



wesley  
mission  
QUEENSLAND

Child Care, Youth  
and Families

# The Gap Child Care Centre

## Family Handbook



*Catering for 48 children  
from Birth to 5 years*

Opening Hours  
7:00 am to 5:30 pm  
Monday to Friday  
(closed public holidays and  
approximately 2 weeks over  
the Christmas Period)

### **Acknowledgement of Country**

Today we stand in footsteps millennia old.

May we acknowledge the traditional owners whose cultures and customs have nurtured, and continue to nurture this land, since men and women awoke from the great dream.

We honour the presence of these ancestors who reside in the imagination of this land and whose irrepressible spirituality flows through all creation.

(Jonathan Hill)

### **The Gap Child Care Centre**

We acknowledge the Turrbal People as the traditional custodians of this land and pay our respects to elders past and present of the Turrbal Nation and extend that respect to other Aboriginal people present.

# The Gap Child Care Centre

Providing quality early childhood services that offer children opportunities to explore, create and discover the natural world through play based learning.

## Contents

<b>Mission Statement</b>	<b>5</b>
<b>Guiding Principles</b>	<b>8</b>
<b>Policies and Procedures</b>	<b>12</b>
Arriving and Leaving the Service	12
Child Protection	13
Immunisation	14
Administration of Medication	14
Medical Conditions	16
Illness	16
Sleeping	16
Excursions	17
Health, Nutrition and Wellbeing	17
Feedback and Concerns	17
Leaving the Service	18
<b>Staffing</b>	<b>18</b>
<b>Enrolling in our Services</b>	<b>20</b>
Access	20
Waitlist	20
<b>Child Care Subsidy</b>	<b>21</b>
Absences	21
Fees	21
<b>My Child at Child Care</b>	<b>22</b>



# Welcome

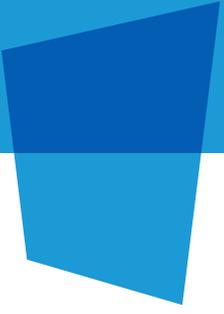
**Wesley Mission Queensland has been caring for the Queensland community for more than 100 years. Since our inception in 1906 in the roots of the Albert Street Methodist church in Brisbane, we have been committed to our vision of ‘creating a compassionate, just and inclusive society for all.’ We provide high quality and innovative services across community services, child care, aged care and retirement living. Our services touch the lives of more than 100,000 Queenslanders every year.**

Wesley Mission Queensland has been offering high quality child care services in Brisbane since the opening of the Toowong Child Care Centre in 1964. We have been providing child care to The Gap community since 2014.

We welcome you and your family to The Gap Child Care Centre. We look forward to the pleasure of getting to know you and your child and working in partnership throughout the duration of your child’s learning journey at our service to ensure your time with us is a happy and rewarding experience.

As a non-profit organisation, Wesley Mission Queensland’s Child Care Centres appreciate the generosity of others to help improve the diverse range of quality services. The centres may also conduct their own fundraisers with all money raised reinvested back in your child care centre.

If you or your business would like to consider supporting any one of our centres, please contact Paul Reis, Fundraising General Manager on 07 3621 4679 or go to our website [www.wmq.org.au](http://www.wmq.org.au)



# Mission Statement

We believe children are unique, competent and capable individuals who learn best through play, developing skills that enable them to become lifelong learners. Our early childhood services create responsive and sharing environments in our community where we want children to have a positive and memorable early childhood experience.

## Our Service Philosophy

We believe children are unique, competent and capable learners. We want every child to receive a positive and memorable early learning experience.

Our service provides safe, responsive learning environments and a dedicated team of passionate, qualified Educators who nurture and support each child's learning and development in rich and meaningful ways. We implement the National Early Years Learning Framework (EYLF) and our curriculum is a balance of child and teacher initiated learning experiences.

We believe:

- children are unique individuals with rights, thoughts and feelings that are meaningful to them,
- every child will experience a sense of belonging at our centre,
- children learn best through the medium of play and
- learning is a socially and culturally constructed process.

We value daily transitions and routines including meal times where children and Educators sit down together in relaxed atmosphere to share stories; children learn about socially appropriate ways of interacting.

We value mixed age peer interactions amongst children to promote their learning.

