come together on a social level.
- ❖ Relationships that are established between employees and parents are valuable and crucial to the education and well-being of children in our care, and we will endeavour to establish and maintain these relationships by utilising diverse means of communication.
- ❖ The early childhood centre is a focal point for continual education and support for parents as they undertake this important, life-long role, and will encourage parents to access information available to them.

Employees

We believe:

- ❖ It is employees who are the biggest asset within an early childhood centre, and we value, respect and appreciate what each member brings with them into our centres.
- ❖ In providing employees with guidance and ongoing support to reach professional satisfaction and growth.
- ❖ All our employees should be highly involved in children's learning and responding to children's sense of being, belonging and becoming, encouraging children and families in decision making processes.
- ❖ Our employees will provide a variety of experiences and intentional teaching opportunities that are deliberate and purposeful to help engage children learning.

Community

We believe:

- ❖ In the diversity and multicultural nature of our community and will reflect this diversity within our centres as an integral part of the program and daily experiences.

- ❖ Early childhood services as an essential and valuable part of the local community, and therefore will be active in serving the community with the provision of a quality service for families and businesses.
- ❖ Quality organisations responsible for the education of early childhood professionals play a fundamental role within the early childhood community, and we will support them in their endeavours to prepare students for their professional future.

Physical Environment

We believe:

- ❖ The environment plays an important role in the support and validation of a child's learning, and we will endeavour to create and maintain an environment that is conducive to each child's learning and comfort.
- ❖ It is between the formative years of birth to five that children are developing crucial life skills, and we will work to create an environment that promotes self-help skills, independence and an appreciation for materials.
- ❖ As children and employees spend a large time within our centres, we will endeavour to create the environment with comfort, safety and aesthetics taken into consideration at all times.

School Readiness Program

School readiness encompasses much more than a child's academic achievement. It has more to do with the child's maturity and their ability to deal with new situations as well as the child's physical, socio-emotional, language and cognitive developmental milestones.

In practice our School Readiness Program commences at the time your child is enrolled at the centre, regardless of their age, and represents a systematic and continuous approach to preparing each child for primary school.

To ensure a child is adequately prepared for the transition to school the following are examples of the sorts of skill sets included within our school readiness program:

Social

- ❖ feelings are important and they need to have reasonable control over their behaviour and emotions
- ❖ interact positively with children and adults through play and conversations
- ❖ share and take turns with equipment and during games
- ❖ work co-operatively with a small group of children
- ❖ solve conflicts with minimal adult assistance
- ❖ listen to others
- ❖ follow routines
- ❖ seek help when it is needed
- ❖ develop friendships
- ❖ listen and sit without being distracted.

Independence

- ❖ identify their own belongings
- ❖ look after their own possessions
- ❖ open a lunchbox
- ❖ open food packages
- ❖ toilet unassisted
- ❖ blow their own nose
- ❖ pack away after activities
- ❖ dress themselves
- ❖ ask for help

- ❖ turn a tap on and off, unscrew a bottle, open food containers (e.g. yoghurt)
- ❖ to dress and undress unassisted
- ❖ to walk up and down stairs using alternate feet, and to walk, run, jump and climb with confidence.

Language and Literacy skills

- ❖ use language to communicate needs
- ❖ ask questions and listen to the answers
- ❖ converse with peers and adults
- ❖ process simple directions
- ❖ compare items using descriptive words
- ❖ talk about why things are the same or different
- ❖ talk about upcoming events and retell past events
- ❖ respond to simple questions about a story
- ❖ give simple descriptions of their play.

Pre Academic Skills

- ❖ develop an interest in books
- ❖ problem solving
- ❖ demonstrate curiosity about their world
- ❖ complete simple puzzles and match objects
- ❖ visual discrimination
- ❖ the ability to draw a person and name some body parts
- ❖ draw a picture of themselves
- ❖ hold a pencil
- ❖ cut out a simple shape with scissors
- ❖ recognise primary colours
- ❖ number concepts such as more/less, empty/full, large/small, ordering numbers
- ❖ familiarity with the alphabet and introduction to phonics
- ❖ recognise their name
- ❖ have an awareness of words/signs in their environment
- ❖ show an interest in learning to read and write

Developmental Portfolios

The Acre Woods Development Portfolios document each individual child's learning journey through out their time at Acre Woods.

