



Hallett Cove
Community Children's Centre

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Parent Handbook



A dark blue, irregular brushstroke graphic that serves as a background for the organization's name. The text is centered within this graphic.

Hallett Cove
Community
Children's Centre
Incorporated.

Hallett Cove Community Children's Centre is a 53 place Not for Profit Centre. We cater for children between the ages of six weeks and six years. We are licensed in accordance with the Children's Services. The Centre operates on a break-even basis. We establish the expected cost of running a high-quality service, and determine the fees required to meet the expenses. At the end of the financial year, any excess funds are used to purchase new equipment or provide for maintenance and renovations.



Management of Centre

- The **Hallett Cove Community Children's Centre** is managed by a governing body referred to as the Governing Council.
- The Governing Council is responsible for the effective management of the Service. The Director is responsible for the day to day running of the Centre. Members of the Governing Council provide the service with a vast array of skills, knowledge, expertise, and experiences, all in an honorary capacity. It is with this array of attributes that the Centre can meet the evolving needs of external stakeholders, including families, and the Centre itself.
- Members are elected to the Governing Council at the Annual General Meeting, usually held in August each year. Shortly after this there is an induction to the Council that outlines the roles and responsibilities of members. It is at this training that members are made aware of their strategic, rather than day-to-day, role.
- An induction manual is provided to each member. The responsibility of the members is clearly defined and articulated. Members are explained the reason for the Council and their roles as such are:
 - Decision Making Body
 - Operator of the Service
 - Licensee
 - Employer
 - Policy Maker
 - Property Manger
 - Legal Accountability
- Each member is asked to sign a confidentiality agreement – the same one signed by employees, students and volunteers. This is important in that information about individual children, families, staff and management are discussed and this information needs to be kept confidential.

Hours of Operation

Monday to Friday

Open 7:30am

Close 6:30pm

Cost

\$150.00 per day

Parents must collect their Child prior to the end of any booked session.





Enrolment Procedures

The enrolment process takes approximately one hour. Relevant information is recorded including emergency contact details, health information, immunisation status and dietary requirements. Time is spent discussing policies and practices such as safety and hygiene, interactions with children, nutrition, the payment of fees and communication procedures.

For families from non-English speaking backgrounds an interpreter may be arranged to assist with the enrolment process and to help children settle in.

New parents and children are shown around the Centre and introduced to staff members.

Parents are encouraged to bring their children for at least two, 1-hour visits before starting (fees are not charged for these times).

Part of the enrolment process is to set up a Xap account for each family. The centre will send a link to sign up and ask you to enter all enrolment details required, as well as uploading the child's current immunization certificate. Invoices will also be sent via the Xap App, therefore it is essential to sign up.



Fee Structure

Casual Sessions are dependent on availability and can be booked through the centre. There is a vacancy board in the foyer of the centre, which shows the following week's available spots for such casual sessions to be booked.

Session Rates

Full Day (7:30am- 6:30pm) \$ 150.00

Late Fines

A late fine may be charged if you are late picking up your child/children.

- Up to 10 minutes \$ 20.00
- Every 2 minutes after \$ 2.00

For further information, please refer to the policy on late collection.



Fees/Accounts

Fees are set by the Centre's Governing Council.
Accounts are issued Tuesday every fortnight, for 2 weeks in arrears and emailed via the Xap software.

The balance due is payable within 7 days, with a nil balance expected at the end of the billing period.

There will be a late fee charged for any late collection or early delivery of children.

Payments may be made by internet transfer into the Hallett Cove Community Children's Centres bank account. Direct Debit is also available and can be set up via your Xap profile.





Closure Times

The Centre closes for two weeks over the Christmas break. Exact dates will be provided to you in writing up to two months prior to this time. Families are not charged for this period.

The Centre is closed on all Public Holidays. **Public Holidays will be charged at the normal rate.**

The Centre closes for 2 other days during the year. Exact dates will be provided to you in writing up to two months prior to the date. The days are used for staff development/training and you won't be charged for those.

Notice of Withdrawal

Two weeks written notice must be given for:

- Cancelling care for your child from the centre
- Any reduction in permanent session times

Child Care Subsidy (CCS)

Eligibility Child Care Subsidy

The Child Care Subsidy (CCS) is the main way the Australian Government helps families with childcare fees. Providers must be approved by the department to receive CCS on behalf of families. Families must meet eligibility criteria to get CCS.

Parents must:

- care for their child at least two nights per fortnight, have 14% share of care, or receive Family Tax Benefit for their child
- make a co-contribution to their childcare fees at an approved childcare service
- meet residency requirements.

Their child must:

- meet immunisation requirements
- not be attending secondary school (unless an exemption applies)
- be 13 or under (except in certain circumstances).

From 11 July 2022, children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for CCS.

Read more about who can get CCS on the Services Australia website.





**What extra
support is
available?**

Some families can get Additional Child Care Subsidy (ACCS). We pay it on top of Child Care Subsidy (CCS) to provide extra support with childcare fees.

There are 3 different types of ACCS that you can apply for.

Read more about [Additional Child Care Subsidy](#)^[4].



Levies

Four times a year a building maintenance levy will be added to your bill at the cost of \$12.00. This is to offset the costs of maintaining the centre.

Fundraising

The Governing Council has chosen to apply a fundraising levy of \$2.00 per week per family instead of having fundraising events through out the year. This money is used to by equipment for the service.

Birthday Cakes

We love to celebrate every child's birthday with them at childcare with their friends and educators. To help celebrate the chef will cook cupcakes for them to enjoy at afternoon tea. Yearly a \$10 fee will be added to your account to support this celebration.



