

Croydon Child Care Centre

53 Brown Street
Croydon QLD 4871

Ph: (07) 4748 71 70
Mobile : 0428 456 212

Parent Information Booklet

This book belongs to

The Croydon Child Care Centre
is a Licensed and Accredited
8.15am to 4.45pm
Monday to Friday



Welcome

The staff and families of the Croydon Child Care Centre would like to welcome you and your family to our centre. We hope the years ahead provide adventure, fun and learning for your child.

A Little Bit About Our Service

Croydon Child Care Centre is licensed for up to 21 children in a mixed age grouping. We offer care from Birth to 4years of age. Educator to child ratios are variable depending on the ages of the Children booked in for care each day and are calculated in accordance with the Education and Care Services National Law and Regulation 2013. The Centre is open Monday to Friday, 8.15am to 4.45pm, excluding public holidays. The service staff are happy to have a chat about the individual needs and care of your child at any time.

Operational Times

Monday to Friday 8.15am to 4.45pm. Closed for all Public Holidays
Closed for 2-3 weeks over the Christmas Vacation. Dates change yearly and will be advised to parents closer to the Christmas/New Year period.

Booking In

Children need to be booked into the Centre. If you have booked your child into the Centre and they can not attend you must contact the centre by 9am that day to advise so. If the centre is not contacted the appropriate fee will be charged to your account. If you do not book your child into the centre service you may be refused care due to staff/children ratios.

Meeting your needs

Management and Educators are available to discuss your needs, expectations and the care of your Child. Please organise a time to meet with the person so we can ensure the Children are correctly supervised and the meeting can be uninterrupted.

Mission Statement

To provide a service that offers developmentally appropriate programs in a happy, safe and calm environment. Responding to the needs and abilities of the individual child.

To ensure access and equity for all children and families in the community.

Note from the Supervisor

Please feel free to drop in and say 'hello' to all the staff and children at any time. Parents are welcome to come in and have a chat and a coffee throughout the day. Don't hesitate to come and see me if you have any concerns that relate to the care of your child. I am only too happy to work with you towards better outcomes for your child.

The Centre mobile telephone for emergency situations is 0428 456 212. If you need to contact me outside of hours please do so on this number only.

Tracey Morton
Centre Supervisor
11/04/2016

Croydon Child Care Centre
53 Brown Street
Croydon QLD 4871

Phone: (07) 4748 7170
Mobile: 0428 456 212
Fax: (07) 4745 6147
Email: childcare@croydon.qld.gov.au



Philosophy

The Croydon Child Care Centre endeavours to provide an interest based developmentally appropriate program for individual children and groups. The new Early Learning Years Framework that has been developed as a national standard is in place at the Centre.

The program is play based with a range of experiences available for the children throughout the day. The program environment will stimulate and encourage development in social, emotional, gross & fine motor, language, music and cognitive abilities for every child. We encourage input from the children for the program at all times.

We believe that children learn best through play. We will endeavor to meet the needs of the child's natural curiosity by providing opportunities for the children to experiment, problem solve and discover the world around them. Your child's individual needs will be met throughout their time at the service. The program is flexible and is easily altered to suit the needs of all the children.

Parental involvement is a key point to ensuring children's needs are met at the Centre. Programming will include at least one item of parent input each week. Parents are encouraged to share their cultural experiences and backgrounds to create a well rounded curriculum for the children.

Staff will communicate the daily play experiences to family members through a written statement.

Staff respect and value the individual child's ideas and explore new areas of interest with the children. Staff communicate respectfully to the children through role modeling at all times.



Developmental Outcomes Part of the EYLF

Every parent has different expectations of what they want their child to learn at Child Care. The staff endeavor to support parents in helping their child reach their individual goals. As a part of the Early Years Learning Framework, which is under the nationally regulated planning framework, your child is guided through the developmental processes of life. If you would like to know more about the planning that is undertaken at the center please ask any of our friendly staff. Staff would like to discuss any issues you may have with the development of your child. Staff will endeavor to support you and the way you wish to raise your child. If parents have implemented a behavioral management strategy in the home we would like to know so we can use the same strategies at the Child Care Centre.

If you have any ideas you would like to bring into the service that your child may enjoy doing please do not hesitate to approach the Nominated Supervisor of the service to discuss them.

Volunteer Some Time

Staff enjoy having parents visit with the children. If you can offer time to visit please come and see us and we will be only too happy to have you join in the fun.