The portfolios will provide documentation on your child's learning and development. It provides a snapshot of your child's time at Acre Woods including photos, work samples, art and craft and teacher observations of their interesting and fun experiences.

Your child's portfolio is available for you to view at any time. If you would like to discuss your child's portfolio and your child's individual development, please arrange a time with your child's teacher.

Parent information and portfolio viewings are organised throughout the year to provide the opportunity for teachers and parents to discuss their child's program.

Mighty Mites – Health and Wellbeing Program

To supplement the various activities that occur at the centre all Acre Woods centres also provide Mighty Mites classes as a standard inclusion.

Mighty Mites is a holistic health and well-being program provided for children in our toddler and preschool rooms, which promotes an active and healthy lifestyle in a fun and creative way.

Through the use of music, singing, sports skills and group discussion, children learn about the importance of nutrition, healthy eating habits and keeping active. The children also become more aware about their muscles, bones and organs and how they work.

For more information on Mighty Mites visit: www.mightymites.com.au

Centre Administration

Policies and Procedures

Acre Woods has established comprehensive and up-to-date Policies and Procedures that outline the care and education practices followed in all the centres. By establishing and following our Policies and Procedures we provide a safe, secure and welcoming environment ensuring our duty of care to the children, families and employees at our centres is upheld.

The policies and procedures incorporate the Department of Human Services (formerly known as DoCS) regulations, NCAC principles of quality care, and the latest industry knowledge and research.

The Acre Woods Policy Folder details all the policies and procedures followed by all employees at Acre Woods, and covers the following:

- ❖ Centre Operational Guidelines
- ❖ Enrolment, Management and Administration
- ❖ Child Protection and Behaviour Guidance
- ❖ Health, Hygiene and Safety
- ❖ Programming
- ❖ Communication
- ❖ Employee Development and Occupational Health and Safety.

All employees and families are encouraged to review and provide feedback on policy development to ensure Acre Woods continues to meet the changing needs of the centres.

The Acre Woods Policy and Procedure Folder and feedback forms are located in the parent information area for parents to refer to at any time.

Confidentiality

All records and information regarding individual children, families, employees and management are kept in a secure place.

Access to individual files will be limited to employees and licensing authorities, unless prior permission from the child's parent(s) and/or guardian is obtained.

Changing your Child's Enrolment

When you are making a change to your child's enrolment we need you to provide us with written notice of any change, and we are happy to accept written notices in the form of a letter, fax, or most commonly by e-mail.

We understand that everyone's circumstances can change, for example moving house / change in work / new baby, and this may impact your child's enrolment at the centre. Before amending your child's enrolment we recommend talking to your Centre Director who can discuss various options to help you.

Increasing Days

If you need to permanently increase the number of days your child will attend please provide us with a written request, and providing a place is available we will change your child's enrolment accordingly.

We will only confirm the additional day(s) requested on the basis that they are to commence immediately (i.e. within 2 weeks of the time of your request).

If your need for additional days is to commence more than 2 weeks after your request then your additional days cannot be guaranteed, and will instead be placed as a priority request on our Waiting List.

Decreasing Days

If you need to permanently decrease the number of regular days your child will attend please provide us with a written request confirming your new requirements. Please note that a minimum 4 week* notice period will apply to those days that are no longer required.

Changing Days

If you need to permanently change the specific weekdays (but not the number of days) on which your child attends please provide us with a written request confirming your needs. A change of this type will be accommodated subject to availability and at the discretion of the Centre Director.

Withdrawing Your Child

We require a minimum of four weeks* written notice of your decision to withdraw your child.

