

**ALL MAIL:**

**LEVEL 2, CENTREPOINT SHOPPING CENTRE  
374 PEEL STREET  
TAMWORTH NSW 2340**



**PHONE: 6766 2888**

**ABN: 69 122 726 836**

**EMAIL:** [centrepointccc@bigpond.com](mailto:centrepointccc@bigpond.com)  
**WEB :** [www.childcaretamworth.com.au](http://www.childcaretamworth.com.au)

## **CENTREPOINT CHILDCARE CENTRE**

**LEVEL 2, CENTREPOINT TAMWORTH SHOPPING CENTRE**

***"IN THE CENTRE OF THE TAMWORTH C.B.D."***

### **PARENT INFORMATION**

Welcome to **CENTREPOINT CHILDCARE**.

We are pleased to be able to provide this information package to assist in your child's early learning days at our centre.

**CENTREPOINT CHILDCARE** is fully licensed by the Australian Children's Education and Care Quality Authority (ACECQA) to provide long day care for 39 children per day.

#### **CENTREPOINT CHILDCARE Hours of Operation:**

The Centre is open from 7.30am to 6.00pm Monday to Friday 52 weeks a year and will only be closed on Public Holidays.

#### **CENTREPOINT CHILDCARE Philosophy:**

##### **Mission Statement**

Centrepoint Childcare Centre aims to provide families and children with a friendly, warm, safe, secure and supported environment, which is conducive of love, learning and laughter.

Centrepoint Childcare Centre will share with parents and families the vital role in caring for their children; and provide an inclusive approach into all aspects of the centre and all educational programs. We encourage open, positive and trusting relationships with parents and friends and scaffold the development of relationships with families.

Our highly qualified and experienced Early Childhood Educators aim to achieve excellence in their role as facilitators, role models and nurturers of young children's learning and development.

We respect the needs and rights of children to make choices and decisions by empowering them to take responsibility for the functioning parts of the daily routines.

As part of our Community, we understand and embrace the importance of belonging; we encourage and support local community events and the cultural ties to land, people and place.

## Centre Philosophy

1. To reflect an inclusive, holistic and positive approach to gender, race, culture, class and individual identities, showing an understanding and respect for diversity.
2. Play is the learning process that enables children to learn through concrete 'hands on' experiences, such as doing, experimenting, predicting, achieving and making mistakes. As the children play to learn, they bring their own unique talents to the education process.
3. To have flexible routines so that the children have time to learn, have choices and are co-constructors of their learning.  
Emphasis is placed on a strong self image where children can feel confident, where children become active learners, while developing independence and self esteem.
4. To develop with the children age appropriate behavioural guidelines, valuing the importance of positive reinforcement, thereby allowing the children to develop the ability to self regulate their behaviour in a positive manner. To use only positive management strategies when dealing with children's behaviour, to provide positive guidance and boundaries so children can understand behavioural limits.
5. To establish reflective practises for evaluation and effective planning, identifying strengths and interests and pedagogical practice-using holistic approaches and intentional teaching.
6. To design and develop an enriching environment that stimulates the imagination promotes creativity and enhances aesthetic development and appreciation of nature, focusing on sustainability and an awareness of the world around us.
7. To implement all aspects and theories of the Early Years Learning Framework, and the concepts of Being, Belonging and Becoming- using this to build on children's interests, knowledge, experience and background as individuals and within the group.

### **CENTREPOINT CHILDCARE Grouping of Children:**

CENTREPOINT CHILDCARE Centre offers long day care for up to 39 children per day between the ages of 0-5 years. We are also licensed to provide **Before and After school** care and **Vacation care**.

0-2 years      up to 20 places

2-3 years      up to 16 places

3-5 years      up to 13 places

The number of children in each age group is dependent on the demand within the community. However, there will be a maximum of 39 children in the Centre per day

## **CENTREPOINT CHILDCARE Staff within the Centre:**

CENTREPOINT CHILDCARE Childcare Centre maintains regular staff, which work on various rosters to enable the centre to operate efficiently and to maintain the consistency of care for your child. We also have casual staff, which replaces the regular staff for sickness, holidays, training, etc.

Every staff member has the opportunity to attend any in-service courses that are available - this allows the staff to keep up-to-date with ideas and changes within the Childcare industry.

## **CENTREPOINT CHILDCARE Enrolment:**

Your child will be officially enrolled at CENTREPOINT CHILDCARE Childcare Centre when the following has been done / received:

- A completed enrolment form,
- A copy of the child's immunisation record,
- **Payment of 1 week's fees in advance, (fees are to be kept 1 weeks in advance at all times) and all parents must give 2 weeks written notice when the child is leaving the centre.**
- Centrelink has been contacted and Childcare Benefit organised,
- Provide the Centre with you and your child/children's Reference Numbers (CRN'S)
- A \$50 deposit is paid to 'hold' the place. When a place is available you will be offered a place for your child and you will be advised of a 'start date'.