We recognise the role of supportive relationships in supporting children's learning and development; to promote better outcomes for children. Diversity is respected and celebrated and bias is challenged.

We acknowledge and respect the original land owners.

We provide:

- Safe, nurturing, responsive environments for children and educators to explore and learn about the world together.
- We listen to children's theories and provide

opportunities for children to extend on their interests, strengths and needs through 'play'.

We implement The Early Years Learning Framework and our programs are a balance between child initiated and teacher initiated learning experiences.

We value our team of Educators and provide ongoing professional development opportunities to keep their practice current and responsive to each child's learning and development.

We build on established relationships with families and value feedback to assist us to continually maintain high quality learning environments and best practice and be responsive to children and families.

We consult with families about children's interests and routines at home to assist us to plan children's routines and learning experiences at the centre.

We facilitate small and large group learning experiences throughout the day.

We provide primary caregiver programs for infants and toddlers to nurture each infant's attachment.

We provide written policies and procedures to promote equality and the health, safety and wellbeing of children, families, educators and visitors to the centre.

We employ Educators who are passionate about their work with children and own professional development as reflective practitioners.

Educators adopt flexible roles to nurture, guide, co-construct and promote children's creativity in rich meaningful ways.

We build on established relationships with families through mutual respect, trust and ongoing dialogue.





# Guiding principles

Our child care centres are bright and welcoming environments with experienced staff and Educators who are passionate about providing your child with the very best start in life.

We are committed to delivering quality services and educational programs for all children in our services through our Quality Improvement Plan. We regularly review the Plan and make changes where necessary to ensure we are doing the best we can in our services. We invite you to be part of this process. The Plan is available at all our services.

Our services are informed and shaped by a philosophy and practice that encourages full participation of all children and their families in everyday activities with their typically developing peers.

As Australia grows in multicultural and linguistic diversity so does the people who use our services. Wesley Mission Queensland's Early Childhood Services are committed to providing a service that takes this diversity into consideration in the provision of all services. We encourage you to provide us with information about your culture so we can provide a service that meets your needs and helps us to improve our understanding of various cultures and

their values, beliefs and customs.

Wesley Mission Queensland upholds the goals of Closing the Gap for Indigenous people. Our child care services are committed to ensuring a better future for Indigenous children by providing suitable and culturally inclusive early childhood and family support services.

Our service delivery principles and practices are based on the belief that learning outcomes are most likely to be achieved when early childhood educators work in partnerships with families. Our partnership with you will be based on:

- valuing each other's knowledge of each child,
- valuing each other's contributions to and roles in each child's life,
- trusting each other,
- communicating freely and respectfully with each other,
- sharing insights and perspectives about each child and
- engaging in shared decision-making.



## We respect your right to have a say in the services you receive from us.

We understand the family is the child's first and foremost educator and encourage families to be involved in children's learning. We recognise the benefits relationships between children, families and Educators have on children's development and ongoing learning and future outcomes. We aim to develop and maintain positive relationships built on respect, trust and ongoing two-way communication. We are committed to providing a nurturing environment which guides children's development, wellbeing and promotes a sense of belonging.

The Gap Child Care Service is informed and directed by the Early Years Learning Framework. The Framework is based on the fundamental belief children are connected to family, community, culture and place from the moment of birth and as such, their lives are characterised by belonging, being and becoming.

Environments also need to be inclusive of all learners and offer a range of interesting and

challenging learning experiences meaningful to children's individual and collective needs.

**Belonging** acknowledges children's lives are based on connections with others and that relationships shape who children are and who they can become.

**Being** recognises childhood is a time to be, to seek and to make meaning of the world.

**Becoming** is understanding who children are and what they become is shaped over a period of time. It emphasises the value and importance of learning in having full and active participation in society.

The Early Years Learning Framework has a focus on five learning outcomes:

- children have a strong sense of identity,
- children are connected with, and contribute to, their world
- children have a strong sense of wellbeing,
- children are confident and involved learners and
- children are effective communicators.

## **We actively support a play-based learning approach which fosters children's sense of identity and wellbeing, supporting them in becoming confident learners and effective communicators.**

We believe children learn best through play and strive to create a secure, safe and challenging environment that promote play interactions and learning. Your child will have opportunities to explore, discover and create in our early childhood curriculum.

