

CROYDON CHILDCARE 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 5.00pm
Monday to Friday



Welcome

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 School aged children. 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 5:00pm, 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 5.00pm. Closed every second Friday, all Public Holidays and between 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 staff so we can ensure the Children are correctly supervised and the meeting can be uninterrupted.

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



Management and Organisational Structure

Jacqui Cresswell– Chief Executive Officer

Office: 47 48 7107

Mobile: 0428 456 185

Email: ceo@croydon.qld.gov.au

Sonya Frost— Director of community, Tourism &Marketing

Office: 47487108

Mobile: 0427456185

Email : sonyafrost@croydon.qld.gov.au

Neha– Director/ Nominated Supervisor

Office: 4748 71 70

Mobile: 0428 456 212

Email: childcare@croydon.qld.gov.au

Croydon Child Care Centre

Mission Statement

To provide a quality, affordable and accessible Care and Education Service to the Children and Families of the Croydon Shire.

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 happy to work with you towards a 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.

Philosophy

At Croydon Child Care Centre we focus on the guiding principles of the National Quality Framework, the Early Years Learning Framework contributes to the realisation of Goal 1 and 2 of the Alice Springs (Mparntwe) Educational Declaration (Education Council 2019 pg. 4) that:

All young Australians become:

- ★ Successful learners
- ★ Confident and creative individuals
- ★ Active and informed citizens



We continuously strive for best practice in all aspects of our centre operation. (Early Years Learning Framework for Australia; Pg 5)

Children, Families, Educators, Community and other Stakeholders are involved in the development, implementation and evaluation of our policies, procedures, practices and Programme.

We work to provide a warm and inviting, safe, stimulating and caring environment where the programme delivery includes:

Play Based Learning:

A context of learning through which children organise and make sense of their social worlds, as they engage actively with people, objects and representations. (The Early Years Learning Framework for Australia, Pg 6)

Pedagogy:

Early Childhood Educators' professional practice, especially those aspects that involve building and nurturing relationships, curriculum decision making, teaching and learning. (The Early Years Learning Framework of Australia, Pg 9)



Curriculum:

In the Early Childhood setting curriculum means all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children's learning and development. (*The Early Years Learning Framework of Australia, Pg 9*)

Educators seek to know each child through interaction and observation, data collection and reflection, and; forming positive and reciprocal relationships with each child and their family and home culture. Educators use this information to provide experiences to extend each child's learning and growth through our programme.

Educators at Croydon Child Care Centre believe play is essential to young children's learning. Educators acknowledge and support children's interests and strengths, respect each child at their individual stage of development and will provide experiences, practice and pedagogy to meet each child's unique needs and support their natural curiosity by providing opportunities for them to experiment, discover, solve problems, and take calculated risks while learning about themselves, other people and the world around them. Children's sense of wonder, excitement and fun will be nurtured while in our care.

Educators support each child's need for time - to grow, to try, to experience, to learn, to reflect and to experience success so they are able to face challenges in their futures, build on their strengths and interests and accept their individual limitations without fear of failure or loss of self-esteem from childhood, and all throughout their lives.

Educator's respect that each child comes to the Centre with a different set of life experiences, knowledge and interests and seek to build on the child's home experience through the practice and pedagogy each of our educators bring to the curriculum. At Croydon Child Care Centre Educators have a genuine regard for each child's culture, language, achievements, lifestyles and families.

Every child and every family is accepted, valued and cherished at the Centre. Children are supported to develop acceptance and anti-bias through diverse and empowering investigations into cultures, families and communities. We support and encourage the interest and involvement of parents, families and community to share in, contribute and feel part of their child's experience at the Centre at all times.

We provide experiences for children to learn the importance of understanding, respecting and appreciating the environment. Educators endeavour to foster each child's understanding of their personal contribution to the world and the environment.

Educators understand and respect that families are the first educators and will engage with parents and families through various means of communication to ensure each family is supported in their role as care givers and teachers. Educators will be sensitive to each child and families expectations and work with them to ensure best care and practice for the child and family.



Accounts and Payments

Fees are payable 1 week in arrears.

Accounts Statements/Receipts are generated fortnightly for the previous fortnight. 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 Eftpos.

Overdue Accounts

Accounts are issued fortnightly. 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.

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 CCS 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 CCS 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 CCS 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.



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 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 or volunteer on excursions please come and see us and we will be 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.

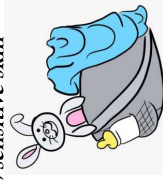
- Disposable Nappies (if your child requires cloth nappies this needs to be arranged with the staff)
- Training pants
- Nappy wipes
- Powders and Creams
- Bath wash
- Bed sheet/ Blanket/pillow
- Milk (Formula or Cows) - enough for the day
- Food - all meals and snacks including drinks
- Spare clothes 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. 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.

Sessions

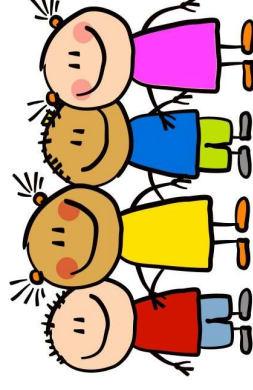
Croydon Child Care Centre offers full day and half day sessions. Half day sessions are split into mornings and afternoons. Morning Sessions are from 8.15am-12.30pm and Afternoon Sessions are 12.30pm-4.45pm. Children who are booked in either of these sessions and are collected outside of the specified 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 CCS entitlements for that period.

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.



2026 Fee Schedule

Full Day - \$70.00 Half Day - \$44.00
Vacation Care - \$44.00 Afterschool Care - \$19.00

Centrelink Family and Parent line can be contacted on
13 61 50.

Croydon Child Care Centre Fees & Booking Policies:

Late Fees

Families who fail to collect Children within the booking session times will be charged late fees of \$19.00 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

Families are require to provide the centre with written notice of holidays two weeks in advance. If Centre is not notified in written form, children will be charged as per usual bookings. Holiday fees are at 50% discount to hold your child's position at the centre. 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.

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.

8:15 AM: **Centre Opens.** Families are greeted and welcomed into the Centre/bags are placed in lockers & lunch boxes in fridge/hats & sunscreen applied on arrival.

8:15 AM—9:20 AM: **Children's Choice of Play.** Indoor play/ outdoor play/ free choice.

9:30 AM: **Transitioning to Bathroom.** Toileting/ nappy changes/ handwashing.

9:30 AM—10:00 AM: **Morning Tea.** Children encouraged to sit at food tables and eat morning tea.

10:00 AM—11:15 AM: **Group Time.** Stories/ songs/ dancing.

11:30 AM: **Transitioning to Bathroom.** Toileting/ nappy changes/ handwashing.

11:30 AM —12:00 PM: **Lunch.** Children encouraged to sit at food tables and eat lunch.

12:00 PM —2:00 PM: **Rest Period.** Children to engage in quiet activities including reading/ drawing/ quiet play/ sleeping.

2:00 PM: **Transitioning to Bathroom.** Toileting/ nappy changes/ handwashing.

2:00 PM—2:30 PM: **Afternoon Tea.** Children encouraged to sit at food tables or picnic mat to eat afternoon tea.

3:00 PM—4:45PM: **Choice Play Children.** Children are encouraged to play at a variety of different activities.

4:45 PM —5:00 PM: **Centre Closes.** Tidy up resources/ children get ready for home time by placing lunch boxes in bag and putting shoes on/ greet parents on arrival to collect child/ren from the service.