Once notice is provided please ensure that you keep your Centre Director well-informed as to which day will be your child's final day with us (that is, particularly if they will not be attending for the whole of the 4 week period). This will assist us to ensure that all of your child's belongings, artwork and portfolios are available for you take home at the appropriate time.

Please also note that in circumstances where your child's final day of attendance will be prior to the end of the 4 week notice period there may be consequential changes to your eligibility for CCB and/or CCR subsidies. Please refer to the Fact Sheet provided by DEEWR found at the end of this Parent Guide for further details.

** The notice periods above marked with an asterisk cannot include the annual shutdown period over Christmas / New Year. Therefore if you need to give us 4 weeks notice in December for a change to take effect in January then your minimum notice period is extended to 6 weeks (being the original 4 weeks plus the 2 week shutdown period).*

Casual Visits

Occasionally you may need to drop your child in to the centre on an additional unscheduled day, and subject to availability we will endeavour to assist you wherever possible.

If you only need your child to be with us for up to three (3) hours we will charge you at a casual visit hourly rate for each hour (or part thereof).

If your child is with us for more than three (3) hours then we will charge you the normal daily rate that applies to your child.

Updating Information

It is the responsibility of each child's parent(s) to inform the centre of any changes in personal information or your child's personal information.

This includes but is not limited to any contact details, medication plans, allergy information and authorised persons to collect your child.

All changes must be provided in writing to the Centre Director.

Fee Payment Policies

Our policy for fee payments is as follows:

- ❖ Fees are payable by direct debit
- ❖ Fees are payable in advance based upon your chosen payment frequency (weekly, fortnightly or monthly)
- ❖ The due date for each fee payment is the Friday immediately prior to the week / fortnight / month to which the fees apply
- ❖ Fees are payable for each day on which your child is enrolled to attend (including any casual days you have requested), regardless of whether they subsequently attend.

On Enrolment

Prior to your child's commencement with us we require that you pay your first fortnight's fees (or part thereof to align to the next scheduled direct debit date), along with your Fee Bond (see below).

We do **NOT** charge any type of Enrolment or Application Fee.

Fee Bond

At the time of enrolling your child a Fee Bond is paid for an amount equivalent to two week's fees. When your child is ultimately withdrawn from the centre (and provided you have given us the required withdrawal notice) your Fee Bond will be returned to you by crediting it as a payment against your fee account.

We only take one fee bond per family (which is determined by the enrolment pattern of the youngest child in the family).

Public Holidays

We do **NOT** charge the full daily fee for public holidays and instead reduce our normal daily fee by applying our 50% Holiday Fee Discount for all families. This is calculated automatically, and hence there is no need to 'apply' for this discount in relation to any public holidays.

As a general rule we will be closed for all normal NSW public holidays, but we will be open on those public holidays that are only specific to certain unrelated industries (e.g. NSW Bank Holiday).

Payment Methods

Fees are payable by Direct Debit from any of these accounts or credit cards:

- ❖ Bank Account
- ❖ MasterCard
- ❖ VISA
- ❖ American Express
- ❖ Diners Club

Payments can be direct debited from your nominated account / credit card at any the following frequencies:

- ❖ Weekly
- ❖ Fortnightly (this is the default option if no other frequency is chosen)
- ❖ Monthly

In the case of monthly payments your direct debit can be set to any date of the month that suits your salary cycle.

In the case of weekly or fortnightly payments your fees will be debited from your nominated account or credit card on the Friday immediately prior to the week or fortnight to which the fees apply. Please also note:

- ❖ If any public holiday occurs on a Friday then the scheduled debit will occur on the next available business day before.
- ❖ If you are direct debiting from a bank account the reference for the payment will appear as "Acre Woods" on your statement.
- ❖ If you are direct debiting from a credit card reference for the payment will appear as "EziDebit Australia" on your credit card statement.