Play builds a positive sense of self for children through allowing them to:

- explore, identify, negotiate, take risks and create meaning,
- improve fine motor and gross motor skills and maintain physical health,
- develop imagination and creativity,
- be in an environment in which to practice social skills,
- build concentration and the inner motivation to take responsibility for their own learning.

Information on the content and operation of the educational program offered by the service and your child's participation in the program is available at all times.

Planning for your child's learning involves observing, gathering and interpreting information about your child to inform how we design the environment and learning experiences. We create a learning portfolio to map your child's growth and development.

Documenting the child's experiences and their responses to the environment makes children's learning visible to children, educators and families and promotes shared learning and collaboration.

Working in partnership with families, your educators will use the learning outcomes to guide their planning for children's learning. We invite you to participate in the development of learning profiles.

## **We commit to respecting your privacy and right to confidentiality.**

Wesley Mission Queensland's Education and Child Care Services will need to gather some information from you to assist in delivering our services to you. We are committed to ensuring any information gathered about you will only be shared with others with your agreement unless there is a legal obligation for the information to be shared. You have a right to access any information gathered about you and if you wish to access this information please contact the Director.



## Media and Photography

No images of your child will be used, in any form (that is, social media, marketing, service documents) without prior consent from you.

Please note on the enrolment form you will be asked to consider giving permission for your child's photo to be used in:

- educational and Curriculum Development, (learning photos for home and recording learning),
- newsletters and service communication,
- website (Wesley Mission Queensland), and
- publicity events (posters, brochures, Family handbook).

Please make sure you understand what this request means for you and your child before you answer and if you have any questions about this, you can ask the Director for more information.

## We commit to keeping in regular contact with you.

We produce a regular newsletter which provides information about the service with notices and centre events. We prefer to distribute it by email however, hard copies are available on request. Please ensure you keep your email contact details up to date with the office.

We have a suggestion box in the foyer area. Your feedback or suggestions regarding excursions, programs or any other matters relating to the children or the management of the centre are welcome and will be considered.

## We commit to providing information about the services you receive.

Our services have policies and procedures in place to ensure the health, safety and wellbeing of all people connecting with our services. Some of the information is in this Guide and other policies are displayed throughout the centre. A folder with

all the policies and procedures is available in the reception area.

We encourage families to be familiar with service policies and procedures and welcome feedback on matters which are of interest to you.





# Policies and Procedures

## Arriving and Leaving from the Service

### What to do when I arrive at the service with my child?

Arriving at child care is an important part of the day for you and your child. There are some things that need to happen each time you arrive and leave the service so please read through the following information to ensure these times go smoothly for you, your child and the Educators.

On arrival at the service, you will have to:

- sign in at the kiosk
- please advise Educators if contact numbers for the day are different.

**This is a requirement of the Commonwealth Government and ensures your Child Care Subsidy is maintained.**

We ask you to place your child's bag in their locker, place their sheet bag away, put drink bottles in basket and put sunscreen on (if not done prior to arrival).

Please place any bottles of formula, breast milk and milk in the kitchen area of the service and sign the Bottle Register Form. Please ensure your child is with their group before leaving the service.

### What to do when I leave the service with my child?

Before leaving the service, you will need to:

- get an update from the Educator of your child's group to see what has happened in your child's day,
- collect your child's belongings
- sign out at the kiosk
- check to see if there are any forms that require your attention.



## What happens if I am late to pick up my child?

It is important you contact the service to let them know if you are running late to pick up your child. Please also be mindful that our staff have responsibilities outside of work hours and should not be expected to remain beyond the centre's closing time. This can be stressful for your child. You should provide a time at which you expect to arrive.

You may have to pay a late fee. Late fees are not subsidised by the Child Care Subsidy scheme so you will be charged the full late fee in your next account.

## Who can pick up my child?

Only an authorised person can collect a child from the service. You must complete an Authorisation Form for each person who will be collecting your child from the service. You will be required to provide proof of identity of the person by supplying documentation which has a photo and current address (for example, a driver's license, passport). This information will be photocopied and kept on file in the service. You will need to notify the service of any change to the normal collection arrangements for your child by:

- verbal notification, or
- a phone call from a parent/guardian.

The person collecting your child will have to provide proof of identity.