What To Bring For A Great Day Of Play

Babies/Toddlers

Parents need to bring everything their baby or toddler will need in a day.

- Disposable Nappies (*if your child requires cloth nappies this needs to be arranged with the staff*)
- Training pants
- Nappy wipes
- Powders and Creams
- Bath wash
- Milk (Formula or Cows) - enough for the day
- Food - all meals and snacks including drinks
- Spare clothes for at least three changes
- 1 set of messy clothes
- 1 plastic bag for all dirty clothes to be sent home in
- A towel for wet play



The Centre does supply sun cream, however if your child has sensitive skin please provide, sun cream suitable for your child.

Kindy/Preschool

- 1 set of spare clothes
- 1 set of messy clothes
- Trainers and underwear - enough for the day
- Food - all meals and snacks including drinks
- 1 plastic bag for all dirty clothes to be sent home in
- A towel for wet play.



All items including food containers that are placed in the fridge need to be clearly labeled with your child's name. If you have not labeled your child's containers or clothing at home please do so at the Child Care Centre. There is a marking pen in the kitchen - top draw. The Centre does not take any responsibility for lost or stolen items. Children are welcome to bring items for Show & Tell or a comforter for rest time.

Daily Routine

Our daily routine is very flexible to care for the individual as well as the group. Each family is encouraged to inform staff of the individual needs of their child.

8.15am Centre Opens

Children arrive and are welcomed into the Centre

- Bags in lockers & lunch boxes in the fridge
- Wash hands, apply sunscreen & hat on

8.15am to 9.20am Choice Play

- Indoor/Outdoor Play
- Programmed activities/free play

9.20am to 9.30am Group Time

- Sing/Dancing /Story Time

9.30am to 9.45am Morning Tea

9.45 am to 11.15am Programmed Activities

- Cognitive thinking, gross motor/fine motor, social/emotional, esthetic, pre literacy/pre numeracy.

11.15am to 11.30am Group Transition Time

- Sing/Dancing /Story Time

11.30am to 12.00pm Lunch

12.00pm to 2.00pm Rest

- Books/Music/Quite Play



2.00pm to 2.30pm Group Transition Time

2.30pm to 3.00pm Afternoon Tea

3.00pm to 4.45pm Choice Play

Children are encouraged to play at a variety of different activities until parents collect from the service.

2016 Fee Schedule

Full Day - \$55.00 Half Day - \$33.00

Holiday Fee Rate- 50%

Enrolment Bond - one week of you child attendance (refundable)

Centrelink can be contacted on 13 61 50

Croydon Child Care Centre CRN:

Late Fees

Families who fail to collect Children within the booking session times will be charged late fees of \$15.00 per child for any time in the first 15+minutes and \$1.00 per minute per child for each minute there after outside of the session booked.

Holidays

Holidays are charged at 50% reduction in weekly fees for a maximum of 4 weeks/ 20 days only per calendar year. This will require families to provide the centre with written notice of holidays two weeks in advance. Holiday notification slips are available in the parent information area and on request. Centre closure over Christmas excluded.

Public Holidays

Public holidays are counted as an allowable absence.

Families will still be charged for that day in the event of a public holiday.

Annual Review of Fees

Fees are reviewed annually at the end of the financial year. In accordance with Centre policy all changes to policies including fees will incur a 28 day notice period of changes.

Sessions

Croydon Child Care Centre offers full day and half day sessions. Half day sessions are split into mornings or afternoons. Morning Sessions are from 8.15am-12.30pm and Afternoon Sessions are 12.30pm-4.45pm . Children who are booked in either of these sessions and are collected outside of the specified times the whole day will be charged to your account.

Withdrawing or Ending Enrolments

Upon cancellation of enrolment we require a full two weeks' notice also requiring the child to attend the last day of enrolment, signed in and out to claim CCB/CCR entitlements for that period. If a family gives notice and the child does not attend the final date accounts will be charged at full fee for service for the session's book in the final week of enrolment.

Service Closure

The service closes over the Christmas and New Year period each year. Fees are not charged for this period. Dates vary yearly and Families will be polled to see who would use the service over this period, this information is used by management and educators to ensure families have care when it is needed while the service still remaining profitable. Families are advised each December as to what dates the Centre will close and re-open are.