Credit Card Surcharge

We incur certain charges according to the type of direct debit arrangement used. For the majority of our families we absorb this charge on their behalf, however direct debits from credit cards do attract higher charges, which we add to your childcare fees as a surcharge.

The charges that relate to each different type of direct debit payment are:

Payment Option	Surcharge
Direct debit – bank account	Paid by Acre Woods
Direct debit – VISA or MasterCard *	1.8%
Direct debit – AMEX or Diners *	4.4%

* The credit card charges are a straight pass-through of the cost applicable for using this service.

Dishonoured payments

If your scheduled direct debit payment is dishonoured by your bank we require that you make a replacement payment **immediately**.*.

In these circumstances we have 2 options available for you to use:

1. We can issue you with a fee statement that will include BPay details specific to your fee account, allowing you to make a one-off replacement payment by BPay; or
2. We can arrange to do a one-off direct debit from your existing direct debit account or credit card on a specific, nominated day (to facilitate this we will require an e-mail authority from you).

* **IMPORTANT:** Please be aware that the replacement payment is due within 5 business days of the original payment due date.

Overdue Payments

IMPORTANT Note: If your fees fall more than two weeks behind (relative to the due date) we reserve the right to cancel your child's enrolment at the centre.

We reserve the right to charge a late fee of \$25.00 for each week that your fees are overdue.

Payments for Casual Days

The fees payable for any additional days used (Casual Days) will be charged to your account at the time the casual days are confirmed by us.

Payment for any Casual Days is due by the next scheduled fee payment due date, and can be paid by using either of the 2 options listed above under Dishonoured Payments (that is, either by BPay or by us processing a one-off additional direct debit).

Late Collection Fees

Licensing regulations require that at least two of our employees must remain on premises with your child after the centre closes, if you are late to collect your child.

We understand that there may be a genuine emergency that causes you to be late, however those members of our team who supervise the close of the centre have personal or travel commitments, and accordingly out of respect to our employees please ensure that you collect your child at least 15 minutes before the close of the centre.

If you do arrive late to collect your child a late fee is payable and will be charged in 15 minute increments:

Time past centre close	Cost
1-15 minutes or part thereof	\$30
16-30 minutes or part thereof	\$60
31-45 minutes or part thereof	\$90
46-60 minutes or part thereof	\$120
61 minutes +	\$120 plus \$30 for every further period of 15 minutes (or part thereof)

To avoid the need to attend to this at the time of the late collection the total late fee payable will be included in your next direct debit. All late fee payments collected are paid to the employees involved through our payroll system.

Final account

In the last week of your four week notice period (after notice has been given that your child is to be withdrawn from the centre) we will apply your Fee Bond (which you paid on enrolment) towards the balance due up until your child's last day, and this will determine the estimated balance that may still be owed, or owed to you.

Please note that fees are payable for the whole of the 4 week notice period, regardless of whether or not your child actually attends, however your child's actual attendance (particularly in those instances where your child's final day of attendance will be prior to the end of the 4 week notice period) may impact on your continued eligibility for CCB and CCR subsidies.

Please therefore be aware that due to the possibility for a change to your CCB % we may not be able to determine your precise final fee account until at least the week after the end of your child's notice period. For this reason any final credit balance owing to you will be refunded 1-2 weeks after the end of your 4 week notice period.

We have attached an information fact sheet at the end of this Parent Guide, provided by the Australian Government, to provide further information for all families in relation to the on-going eligibility criteria and associated conditions.

Other Fee Policies

Holiday Fee Discount

There may be times, such as during school holidays, when your child will not attend the centre on their scheduled days. However, unless we are informed otherwise, we are required to assume that every enrolled child will attend on every scheduled day, and have all employees and resources in place accordingly.

Our Holiday Fee Policy can provide eligible families with a **50% reduction** on the cost of those days on which your child will not attend, while allowing you to retain your child's place at the centre. This in turn may allow us to help other families who may need additional days during those periods.

