



A home away from home

Information Pack



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A Welcome from our Centre Director



Mandy Lawrence, Centre Director

Hello families, welcome to Newstead Child Care Centre.

We are delighted you chose Newstead Child Care Centre as your preferred child care provider.

We have a large team of Educators who are dedicated to providing high quality learning experiences for your child. Our team have a wealth of experience and are always keen to learn new practices.

It is our aim to have friendly and respectful partnerships with families where views and ideas are shared to help create a fun learning environment for children to grow and develop.

We look forward to building a relationship with your family.

Best regards

A handwritten signature in black ink, which appears to read 'M. Lawrence'.

Mandy Lawrence
Centre Director

About NCCC

We are a private, family owned, purpose-built Child Care Centre, licensed to care for children between the ages of 6 weeks to school age.

Our rooms consist of

Nursery (0-18mths)
Toddler 1 (15 – 23mths)
Toddler 2 (2yrs – 35mths)
Pre-Kinder (2yrs – 3.5yrs)
Pre-School (3yrs – 6yrs)

General Aims & Objectives

We aim to guide your child in becoming an effective learner through creating an environment that is challenging and stimulating. Our programs are designed to help your child to develop in all areas necessary for success, now and in later years. We balance our programs to include indoors and outdoors.

The experience of our Educators will ensure our well-balanced program meets the individual needs of each child in our care and also reflects the full appreciation of Australia's multicultural society. It will enhance the children's awareness of and respect for cultural differences and similarities, encouraging pride in their cultural heritage.

We believe in creating strong authentic relationships between home and the Centre. Our educators are available to meet and chat with parents and families at a time that suits.

We encourage the involvement and partnerships between the Centre, parents, and the community in

a variety of ways. Parents are invited to participate in the various aspects of the program, thus gaining insight into their child's play, learning and development.

Offer:

1. Quality educational programs underpinned by the NQF & EYLF
2. Full nutritious menu (morning tea, lunch, afternoon tea)
3. Sun Smart Centre
4. Three natural outdoor play areas age specific
5. Nappies are provided
6. Child Care Subsidy (CCS)
7. Early Childhood Teachers
8. Community Involvement
9. Allergy Aware Centre



Weekly Fees and Payment

The following table outlines the fee structure for our services.

Fee Schedule FY 23/24

| Session Type | Hours of service | Cost |
|--|-------------------------------|-----------------|
| Daily Rate (Full Day) | 6:30am – 6:30pm | \$138.00 |
| Morning Session | 6:30am – 1:00pm | \$105.00 |
| Afternoon Session | 1:00pm – 6:30pm | \$100.00 |
| School Session | 8:45 – 3:15pm | \$116.00 |
| Full Week- Discount (5 Days per week) | | \$650.00 |
| Late Collection Fee | Per child, per 15 min. | \$15.00 |

Childcare Subsidy

The above fees are full fees. However, Child Care Subsidy (CCS) may be available to reduce these fees, families can check their eligibility through Centrelink.

Remember to register with Services Australia – Families are encouraged to notify them when your child/ren is starting care to ensure you receive any Child Care Subsidy (CCS) you are entitled too. If you are entitled to this, it will help reduce your out of pocket cost and the gap fee you pay to the Centre.

We understand that it can be both confusing and overwhelming so if you need any assistance or have any questions, please speak with the Centre Director or Office Administrator.

<https://www.servicesaustralia.gov.au/individuals/families>

Fee Terms

All fees must be paid one week in advance. Unpaid and overdue fees will result in the termination of care and the account will be sent to debt collectors. Parents will be charged a debt recovery fee.

Fees are payable for all booked days. This includes absences due to sickness, public holidays or family holidays.

Termination of care requires two weeks' notice in writing. If two weeks' notice is not provided the fees for those two weeks will be charged.

Please contact the Centre if your child will not be attending a booked session.

Payment Methods

Our preferred method of payment is weekly manual Direct Debit with a credit/debit card.

Direct Debits are processed each Thursday.

A Fee Payment form is available online or at the front office. Please return this to the front office once completed.

We also accept payments over the counter or phone via Eftpos.



Story-telling time in Toddler 1

Information regarding Access to the Centre

Non-Discriminatory Access

This Centre welcomes children with additional needs, children of all races, religions, and cultures, treating all children with respect and consideration.

All children have an equal right to use the Centre with our non-discriminatory access policy.

Priority of Access

The Australian Government funds childcare to meet the childcare needs of families.

However, in some locations the demand for childcare sometimes exceeds supply.

When this happens, it is important for Centres to allocate places to those families with the greatest need for childcare support.



Learning through play with Tim

Priority 1

A child at risk of serious abuse or neglect

Priority 2

A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999.