The enrolment form is essential for the information it gives the staff knowledge of what your child likes/dislikes and how to contact you, or a nominated person if required in an emergency. If at any time this information changes, please ensure you notify the Centre for the benefit of you and your child.

## **CENTREPOINT CHILDCARE – Deposit**

The \$50 deposit is credited to your account when your child begins in the Centre. However, the deposit is non-refundable if your child's enrolment is withdrawn before their 'start date'.

**CENTREPOINT CHILDCARE Children must be signed in and out of the Centre.** In cases of emergency, we need to be sure who is in the centre. Please also inform staff if:

- Someone different is collecting your child,
- Your child is distressed or worried by anything or has been sick recently - it will help us to understand any changes in behaviour,

- Your child is not going to be attending the centre on their 'booked' day due to holidays, sick, etc,
- Custody / access arrangements has changed,
- Your address / phone numbers change.

**Childcare Benefit(CCB) and Childcare Rebate (CCR):**

**Childcare Benefit (CCB) and Childcare Rebate (CCR) is available from the Family Assistance Office (FAO) to assist families in meeting the cost of child care.**

Application forms are available from Centrelink, or you can simply call the Family Assistance Office on 136 150 and organise it over the phone.

The FAO advises the centre of your 'Childcare entitlement percentage' and we deduct this from your weekly fees and you will then only need to pay the "gap". Please ask staff to work out any changes in fees for you, as there is a formula that we use to determine your individual fees.

Childcare Rebate is another entitlement that families may be eligible for – you may be able to get up to 50% of your child care fees refunded. You can now choose to either get this paid directly to your own bank account or to the Centre to further reduce your fees. Centrelink needs to be contacted to assess whether you are eligible and which option of payment you choose.

**CENTREPOINT CHILDCARE Fees:**

Fees for care at CENTREPOINT CHILDCARE Childcare Centre may be paid directly to the office or may be left at any time by placing the money in an envelope, clearly marked with your name and the child's name on the front, and placed in the fee box at the side of the office window. Fees will then be processed and a receipt printed for you.

**CENTREPOINT CHILDCARE Fee Schedule:**

Currently our fees for Child Care are:

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| • <b>0-2 YEARS LONG DAY CARE</b> | <b>\$89.00 per child, per day</b> |
| • <b>2-5 YEARS LONG DAY CARE</b> | <b>\$89.00 per child, per day</b> |
| • <b>BEFORE AND AFTER SCHOOL</b> | <b>\$17.00 per child, per day</b> |
| • <b>VACATION CARE</b>           | <b>\$50.00 per child, per day</b> |

**ALL FEES ARE TO BE PAID ON THE FIRST DAY OF ATTENDANCE AND KEPT 1 WEEK IN ADVANCE AT ALL TIMES.**

Fees that fall 1 week in arrears may result in the loss of your child's place  
**On Public Holidays, fees are charged at the normal rate.**

**For absences due to illness and holidays fees are charged at the normal rate -** please call and notify the centre when your child is sick. Depending on the illness, as to the need to notify other parents in the centre.

Two weeks' notice of termination of enrolment must be given to the office, or full fees will be charged.

### **CENTREPOINT CHILDCARE - What to Bring:**

We ask that you supply the following each day your child attends the centre:

- A packed healthy lunch,
- A drink bottle with water only,
- A hat - even in winter not a cap,
- A change of clothes (for all ages - several changes if toilet training),
- Nappies - approx 5 per day,
- Bottles - ready for the day,
- Sheet / blanket - for rest time, 18 months – 5 years.
- Dummy or comfort toy, if required.

### **Children under 18 months old also require:**

- Health snacks for morning tea and afternoon tea

All articles of clothing and personal belongings are to be clearly labelled with your child's full name. **Please do not allow your child to bring toys to the centre.** We cannot be responsible for them if they are lost or broken.

### **CENTREPOINT CHILDCARE - Lunch, Morning and Afternoon Tea:**

**Lunch** - needs to be provided by the parent / guardian. Packed lunches must contain healthy food, such as yoghurts, savoury biscuits, fruit, etc. We ask that you **do not** pack chips, lollies, chocolate, etc.

**Morning tea / Afternoon tea**- The Centre provides morning and afternoon tea for children aged 18 months and over. Under 18 months we ask that parents provide a healthy snack for morning and afternoon tea.

### **CENTREPOINT CHILDCARE - Settling In:**

Settling your child into the centre is as individual as is your child. Parents are encouraged to stay as long as necessary initially. Your child may have periods of

distress, even after being in the centre for a while - **this is normal**. Sometimes it may be better to separate from your child quickly in the morning and return earlier in the afternoon to spend time at the centre - it all depends on you and your child's needs. Please make sure that the staff is aware that your child is in the room before leaving the centre.

### **CENTREPOINT CHILDCARE - Medication:**

**Written permission and direction from the parent / guardian must be given to the staff before we can administer medication of any type.** Medications must be clearly labelled in its original bottle or container, stored in the medication box - in the kitchen. A medication slip must be completed - available from a staff member - and given back to a staff member. Medications must not be left in a child's bag. Medications will only be given according to manufacturers' instructions or prescription label.