## Child Protection

Children have the right to be free from harm and to play, learn and be cared for in a safe and secure environment. Our services uphold this right and are committed to the protection and physical, emotional and intellectual wellbeing of all children.

It is a legal requirement of early childhood professionals who suspect that a child is at risk of harm, or has sustained actual harm, to provide notification to the relevant child protection authority. Our services abide by these requirements and follow the procedures set out in the state legislation.

## Child Court Orders

Please ensure we are aware of the details of any Child Court Orders, parenting orders or parenting plans that relate to your child/children attending our services. A copy of the order or plan will need to be provided to the service. It is very important to make sure the information is kept up to date.

## Keeping children safe

Please close all gates and doors behind you as you go into and leave our services. We also ask you to be mindful of children's safety when using the car park and driveway entries and exits, as the complex is very busy with traffic from other programs.

## Immunisation

We are committed to the health and well-being of children in our care, families and our staff and we encourage immunisation.

From January 1 2016, Australian Government laws relating to immunisation have come into effect. Under these new laws, a child's immunisation status will affect family assistance payments. If a child does not meet the immunisation requirements for family assistance payments, Centrelink will inform families. From 1 January, 2016 a conscientious objection will be removed and no longer recognised as a vaccine exemption. Children with medical contraindications or natural immunity which are certified in writing by a General Practitioner or recognised immunisation nurse will still be exempt from the immunisation requirements.

We recommend you seek further information on how the Australian Government's law will affect your circumstances at [www.humanservices.gov.au](http://www.humanservices.gov.au) (search for immunising children).

If your child is not medically vaccinated or not up to date with immunisations, they will be required to stay away from care during outbreaks of vaccine preventable conditions (such as measles and pertussis) even if your child is well. You will be informed of recommended minimum exclusion periods by the Director in this event. In the event of an outbreak we will consult with the Public Health Unit and *Staying Healthy in Child Care 5th Edition*.

## How do I make sure my child's immunisation history is known to the service?

At the time of enrolment you will be required to provide a copy of your child's immunisation history statement. As your child vaccines are updated we require you to also inform us of these updates so we can maintain our records.

An immunisation history statement is required to prove a child's immunisation status. An immunisation history statement is an official record issued by the Australian Childhood Immunisation Register (ACIR) or a letter from a recognised immunisation provider (e.g. General Practitioner or recognised immunisation nurse).

Families can obtain an immunisation history statement from ACIR for their child, free of charge at any time:

- Through Medicare Online Services, visit [www.humanservices.gov.au/customer/services/medicare/mediare-online-accounts](http://www.humanservices.gov.au/customer/services/medicare/mediare-online-accounts)
- Through the Medicare Express App, available for download from Google Play and iTunes stores
- By emailing [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au) supplying the child's full name, date of birth and Medicare Number
- By calling the Australian Childhood Immunisation Register on 1800653809
- In person at a local Medicare Service Centre.

## Administration of Medication

### What do I do if my child needs to take medication?

Medication (including prescription, over-the-counter and homeopathic medications) cannot be administered to a child at a service without authorisation by a parent/guardian.

If your child needs medication (including creams) please complete all the details on the Medication Form and discuss this with your child's Educator.

Please ensure you deliver all medication to an Educator, so that it can be stored securely (out of children's access) and at the recommended temperature (e.g. in the fridge, cupboard etc). It is vital that medication is not left in the child's bag where children may gain access.

All medication must be administered:

- from its original container before the expiry or use by date
- in accordance with any instruction attached to the medication or provided by a registered medical practitioner

- for prescribed medications, from a container that bears the original label with the name of the child to whom it is prescribed
- with a second person checking the dosage of the medication and witnessing its administration
- details of the administration must be recorded in the medication record.

Only one age appropriate dose of Panadol will be administered in the case of a high temperature. Educators will make every effort to contact you prior to administering the Panadol. If the child continues to be unwell or in pain, you will then be contacted to arrange for your child to be picked up.



## Medical Conditions

If your child has a specific health care need, allergies or medical conditions (for example, Asthma, Diabetes, Anaphylaxis), you will need to tell Educators either on enrolment or if a diagnosis takes place. We will need a medical management/emergency action plan signed by a medical practitioner.