Absences

If your child is absent from the center for any reason, you must notify the center by 9am on that day. Full fees will still apply for the absent day/s. Two or more days of absence without prior notification may result in the cancellation and loss of your Child's placement.

Allowable Absences

Each child is entitled to 42 Allowable Absence days (referred to by the FAO as Allowable Absences) each financial year and still claim CCB for these days. Once a child has been absent for more than 42 Allowable Absences (across all childcare center's you may use) parents will no longer be entitled to CCB for any additional absences without providing a documented reason.

- * illness (with a medical certificate),
- * Non-immunisation
- * temporary closure of a school or pupil free days
- * rostered days off, rotating shift work

Under certain circumstances parents are entitled to the CCB on days when their child is absent from care. These circumstances are:

- * the child would normally have attended on that day and
- * Parents were billed for that day and paid the childcare fee for that day.



Accounts and Payments

Fees are payable 1 week in advance.

Accounts Statements/Receipts are generated each Wednesday for the upcoming week. The statement is also a receipt; it includes all payments made, attendances, absences and fees charged and can be directly emailed to you or collected from the centre.

Direct Debit

The preferred payment method is by Direct Debit into the following bank account.

Croydon Shire Council
BSB 034205 ACC 000245

To ensure your payments are correctly applied to your account please be sure to include a Reference description on your banking transaction.

Eg, Peter Smith childcare for 11-15 April
REF: PSmith C/C 11-15 April

Alternative Payment Types

If required, payments can be made at the Council Administration Office by Cash, Eftpos or Cheque.

Overdue Accounts

Accounts are issued weekly. If your account falls in arrears it must be paid within 14 days of being issued or care for your child may cease. If you are having difficulty in paying fees please speak with the Centre Supervisor. All outstanding accounts are referred to Croydon Shire Council. Payment failure may result in suspension and or termination of your enrolled position at the service.

Complaints and Grievances

Step 1 - Raise the matter with the person involved. This can only be done whilst that person is in their work environment. *Issues must not be dealt with in front of the children.* If you require an appointment to deal with an issue please inform the Centre Supervisor who will then organise a time off the floor for the staff member involved. A full and thorough investigation into any issue will be done by the Centre Supervisor at this time. The Chief Executive Officer or his representative will be verbally informed of the grievance and the parties involved.

Step 2 - If the issue is not resolved, contact the Centre Supervisor who can discuss various options available to you and assist you to choose an appropriate option.

Step 3 - If the issue is not resolved, complete a complaints form and submit to the Director Corporate Services, at the Croydon Shire Council Office. An investigation of the matter will be conducted by the Director Corporate Services and a meeting with the parents will be held. If necessary a mediation session will be facilitated by the council with the parents and any other parties involved. A copy of the written complaint and all findings from the investigation will be forwarded to the Chief Executive Officer or representative. Contact information is as follows:

The Licensee or Representative Croydon Child Care Centre
Croydon Shire Council
P O Box 17,
Samwell Street
Croydon 4871
Phone: (07) 4748 7100



Government departments and licensing bodies are happy to discuss issues at any time, Cairns contact information is below.

Department of Education and Training
Tanya Cali
Phone: 07 4037 3911
Email: cairns.oceec@dete.qld.gov.au

Management and Organisational Structure

William Kerwin – Interim Chief Executive Officer

Approved Provider Nominee

Office: 47 48 7100

Mobile: 0428 456 185

Email: ceo@croydon.qld.gov.au

Tracey Morton – Educator/ Nominated Supervisor

Qualified – Diploma of Child Care Education

Certified Supervisor Number CS-40041511

Office: 4748 71 70

Mobile: 0428 456 212

Email: childcare@croydon.qld.gov.au

Department of Education and Service Approvals

Provider Approval Number: PR-00000424

Approved Provider: Croydon Shire Council
Samwell Street
Croydon Qld 4871

Service Approval Number: SE 4000 6032

Service Name /Address: Croydon Child Care Centre
53 Brown Street
Croydon Qld 4871

Additional Information

We hope the contents of this handbook along with the enrolment package you have been provided which includes several important policies for you to read has all of the information you require to begin your Care with us here at the Centre.

If you have any queries, questions or need clarification please make a time to speak with the Centre Supervisor.

We value your contribution as parents so please feel free to provide any feedback that you may think can improve our service.

Thank You for using
Croydon Child Care Centre

Notes