Our Holiday Fee Policy is subject to the certain conditions and eligibility criteria, which are:

- ❖ You must provide us with a minimum of 2 weeks advance written notice, which needs to confirm the exact period during which your child will not be attending.
- ❖ This discount is only available to children who are permanently enrolled for 3 or more days per week.
- ❖ The minimum holiday period must be one full, continuous week during which your child will not attend the centre, but there is otherwise no maximum limit applicable.

Please note: If you submit a request as outlined above, and your plans change at short notice, we may not be able to provide your normal place to your child during the period you had requested. If this occurs, and you do subsequently need care for your child, please let us know immediately and, subject to availability, all efforts will be made to accommodate your needs.

Extended Medical Absence

Occasionally children need to take an extended leave of absence from the centre for serious medical purposes (for example, to undergo surgery and related recovery time), however their position is still required to be maintained and available immediately afterwards when they are fit to return.

Should a situation of this nature occur we recommend that in the first instance you speak to your Centre Director, and provide as much advance notice and information as possible.

Requests for a fee discount due to extended medical absence will be considered by Acre Woods on a case-by-case basis, but will only be considered for children who are permanently enrolled for 3 or more days per week and where the child will be absent from the centre for a minimum period of 2 continuous weeks.

Any discount that is approved will be capped at 50% of the gross daily fee, will only be applied to any days that follow the notification to Acre Woods (that is, it cannot be back-dated), and is subject to the absolute, sole discretion of Acre Woods at all times.

Fee Scale Increases

Our Fee Scale is reviewed and adjusted periodically (generally once per year), and should the need arise to increase the Fee Scale we will provide you with a minimum of 2 weeks advance notice.

No Fund Raising Policy

From a fee perspective our approach to providing the highest quality care for your child is to charge an appropriate, all-inclusive daily fee that provides for all costs in relation to the centre's operation, without further obligations on any family to make further contributions of either time or money.

We therefore do NOT ask families to participate in fundraising activities for the centre for any reason.

Fee Statements

A statement will be issued to you on a fortnightly basis, confirming the details of the last payment received from you, and confirming your fees payable for the coming fortnight. If applicable any adjustments (for example, changes to your CCB subsidy, casual days or late fees) are also detailed on your statement. Statements can also be issued at any time upon request. An example statement is provided on the next page.

How to read your Customer Account Statement

To ensure you fully understand your Customer Account Statement the following example is provided, which explains the key pieces of information shown on your statement:

Monday of the first week covered by this Statement

Sunday of the last week covered by this Statement

Acre Woods Centre Details

Customer Account Statement

Statement Period: 4/01/2010 - 14/02/2010

Acre Woods Childcare - North Ryde
 12-24 Talavera Road
 North Ryde, NSW 2113
 Approval ID: 1-HC27P
 Service ABN: 17365820704

Your Child's Name		Your Child's CRN		YTD Absences: 1			Previous Balance: -\$150.46						
Date	Enrol ID	Mon	Tue	Wed	Thu	Fri	Total Hours	Chg/Pay Amount	CCB %	CCB	JET	Gap Fee	Balance
10/01/2010	1-3D6JZP			10:30	10:30		21.00	\$168.00	21.10	\$17.55		\$150.45	-\$0.01
17/01/2010	1-3D6JZP			10:30	10:30		21.00	\$168.00	21.10	\$17.55		\$150.45	\$150.44
19/01/2010	1-3D6JZP						-	-\$300.90 G	-	-		-	-\$150.46
24/01/2010	1-3D6JZP			10:30	10:30		21.00	\$168.00	21.10	\$17.55		\$150.45	-\$0.01
31/01/2010	1-3D6JZP			10:30	10:30		21.00	\$168.00	21.10(e)	\$17.55		\$150.45	\$150.44
02/02/2010	1-3D6JZP						-	-\$451.34 G	-	-		-	-\$300.90
07/02/2010	1-3D6JZP			10:30	10:30		21.00	\$168.00	21.10(e)	\$17.55		\$150.45	-\$150.45
14/02/2010	1-3D6JZP			10:30	10:30		21.00	\$168.00	21.10(e)	\$17.55		\$150.45	\$0.00
Total fees charged for the sessions in the period: \$1,008.00										\$105.30	\$0.00	\$902.70	\$0.00
Total absence days for the period: 1													
Total Guardian Balance:												\$0.00	

For each week's fees payable the date listed refers to the **week ending** on the Sunday of each week. In the case of payments the date listed is the date the payment is received.