Priority 3

Within these main categories priority should be given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a person with a disability.
- Children in families on low incomes.
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parents.

General Information

Arrivals & Departures

It is important to sign your child in and out each day. If there is any change in the arrangements of who normally collects the child, you must notify the Centre via phone or email. Educators need to know so they are aware that the person is authorised. This person will need to bring a form of Photo ID.

You are required to adhere to the drop off & collection times you documented on your enrolment form.

The Centre opening hours are from 6.30am to 6.30pm.

Due to legal requirements, you must collect your child prior to the Centre's closing time. Failure to do so will result in a late fee of \$15 for each 15 minute block per child. This will be charged and added to your account. If something out of your control has happened and you are going to be late, please notify the Centre as soon as possible.

What to bring to the Centre

The Centre provides meals, nappies, sheets, sunscreen and drinking cups.

You need to bring the following clearly labelled items:

- Bottles with Formula/milk (hand to an Educator upon arrival)
- Dummies or a comforter (teddy, blanket)
- A few changes of clothes

Clothing

Children should be dressed in comfortable clothing that is suitable for them to wear outside and while participating in play experiences.

Please ensure that children are wearing appropriate clothing for the weather condition such as a sun safe hat in Summer and a warm jacket and gumboots in Winter. If your child has pierced ears, only studs are suitable to wear to daycare.

Medication

All medication brought to the Centre must be handed over to a staff member who will appropriately store the medication.

All medication needs to have a prescription label with both the child's name and dosage requirements of the medication to be administered by staff. The staff will administer the medication in accordance with the directions noted by you on the Medication Form. It will not be varied from what is written on the prescription label. The Centre will not administer the first dose of any prescribed medication.

Parents are responsible for the collection of medication at the end of the day.

The Centre does not administer any homeopathic, naturopathic, over the counter or non-prescribed medication (including Panadol/Paracetamol), nasal sprays and cough medicines.

Health, Sickness and Infectious Diseases

Please ensure that your child's immunisations are kept up to date.

Children with infectious diseases or children who are not well enough to undertake normal routines will not be permitted to attend the Centre. On arrival you and your child's temperature will be taken. If you or your child have a temperature reading of 38 degrees or higher you will not be permitted into the Centre and your child will not be able to attend that day.

Parents will be notified if their child has become sick and may be asked to come and collect their child. If unable to contact the parents, the emergency contact phone numbers will be utilized.

If there is an outbreak of an infectious disease children not immunised will have to be excluded from the Centre.

Hygiene

The Centre aims to achieve a high standard of hygiene therefore a strict hand washing and drying process will be followed, especially before and after meals, after using the bathroom and after messy activities.

Parents are required to adhere to the relevant health, hygiene, and sleep policies of the Centre.

Allergies and Food

The Centre prepares all food for the children on the premises. We provide:

- Breakfast (Only for early arrivals) 6:30am -7:30am
- Morning Tea
- Lunch
- Afternoon Tea
- Late Snack (Between 5pm-5:30pm)

We are a Nut free Centre.

No food will be given to children at the Centre that is brought from home. This is to control a complete Nut free safe environment.

Record-Keeping

The Centre is required to maintain detailed records about the children and their emergency contacts.

If there are any changes to your child's details you must notify the Centre.

Please ensure you provide a current copy of your child's immunisations. Be aware that your CCS may be affected if the immunisations are not current.

Orientation Process for New Families

We understand leaving your child for the first time in an Education and Care Centre can be an anxious time for parents and children.

It is our goal at Newstead Childcare Centre to make the transition from home to child care as smooth as possible. Our orientation process has been implemented to help make this work for all involved.

The first step contact us via email: admin@newsteadccc.com.au or telephone: 6344 9088

Things we will need to know:

- Your child's name and date of birth
- Your preferred days of care
- Your name, email and best contact phone number

We will arrange a time for you to tour the Centre. The tour times are 10am or 2pm, unless an alternate time is required. Educators will be available to answer your important questions and gather information about you and your child without interruption. This is the key step to building relationships with you and your family.

After your tour you will be given an enrolment pack with all the necessary information you need. Once you complete this, and return the documents to the Centre, we can process your child's enrolment.

Prior to your child's start date, we will arrange a time for you to leave your child at the Centre for a play and explore their new environment. We designate an hour time frame for you to go and then return to collect. This gives your child a chance to get to know their educators and make some new friends. You are welcome to do this step a few times before your child starts at the Centre.

On your child's first day always say goodbye and reassure them that you will come back. Educators will also reassure them of your return. You are welcome to call the Centre if you are concerned, as we want you to feel at ease too.



A spot of painting in our outdoor area