A health risk minimisation plan is developed with you to ensure all possible actions are undertaken within the service to decrease the likelihood of your child experiencing adverse affects due to their medical condition. Our Educators will follow the instructions in the Plan in the event of an incident.

Our Educators may administer reliever medication (commonly used Ventolin, Asmol, Eqap, Airmir) without the parent's consent in an emergency. All our Educators are trained in how to manage Asthma and Anaphylaxis conditions.

It is your responsibility to provide the emergency equipment and consumable for the treatment of these conditions. You will be required to replace medication when it has been used or is past its use by date (expired).

**We do not allow nuts or products containing nuts** (including tree nuts) to be brought into or served in food at any of the services. This is to protect the health and wellbeing of children attending the services who have been identified with severe life threatening responses to these products.

## Illness

### What happens if my child is sick?

If your child is unwell and or has a higher than normal temperature, unidentified rashes, had an occurrence of diarrhoea or vomiting in the past 24 hours or shows sign of pain, your child should stay at home until they are feeling better. Depending on the type and severity of the illness, you may be required to provide a Doctor's certificate before your child can return to care. You should check

with your service about when this may be required. If your child has an infectious illness (diarrhoea, vomiting, chicken pox, conjunctivitis or other similar conditions) they should be kept away from care for the duration of the exclusion period. The exclusion period will depend on:

- the ease with which the infection can be spread
- the ability of the infected child to follow hygiene precautions
- the severity of the disease/illness.

If your child becomes sick while in the care of the service, the educators will make a judgment as to the severity of the illness, notify you, give your child medication as permitted by you, administer first aid and if necessary phone an ambulance. (See Administration of Medication for more details). The Director of the service will liaise with you in relation to your child's return to care – in some instances a medical clearance may be requested.

## What happens if my child is injured at the service?

If your child is injured while in care, our educators will attend to your child and apply first aid. Educators will document the event on an incident form that you will be requested to sign. You can request a copy. Where an injury is of concern to the Educator, we will contact you and where necessary contact Emergency Services.

## Sleeping

We support the individual rest and sleep requirements of each child. Please ensure that you provide your child's preferred rest routine so that we are able to respond to the individual needs of your child.

For children who don't sleep, we will provide a range of relaxing experiences to extend and scaffold learning and interests.

We recommend and implement safe sleep practices in accordance with Red Nose guidelines at all times.

## Excursions

Services may at times include excursions into the local and wider community. Excursions add richness to a centre based care environment by offering children the opportunity to connect in an exciting and meaningful way with their local community and nature.

Permission from parents/guardians is sought prior to participation in the excursion. Safety is an essential part of all excursions. All excursions are assessed for risk and first aid assistance is always available. We welcome family participation to assist with excursions.

## Health, Nutrition and Wellbeing

We work in partnership with you to develop a healthy approach to nutrition and hygiene. Food provided by the service is nutritious and prepared and stored in a safe and hygienic way.

We respect the cultural and religious expectations and values of children and families.



## Feedback and Concerns

Our mission is to walk alongside people in need offering care and compassion and promoting choice, independence and community well-being. In this spirit, we are committed to working with you to resolve any issues.

If your concern is with an individual staff member, please speak with them first. Staff are here to support you and your child, and will be open to discussing any feedback or concerns that you have. You may feel more comfortable speaking with the Director of the service, who will be able to make a time to discuss your feedback or concerns.

If you are still not happy with the response you may contact the Child Care Services Manager. Contact details are:

**WMQ Child Care Services Manager**  
930 Gympie Road Chermside QLD 4032  
**E** [ecfeedback@wmq.org.au](mailto:ecfeedback@wmq.org.au)

We display information in the foyer of the person with whom you may raise your concern. An external complaint would usually only be made after first attempting to deal with your concerns through our internal complaints mechanism. You may also contact an external agency such as:

**Early Childhood Education and Care**  
Metro City Office:  
**P** 07 30288064  
**E** [metrocity.ecec@qed.qld.gov.au](mailto:metrocity.ecec@qed.qld.gov.au)

## Leaving our services

If you are intending to leave our services you must provide two weeks written notice so a planned exit for your child can occur. If you would like to attend again in the future; you are welcome to complete an application for child care.

There are times when we have to advise a parent/guardian we can no longer provide services to their child due to the need to place a child with a higher priority for access to our service. In this case, the service will provide written notice of the need to vacate care services and will assist in locating an alternative service wherever possible.