For each day your child is enrolled you will see 10:30 listed, which refers to the total hours the centre is open each day.

In this example \$168 is the total fee payable for the week, before any subsidy deductions.

If you are entitled to CCB or other subsidies these will be in % and \$ for "CCB" (and \$ only for "JET"), and the net fee payable by the parent is listed under "Gap Fee".

Example of a payment made in the "Chg/Pay Amount" column, and the resulting account balance under the "Balance" column.

If your statement ends in a negative balance it means that your fee account is in credit.
If your statement ends in a positive balance it means that this amount is payable by you.

Fee Subsidies

There are currently 2 different fee subsidies provided by the Federal Government, which are the:

1. Child Care Benefit; and
2. Child Care Rebate.

Both subsidies are managed by the Family Assistance Office (FAO). In order to receive either subsidy you will be required to register your family's details with the FAO. *Please see the section below "Registering with the Family Assistance Office" for further information on how to do this.*

Child Care Benefit (CCB)

Our centre is registered as a provider of "Approved Care" under the Child Care Management System (CCMS). Under CCMS the Federal Government provides us with each family's approval details directly, which is why each family must be registered with the FAO. There are two ways to receive the CCB subsidy, which are:

1. Reduced Fee: the amount of your fee subsidy is deducted from the daily fee you pay to us, and we collect the CCB subsidy on your behalf from the FAO; or
2. Full Fee: you may elect to pay the full daily fee to us, and then you claim a lump sum refund via the Family Assistance Office at the end of the financial year.

Please note:

- The maximum CCB payable is prescribed by the Federal Government, and for the 2010/11 financial year is \$3.68 per hour per child. That is, 100% CCB means that a family is entitled to 100% of the prescribed rate – it is not 100% of the centre's daily fee. As an example a family entitled to 100% CCB will receive a daily fee subsidy of ~\$36.80 (this figure may be higher still depending on the number of days per week the child attends, and the number of children in the family).
- In the example fee statement on the previous page, the CCB% applicable to your account is listed under the column "CCB%". Any fees relating to a future period are always listed with the CCB% with an "(e)" afterwards, which indicates that the CCB% is only an estimate – actual CCB% calculations can only be verified at the end of each week, not in advance.
- If you choose the Reduced Fee option our billing system cannot reduce your fees until you have "formalised" in CCMS. CCB fee subsidies are however able to be back-dated in many circumstances, and therefore please ensure that you apply to the FAO as soon as possible.

Child Care Rebate (CCR)

The Child Care Rebate (CCR) provides eligible families with a 50% rebate of their out-of-pocket child care fees, to a maximum of \$7,500 per annum per child, indexed each year. That is, it is 50% of the fee paid after deducting the CCB subsidy referred to above, and the CCR is now paid to eligible families quarterly.

It is NOT means tested, and this means that virtually all families will be entitled to receive this, even if their CCB % rate is zero. Further information and the eligibility details can be found on the Family Assistance Office website www.familyassist.gov.au

Registering with the Family Assistance Office

Registering with the FAO can be done as follows:

- | | |
|--------------|---|
| In person: | At Medicare offices, Centrelink offices or Tax Office shopfronts. |
| Internet: | www.familyassist.gov.au |
| Phone: | 13 6150 (8am to 8pm Monday to Friday) |
| Approval ID: | The specific details for our centre are listed on the Fee Schedule annexure |

Please note: Even if you have previously registered with the FAO for another childcare centre you will still need to contact the FAO again to provide the specific details of your child's enrolment at Acre Woods. You may also need to provide updated information relating to the previous financial year.