### **CENTREPOINT CHILDCARE - Sickness:**

**Children must not attend CENTREPOINT CHILDCARE Centre if they are ill.** Other arrangements must be made for a sick child - we try to avoid infections being passed from one child to another if we can! Parents/guardians will be notified if their child shows any signs and symptoms of being ill while at the centre. It is then expected that the child will be collected as soon as possible.

### **CENTREPOINT CHILDCARE - Clothing:**

Please ensure your child has suitable clothing for indoor and outdoor play each day they attend the centre. This means a jacket or jumper is required when the weather is cooler. We ask that children wear clothes that have sleeves - no 'spaghetti straps' or clothes without sleeves - this is to protect the children's skin from the sun's harmful rays. A hat must be bought each day your child attends - regardless of the season.

Remember that 'messy' play is part of your children's day here at CENTREPOINT CHILDCARE.

Please ensure that you dress your children in clothes appropriate for craft activities, climbing, and other such play. The Centre provides paint shirts but occasionally the paint, glue, etc will get onto their clothing and quite often (regardless of following the washing instructions on the container!) it will mark the material.

If, and when, your child is toilet training or independently going to the toilet, please send appropriate clothing to encourage the child's independence. This means to avoid overalls, buckles, hard press-studs, long dresses, etc.

### **CENTREPOINT CHILDCARE - Centre Policies:**

A copy of the CENTREPOINT CHILDCARE Centre policy manual is available for the parents/guardians to borrow. We welcome parents input at all times for any of our current policies. Reviews of these policies will be done annually, more regularly if required.

### **CENTREPOINT CHILDCARE - Parents:**

Parents / guardians are always welcome in the centre at all times. We would like you to become involved with the centre - helping out staff, reading stories, organising a special craft, etc. We always welcome another pair of hands!

### **CENTREPOINT CHILDCARE - Emergency and Fire Evacuation:**

Emergency and evacuation procedures will be discussed with your child and evacuation charts are displayed around the centre, particularly at the exits. Parents/guardians should familiarise themselves with these procedures.

### **CENTREPOINT CHILDCARE - Grievances and Complaints:**

Whilst the management and staff of CENTREPOINT CHILDCARE Childcare Centre like to feel that the Childcare provided at the centre is always meeting the parent's and child's expectations and needs, there may be a time when you are unhappy with some aspect of the service. If this situation does occur, please bring it up with the staff member concerned, a staff member you feel comfortable with, and / or the Director. Together we can work towards a mutually satisfactory resolution.

### **CENTREPOINT CHILDCARE – Late Fee**

Centrepoint Childcare Centre's opening hours are 7.30am to 6pm – Monday to Friday. In the event that you are late collecting your child – the late fee is immediately \$20. This will cover the first 10 minute period and then an additional charge of \$1 per minute after that. The late fee is expected to be paid when you arrive at the Centre to collect your child.

### **CENTREPOINT CHILDCARE - Suggestions:**

Any suggestions or ideas that parents/guardians may have are always welcome.

Please speak to the staff about your ideas or suggestions, or alternatively you may write them down and place them in the fee box.

## **CENTREPOINT CHILDCARE – Governing Bodies**

### Australia Children’s Education and Care Quality Authority (ACECQA)

- Phone: 1800 181 088
- Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)
- Website: [www.acecqa.gov.au](http://www.acecqa.gov.au)

The ACECQA is responsible for:

- Guides implementation of the NQF
- Publishes guides and maintains national registers including approved providers, approved education and care services and their ratings.
- Promotes the consistent application of the National Law across all states and territories.

### NSW Early Childhood Education and Care Directorate

#### Department of Education and Communities

- Phone: 1800 619 113
- Email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)
- Website: [www.dec.nsw.gov.au](http://www.dec.nsw.gov.au)

Approved providers, services and certified supervisors will primarily interact with the Department of Education and Communities.

Their responsibilities are:

- Administer the NQF
- Issue approvals
- Assess services against the National Quality Standard
- Monitor and enforce the National Law
- Review and investigate complaints

We hope that all the above information has been of value to you while settling into CENTREPOINT CHILDCARE and we would like to take this opportunity to welcome both your family and child/ren to our family.



**CENTREPOINT CHILDCARE:**

**ACKNOWLEDGEMENT OF UNDERSTANDING PARENT INFORMATION KIT.**

On reading our Parent Information we ask you to complete the form below which tells us you have **fully** read and understood our Parent Information and return this section with your COMPLETED enrolment form.

**PLEASE SIGN THE FOLLOWING SECTION AND RETURN IT WITH YOUR FORMS.**

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(I acknowledge that I have read and understood the Parent Information)

Childs Name.....

Please Print Surname..... Date:.....

Parent/Guardian Name:.....

Parent/Guardian Signature:.....