Feedback is important to us, when you leave our service, we may ask you to share your thoughts with us. This valuable information helps us continually improve people's experiences of our services.

# Staffing

We have a dedicated team of committed and qualified Educators who nurture and support each child's learning and development in rich and meaningful ways. Educators are supported to carry out their roles and to be reflective practitioners, keeping up to date with contemporary early childhood theories and practice.

## Our Educators

### Nominated Supervisor/Director

The Nominated Supervisor oversees the delivery of the service. They work closely with the team of Educators to implement the National Quality Framework and ensure all the regulatory and compliance requirements are met and there is a culture of continuous improvement.

### Educational Leader

The educational leader has an influential role in inspiring, motivating, affirming and also challenging or extending the practice and pedagogy of educators. It is a joint endeavour involving inquiry and reflection, which can significantly impact on the important work educators do with children and families.

### Lead Educators

Lead Educators undertake and fulfil the duties of a responsible person. Our Lead Educators plan, deliver and evaluate an engaging educational program that considers the needs, interests and strengths of each child. The program is linked to learning outcomes, principles and practices of the Early Years Learning Framework (EYLF).

### Assistant Educators

Assistant Educators work closely with Lead Educators and support the health, wellbeing and safety of each child. They support the implementation of the educational program.

### Kindergarten Teacher

A number of our services operate an approved Kindergarten program in line with Queensland government guidelines. An engaging curriculum is developed and implemented by a Qualified Early Childhood Teacher guided by the EYLF and Queensland Kindergarten Curriculum Guidelines (QKLG). Through play, this program assists to develop early learning skills to facilitate a smooth transition to school for your child.

The kindergarten teacher will also undertake the role and responsibilities of a responsible person.

## Our Services

We provide care and education for 48 children at our service. You are welcome to visit the service at all times. Our age groupings are made up in the following way.

### Nursery

The nursery caters for up to eight children aged between 0 - 2 years. This group focuses on developing positive and secure relationships between children and educators. We focus on the individual care routines to ensure continuity between the service and home. Learning environments and experiences for our young children are rich in sensory and discovery experiences.

### 2-3 years age group

This is a rich learning time in young children's lives as they explore and make meaning of the world around them. Our learning programs are designed to offer the children a rich play based environment where young children are encouraged to express their emotions and develop communication skills. We offer a wide range of play experiences that promote a sense of discovery and investigation.

### 3 - 4 years

This group operates in both our outdoor classroom and open plan learning environment in the service. Research tells us that when children have the opportunity to spend time with peers of different ages they are able to share knowledge and learn from one another. This group allows for children to develop close bonds with their own peers and to interact with older children in a secure, safe and challenging environment. The range of learning experiences is drawn from the children to assist them to develop early literacy and numeracy skills in a play based environment