Absences from child care – Child Care Benefit (CCB)

There are times, like public holidays, when you will be charged for care even though your child was absent from care.

If the absences are your initial 42 absence days, additional absence days or approved under the exceptional circumstances provision, the Australian Government will still pay you CCB for approved child care including Family Day Care, In Home Care, Outside School Hours Care and Long Day Care. Absences are treated differently for Occasional Care.

What is an absence day?

You will get CCB for 42 absence days per child each financial year. These can be for any reason and will not require proof and include public holidays.

You cannot claim absences if your child has not started care or has stopped care. You also cannot claim an absence if you have notified your child care service you are taking your child out of care on a set date and then change your mind and remove your child earlier.

If your child is absent for one or more than one session of child care on the same day, such as both before and after school care, it is counted as one absence day.

If you receive CCB as a fee reduction at more than one child care service you must let each service know when your child has used your initial 42 absence days.

Why do I pay for child care on a public holiday?

Charging practices are commercial decisions made independently by individual child care service providers and are not a matter regulated by family assistance law. This includes the widely-used practice of charging for public holidays when your child does not attend care. This practice is used by child care service providers because child care workers, like most employees, are entitled to be paid for public- holidays when they would otherwise be at work.

What is an additional absence day?

You can also get CCB for additional absence days once your initial 42 absence days have been used. There is no limit on these days but you may be required to provide documentation to support the absence.

The additional absence days reasons are:

- illness (with a medical certificate), or another absence due to sickness of the child, a parent or sibling, supported by medical certificates
- non-immunisation
- rostered days off
- rotating shift work
- temporary closure of a school or pupil-free days
- period of local emergency – the service is closed or the child is unable to travel to the service
- shared care arrangements due to a court order, parenting plan or parenting order
- attendance at preschool
- exceptional circumstances



What is a parenting plan?

A parenting plan can take any form, but to be a parenting plan under the *Family Law Act 1975* it must be in writing, signed and dated by both parents. It must be made free from any threat, duress or coercion. When providing documentation for shared care arrangements, it is not sufficient to have a verbal agreement or a statutory declaration signed by just one parent, describing the arrangement.

Parenting plans are developed by both parents, sometimes with the help of the Family Relationship Centre. For examples and more information about parenting plans **you** can go to the Family Relationships website at familyrelationships.gov.au or call 1800 050 321.

What are exceptional circumstances?

You may also get CCB for up to 20 further absence days for your child to take a break from care.

Exceptional circumstances are when you have used 31 or more of your initial 42 absence days for one or more of these reasons:

- an illness or illnesses (with a medical certificate)
- rotating shifts or rostered days off
- shared care arrangements due to a court order, parenting plan or parenting order.

You must provide supporting documentation to show that the 31 or more of the initial 42 absences were used for these specific absence reasons—for example, the supporting documentation for illness is a medical certificate. If your child has a medical certificate specifying a long-term illness, you do not need a separate medical certificate for each additional absence day.

Can I get absences for Occasional Care?

You will get CCB for an absence if you have booked and paid for the child care your child was absent from at your Occasional Care service. There is no limit on the number of absences.

What are my child care services responsible for?

Your child care services must keep a record of each absence for your child. Each service must let you know regularly.

You can also access your child's absence record on your View Child Care Attendance online statement along with your child care usage, CCB and CCR amounts paid statements available on the Family Assistance Office website, under *Online Services/View child care details and payments*, at www.familyassist.gov.au.

How can I get more information?

For further information on your eligibility for CCB and CCR please contact the Family Assistance Office:

- access online services at **www.familyassist.gov.au**
- call 13 61 50 between 8am and 8pm (local time) Monday to Friday
- email through **www.familyassist.gov.au**
- visit a Family Assistance Office (located in Medicare Offices and Centrelink Customer Service Centres).