Communication

Communication can be verbal from staff or information is posted on the Xap app. You will receive general information concerning the Centre, Newsletters etc. via the App.

All family specific communication will be via email. Holiday requests and absences, where a fee reduction is to be applied, needs to be in writing, at least 14 days in advance.

Receiving Information about Your Child

We will maintain records of observation, developmental checklists, and profiles of children, these are available at all times, please see your room staff if you are unsure of where your child's profile is.

Please advise the Centre of details, should your circumstances change.





Parental Involvement

We encourage parents to participate in the Centre and be involved in their children's care and education:

- The Governing Council is made up of parents and staff representatives
- Our Council develops and monitors our policies and practices, to ensure a high standard of care
- Regular communication, by formal and informal means, promotes our partnership with parents
- Newsletters, posters, and notices are frequently distributed
- We have parent evenings and social occasions
- Parent/teacher interviews are held once a year, although parents can talk informally with staff on a daily basis or may like to make an appointment for a longer discussion
- We aim to ensure that each section of the Centre has a parent representative on the Governing Council

Parents are welcome to visit or phone the Centre at any time.



Daily Operation

Settling In

Children may not only be very shy the first few days or weeks at the Centre, but also very tired. It is an emotional strain for children to adjust to their new environment – even if a child seems to be coping well. It can take up to 6-8 weeks for a child to settle in. Never leave without saying goodbye to your child. Make sure you hand over your child to an educator if they are finding it hard to settle.

On Arrival

- Please sign your child in each time on the iPad in the front foyer
 - Take your child to greet a staff member
- Help your child to place belongings in required areas and find their picture or name tag

NB a signed authority is required if another person is to collect your child/children. We will not allow them to leave the Centre with another person without your authority. You either need to write it down and hand to someone (i.e. no email) or you can logon to your Xap and enter the details there. Anyone new to the Centre will need to be identified on first pick up with photo ID.

On Leaving

- Help your child to collect belongings, paintings etc.
 - Take your child to farewell a staff member
- Remember to sign out your child on the foyer iPad

Important: Please ensure that the front door and gate are closed. Footpaths must be used for walking in the car park. It is extremely dangerous for small children to walk behind reversing cars.



Excursion

Excursions and neighbourhood walks are an important part of providing experiences which extend the children's knowledge, interests, and enjoyment.

Each excursion will require a parental consent for that particular day, these will be in your child's room.



Mission Statement

Hallett Cove Community Children's Centre provides children and families a high quality, education and care service within their community which is tailored to meet the individual needs of children and their families in a nurturing and inclusive environment. We believe that the provision of high quality education and care during early childhood provides a solid foundation for children's future wellbeing and development. Our professional team is dedicated to maintaining and providing up to date practices, while acting in a supportive, inclusive, and sensitive manner.

Australia's Aboriginal and Torres Strait Islander cultures are valued.

Vision Statement

Our vision is to provide a community hub that meets both care and educational needs of children and parents.



Philosophy Statement

THE AIM OF THE CENTRE IS TO PROVIDE:

- High quality educational care that meets the needs of the children, parents, staff and the community.
- A quality educational curriculum for children in a safe, secure and sustainable environment.
- Outstanding staff that are friendly, caring and committed to a policy of equal opportunity for all and who are sensitive to the needs of parents and children.

FOR THE CHILDREN

We believe that all children:

- Have the right to feel safe and secure at all times.
- Learn through play – play that is supported, not directed, by educators.
- Have the right to develop to their full potential in all areas, in a non-sexist/non-biased environment.
- Must be recognized as individuals, with their individual and cultural needs being respected.
- Learn best when parents/guardians and caregivers work in partnership with each other.
- Have the right to be offered a curriculum that fosters their curiosity, initiative, independence and life skills.
- Have the right to nutritious, well-balanced meals.
- Should be encouraged to risk take and develop resilience.

Philosophy Statement cont.

THEREFOR STAFF WILL:

Offer a stimulating curriculum that focuses on play, self-esteem, interests, independence and life skills:

- Foster stable, caring relationships with all children and their families through appropriate care giving practices.
- Offer a curriculum that meets the individual needs of children and families using the Centre.
- Respect family and cultural values.
- Provide experiences and environments that are inclusive, nonsexist and non-biased.
- Maintain the quality of food offered under “Get up and grow”.
- Ensure that they are abreast of industry standards and that this is reflected in their practices with the children.

FOR THE PARENTS / FAMILIES

- In order to have a healthy, active Centre, a high level of parent/family involvement is vital.
- Therefore, we will:
- Encourage parents and families to participate in all aspects of the Centre; e.g. Governing Council, Sub Committee’s and Social events.
- Work together with parents/families to support children.
- Encourage our families to provide feedback about different processes within the Centre.

Play at the Centre.

We believe play is a powerful and important activity. It has a natural and positive influence on children's social, physical, emotional and cognitive development. The best learning happens when children play.

Through play, children can explore their own interests, abilities and limitations; they imagine, investigate and research. They develop memory skills, build vocabulary, learn new skills and knowledge and learn how to get on with adults and other children.

Our learning environments are designed to enable a play based curriculum to be implemented, encouraging children in their talking, reading, thinking and writing. Our hope is that your child will be able to see literacy and numeracy as part of their every day experience.

Our teacher and team leaders, prepare weekly programs that are linked to the Early Years Learning Framework.

Our Educators, write termly goals for individual children, in collaboration with parents. These goals are aimed to grow and support the individual's learning development.