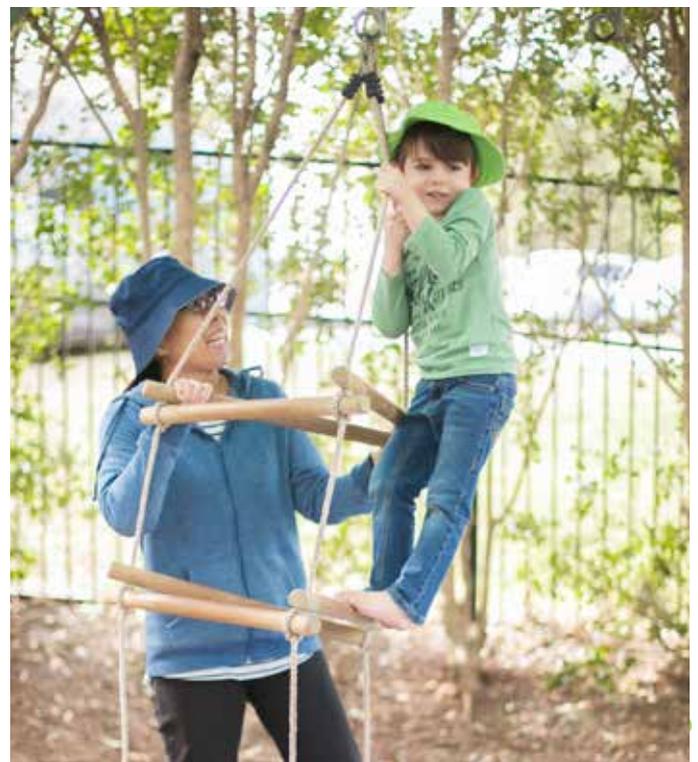
### 4-5 years

This group offers a formal kindergarten program embedded to support children to transition into a school environment. Through a rich play based environment our range of learning experiences help children develop skills of inquiry, investigation and critical thinking to build their early literacy and numeracy skills. Technology is also an important part of the curriculum.

If your child is enrolled in our kindergarten learning programs the daily fee will not be any more than fees charged for three to five year old children who attend our service. Children who are four years old by 30 June in the year prior to school entry are eligible to attend the funded kindergarten program. If families are disadvantaged and meet the eligibility criteria for additional assistance, funding is available to reduce child care fees to ensure that children are able to access educational programs. Eligibility is determined by Kindergarten Funding Guidelines.

### Transitioning between groups

When children are transitioning to an older age group, it is done over a period of time in consultation with Educators and families. It involves you and your child visiting older age groups to ensure a smooth transition to a new group.



# Enrolling in our services

## Access to our Services

When allocating placements, WMQ follow the Australian Government's request to prioritise children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Wesley Mission Queensland Child Care Services also have their own priorities for access to services and should your child have to vacate their place for a higher priority, the service will give you at least two weeks notice. The Service will assist you to find alternative care arrangements across Wesley Mission Queensland's Child Care Services.

## Can I go on a waiting list for services?

Wesley Mission Queensland have their own priority of access for filling vacant spots. The following priorities are followed:

- **First Priority** - Children who are currently attending the service who need to move up to the next group or who are seeking additional days.

- **Second Priority** - Children of staff employed by Wesley Mission Queensland or children of WMQ program participants.
- **Third Priority** - Siblings of children who are currently attending the services.
- **Fourth Priority** – all other children.

## Child Care Fee assistance

The Australian Government may provide financial assistance towards meeting the costs of your child's care. If you are eligible for free assistance, you will need to let us know:

- your Customer Reference Number (CRN) which has been provided to you by the Family Assistance Office,
- your child's Customer Reference Number which has also provided to you by the Family Assistance Office,
- your date of birth (this may be the date of birth of the CRN Holder,
- your child's date of birth.

If you do not have this information (CRN) you can contact the Family Assistance Office on 13 61 50 or visit one of their offices. Locations can be found at [www.familyassist.gov.au](http://www.familyassist.gov.au)

# Child Care Subsidy

The CCS is assistance for families using approved child care services for work or training, studying and volunteering reasons. It is paid directly to services to be passed on to families.

You may be eligible for CCS and can submit a Child Care Subsidy claim using your Centrelink online account through myGov and complete your Child Care Subsidy assessment task. For more information on this process, visit [education.gov.au/childcare](http://education.gov.au/childcare). It is important that you notify them if your circumstances change.

## Absent Days

CCS is paid for up to 42 absences for each child per financial year. These absences can be for any reason, including public holidays. In special circumstances, CCS may be paid beyond the 42 days. There is no limit on these days however you will be required to provide documentation to support your child's absence.

We recommend you provide documentation to support days away from the service.

Documentation can be:

- medical certificates,
- shared care plans (signed by both parents) or
- court orders.

## Public Holidays

Our services are closed on public holidays. Fees apply for public holiday closures that fall on your usual day of attendance. CCS will not be paid for public holidays if 42 absences have already been used.

## Regular Booked Days

If you need to change or cancel your child's regular booked days of attendance, you will need to provide the service with two weeks written notice. If your child does not attend any of the days, fees will still apply.

## Child Care Fees

A bond is required to secure your child's enrolment. The bond will be held by the service and will be applied to fees owed upon your notification of your intention to leave the service two weeks prior to the exit date. The bond will be refunded if fees have already been paid for the notice period.

If your child is enrolled in our kindergarten learning programs the daily fee will not be any more than fees charged for three to five year old children who attend our service. Children who are four years old by 30 June in the year prior to school entry are eligible to attend the funded kindergarten program.

If families are disadvantaged and meet the eligibility criteria for additional assistance, funding is available to reduce child care fees to ensure that children are able to access educational programs. Eligibility is determined by Kindergarten Funding Guidelines.

Please refer to the Fee Schedule for information on our fees and charges.



# My Child at Child Care

## How do I assist my child to settle into child care?

Settling into a new environment and routine can be difficult for some children. Each child responds in a different way to these changes and if you think your child will need some help to adjust, please speak with our staff who will be able to assist you.

## What do I pack for my child?

Each room will have a place for your child's belongings within the service. All items need to be named. This will help Educators to locate all your child's belongings if they are discarded or removed from their bag during the day. We have a Lost Property Box so please check there for misplaced items. Unclaimed items are donated to charity.

Please note the service does not take responsibility for loss or damage to personal items brought into the centre.

It may take some time to work out what your child needs to attend child care. Suggested items are:

- a bag to carry all your child's belongings in,
- hat (wide brimmed bucket or legionnaire style) / sunscreen and shoes (that are easy to put on),
- several changes of clothes that are appropriate for the season (for use in painting activities and so on),

- if your child is learning to use the toilet you may need to supply extra spare clothing in case of accidents so your child continues to feel comfortable throughout the day,
- water bottle,
- any specific items discussed with your educator during orientation, (ie medications, insect repellent, nappy rash cream etc),
- Bed linen in its own bag
- your child's special comforting item if needed (stuffed toy, blanket etc).

Please discuss with your educator any additional items that may be required for your child.

Please check your child's bag every morning before arriving at the service. It is important for the safety of your child and the other children in care that there are no dangerous items in your child's bag (that is, medications, batteries, money, cigarette lighters, small toys that pose a choking hazard and so on).



## What will my child's day be like?

### About your child's day

Your child's group will follow a flexible routine for the day to give your child a consistent, predictable and engaging environment. The routines will be designed to best meet the needs of the children in care. Your educators will talk to you about your child's sleeping and eating patterns within the daily routine, and incorporate these into the routine. Using the EYLF as a guide, and the ages and interests of the children attending, your educators will provide an engaging educational program.

### Meals and drinks

We provide morning tea, lunch, afternoon tea and a late snack. Our menu is designed to ensure children have up to 50 per cent of their daily nutritional requirements while in our care. Our on site cook provides a tasty menu to suit the ages of the children. For young infants we provide a freshly prepared vegetable mash and liaise closely with you regarding the planned introduction of new foods into their diet as appropriate.

The menu is on display in the centre foyer and other notice boards around the centre.

We provide only milk and water with each meal. Drinking water is freely available throughout the day. It is recommended each child bring their own

water bottle or cup for hygiene reasons.

Allergies and special dietary requirements are catered for.

Meal times are a valuable time for children to interact and socialise. We provide an environment to encourage this.

### How will the educators foster my child's wellbeing?

We draw on a wide range of flexible approaches to support a child's individual needs that encourages children to build resilience. In no way will physical, verbal or emotional punishment that humiliates, frightens or threatens children be tolerated.

Your child's educators will work in partnership with you to develop approaches to support your child's wellbeing. The approaches will be guided by the service policies, age of the children and contemporary early childhood practice.

## Celebrations

We recognise celebrating special occasions is important to children and families. If you have queries please speak with your child's educator. We welcome family participation. Families are welcome to bring a special treat to celebrate. Please speak with the Director to make arrangements.

## The Gap Child Care

service is an approved service with the Australian Children's Education and Care Quality Authority (ACECQA) regulated by the Office for Early Childhood Education and Care. Our services are based on the principles and practices outlined in the Education and Care Services National Law Act 2011 and Education and Care Services National Regulations 2011

CCB Approval Number: 3-L2M19M  
QSA Service Approval Number: SE - 40001406



1800 448 448  
contactus@wmq.org.au

**Corporate Office**  
930 Gympie Road,  
Chermside QLD 4032

Join our community



[www.wmq.org.au](http://www.wmq.org.au)



### The Gap Child Care Centre

1050 Waterworks Road  
(on the grounds of The Gap  
Uniting Church)  
The Gap QLD 4061

**P** 07 3510 1802

**E** [thegapcccc@wmq.org.au](mailto:thegapcccc@wmq.org.au)